**Date issued:** 17 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:**

(1) Please can you advise: when passengers make assistance bookings requests more than three days in advance of intended travel, by whatever means (via the Passenger Assist app / by your webform / by phone or interactive chat with your booking team / in person at a ticket office etc.) what do you do? Do you input / confirm the booking straight away / as soon as it reaches the top of your queue, or do you wait until some pre-deterined period, e.g. until three days before the intended journey, as SouthEastern do?

(2) Has SouthEastern's policy resulted in any problematic or failed assistance on your services? For example, on multi-leg journeys starting on SouthEastern but ending on your services, have you / they been unable to provide wheelchair accommodation because in the meantime it has been booked for another passenger? Or been e.g. unable to organise complex alternative transport to stations that are inaccessible to the passenger, due to the lack of sufficient notice? Or any other difficulties?

(3) So far as you are aware of the policies of other operating companies, especially those that are not subject to Freedom of Information legislation, what are these companies' policies regarding time of booking of passenger assistance? Are there other operating companies, other than SouthEastern, who have a practice of not processing booking requests until three days before the intended date of travel?

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

Regarding question (1), in terms of Passenger Assist booking processes conducted via Journeycall TfW Partners, bookings are made directly on the Transreport system when the request is being made via phone or web bookings. For app bookings Journeycall review and confirm in chronological order of being received.

Each time that a booking is made on Transreport, the passenger receives an automated email confirming this. Similarly, they will receive an automated email if there are any changes made to an existing booking. Such emails are instantaneous.

In respect of questions (2) and (3), TfW do not hold any information regarding the practices of other train operating companies. However they are expected to conduct business in accordance with the duties as expressed within the Accessible Travel Policy (ATP).

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".