**Date issued:** 7 March 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**Your Questions Answered**

1. **Please provide me with a full list of all Help Points at your stations that you manage (at all Transport For Wales managed stations) (the list should show the station name and the location of the help point within the station and the machine number of the help point if it has one).**

Please find attached a spreadsheet listing our help points and their location within each station.

1. **Who is the manufacturer of your help points?**

Our help points are manufactured by the following three suppliers: Le Las, Gai-Tronics and Ascom.

1. **Who maintains and repairs your help points?**

Our help points are maintained by both Network Rail and Gee Communications.

1. **Can you please attach a copy of the manual book for your help points?**

TfW does not hold this information. TfW only possess the documentation needed in order to undertake basic maintenance of the help points. As such, we suggest contacting the suppliers directly using the following contact details:

La Las: <http://www.lelas.fr/en/contactez-nous.html>

Gai-Tronics: sales@gai-tronics.co.uk

Ascom: UK.info@ascom.com

Please note that these are private sector companies and are not subject to the Freedom of Information Act.

1. **Where do the buttons on these help points get connected through to (please provide the name of the company that answers (if it is not you) and the location (building name or office name where they are based and at least the city or town and county and country they are based in) of the people who are answering)?**

These calls are answered by the Wales Rail Operating Centre (WROC) based at De Croche Place, Cardiff; or by National Rail Enquiries. TfW does not hold the address details of the Network Rail Enquiries contact centre, but contact information can be found here: [National Rail Enquiries - National Rail Enquiries Contact Page](https://www.nationalrail.co.uk/Contact-Us.aspx).

1. **Do you currently have any plans to replace any help points at any stations with newer ones (as I notice that some of your stations still have the much older type of help point whilst other stations have the newer version)?**

Network Rail have a rolling program of renewals for the assets that come under their ownership. TfW also has a renewal program for assets not covered by Network Rail.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".