**Date issued:** 20 October 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.

**You asked for the following information:**

*I am writing to request some information under the FOI act of 2000.*

*Please can you tell me:*

1. *The number of reported lost items of jewellery on public transport in Wales broken down by year (2018, 2019, 2020, 2021 and 2022) and by mode of transport (bus and train).*
2. *The number of lost item claims received between the years 2018-2022.*
3. *The number of incidents where a lost piece of jewellery has been retrieved and collected by the owner in the years between 2018-2022.*

*If answering all these questions will require additional resources and/or budget, please prioritise question 1.*

**Having reviewed your questions, we are able to provide the following information:**

In response to your query please see the below table showing the number of jewellery items lost and returned on TfW Rail services between 2018 and 2022. We do not have information in regards to bus.

|  |  |  |
| --- | --- | --- |
| **Year** | **Items Logged** | **Items Returned** |
| 2018 | 5i | 0 |
| 2019 | 102 | 0 |
| 2020 | 27 | 0 |
| 2021 | 78 | 0 |
| 2022 | 174ii | 0 |
| **TOTAL** | **386** | **0** |

NB: Figures for 2020 and 2021 affected by reduced passenger numbers due to COVID19 restrictions.

Introduction of Missing X Lost Property System across the network in May 2021 has led to a signifant increase in Lost Property items being logged.

i Figures only available from 1 December 2018

ii Figures up to and including 6 October 2022

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](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".