

Date issued: 15 December 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 Data and Information Management Policy.

You asked for the following information:

'I would like to request all the automatic announcements that you use onboard your trains, and stations. Would only be for personal use.'

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

TfW does possess this information. However, this information is exempt from disclosure under section 38 (Health and Safety) and section 12 (cost of compliance exceeds appropriate limit) of the Freedom of Information Act (2000).

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. Further information about this exemption can be found [here](#).

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 the public interest test.

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 malicious or 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 an incorrect train on another platform in confusion or panic. This is, of course, just one example whereby our station announcements may risk the health and safety of an individual if the recordings were to be used in a malicious manner. As such, it is TfW's belief that there is a clear, causal link between the endangerment of health and safety and the disclosure of this information.

Further to the Section 38 exemption, the cost of retrieving this information would also exceed the appropriate limit for processing a request, as set out in Section 12 of the Freedom of Information Act. Further information about this exemption can be found [here](#).

Section 12 allows a public authority to refuse a request that would cost more than £600 to process, on the basis that it takes 24 hours of staff time at the standard rate of £25 per hour. The calculation of this cost can include:

- a. Determining whether the requested information is held;
- b. Locating and retrieving the information;
- c. Extracting the information.

Public authorities are only required to estimate whether the limit would be exceeded and there is no official requirement for Public authorities to include a breakdown of estimated costs. Our estimate includes the cost of obtaining both the English and Welsh recordings for across the entire TFW fleet and station platforms, and then seeking out a mechanism to transfer the recordings due to the size of these files. Amid the ongoing pandemic, retrieving this information would also redirect limited specialist resources and the attention of staff away from their core functions, who could be supporting other essential activity at this extraordinary time.

These recordings were commissioned by TfW using an appointed contractor. As such, there are also copyright implications to consider, as there are royalties associated with the recordings provided by the voice artists (for the Welsh language recordings in particular). Exclusivity was agreed at the time of procurement in 2019 between TfW Rail Limited (formerly TfW Rail Services) and the supplier restricted the use of the Welsh language announcements to TfW Rail Limited only. In order release the recordings, TfW would likely need to negotiate with the original supplier. However, in light of the application of both the section 12 and 38 exemptions, we have not approached the supplier to explore this.

As a public authority, TfW recognises the need for openness and transparency, as well as the degree of public interest concerning TfW announcements. We also recognise and truly appreciate the enthusiasm for rail that many of those requesting this information display. Yet as this response illustrates, responding to a request of this nature is multifaceted and complex.

TfW does aspire to be helpful when refusing a request made under the Freedom of Information Act by making suggestions for ways in which to refine or redirect a request. However, as the sole owner of the information in question and in light of our application of the Section 38 exemption, we are unable to make an alternative suggestion in this instance.

Kind regards,

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".