

Ken Skates AC/AM
Ysgrifennydd y Cabinet dros yr Economi a Thrafnidiaeth
Cabinet Secretary for Economy and Transport



Llywodraeth Cymru
Welsh Government

Sian Gwenllian AM

Sian.Gwenllian@assembly.wales

9 January 2018

Dear *Sian,*

I am writing in response to your question raised in Plenary on 14 November regarding the lack of bilingual signage and announcements on Great Western Railway (GWR) services.

Responsibility for GWR services has not been devolved. However, we have made the Department for Transport aware of the importance of Welsh language provision on rail services operated into Wales and will continue to do so. GWR has been in discussions with both the Welsh Language Commissioner and officials in the Welsh Government's Department of Economy and Transport recently, and I hope that this will lead to an improvement in the use the company makes of the Welsh language.

The next Wales and Borders rail services operator will provide all written and verbal communications to the public and passengers within Wales both English and Welsh. Welsh and English language customer communications, where requested for train enquiries and social media contact responses, will be offered, and where Welsh speaking staff are available Welsh language communications shall be provided at station receptions and ticket offices. Where Welsh speaking staff are not available, remote staff with Welsh language skills shall be available by phone or remote presence technologies. We expect the operator to train a percentage of its customer facing staff in the Welsh language.

Yours ever,
Ken

Ken Skates AC/AM

Ysgrifennydd y Cabinet dros yr Economi a Thrafnidiaeth
Cabinet Secretary for Economy and Transport

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400
YP.PrifWeinidog@llyw.cymru • ps.firstminister@gov.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.