

**Date issued:** 9 December 2021

## **Freedom of Information Request**

Thank you for contacting our Customer Relations Team to highlight your experience onboard our services and raise your subsequent concerns. Your query has been dealt with under the auspices of the Freedom of Information Act (2000) in light of the information requested.

## **Your Request**

*'Caught the two carriage train this morning. The train capacity was too small for any kind of social distancing with people having to stand by the exit doors. Also over 90% of the passengers were not wearing masks. I felt unsafe throughout the journey. I informed the driver of my concerns and anxieties and he told me I did not have to catch the train and this was a police matter and nothing he could do. I stated TfW had a duty of care to its passengers and asked him for his risk assessment. He informed me he did not have one and I would need to contact TfW. Please can you send me a copy of the live risk assessment that covers passenger journeys [Q1]. Please can you let me know if social distancing applies to train travel [Q2] and the impact of reducing the carriages to two will have on passengers unable to socially distance [Q3]. There was no checks to see if carriages were not safe. Also is it good customer service to tell customers they do not have to use the train if they do not like the conditions [Q4]. I look forward to you addressing with me the issues mentioned above.'*

## **Your Questions Answered**

### **Question 1**

Please find a copy of our strategic risk assessment attached to this email. Please note that personal information has been redacted in line with UKGDPR and the Section 40(2) exemption of the Freedom of Information Act (Personal Information).

### **Question 2**

Social-distancing laws in Wales changed on 7 August 2021 and there are no longer any social-distancing requirements onboard trains. Mandatory face-covering requirements remain in place for those not exempt and to help our customers observe this requirement, we have relentlessly communicate with our customers via our website, social media and other mediums such as radio adverts and news broadcasts. We also have a programme of conductor announcements onboard our trains, which we have recently enhanced as passenger numbers rise. Unfortunately, we have seen a reduction in the number of passengers wearing face coverings, and our security teams are working closely with partners from British Transport Police to challenge these individuals. The role of our conductors is to remind passengers of the requirements only. A large portion of those challenged claim exemption and as we are not legally allowed to ask for evidence, we do have to accept these claims.

To assure you, we continue working hard to enforce the mandatory face-covering requirement. We prevent 100 people per week from travelling on our services for non-compliance, and we continue

using the Travel Safer campaign to educate our passengers, especially during peak travel times and major events. We also recognise the confusion for some people around when and where a face covering is required, and during a recent Six Nations rugby event in Cardiff, we gave out 3000 free face coverings to support safe travel.

### **Question 3**

The changes to social-distancing laws in Wales on 7 August 2021 does not account for the number of carriages allocated to any particular service, as these decisions are made based on passenger footfall and demand. As stated in the answer to Question 1, there for no longer any social-distancing requirements onboard trains.

### **Question 4**

Front-line staff are encouraged to highlight Our Travel Safer campaign, which works to keep our customers informed during the pandemic; as well as our capacity-checker tool which allows customers to make informed decisions about when best to travel based on how busy each service is likely to be. You can find the capacity checker tool [here](#).

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".