**Date issued:** 20 May 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:**

I am wishing to make a Freedom Of Information Act 2000 request to you.

As i am sure you are aware the UK government has announced that from this Sunday 20/03/2022 all Ukrainian refugees will be given free travel on all train operators in the UK.

Please advise if the government is paying you to do this? If so how much are they paying you? Is it a set amount you are being paid or will you be reimbursed for each journey taken by a Ukrainian refugee? Also which is the exact government department that is paying you? **[Q1]**

Please also provide me copies of all internal emails and internal documents and any staff training documents (which can be redacted to remove any personal details) that you have regarding this policy of allowing Ukrainian refugees free travel? **[Q2]**

Finally how long is this policy of allowing free travel to Ukrainian refugees going on for? Is there an end date to it? If so when? Or is it just until further notice? **[Q3]**

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

**Q1.** Welsh Government is not paying Transport for Wales to run this scheme. We are covering this cost as part of our annual expenditure.

**Q2.** Please find attached to our responding email all TfW internal emails relating to free travel for Ukrainian refugees at the time of your request. We thank you for your patience whilst we have worked towards disclosure of these emails, as we were required discuss confidentiality considerations with a number of third party organisations before disclosure. All personal identifiers and contact details of the recipients included in the attached emails are exempt from disclosure under Section 40(2) of the Freedom of Information Act (2000) - 'personal information', and have been redacted.

Emails issued by the RDG have also been redacted. We have consulted the RDG concerning the release of these emails under the Freedom of Information Act. The RDG maintains that the information contained within its emails is confidential and was for the use of the recipient alone and can only be used or disclosed in accordance with the wishes of the confider. The RDG attach explicit conditions relating to the subsequent use or disclosure of the information contained within emails, and state that the information contained in those emails was disseminated to others on the condition that it was for their use alone and will only be used or disclosed in accordance with its own wishes. Releasing the information requested would constitute an actionable breach of confidence, therefore, we have applied the Section 41 exemption – ‘confidentiality’. This exemption is absolute and public bodies do not need to apply the public interest test when applying it.

We also attach the brief issued to front-line station colleagues, whilst the minutes of the TfW Board meeting in March contain reference to this scheme and can be found here: [TfW Board minutes 22-03-24.pdf](https://tfw.wales/sites/default/files/2022-05/TfW%20Board%20minutes%2022-03-24.pdf).

**Q3.** You will note from the emails supplied that there is reference to the scheme running for six months. Please note these emails date back to the early stages of the war in Ukraine, when the details of the scheme were still emerging. This scheme is now due to run indefinitely, and will be reviewed regularly with Welsh Government.

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".