**Date issued:** 20 April 2022

**Freedom of Information Request**

Dear Nichole,

Thank you for contacting Transport for Wales (TfW). I understand that you have received correspondence from our Customer Relations Team in respect of your complaint about your mother’s experience with our passenger assist service. Two of your questions have been brought to my attention as TfW’s Freedom of Information Officer, as the information requested will be disclosed to you under the auspices of the Act. In this response, I will address the following two questions:

1. *‘I also strongly query that the majority of experiences are positive, as 100% of my mothers have not been, so would appreciate further detail of any actual evidence you have that suggests this is the case?’*
2. ‘You expect customers to book at least 24hours in advance but don’t have any courtesy to inform them that you aren’t going to provide the service. Is that standard?’

**Question 1**

Please find the results of a recent customer satisfaction survey concerning our passenger assist survey attached to my responding email. The survey covers the period 01.04.21- 06.03.22. The results are displayed on a rail-period basis, therefore please be sure to select the individual rail periods in order to view the data for each one. Among the questions asked, participants were asked ‘overall, how satisfied were you with your experience using assisted travel?’ The results for each period show that the majority of experiences are reported as being positive.

**Question 2**

Customers are now advised book assisted travel only two hours before travelling, as opposed to a full 24 hours prior; however, the fact customers have or have not booked passenger assistance should not impact upon the service that should be provided. Please find our Assisted Travel Policy here:

[TfWRS Accessible Travel Policy Leaflet 01082020\_12(5).pdf](https://tfw.wales/sites/default/files/2021-02/TfWRS%20Accessible%20Travel%20Policy%20Leaflet%2001082020_12%285%29.pdf).

The policy does not address TfW cancellation of assistance bookings, as instead, the policy notes on a number of occasions that train crew or station staff are appropriately trained to provide assistance, even if, for example -

* a booking has not been made in advance;
* assistance is required at an unmanned station;
* disruption occurs and an alternative accessible transport is required.

As such, it should always be the case that help is on hand from train crew or station staff, and TfW should not have cause to cancel a booking.

I recommend that you review this policy, as it provides a wealth of information concerning assistance bookings and the experience our customers should expect to receive, as well as options for redress and compensation. There is also information about ways to get involved to help us improve this service.

I hope this information serves to support the communication you have received from our Customer Relations team, and that the policy serves as a helpful point of reference.

Yours sincerely,

**Victoria Madelin**

**Rheolwr Cydymffurfiaeth a Llywodraethu Corrfforaethol** | **Corporate Compliance and Governance Manager**

**Trafnidiaeth Cymru** | **Transport for Wales**

**3 Llys Cadwyn**

**Pontypridd**

**CF37 4TH**

**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](mailto: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".