**Date issued:** 3rd of October 2023

**Freedom of Information Request** 183/23

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 US…**

**Can you provide any legal advice received or sought by TfW or Welsh Ministerial guidance sought or given to TfW on the new signage's compatibility with both the 'Welsh Language 1993' or the 'Welsh Language (Wales) Measures 2011' legislation.**

**RESPONSE**

After liaising with several colleagues across the organisation, TfW can confirm that no legal advice or guidance was provided or sought in relation to the new signage's compatibility with both the 'Welsh Language 1993' or the 'Welsh Language (Wales) Measures 2011' legislation.

The purpose of the law is to promote and facilitate the use of the Welsh language, and ensuring that it is not treated less favourably than English (Welsh Language Standards and the Welsh Language (Wales) Measure). The wording "treat less favourably" is important - it does not have to mean complete parity between the languages, and in fact, the Welsh language can be promoted beyond English.

Welsh text must be displayed first under the Sign Standards (Standards 61, 62, 63), and a "stylistic" attempt to distinguish between the languages is to place one more heavily over the other - a question of the design/style/brand of the company - in order to make the sign comprehensible to Welsh/non-Welsh speakers. In Ireland and the Basque Country for example, a different font to the Irish/English, Basque/Spanish is used on signs in order to differentiate. I think our habits are more subtle - a different colour or the emphasis of the text (e.g. italic or bold).

TfW is a bilingual brand and we do not treat Welsh less favourably that English. All signage at stations, interchanges, onboard etc. is bilingual with limited exceptions in England, with ‘Welsh first’ a legal requirement.

On signage and wayfinding, we use Regular and Medium weights of the font with Welsh text generally Medium and English text Regular.

This means Welsh is always equal to, or more visual than English; this is achieved through factors such as font style, font weight and colour, layout/ positioning etc.

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".