

Date issued: 12 February 2021

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 information access policy.

You asked for the following information:

"I writing this FOI in order to obtain the pre-recorded audio information & accompanying software (if required) that is currently in use on all Transport for Wales managed stations and trains. I am aware that Transport for Wales is now a publicly owned.

This includes :

- the pre-recorded stations names, cut-list announcements; "this train is for", "the next station is" and general announcements regarding safety & smoking (of upward and down inflections (regarding station names)) from the train onboard PA system as used on the 150, 158 and 175 fleet voiced by Ruth Mitchell
- all pre-recorded station announcement files; "the next train to depart from platform 2 will be the 18:56 service to Holyhead" also including train formations, facilities onboard and delay reasons etc. as voiced by Ruth Mitchell (English) and Eryl Jones (Welsh), as well as the general station announcements as voiced by both

These files may be sent in whichever way that you find suitable, and most cost effective. This could also include being uploaded to an online file sharing website."

Having reviewed your request, we are unable to provide the information requested.

TfW does possess this information. However, this information is exempt from disclosure under section 38 of the Freedom of Information Act (Health and Safety). Section 38 provides an exemption from disclosing information if it would endanger any individual. The exemption does not necessarily deal with issues that are commonly thought of as health and safety matters, and considers the mental and physical health of any individual in addition their safety.

To apply this exemption, a public authority must demonstrate that there is a causal link between the endangerment and the disclosure of the information. The public authority must also show that disclosure would be likely to have a detrimental effect on the mental health, physical health, and safety of the individual that must be more than trivial or insignificant.

The use of this exemption is also subject to an assessment of the public interest.

As a public authority, TfW recognises the need for openness and transparency, as well as the degree of public interest concerning TfW announcements. However in this instance, this is outweighed by the risk to health and safety. For example, the recording could be used in a vexatious manner at a train station to contradict the announcements used by the Station Manager. This might cause passengers to rush to another incorrect platform and board the wrong train. This would cause significant distress to any passengers deceived in this way, and may also cause passengers to risk their safety by rushing to board the incorrect train on another platform in confusion or panic.

Our use of this exemption for similar requests when TfW Rail Services was operated by Keolis Amey; and still applies following the transfer of these services to Welsh Government in February 2021 and the establishment of TfW Rail Limited.

We trust 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. 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".