

Welsh Language Commissioner
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Dear Madam

Reporting on the Welsh Language Scheme 2016-17

I am writing to inform you how Transport Focus has dealt with Welsh language issues during 2016-17.

We are the transport user watchdog whose remit covers rail passengers in Britain (including Wales), but also bus passengers and road users in other parts of the country. For further information about our role and work see our website <http://www.transportfocus.org.uk/>

Our governance is conducted by a Chair and Board members appointed by different governments which includes one appointed by the Welsh Government. We are based in London and Manchester but participate in activities related to our remit in Wales. This includes influencing decisions in order to improve the rail passenger experience using our extensive research. For example, we engage with Welsh government officials, ministers, the national assembly and its members and transport providers through attending meetings, responding to consultations and having a presence in the media. We also receive complaints from rail passengers who have not had a satisfactory response to those that took up with the train company.

More specifically, we account for our work in Wales through our annual report. We use our Welsh logo when communicating in Wales. Our twice-yearly National Rail Passenger Survey is conducted in Wales with Welsh questionnaires available.

In March 2017, we conducted research into the Wales and Borders rail service. The field work included focus groups two of which were conducted in Welsh. We followed Transport for Wales guidance for recruiting the participants. The research itself was published in June 2017.

Additional activities in Wales during 2016-17 included recruiting a new Welsh board member. Adverts for the role were in both English and Welsh. Arrangements were put



in place for translation services via the Welsh Government but as things turned out all applications were in English. On that basis, the interviews were held in English.

Yours sincerely

Sara Nelson
Head of Communications