**Date issued:** 9th of June 2023

**Freedom of Information Request** 78/23

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 US…**

1) was the train checked prior to departing and why was the toilet not working

2) Does TFW have a toilet policy whereby if long distance journey, there has to be working toilets available

3) Is there a legal requirement for certain journeys to have working toilets

**RESPONSE**

Toilets on 1D33 - 25/02 - Manchester Oxford Road to Helsby - 46 min journey

Question 1

Unfortunately, Transport for Wales (TfW) do not hold information this far back and so we would not be able to answer this question.

Question 2

TFW does have a toilet policy whereby if long distance journey, there has to be working toilets available, our ‘Defective on Train Equipment policy’ (DOTE). Trains must have at least 1 functioning Accessible Toilet before starting any journey however if this becomes defective mid journey the train will continue to the first suitable location.

Question 3

There is legislation regarding trains that have toilets fitted and their required functionality. This is reflected and adhered to in our DOTE policy (as per above).

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](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".