

Date issued: 10 January 2022

## 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:

*"Could you share what the policy is for TFW during football internationals as they always seem to be substandard [Q1], and also what the plan is for improving TFW services going forward [Q2]."*

## Your Questions Answered

1. TFW does not have a policy for football internationals, as instead each major event is issued a dedicated Event Plan. Each Event Plan contains sensitive information pertaining to national security, and as such, we are unable to disclose the Event Plan for the international football match in question (Wales v Belarus - 13 November), or for any other major event. In light of this issue of national security, it is appropriate that TFW withholds this information under Section 38 of the Freedom of Information Act (Health and Safety - further information about this exemption can be found [here](#)).

We acknowledge that where documents contain sensitive information, we can redact that information. However, in this instance the document in question would be redacted so heavily that its content would be rendered entirely meaningless. We wish to assure you that each Event Plan captures detailed considerations of the following:

- Existing Gateline, Ticket Office and Platform staff provision
- Additional event support staff and their locations
- Additional revenue support staff and their locations (ticket checks)
- Appointed crowd management (senior supervisory and support staff)
- Assigned British Transport Police Officers and their locations
- Security provision and their locations
- Conflicting major events also taking place
- Noteworthy amendments to service plan (issues impacting timetable, additional carriages requested and on standby)
- Engineering works ongoing
- Queuing arrangements and diagrams, including barriers/restricted access to stations, platforms and subways; social distancing considerations.

There is a robust governance process and framework in place to determine how to each major event is categorised. Anticipated crowds of 50k + require 'Category A' considerations, 40-50k require 'Category B', whilst 30-40k require 'Category C'; with each category giving appropriate consideration to crowd profile, safety risks, and proximity to the rail network in addition to anticipated crowd numbers.

2. This information is already in the public domain via our website, which provides a comprehensive overview of the work underway to deliver the Welsh Government's vision of a high-quality, safe,

integrated, affordable and accessible transport network that the people of Wales are proud of. Some highlights are shared below:

- We're investing £738m to transform the valley lines to Treherbert, Aberdare, Merthyr Tydfil, Rhymney and Coryton, electrifying 172 km of track and upgrading infrastructure to enable improved journey times and more trains every hour.
- We're investing £800m to ensure that 95% of journeys are on new trains. More than half the trains will be assembled in Wales.
- We are going to run an extra 285 (29%) more services every weekday, including improvements on the Ebbw Vale, Cambrian and Heart of Wales lines and the North Wales Metro (Wrexham-Bidston). A new service will link Cardiff and Liverpool via Wrexham.
- We're investing £194m in station improvements and building at least five new stations. A £15m fund will make stations more accessible.
- Stations and overhead wires will be powered by 100% renewable energy, with at least 50% sourced in Wales.
- Free end-to-end internet access will be available on 85% of journeys by 2024.
- Smart ticketing will be rolled out across Wales and the Borders. Validators on the South Wales Metro will enable pay-as-you-go flexible ticketing. Elsewhere, customers will be able to use mobile tickets to ensure they always pay the lowest fare.
- We're installing more than 700 new customer information screens across the network and in other locations including colleges, hospitals and workplaces.
- We're investing in more than 200 new ticket machines and providing ticket sales through local convenience stores to improve access.

More information can be found on the following pages of our website:

[What's happening | TfW](#)

[Projects | TfW](#)

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. 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".