

**Date issued:** 4 March 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 am writing to you to request a copy of all Transport for Wales announcements and recordings that you are able to provide. This includes, but is not limited to, train announcements and station announcements. I have made the same request to LNER, which was successful, I therefore see no reason as to why this request shouldn't be successful also.

If you would be able to provide this information that would be greatly appreciated.

If you have any further questions or queries, please don't hesitate to contact me on this address.”

#### **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.

TfW receives many requests for our automated announcements and this is our standard response. We cannot comment on decisions made by other Train Operating Companies to provide this information.

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".