

Date issued: 30th October 2020

Freedom of Information Request

I am 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 information access policy.

You asked for the following information:

“With the introduction of the new TFW bus passes from September 2019, many current bus pass holders were disenfranchised as they were unable to use I.T, e-technology, on-line forms etc, which resulted in many library staff across Wales having to complete the applications for members of the public.

- Could you please provide me with a copy of the service level agreements that were made through collaborating with local authorities in relation to this and also advise if information sharing agreements were in place or needed?
- A few weeks after the September 2019 changes, TFW employed temporary staff to continue to carry out bus pass applications on local authority / library premises, were service level agreements in place for this?
- Did TFW consider placing these temporary staff to complete bus pass applications in bus / train station buildings?
- Have local authorities received any virement payments or compensation for use of their own staff in supporting TFW?”

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

The 22 councils in Wales manage concessionary travel schemes under the Transport Act (2000). In 2019 councils agreed a web-based approach to enable all green bus passes to be replaced, and entered into an agency agreement with TfW to provide certain functions related to the replacement process - primarily IT and central helpdesk support.

There was no Service Level Agreement specific to the temporary staff employed to provide this support, rather all staff involved worked to the wider commitment made to ensure replacement cards were provided within an agreed number of working days after application. The information sharing arrangements in relation to concessionary passes can be found here: <https://trc.cymru/Concessionary-Card-Privacy-Statement>.

TfW did indeed place the temporary members of staff in key points of customer contact identified by councils, where they helped cardholders re-apply for travel cards using the website. Locations included bus and train stations, libraries, council offices, community centres and Age Cymru offices. The deployment of temporary staff relieved pressure on the front-line staff at these locations.

Over 90% of all renewals were requested through the website. Councils were not funded by TfW, rather TfW was assisting councils.

I hope this information is of use to you.

Yours sincerely,

Transport for Wales