

**Date issued:** 20 April 2022

## **Freedom of Information Request**

Thank you for contacting Transport for Wales (TfW). 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.**

During Storm Eunice, Govia Thameslink cancelled assistance bookings and refused new assistance bookings for services that they were still running.

Their head of public affairs said "that the Do Not Travel advice and guidance on providing assistance was agreed with other Train companies, the @RailDeliveryGrp and @railandroad in advance."

I would like to see that "guidance on providing assistance" please.

Please supply the notes and formal decision from any meetings that resulted in the above decision / guidance, copies of emails that mention or discuss plans for booked passenger assistance sent from RDG to the access and inclusion forum & the storm response management plan groups in each train operating company, and emails from the train operating companies to request action/cancellations etc. relating to booked passenger assistance during the storm.

Please also advise what actions and decisions you took regarding booked passenger assistance involving services and stations you manage and provide. Did you continue to provide said assistance? Did you mass cancel and refuse assistance bookings involving your stations and trains, as GTR did? Did you provide alternative transport for disabled people?

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

There was no meeting with RDG at which TfW Rail was in attendance where this decision was made, and as a result we have no notes or formal decision. We were informed via email of the decision by RDG an email "Alert\_ Storm preparation" which is attached to our covering email.

Also attached is an email "Pax Assist – Storm....." which is an instruction from TfW to Journeycall (amongst others), who provide the passenger assistance service to TfW Rail, to contact passengers who have booked Passenger Assist.

Whilst there was no train service running we did not offer Passenger Assistance and we did not provide alternative transport for disabled people given the Do Not Travel advice. In this situation, our Health & Safety duties override the requirement to provide support to disabled passengers.

I 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".