



22 December 2016

Dear ,

Request for Information – ATISN 10916

I wrote to you on 13 December in response to your e-mail of complaint which we received on 6 December.

I have conducted an internal review in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request, or via the internet.

I note in your original request you asked for any information about complaints regarding the overcrowding on Arriva Trains Wales services from Wales to Birmingham International and also anything held about the alleviation of this overcrowding, such as discussions about the provision of more seats, additional services, more rolling stock, etc, for 2016.

In our response of 6 December, it was explained that we do not hold any recorded information captured by your request. You were, however, provided with a website link which details a summary of responses regarding a recent consultation '[Setting the Direction for Wales and Borders Rail](#)'. It was also explained that some of the responses received touched on this topic but these would be regarded as feedback rather than complaints and so were not considered to be captured by your request.

I have noted your e-mail of complaint in which you state the Department for Transport does not hold the information you have requested. The Department for Transport also suggested you submit your request to the Welsh Government as the responsible body. In your complaint, you expressed disbelief that we hold no information about either additional services or additional rolling stock as these are fundamental to the train service provision of the Arriva Trains Wales franchise.

I have reviewed the response you received and concluded that it was indeed correct.



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

E&I FOI Team
Welsh Government
Treforest - QED Centre
Main Avenue
Treforest Industrial
Estate
Pontypridd
CF37 5YR

EconomyandInfrastructureFOI@wales.gsi.gov.uk

The Welsh Government is indeed responsible for the Arriva Trains Wales franchise. Whilst the Department for Transport suggested you ask the Welsh Government if it holds the information, this does not necessarily mean that such information is held.

I consider a thorough search of our records has been undertaken for the information you have requested. This search did not yield any results and I am satisfied, therefore, that the response you received was correct. I do not, therefore, uphold your complaint.

I note you have since submitted a further request for the same information, but for the 2015 period. I understand you were sent a letter acknowledging the request, reference ATISN 10971, on 16 December, 2016.

If you remain dissatisfied with this response you also have the right to complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Fax: 01625 524 510
Email: casework@ico.gsi.gov.uk

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0845 6010987 (local rate)
Email: ask@ombudsman-wales.org.uk

Yours sincerely

Simon Jones
Director - Transport