**Date issued:** 21st of November 2023

**EIR Request 240/23**

**YOU ASKED US…**

**Copies of agreed policies in relations to overcrowding of services.**

**Policies relating to transporting vulnerable passengers.**

**RESPONSE**

Question 1

Transport for Wales do not hold a specific policy in relation to overcrowding.

Essentially there is a training module around crowded trains (as described below) we also regularly assess Conductors during their assessment cycle.

**Module 12.5 Manage Crowded Trains** (I will care about others)

This module is about dealing with capacity issues by managing space on board the train, managing people boarding the train and communicating with customers about this, managing crowded trains with a safety-first approach.

Demonstrate (Technical and NTS Skills)

a. Actively manage and maximise space/ seating on the train. Be aware of available space on the train, and direct customers, politely and assertively, towards the available space/seating, and request to customers that they remove bags if seats are needed

b. Assist vulnerable customers on crowded services. Be alert to their needs and behaviours around crowd dynamics, remain vigilant for emerging hazards and be prepared to intervene and support as necessary

c. Allow customers sufficient time to board or alight crowded services safely. Anticipate slow-moving customers and remain alert for anyone who may need extra time for boarding and alighting due to the crowded environment

d. Report overcrowded trains to Control in a timely manner. Be mindful of giving the Control team adequate information and time to make service contingency decisions for Customers Explain (Knowledge and Understanding)

1. How to proactively manage a crowded train (e.g. manage customers to make use of all available space and seating etc)

2. What to communicate to customers and control when trains are overcrowded (e.g. apologise for capacity, advise customer on and encourage use of next service, report F&S to control etc)

3. The priority of a safety-first approach to crowding (e.g. not to rush customers or operational safety critical duties if capacity issues cause train delays etc)

4. The possible impact of a hot overcrowded train, and how to manage this (e.g. passenger welfare, passenger taken ill, ventilate - open windows, turn off saloon heating, adjust air con etc)

TfWRL Conductor Competence and Standards Manual Demonstrate (Technical and NTS Skills) i.e. Communicate with customers when capacity is reached if it is not practical or safe to allow more to board. Manage customer expectations and potential conflict by showing empathy and providing accurate and timely advice, explanations, and apologies

f. Make regular announcements when capacity is reached, and unable to get through the train for in train duties. Be conscious and mindful of customer expectations, providing accurate timely advice, explanation and apologies as the situation requires Explain (Knowledge and Understanding)

Non-Technical Skills - The list below are the core NTS Skills associated with this Module.

• Anticipation of risk

• Assertiveness (when challenged or need to lead a situation)

• Attention to detail

• Calm under pressure

• Checking

• Clarity

• Confidence and initiative

• Considering others’ needs

• Treating others with respect

• Dealing with conflict/ aggressive behaviour

• Effective decisions

• Listening (people not stimuli)

• Multi-tasking and selective attention

• Overall awareness

Question 2

Please see the below documents –

[https://tfw.wales/info-for/passengers/accessible-travel](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftfw.wales%2Finfo-for%2Fpassengers%2Faccessible-travel&data=05%7C01%7CFreedomofinformation%40tfw.wales%7C8dca377b12a24f10c34f08dbdecb788b%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638348737698178945%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=X72qeUAHxYuzyK2f4ZLuAUDwBrb6fF80ECMA1TiZilw%3D&reserved=0)

Core to this is the Accessible Travel Policy below -

[Policies and information | TfW](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftfw.wales%2Finfo-for%2Fpassengers%2Faccessible-travel%2Fpolicies-and-information&data=05%7C01%7CFreedomofinformation%40tfw.wales%7C8dca377b12a24f10c34f08dbdecb788b%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638348737698178945%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=C35dGakYabT%2B0oTOLr5dOZk0RNLysYzxnaWe61uX5xI%3D&reserved=0)

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".