

Dear

Request for information - ATISN 26723

Thank you for your request for information which I received on 14 February.

Your Request

You asked for the following information regarding bus passenger safety governance, oversight, data and reporting across Wales:

For the period 1 January 2019 to present, please provide:

1. National Bus Safety Governance

Copies of any documents held that set out, describe, or evidence:

- governance, oversight or assurance arrangements for bus passenger safety in Wales
- roles and responsibilities for monitoring bus safety performance
- escalation, reporting or risk-management processes relating to bus safety.

This includes (but is not limited to):

- national policies, frameworks or guidance
- internal briefings or advice relating to bus safety oversight
- documents relating to safety governance within bus reform or re-regulation plans.

2. Safety Data Held or Accessed

Details of what categories of bus safety or incident data are received or accessed by the Welsh Government (for example collisions, injuries, passenger falls, assaults or near misses), including:

- whether such data is received routinely, periodically or on request
- whether the Welsh Government can access safety data held by operators or Transport for Wales.

3. Committees, Meetings and Reports

Please provide:

- agendas, minutes, reports or briefing papers from any committees or working groups where bus passenger safety was discussed
- officer reports or presentations relating to bus safety performance or concerns.

4. Incident Response and Assurance

Copies of any documents describing:

- how the Welsh Government responds to serious bus incidents or safety concerns
- how safety trends or risks are reviewed
- how concerns raised by passengers, staff or operators are escalated.

5. Publication and Transparency

Please provide:

- any documents discussing whether bus safety data should be published, summarised or reported publicly
- any barriers, risks or constraints identified in relation to publication.

Our response

I can confirm that bus / coach safety is a non-devolved matter which remains the responsibility of the UK Government and its agencies. Bus safety is a reserved matter, and therefore it does not fall within the legislative competence of the Senedd.

You may wish to use the link below to request this information from the UK Government directly:

[How to make a freedom of information \(FOI\) request: How to make an FOI request - GOV.UK](#)

For questions two and four, Safety Data and Monitoring: [Transport for Wales \(TfW\)](#) monitors safety performance via KPIs, tracking safety incidents per 100,000 passenger journeys. The Welsh Government does not hold this information however we would approach TfW to access this information.

Transport for Wales (TfW) held a Safety in Public Transport Summit 20 November 2025. This summit brought together Welsh and English transport and business leaders, with the Urban Transport Group as an official sponsor. You may wish to contact TfW directly for any other information they may hold regarding your request: [Freedom of Information request | Transport for Wales](#)

Further information can be found on our website: [Travel for all: feeling safe \[HTML\] | GOV.WALES](#)

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays
CF10 3NQ

or Email: Freedomofinformation@gov.wales Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Personal Information

The request you sent contains personal information about you - for example, your name. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ

Email: DataProtectionOfficer@gov.wales

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log (at <https://gov.wales/about/open-government/freedom-of-information/responses/?lang=en>).

Yours sincerely