

Date issued: 27 August 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, Environmental Information Regulations 2004 and our Information Access Policy.

## Your Questions Answered

1. Provide: TfW written policy for dealing with residents' complaints relating to Metro construction

TfW does not have a specific written policy for dealing with complaints relating to Metro construction. Instead, complaints relating to Metro construction are captured under our complaints handling procedure, which has been approved by the Office of Rail and Road (ORR). The procedure covers the TfW in its entirety, and can be found [here](#).

2. Provide: TfW written policy for informing residents of works taking place in their locality which may cause noise or other disruption

Our brochure outlining our commitments to informing residents of works taking place in their locality can be found [here](#) on page 19 ('Our Commitment to You'). TfW does not have a specific policy in relation to informing residents of works taking place, but instead does have an internal framework document, equivalent to a written policy: Core Valleys Lines Community Relations and Contact Framework. This framework document is not intended for publication, and contains some sensitive information. As such, we can only provide an extract of the relevant section as follows:

"Section 11 - ADVANCE NOTIFICATION OF WORKS

The research undertaken suggests that specific, targeted communications are expected by lineside neighbours with them wanting us to inform them (in writing) of engineering work. Direct mail is also an excellent opportunity to own and relay positive messages, underline the wider benefits of our work and provide an appropriate point of contact.

[...] We will seek to issue prenotification letters/direct mail to complement wider communications work:

- at key phases during the transformation project i.e. when commencing work on a route section
- when establishing or demobilising key worksites/RRAPs/compounds
- when undertaking prolonged periods of particularly disruptive or noisy work
- when a relevant impact assessment deems direct mail as essential.

The research revealed that half the closest neighbours asked for more than a week's notice of disruptive works – and as such TfW has set this as a minimum requirement whenever a direct mail is planned.

TfW will, as often as possible, manage direct mail via its stakeholder and community team, as opposed to local agents/delivery partners managing this process directly to ensure consistency of tone, information and messaging. TfW will work with partners to establish a process to ensure the effective

management of this, and when direct mail is determined appropriate/necessary, TfW will require 4 weeks' notice, if a schedule of disruptive work for each site/work-bank has not already been provided.

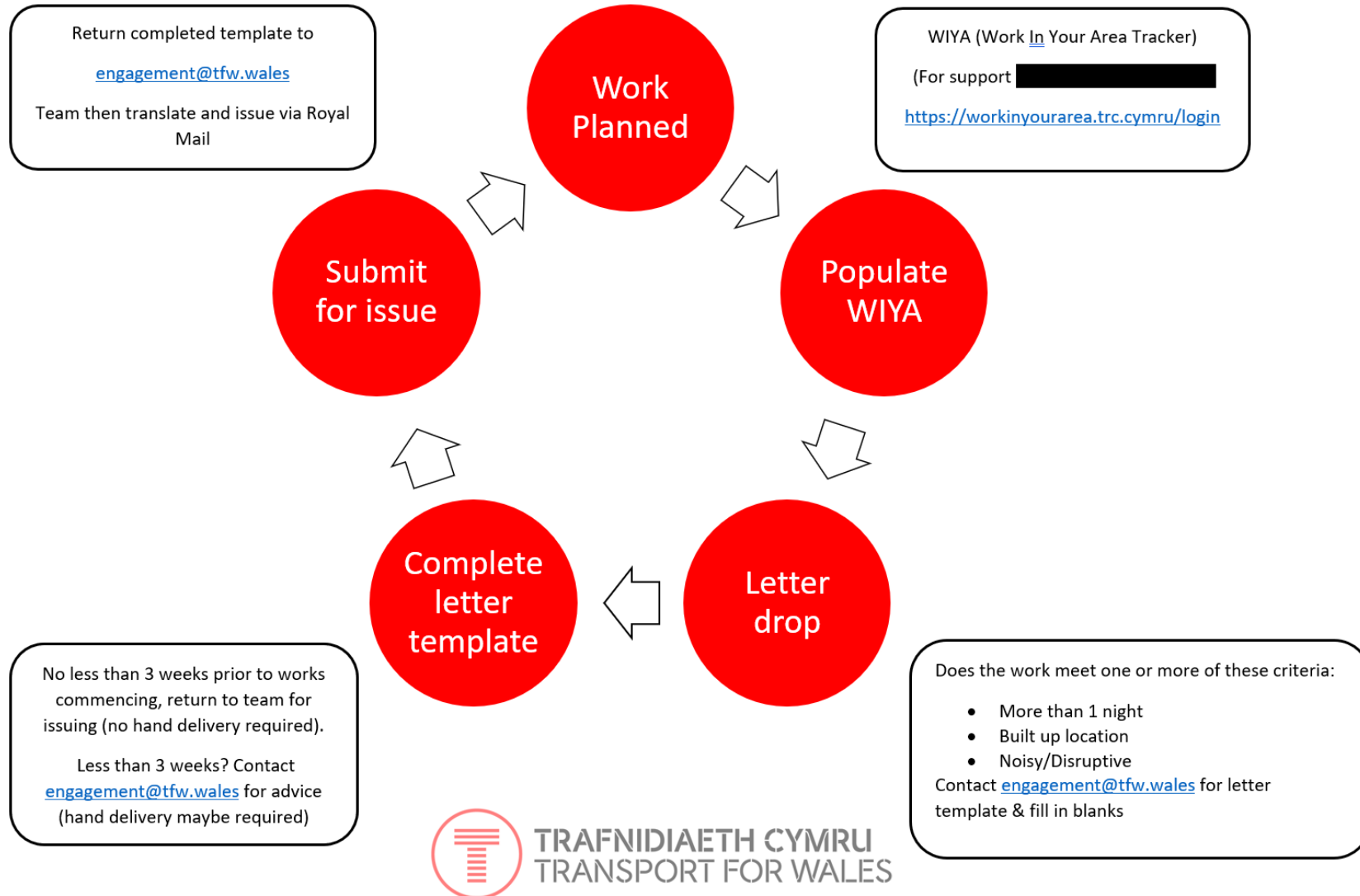
Although direct mail will continue to be a key channel for informing neighbours about future works, the research suggests that we could benefit from adopting a co-ordinated, multi-channel approach - posters at stations/on trains, email and social media all scored highly with passengers - to ensure that all audiences are reached effectively. [As such] we will also develop and utilise a number of other engagement channels and mechanisms."

\* \* \*

Further to this framework, TfW uses the following two templates to isolate and clearly communicate to our project teams exactly what they need to uphold our prenotification commitments.

**(Continued overleaf)**

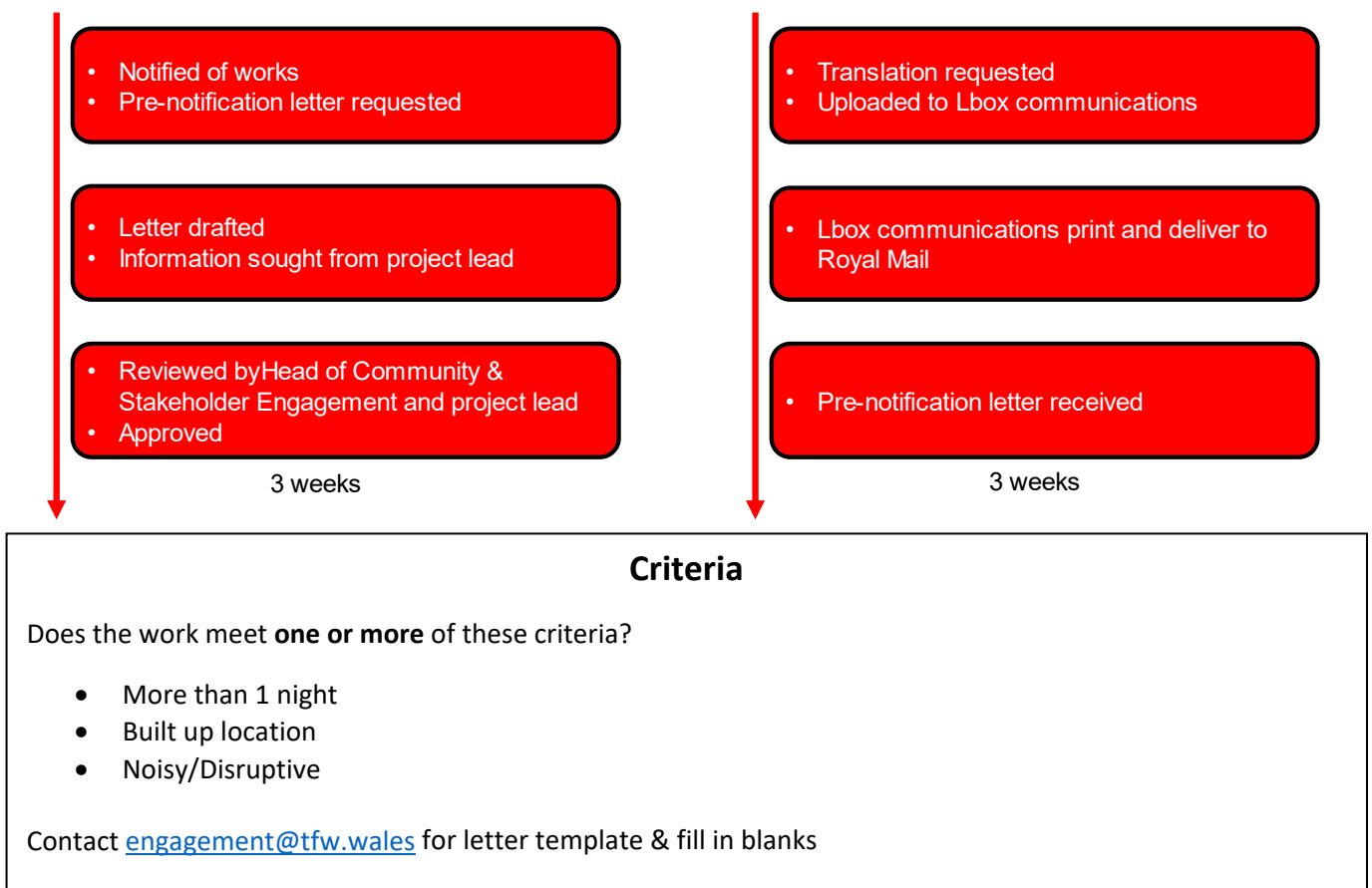
## Prenotification – What you need to do



2. Prenotification: Our Process In Full (personal information redacted)



**Pre-notification of works process**



**Work in Your Area Tracker (WIYA)**

[TFW - Work in Your Area \(trc.cymru\)](http://trc.cymru)

**All works** are required to be uploaded to the WIYA

We recommend:

- Frequency:** **as required**
- Responsibility:** We recommend an individual from each team to be assigned this responsibility

Should there be any assistance needed please contact [REDACTED]



## Stakeholder Engagement Team

### Prenotification – our process in full

If you require pre-notification of works, please complete the form below and include as much detail as possible and return to [engagement@tfw.wales](mailto:engagement@tfw.wales) no less than **3 weeks prior** to works commencing. **Less than 3 weeks?** Contact [engagement@tfw.wales](mailto:engagement@tfw.wales) for advice (hand delivery maybe required)  
*\*Please be reminded that a letter or Newsletter can take up to 6 weeks to be distributed to stakeholders.*

**Name:** Click or tap here to enter text.

**Email:** Click or tap here to enter text.

**Organisation:**       Transport for Wales       Balfour Beatty       Siemens  
                                  Alun Griffiths                       Amey                               Other:

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**Type of work and broad location (eg. Vegetation management Coryton Line/Piling Aberdare):** Click or tap here to enter text.

**Date of works:** From Click or tap to enter a date. To Click or tap to enter a date.

**Location of works (Miles and Chains):** From Click or tap here to enter text. To Click or tap here to enter text.

**Is this work disruptive/ noisy?**     Yes     No

**When will this work take place?**     Daytime     Nighttime     Both

**Over how many days/ weeks will this work take place?** Click or tap here to enter text.

**Approx No of people on site**

**What equipment will be used?** Click or tap here to enter text.

Please provide a short description of the works, including anything that you think lineside neighbours may want to understand

Click or tap here to enter text.

3. Provide: TfW written policy for mitigating disruption to residents arising from Metro construction

We politely request clarification in reference to this question. TfW does not have a specific policy to mitigate general disruption, as the term 'disruption' may cover a broad spectrum of issues. Please specify the exact disruption you are referring to (for example: disruption to passengers as a result of station/line/road closures, disruption to the local community as a result of mess and dirt caused by ongoing construction works, disruption to lineside neighbours as a result of night-time light and noise pollution.) For information, the required response time of 20 working days in which TfW must return the information you have requested will reset to zero upon receipt of the further information required.

4. Provide: TfW written policy for mitigating environmental impact arising from Metro construction

This information is held on our behalf by our infrastructure partners Amey Infrastructure Wales (AiW). We are currently in the process of obtaining this information, however it is not available for disclosure at this present time. Please accept our sincere apologies for this delay, which has arisen as a result of staff leave over the summer holiday period. We will keep you apprised of progress made in relation to obtaining this information and aim to provide it as soon as we are able.

5. Environmental impact assessments carried out in relation to Metro construction

Following KeolisAmey's (*former operator of the Wales and Borders franchise, trading as TfW Rail Services until February 2021*) appointment to carry out CVL transformation works in 2018, a screening process was undertaken with the relevant local authorities (Cardiff, Merthyr Tydfil, Rhondda Cynon Taf, Caerphilly and the Vale of Glamorgan County Councils) to determine whether Environmental Impact Assessments were required. The five Local Authorities each concluded that the works fell within Schedule 2 of the Town and Country Planning (Environmental Impact Assessment) (Wales) Regulations 2017 and that the works did not constitute EIA development, therefore a full EIA was not required.

Please find attached to this email the five Environmental Impact Assessment (EIA) Screening Opinions TfW received from the relevant Local Authorities (Attachments 1-5; personal information has been redacted).

As part of the EIA screening process, TfW also commissioned Mott McDonald to complete an Ecological Impact Assessment (EclA) for the entire Core Valley Lines network (see Attachment 6 (personal information redacted)); whilst AiW also commissioned Ground Control to complete a Desktop Ecology Survey (Attachment 7 – (personal information redacted)).

Under Section 6 of the Environment Act 1995, public authorities have a duty to maintain and enhance biodiversity and to promote the resilience of ecosystems. TfW's commitment to fulfilling this duty is outlined in our [Biodiversity Action Plan](#); whilst our consideration of protected species and habitats is demonstrated by the detailed assessments, compensation, mitigation and enhancements we make/recommend in our survey reports. Ahead of any work, the following route section reports will be developed and issued:

- Bat survey reports for bridges and trees
- Badger Report
- Otter Report
- Dormouse Report
- Great Crested Newt Report
- Hedgehog Report (on a case-by case basis according to ecological records)

Information returned by each survey report is then used to inform our precautionary method statement for vegetation clearance and toolbox talks, whilst we ensure that ecologists are present on site whilst works are ongoing. This is to ensure a suitable approach is taken to avoid contravening the nature conservation legislation afforded to particular animals/species and no de-vegetation work, unless safety critical (due to train strike or obscuring signals), is conducted without prior consultation with the Lead Ecologist (and or any suitably qualified delegates).

6. Provide: Prior consent under s61 Control of Pollution Act 1974 for noise disruption arising from Metro construction (including conditions for consent and associated obligations on TfW) from all relevant local authorities.

At present, TfW has been granted prior consent under s61 to covers four weeks of piling. We are currently in the process of obtaining this information, however it is not available for disclosure at this present time. Once again, please accept our sincere apologies for this delay, which has arisen as a result of staff leave over the summer holiday period. We will keep you apprised of progress made in relation to obtaining this information and aim to provide it as soon as we are able.

We wish to assure you that transparency is one of TfW's core values, and we recognise the degree of public interest in the development of the Metro. We believe openness and transparency strengthens our relationships with the communities we serve, and is key to inspiring and maintaining trust and confidence in our organisation. Please be assured that staff are working hard to issue outstanding information, and we thank you for your patience and understanding.

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".