



**Date issued:** 4 November 2019

**Cost of security guards**

Thank you for your Freedom of Information (FOI) Act request of 4 November 2019. You requested the following information:

- **how much money is spent on security guards deployed on trains in Wales in the last three months during the times of 0700 and 1000, 1600 and 1900, and 2000 and 0000**

We are writing to confirm that your request has been considered under the Freedom of Information Act 2000 (the Act) and that Transport for Wales (TfW) has completed its search for the information requested.

Having considered your request, we have determined that the information requested is exempt from release under section 38 of the Freedom of Information Act (2000) which states that 'Information is exempt information if its disclosure under this Act would, or would be likely to— (a) endanger the physical or mental health of any individual, or (b) endanger the safety of any individual'.

Section 38 is a qualified exemption. This means that, even if the information requested is exempt from disclosure, we must consider and decide whether the public interest in maintaining the exemption outweighs the public interest in its disclosure.

Whilst we acknowledge that there is a public interest in understanding the cost of security guards on TfW trains to provide assurance to customers, facilitate transparency, and understand the use of public money, in this case we feel that sharing this information could compromise the safety and security of passengers and place TfW at risk and therefore outweighs the public interest in disclosure.

We try to fulfil our responsibilities under the Freedom of Information Act and take complaints about information requests seriously. If you are unhappy about our handling of your information request, you can ask for an internal review.

An internal review is an opportunity for us to consider your original request for information afresh. It is carried out senior staff from Transport for Wales, who will review the chronology, a summary of the facts and any supporting documentation.

This may trigger involvement of other internal stakeholders. We may also discuss your case with those who handled your original request.

You can make your complaint in writing by letter or email to:

Freedom of Information Transport for Wales South Gate House Wood Street Cardiff, CF10 1EW;  
Email: [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales)

We will acknowledge your complaint within five working days and where possible we will respond within 20 working days.

We will let you know the outcome of the review. If you are still unhappy, you can appeal to the Information Commissioner's Office.

Yours sincerely

Transport for Wales