




CORRESPONDENCE FILE 1
(Pages 1 – 39)

GP&P Meeting

10fed Hydref / 10th October 2024

Town and Community Council Clerks

 **07740 697364**

 cllr.goronwy.edwards@conwy.gov.uk

Eich Cyf / Your Ref:

Dyddiad / Date: 30.09.2024

Dear Clerk

20mp Speed Limits

We wish to provide you with an update on our progress in relation the Council's speed limit review on 20mph speed limits following last year's legislation change.

Since the speed limit change was introduced in September 2023, we have been sent 702 requests to review 149 individual streets or road sections in the county.

We received clarification from the Welsh Government of the 30mph speed limits guidance at the end of July 2024, and an accompanying Assessment Sheet at the beginning of September. The guidance advises that the focus should be on assessing 'A' and 'B' classified roads, as these roads carry most of the traffic on our road network. There may be lower classified roads which have high traffic flows or serve a strategic purpose, which could also be considered for a review. Please note that our road network does not include trunk roads such as the A55, A5 and the A470. These are managed by the Welsh Government.

In line with the guidance and assessment sheet, our process for the assessment will be:

Step 1 Review change requests submitted by the public and identify A and B roads plus other roads with high traffic flows or which serve a strategic purpose.

Step 2 Carry out a further sifting process using the Place Criteria set out in the guidance.

Step 3 Draw up a priority list of the applicable road sections, where the roads with higher traffic flows will be assessed first.

Step 4 Collect data and assess sites. The data will include traffic speeds and flows and also historical road traffic collisions.

Step 5 If the assessment suggests that a speed limit change could be considered, we will consult with local residents, local members, town/community councils and the emergency services for their views.

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Rydym yn croeso sawu gohebiaeth yn Gymraeg. Byddwn yn ymateb i untywhebiaeth yn Gymraeg ac ni fydd hyn yn arwain at untywoedi. We welcome correspondence in Welsh. We will respond to any correspondence in Welsh which will not lead to a delay.

Step 6 If a proposal for a speed limit change is deemed acceptable, then a Traffic Regulation Order (TRO) process will follow. You can find more information on the Traffic Regulation Order process on our website here: [What are Traffic Regulation Orders? - Conwy County Borough Council](#)

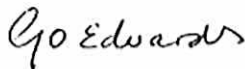
Step 7 Implement speed limit signage changes (where and if applicable).

We are currently working through Step 1 and will shortly be carrying out some of the work in Step 4 (data collection) where the data is readily available.

We will provide a further update at Step 3 when we will be in a position to announce which roads are to be assessed.

Please note that general comments about the 20mph policy are a matter for the Welsh Government and therefore we suggest that you contact them directly with these.

Yours sincerely



Cllr Goronwy Edwards
Cabinet Member for Infrastructure, Transport and Facilities

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One Voice Wales

Report

Meeting: Consultation Event
Date: 1 October 2024
Report Author: Governance & Policy Practice Development Officer

Local Government and Housing Committee inquiry into role, governance and accountability of the community and town council sector.

Introduction

1. The Senedd Local Government and Housing Committee has agreed to undertake an inquiry into role, governance and accountability of the community and town council sector.
2. The terms of reference for the inquiry are to examine:
 - The role and value of community and town councils in Wales.
 - Whether the sector is fit for purpose in an evolving local government landscape.
 - Governance and scrutiny arrangements and its impact on accountability and transparency.
 - Scope of digital and new technology to improve decision-making, service provision and participation in local democratic processes.
 - How new powers and responsibilities for this tier of government are utilised to support communities.
3. Consultation runs until 18 October 2024.
4. Following consideration by the Policy Committee and NEC, a working group was put in place to coordinate the contribution of One Voice Wales to the inquiry.
5. Membership of the Group is as follows:

Councillor Mike Theodoulou, Chair, One Voice Wales

Cf PG3

Councillor Mike Cuddy, Chair Policy Committee
Lyn Cadwallader, Chief Executive
Paul Egan, Deputy Chief Executive and Resources Manager
Dr. Catrin Jones, Policy Officer
David Collins, Governance and Policy Practice Development Officer

6. The first meeting was held via Teams on Wednesday 18 September 2024 15.30 pm – 17.00 pm, following which this event has been arranged.
7. This Consultation Event will allow member Councils to discuss the work of the inquiry. This report presents information about matters which the Local Government and Housing Committee will investigate, in order to inform a submission to the Inquiry on behalf of One Voice Wales.
8. The Chair of One Voice Wales will provide a brief overview of the timeline to the inquiry at the beginning of the event. We will then take each of the above lines of enquiry and allow 30mins approx. each for discussion and feedback. Councils are encouraged delegates to use the chat function to write comments as well that we can use in any response document.

Key Issues

9. Whilst the announcement of the Inquiry may have taken some observers by surprise, it comes against a background of views expressed about the performance of Community and Town Councils from outside of the sector.
10. Concerns have been raised about the number of unqualified audit opinions issued by Audit Wales and the democratic deficit arising from the reducing number of vacancies filled by election.
11. Further, there is anecdotal evidence to suggests that some critics have wider concerns about the performance of Community and Town Councils. Whilst there may be a gap between such rhetoric and the reality, concerns exist within the sector for the future of communities, including the preservation of community identities, arising from review processes such as the Community Boundary Review. Issues around the question of size v density for the Community and Town Council landscape also arise.
12. The Inquiry therefore takes place against a background of debate, uncertainty and disquiet for the future of the sector.
13. Further, the 10 week consultation period over the summer recess has had implications for full and meaningful consultation with our membership. One Voice Wales would recommend that a full and meaningful engagement with the sector is undertaken in 2025-26 to align with the proposed Cabinet Secretary agreed review of the sector planned for 2025-26.
14. Although the Inquiry is not a review of the performance of One Voice Wales, it presents a timely opportunity to highlight the successful contribution which the

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organisation has made to raising standards across Community and Town Councils.

15. One Voice Wales is well placed to highlight Best Practice across the sector. We are ahead of the curve and aware of the key challenges, constantly maximising opportunities to collaborate and highlight Best Practice.
16. Our communications offer has been enhanced and modernised, with a focus on digital communications and the promotion of One Voice Wales as a responsive, bilingual representational body.
17. One Voice Wales encourages opportunities to engage with young people both through promoting democratic involvement and direct service provision for young people. Other priorities include the development of age-friendly communities, supporting dementia sufferers, addressing social exclusion and rural isolation, collaboration across agencies and stakeholders, empowering local people and the development, maintenance and enhancement of sustainable communities and effective units of local government.
18. In order to reflect these priorities, aspirations and achievements, One Voice Wales' response to the Inquiry should be framed around the Inquiry's terms of reference.
19. Using the above terms of reference as a framework, the following is therefore presented to the Working Group for discussion. The table below could form the basis of any submission to the Inquiry. Any submission would also explain the role of One Voice Wales and include details of number of Councils in membership etc.

Inquiry line	One Voice Wales achievements	Best Practice examples
<p>1. The role and value of community and town councils in Wales.</p>	<p>Independently assessed One Voice Wales Awards celebrate and disseminate Best Practice across thematic areas:</p> <p>Case Studies and webinars share the learning.</p> <p>Dialogue with IRP for Wales ensures that Payments to Members reflect levels of commitment and responsibility.</p>	<p>2024 Award Winners</p> <ol style="list-style-type: none"> 1. Best Annual Report Pontypool Community Council 2. Best Environmental Project Criccieth Town Council 3. Best Use of Digital Resources Abergavenny Town Council 4. Best Community Engagement Initiative Blaenavon Town Council and Newtown and Llanllwchaiarn Town Council (Joint Winners) 5. Best Tourism Initiative Criccieth Town Council 6. Best Sustainability Initiative Presteigne and Norton Town Council 7. Best Youth Engagement Llanelly Community Council 8. Best Heritage Initiative Blaenavon Town Council

		<p>9. Best Devolution of Service or Asset Project St Clears Town Council</p> <p>10. Best Community Initiative including Cost-of-Living Actions Cwmbran Community Council</p> <p>11. Best Democratic Health Initiative Llanelli Town Council</p> <p>12. The Caerwyn Roberts Best Local Council Service of the Year Criccieth Town Council</p> <p>One Voice Wales represents an agile membership, which has responded to national, regional and local challenges. The coronavirus crisis brought unprecedented pressures for the sector, who responded with vigour and imagination.</p>
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<p>2. Whether the sector is fit for purpose in an evolving local government landscape.</p>	<p>Practice Development advice and Best Practice guidance promote and encourage good governance.</p> <p>A Memorandum of Understanding will be signed on 16 October 2024 to provide a framework for the relationship between One Voice Wales and the WLGA, supporting collaboration and a joined-up approach to the 2024 local government landscape.</p> <p>New Governance Framework will improve how One Voice Wales itself supports and represents the sector.</p> <p>Contribution to debates and consultation around issues such as Community Boundary Reviews, <u>Draft Priorities for Culture in Wales 2024 to 2030</u>, <u>Senedd Cymru (Electoral Candidate Lists) Bill</u> and <u>Future spending purposes for dormant assets funding in Wales</u> ensure that the voice of the Community and Town Council</p>	<p>2024 One Voice Wales National Conference will showcase current Best Practice across the Community and Town Council Sector:</p> <ul style="list-style-type: none"> • Criccieth Town Council will display its work on which led to their Awards Conference 2024 successes (including the Caerwyn Roberts Best Local Service etc), • Blaenavon will present to delegates across several different thematic areas and community engagement/services. • Bedlinog and Trelewis Community Council will highlight its contribution to tackling the cost-of-living crisis. • Pennard Community Council will showcase examples of digital good practice by a smaller council. (provisional) <p>Other recent case studies and Best Practice examples</p> <ul style="list-style-type: none"> • Blaenavon Town Council <p>Annual Community Wellbeing Days, attended by over 500 attendees each year, brought together community organisations offering support in health, finances, housing, education, and employment. Featuring family-</p>
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	<p>sector is heard on key, current issues.</p> <p>Externally funded projects reach out to all Community and Town Councils in Wales (not just those in our membership.) to address digital health, the cost-of-living crisis and Local Places for Nature Business Plans are reviewed to ensure that they remain fit for purpose.</p>	<p>friendly activities, it fostered intergenerational connections and community engagement. Feedback highlighted the event's free nature, opportunities to discuss personal concerns, and a strong sense of community. Attendees appreciated the focus on physical activity, cultural awareness, and reducing loneliness, with interest in shaping future events.</p> <p>"We feel very privileged to live in a town with a council who ensures there are activities and opportunities for everyone"</p> <p>Monthly Befriending Cinema Club (50 attendees per session, 20 sessions to date.); Monthly screening in conjunction with Blaenavon Workingman's Hall/Torfaen Community Connectors. Providing a free film, hot drinks & snacks. Offering opportunities to combat social isolation, loneliness and provide warm environment. "Since my wife died, these sessions have been a lifeline"</p> <ul style="list-style-type: none"> • Offa Community Council & Caia Park Community Council <p>This small council has provided support for claiming benefits to their community. In 2024 these sessions resulted in residents accessing £137k in previously unclaimed benefits. Their neighbouring larger council,</p>
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		<p>Caia Park offers similar services and in 2024 they supported residents to claim £1.4million in previously unclaimed benefits</p> <ul style="list-style-type: none"> <p>Bedlinog & Trelewis Community Council</p> <p>Warm Hub/Support For Older Residents: Bingo, refreshments and chat. Residents of Trelewis, or Bedlinog, are provided with free return transport to the hub should they need it.</p> <p>Youth Events/Activities provided: Soft play, Happy Hands Club, Rock Climbing. St John's Ambulance Badgers Little Soldier's Bootcamp, Magic show party</p> <p>Cwmbran Community Council</p> <p>The Council's Task Force provides an affordable light decorating service in winter and light gardening service in summer, with a 50% discount for residents over 75 or registered as disabled. In 2023/24, this discount was extended to households with any disabled members. During the first year 71 decorating jobs were booked, with 67 receiving the discount, and 73 gardening jobs were completed, with 71 qualifying for the discount. The service supports those in need without competing with local tradespeople</p>
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		<ul style="list-style-type: none"> • Van Community Council Uniform Exchange, Grant for play days in summer holidays, Grant to Create for creative activities, Provision of free skateboarding lessons in school summer holiday, Free Tennis Lessons Food bank at Community Centre with deliveries last winter Community Event -local organisations in attendance , GAVO , Age Cymru , Alzheimer's Society etc . Connections made. Survey of what residents need want. Cwtch Café on Friday afternoon in Community Centre – Provision of 2 course meal , bingo. Age Cymru adviser in attendance • <u>Prestatyn Town Council</u> Warm Hub – between January-March 2024 Prestatyn supported 1341 residents with free meals in a warm space. They also provided 'Singing Strummers' music sessions in conjunction with Mind • Darran Valley Community Council Free Christmas Activities
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	<p>Our extensive and updated training and consultancy offer, helps to ensure that Councils keep pace with the ever-changing statutory framework within which they operate. 102 training courses delivered June – August 2024. 788 attendees.</p> <p>Membership of and secretarial support for the National Training Advisory Group ensures that wider training and development issues affecting the sector are shared with stakeholders such as Welsh Government, NALC and the SLCC.</p>	<p>Panto, Selection Boxes, Disco & Buffer</p> <p>Free Bus Trips for Elderly Residents</p> <p>Free Summer Play Packs for primary school children</p> <p>(See also examples under new powers below)</p> <p>Testimonial from Tina Earley, Town Clerk Bay of Colwyn Town Council:</p> <p>“Bay of Colwyn Town Council commissioned One Voice Wales to undertake a review of Facilities Management at the Town Council Offices in May 2016. The detailed review was undertaken by Dr Ian Gardner who visited the Council's building, interviewed the Town Clerk and looked through documents. Based on this a report was prepared and presented to the Council's Buildings Sub Committee in July. Dr Gardner clearly explained the findings of the review and the recommendations relating to the management of asbestos, legionella, fire safety and other statutory requirements and answered questions from Councillors.</p> <p>The Town Council subsequently commissioned</p>
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		<p>Dr Gardner to prepare Memoranda of Understanding for the Town Council's lessees and tenants. Dr Gardner met with each occupier and discussed their responsibilities before drafting documents setting out how the Town Council and occupiers of the Town Council's offices would share responsibility for statutory compliance.</p> <p>The two commissions were undertaken professionally and delivered on time and within budget and the Town Council would recommend that other Councils with premises undertake similar reviews to help them manage their buildings and the responsibilities that arise from being a landlord."</p>
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<p>3. Governance and scrutiny arrangements and its impact on accountability and transparency.</p>	<p>Practice Development guidance raise awareness of good governance and highlight Best Practice across the sector.</p> <p>Model Financial Regulations will encourage a sound internal control environment.</p> <p>Developed jointly by One Voice</p>	
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	<p>Wales, the Society of Local Council Clerks (SLCC) and Welsh Government, with commentary from Audit Wales, a <u>Finance & Governance Toolkit for Community & Town Councils</u> this toolkit aims to support community and town councils in Wales to review the financial management, governance and accountability arrangements they have in place; and consider how effective these arrangements are, and how they might be improved.</p>	
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<p>4. Scope of digital and new technology to improve decision-making, service provision and participation in local democratic processes.</p>	<p>Creation of Digital Community of Practice.</p> <p>Distribution of advice on hybrid meetings, domain names and the adoption of digital solutions.</p> <p>New website commissioned for 2024.</p> <p>Enhanced social media presence to improve engagement with member</p>	<p>Around 30 people attended the first meeting of the community of practice, with 80 signed up as "members" of the community in total to date.</p> <p>Examples of Councils who are embracing digital solutions include</p> <p>Pennard Community Council for effective use of a communication and collaboration suite to operate internally - including meeting management and other core democratic procedures</p>
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	<p>councils.</p> <p>Option to enhance the digital agenda could include a shared approach between councils for design, build/procurement and operation of digital working could provide savings as well as improving capability and capacity. Packaged website design could save effort and spending on council websites</p> <p>A procurement service could avoid duplication of resources, for example the number of Council Zoom accounts</p> <p>Models such as the "Hwb" service for education could be leveraged for the Community and Town Council sector for communication, collaboration and document management</p> <p>Extensive use of shared or refurbished equipment could provide environmental as well as financial benefits</p>	<p>Gwernyfed Community Council for a smaller rural council effectively using multi-location meeting technology. All meetings are online during winter months to avoid difficult rural travel</p> <p>Aberteifi/Cardigan and Mold Town Councils for "smart towns" - use of data to drive service provision and support for local businesses</p> <p>Carmarthen Town Council for effective multi-location meetings held bilingually</p> <p>Abergavenny Town Council for good, clear engagement via social media and website</p>
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<p>5. How new powers and responsibilities for this tier of government are utilised to support communities.</p>	<p>Dissemination of guidance and provision across the sector helps Councils understand their rights and responsibilities in relation to the General Power of Competence, the promotion of biodiversity, delivering Age-friendly communities and responding to the Cost-of-Living crisis.</p> <p>The Chair of One Voice Wales sits on the Democratic Health Task and Finish group, established by the Minister for Finance and Local Government, and charged with specifically looking at Community and Town Councils in Wales.</p> <p>Speakers at the 2024 One Voice Wales National Conference will include the Cabinet Secretary for Housing, Local Government, and Planning, Public Services Ombudsman for Wales, Auditor General for Wales and the Future Generations Commissioner for Wales. Delegates can anticipate authoritative advice and</p>	<p>Councils such as Barry Town Council, Cwmbran Community Council and Pontypridd Town Council ensure that they deliver the aspirations of the Well-being of Future Generations (Wales) Act 2015 through an innovative programme of events and activities.</p> <p>Councils across Wales are meeting their obligations under the wide-ranging new requirements of the Local Government and Elections (Wales) Act 2021.</p> <p>As the level of governance closest to the community and embedded within those communities, delivering on the biodiversity agenda has been a priority for many Community and Town Councils across Wales. Members and Officers know their community well and are well placed to understand the flow and rhythm of their local ecosystems. They have a better understanding of the need and capacity within their communities and can plan biodiversity improvements that engage with residents and secure successful buy in. Community growing initiatives, bioblitz activities, habitat creation and tree planting have all been successfully delivered by the sector. Councils have worked successfully with the Local Nature Partnerships to expand their reach and capacity. Councils are able to deliver fast paced change at a local level that has real impact on both communities and nature,</p>
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	<p>comment from key decision makers and opinion formers across a range of current challenges and opportunities for the sector. Key issues of the day will therefore be at the forefront of the Conference.</p> <p>Networking through groups such as Local Democracy Classroom and Rural Futures to reach new audiences and raise awareness of the sector. We work with colleagues from Welsh Government and Audit Wales to review issues relating to performance, legislation and service delivery.</p>	<p>helping to tackle the existential threat of the nature and climate emergencies.</p> <p>Best practice examples:</p> <p>Pontypridd Town Council Betws Community Council Llanelli Town Council Cricieth Town Council</p>
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Financial Implications

20. There are no specific financial implications to this scoping report, which has been produced within existing, approved resources.

Links to Corporate Objectives, as identified in the One Voice Wales Corporate Strategy and Operational Delivery Plan 2024-25

21. The Plan includes the following Mission Statement:

One Voice Wales aims to support Community and Town Councils in achieving this vision and has adopted the following Mission Statement to guide its work:

“To represent the interests of Community and Town Councils; raise awareness and understanding of this first tier of government; and work collaboratively with our partners to ensure the sector contributes fully to the goal of developing dynamic and sustainable communities in Wales.”

22. The Plan identifies thematic areas, which provide the key strategic and organisational activities for 2024-25:

- Driving the use of the Finance and Governance toolkit by Community and Town Councils.
- Improving the digital capacity and capability of the sector.
- Responding to the outcome of the Ministerial Democratic Health Task and Finish Group.
- Continuing our work on the Local Places for Nature programme.
- Delivering the Cost-of-Living Crisis programme with Community and Town Councils.
- Driving greater support for Community and Town Councils regarding community asset transfer.
- Embedding new joint working arrangements with the WLGA and Unitary Authorities.
- Driving new organisational developments including improved communications channels and a revised and improved governance structure for One Voice Wales.

23. The Inquiry will thus examine many areas where the corporate values and priorities of One Voice Wales are clearly laid out, confirming the organisation's commitment to the key issues which face the sector.

Staffing Implications

24. There are no specific staffing implications to this scoping report, which has been produced within existing, approved resources.

Risk Management Implications

25. The 2024 Risk Management strategy reviewed by the Audit Panel includes measures to manage risk arising from the wider Public Services reform agenda.

Legal Implications

26. There are no specific legal implications for One Voice Wales arising from this scoping report.

Recommendation

27. It is **recommended** that Member Councils consider the matters included within this report and agree a way forward.

ATC Deputy Clerk

From: ATC Clerk
Sent: 09 September 2024 10:20
To: ATC Deputy Clerk
Subject: FW: Abergele Multisport Summer Camp

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Ryan

Can you add the report to the next GP&P for members information please.

Kind regards

Mandy

Mandy Evans
Clerc y Dref/Town Clerk
Cyngor Tref Abergele Town Council

Os ydych wedi derbyn yr e-bost hwn ar gam, anfonwch o a info@abergeletowncouncil.gov.wales
If you have received this email in error, please forward it to info@abergeletowncouncil.gov.wales

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Lleihau Ailddefnyddio Ailgylchu ✓ Reduce Re-use Recycle ♻️

From: Chris Meyers [REDACTED]
Sent: 09 September 2024 10:13
To: ATC Clerk <clerk@abergeletowncouncil.gov.wales>
Cc: Darren Doyle-Howson [REDACTED]
Subject: RE: Abergele Multisport Summer Camp

Mae'r Neges hon Gan Anfonwr Allanol / This Message Is From an External Sender

Daeth y neges hon o'r tu allan i'ch sefydliad / This message came from outside your organization.

Hi Mandy,

Apologies in the delay for this but has been a busy start to the new school year.

Below are some links to the rugby clubs Facebook page with some videos of the camp as well as some photos.

The camp was well attended each day even with some days having poor weather conditions.

There were no major incidents juts the usual and expected trips/falls leading to grazes which were dealt with general first aid.

The feedback from parents has been excellent.

The activities that took place during the camp were:

Football

Rugby
 Rounders
 Danish Rounders
 Basketball
 Athletics
 Foxes and Hounds
 Floor is lava
 Fun Games e.g. Stuck in Mud

Attendances:

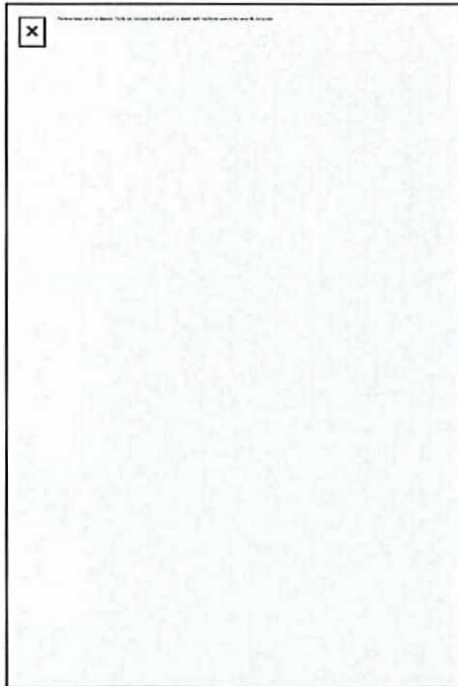
August	Tues 6th	Thurs 8th	Tues 13th	Thurs 15th	Tues 20th	Thurs 22nd	Tues 27th	Thurs 29th
Total attended	16	18	12	12	16	16	13	14


Obviously we had an issue with people missing out on booking this year and a few people booked on in advance but then didn't attend. In future to improve the booking we will advertise the camp in advance but only open booking on the Sunday before the week starts. This way it gives more opportunity for people to book on before its full and allows parents/attendees time to see if they will actually attend.

Look forward to hearing back form you with what is decided for future events.

Anything else needed then let me know.

Thanks
 Chris

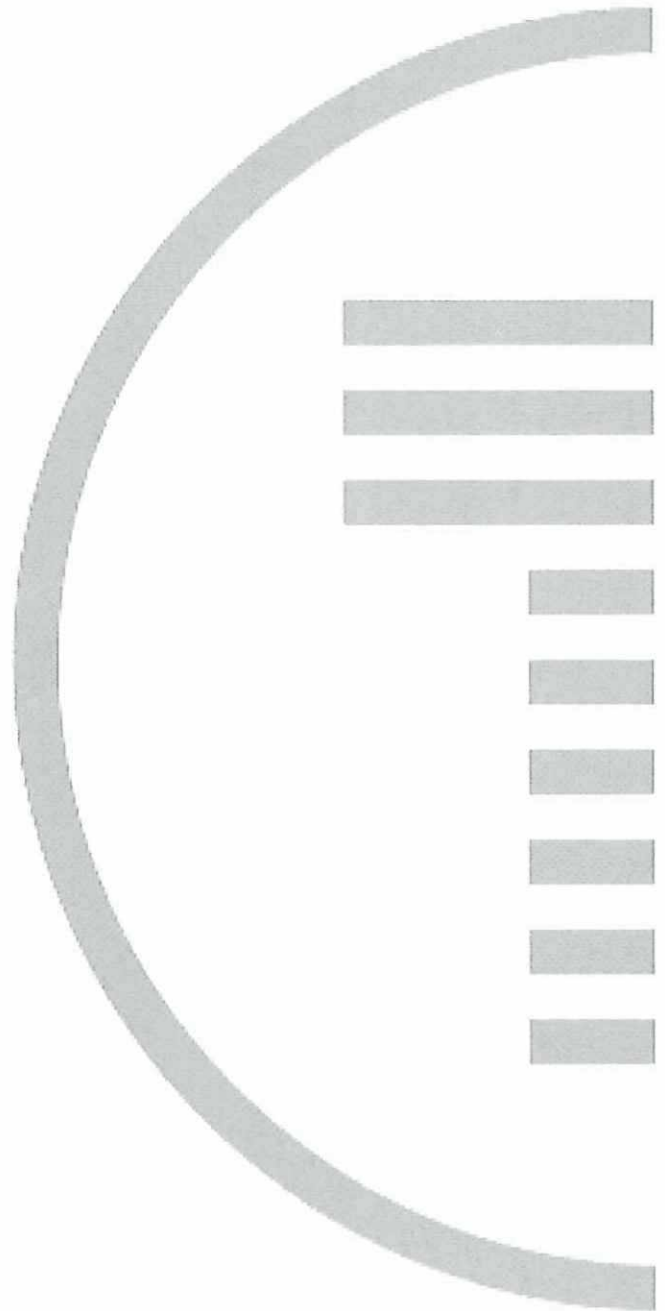


 **That's a Wrap on Clwb R... - Clwb Rygbi Abergele
 facebook.com



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Transport for Wales Future Timetable Review Report





Overview

This document provides a summary and analysis of responses to the Transport for Wales (TfW) Future Timetable Review carried out in April-May 2024. It also details the actions TfW has taken in response to the key feedback received.

Action Required

This document is for information only.

Further information and related documents

Large print, Braille and alternative language versions of this document are available on request.

Contact Details

For further information;

Transport for Wales
3 Llys Cadwyn
Pontypridd
Rhondda Cynon Taf
CF37 4TH

engagement@tfw.wales

Additional Copies

This engagement report and copies of all the consultation documentation are published in electronic form but can be issued as a paper copy on request.



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5.2 Reasons for Travel

6 Qualitative Responses

High Level overview of Key Themes

For the purposes of this report, this section is a summary of some key concerns raised by respondents in number and is not representative of every theme, issue or concern raised (although, we assure respondents that all responses and concerns raised have been considered when making decisions)

7. Key themes and issues identified and what TfW have actioned as a result

8. December 2024

Appendix A: Project Overview

Executive Summary

About Transport for Wales

Transport for Wales (TfW) is a not-for-profit company and wholly owned subsidiary of the Welsh Government. We are responsible for the promotion of sustainable transport options and the provision of a fully integrated and accessible rail network that benefits communities across Wales. Our purpose is to provide sustainable transport services that keep Wales moving. We want more people to choose public transport, walking, wheeling, and cycling above using the car. This modal shift in journey planning is supported by Llwybr Newydd: The Wales transport strategy 2021 which has sustainability at its heart and is imperative to respond to the climate emergency.

TfW is committed to working closely with partner organisations, stakeholders, communities, customers, and members of the public to ensure that we create a public transport system that is shaped by the needs of the people we serve. Together, we will create a transport network that people want to use, can and do use—helping to make it easier for people to make more sustainable transport choices now and in the future.

This report provides a summary and detailed analysis of key responses and feedback themes received following the TfW Future Timetable review – undertaken with our Stakeholder network - in Spring 2024 and the actions we have taken in response to the feedback received.

Key Findings

A much larger proportion of the overall responses received were from individuals not representing an organisation.

Overall, the changes to the Cambrian coast drew the largest number of responses, while feedback regarding the Vale of Glamorgan line received the most negative sentiment.

Section 5 features a comprehensive table which details key pieces of feedback received, broken down by line/region and our response.

Some changes have been made to the proposed timetables which are detailed in the table in Section 5, and these have been bid to Network Rail. TfW will be able to confirm if these bids have been successful this autumn (2024) when we receive confirmation.

2 Background to the proposals

TfW has spent time reviewing its longer-term rail timetable commitments to ensure they best meet the demands of customers and are fit for the needs of passengers. Our future planning is based on several evidence-based factors including demand and growth trends, as well as social and economic factors. Our long-term strategy was developed by considering all of these.

In the wake of the Covid 19 pandemic, the way people use public transport for work, education and leisure has changed significantly. TfW has also changed too, becoming a public railway in the truest sense of the word. Nearly every service TfW runs requires some form of public subsidy at a time where budgets are increasingly stretched. Every penny made beyond the operating costs, goes back into reducing the subsidy received. As a responsible operator it is imperative that we balance the needs for a regular, robust, and reliable service within the budgets and against the targets to deliver more sustainable transport.

We have developed our future timetables to better align with the new post covid travel habits and requirements of customers, whilst becoming a truly multimodal operator. That means we are looking at demand and the opportunities for growth across bus and rail together. On the railway, some routes will see slight change, others will see slightly different calling patterns, better targeted to current needs, but in other areas we have had to make some tough decisions to ensure we provide capacity where it is most needed, grow revenue and ultimately reduce public subsidy. Regular stakeholder feedback on our timetables has fed into this as well as previous stakeholder feedback and survey exercises, alongside passenger counts and close consideration of alternative travel options.

3 The proposals to change timetables – a recap of our announcement in April 2024

The timetable proposals we briefed stakeholders on in April included the following:

- Running 87 more services on mainline routes than when TfW took over in 2018 and more carriages added to some of our busiest services; to help meet growing demand
- Removing a small number of services that have very low passenger demand currently
- Deferring some of our pre-pandemic commitments for more services on certain routes.

As part of this review process differing levels of subsidy saving options were considered and it was agreed to proceed with the most modest set of changes to the Wales and Borders rail timetables, which we outline in more detail below.

In April, the timetables that we announced were to include:

- Additional calls to/from Milford Haven and Haverfordwest giving the towns 13 services per day in each direction
- Hourly service between Aberystwyth and Shrewsbury to run from May to September from May 2026
- Additional peak time services on the Vale of Glamorgan line by 2026, but the increase to 2tph throughout the day deferred
- Cardiff <> Cheltenham services are going to be enhanced by June 2024 to hourly services throughout the daytime.
- Extra services between Swansea and Tenby between May and September from 2025, subject to agreement with Network Rail
- Liverpool to Chester service extended to Llandudno from 2026, subject to agreement with Network Rail and work completed to level crossings
- Heart of Wales services planned to cross at Llandrindod Wells to give much better customer experience in the event of disruption (services currently cross at Llanwrtyd Wells).

Some of the more tough decisions we announced that we were taking included:

- Reducing Heart of Wales Line services from five through services to four per day from December 2024 and removal of the two late evening services to Llandovery and Llandrindod. Bus options are currently being explored.
- Removal of four services between Machynlleth and Pwllheli (two in each direction). Two further services will be retimed and will run between March and December.
- Starting the 06:24 Shrewsbury to Aberystwyth train at Welshpool. This is to avoid the traincrew using a taxi from Machynlleth to Shrewsbury to join their train
- Amending four journeys to end at Carmarthen (instead of Cardiff Central as of today), though these will connect into GWR services Carmarthen <> London Paddington. (Connection times can be found in our timetables).
- To defer a previous commitment to increase trains between Cardiff Central and Bridgend, via the Vale of Glamorgan line, to two trains per hour. However, we will introduce an additional peak service in each direction.
- To defer the introduction of some additional evening services between Cardiff and Cheltenham Spa.
- To defer a previous commitment to introduce a new Cardiff Central <> Shrewsbury <> Liverpool Lime Street service, owing to the levels of Network Rail infrastructure enhancement required.
- To defer a previous commitment of increasing our services between Cardiff and Swansea to one train per hour at off peak times. However, this service remains hourly during the peak.

South Wales Metro

This timetable review related to the Wales and Borders services, **excluding** the South Wales Metro / Core Valleys Lines (CVL) which includes Treherbert, Aberdare, Merthyr, Rhymney, Coryton, City, Bay, Barry Island, and Penarth.

However, this timetable review did include the Vale of Glamorgan line, which – whilst a key part of the South Wales Metro network – is not part of the CVL infrastructure owned and operated fully by TfW. The Vale of Glamorgan line connects with the South Wales Mainline at Cardiff and Bridgend and can, if needs be, be used by TfW, other TOCs and Freight companies as an alternative route along the mainline should there be any disruption between Cardiff and Bridgend. Therefore, these factors had to be considered holistically during this review.

The feedback process

We announced the above timetable change proposals on 11th April 2024, publishing our draft timetables (for late 2024 onward) in full, at the time. In tandem, we also announced that, whilst we intend to deliver these timetables over the next few years, we were keen to hear feedback from our stakeholder network.

Our stakeholder network consists of those that we have engaged since TfW inception and includes a plethora of groups including elected representatives, passenger associations, rail user groups, local groups/community councils, schools, colleges, businesses, local authorities, tourism, and business contacts as an example. Whilst our stakeholder network is around 1,000 contacts, not all responded to this consultation.

Stakeholders were advised that we would be unable to make fundamental changes to the approach we have outlined, however some timing and service adjustments could still be possible. We encouraged respondents to advise if there were things they thought TfW could do differently to help people in their areas make better connections either onto other trains or onto local or national bus routes. Respondents were able to complete the feedback form via the online platform we hosted the review on: [TfW Future Timetable Review | Have your say by Transport for Wales](#) We also received feedback via email and letter correspondence. The deadline for feedback was 13th May 2024.

4 Review Process

4.1 Review method and briefings

TfW hosted a five-week review, encouraging stakeholders to share their feedback on the timetables proposed from December 2024. Letters were issued to political stakeholders and local authorities and some direct briefing sessions and discussions were hosted. We also briefed TfW Transport Liaison Group members (our representatives from Rail User groups and passenger associations) in-person,

during its April meeting which we hosted in Shrewsbury in-person. Some regional online sessions were also hosted, as well as with local railway partnerships and some local authorities.

4.2 Online Review

The haveyoursay.tfw.wales online platform included concise, easy to understand, background information to the review project and the setting out of our timetable proposals, including a briefing pack, the draft December 2024 timetables for each line, an FAQ, and an online feedback form. Information was provided in both Welsh and English.

[TfW Future Timetable Review | Have your say by Transport for Wales](#)

5 Review Responses

5.1 Respondent Types

Of the **530** online feedback forms and **38** email responses received, **555 (97.7%)** were received in English and **13 (2.3%)** in Welsh.

Whilst the review was communicated to stakeholders, a number relayed this to their networks and so a sizeable proportion of the responses come from individuals/passengers as opposed to those representing an organisation or group.

5.2 Reasons for Travel

When respondents discuss the reason for travel, we see some variations across different lines. 'Leisure' is the largest proportion with individuals hoping to socialise, get to cinema events and eat out and attend events during evenings. Organisations are concerned with trade for local businesses if there is no/reduced transport option/s as well as their employees or volunteers being able to get to/from work.

On the Cambrian Coast, providing public transport for tourism in the area was the second most talked about impact, Cambrian main line on the other hand talks more about travel for education.

6 Qualitative Responses

High Level overview of Key Themes

For the purposes of this report, this section is a summary of some key concerns raised by respondents in number and is not representative of every theme, issue or concern raised (although, we assure respondents that all responses and concerns raised have been considered when making decisions):

- The reduction of some services on the Cambrian Coast and Heart of Wales line:
 - 4x trains on the Cambrian Coast
 - 2x through trains and 4x evening services on Heart of Wales
- Feedback queried the validity of passenger counts when services had been unreliable or experienced a significant closure e.g. Barmouth viaduct
- The deferral of off-peak 2tph at Rhoose and Llantwit Major
- More general comments pointed out opportunities to improve connections, fill gaps in the timetable and raised few direct morning Chester > Birmingham trains.

7. Key themes and issues identified and what TfW have actioned as a result

This is a table created to summarise the key themes and points raised, separated by rail routes/regions where relevant and noting the suggested action by respondents and our response:

Line/region:	Issue Identified	Suggested action (via feedback received)	TfW Response:
Cambrian Mainline	Loss of an early morning service raised concerns for people having to rely on road travel to connect to services for commuting and for days out. Requests not to remove 08:52 Machynlleth>Pwllheli in Winter. Concerns that the bus service cannot plug the gaps in the rail timetable and that the two are not well integrated to support in more rural areas.	Large response to this proposal, with suggestions to remove a lesser used midday train instead.	After exploring several alternative options, including the removal of a later service, we have found a solution that sees us retain the 08:52 Machynlleth > Pwllheli and 11:37 Pwllheli > Machynlleth services all year. Passenger numbers will be monitored, and this decision will be reassessed after a year. (mid/late 2025).
	Removal of 05:07 Machynlleth > Barmouth and 06:45 return service	Do not remove the service.	A service which has been identified as requires a very high subsidy to run. Following careful consideration TfW has agreed to proceed with removing this service following the review.
Cambrian Coast Line	Do not retime the last summer trains, as this will not support evening economy. Impact on businesses that rely on evening trade or flexible timings such as shops, restaurants bars and cinemas. Concerns for people able to get to/from work at these businesses as well as those who wish to enjoy a night out.	Many suggest that there is no viable alternative with buses and that car would be their only option. Improvement of the bus service would be essential but the longer journey times are queried.	After a review we have found a solution that retains the evening trains at the current times (21:47 Machynlleth>Pwllheli and 20:26 Pwllheli>Machynlleth) between April and November. These services will now only be removed from timetables between December to March, when passenger numbers are very low.
	Strengthen to 4 carriages the following services between May and September: 10:52 Machynlleth - Pwllheli, 13:34 Pwllheli - Machynlleth	More carriages on specified services.	TfW will bid for this to commence from May 2025 and will be implemented subject to Network Rail approval.

	12:52 Machynlleth - Pwllheli, 15:34 Pwllheli - Machynlleth		
	Need for an additional train at 16:30 Shrewsbury>Aberystwyth (known capacity issue on the 17:30 Shrewsbury>Machynlleth service).	Introduce a new train at 16:30.	Requires retiming of a freight service to implement, but we are now looking to introduce this additional service from May 2025, subject to other operators and Network Rail approval.
Vale of Glamorgan line	<p>Deferring the 2 trains per hour service has drawn concern with respondents feeling neglected regarding an enhanced service they believed they would be receiving soon. Key issues are connecting to Cardiff and Swansea for commuting and socialising and to other towns for school/college.</p> <p>The strategic relevance of the Vale of Glamorgan railway line emphasised serving the town of Barry and linking Cardiff to key sites such as Cardiff Airport, St Athan Airbase, and Aberthaw Power station; three sites making up the Enterprise Zone, linked to local, regional, and national employment and investment opportunities making them central to the economic health of the region. Also raised were concerns around residential growth in the Vale of Glamorgan and how reliant stakeholders are on the increase in services so to meet the need for new housing in a sustainable manner.</p> <p>There was also a request to consider the impact that this deferral may have on the business case for a new rail station at St Athan; a major element of the Replacement Local Development Plan.</p>	<p>Retain the previous commitment for 2 trains per hour, increasing to this frequency as soon as possible.</p> <p>Respondents also want to see later services outbound from Cardiff to enjoy events/concerts and evenings out.</p>	<p>In light of the feedback from the Local Authority and stakeholders, we are actively reviewing the timeline for the introduction of the consistent two trains per hour service on this line.</p> <p>We'll initially introduce an additional service for the morning and afternoon peak alongside brand-new trains, which will deliver additional capacity. As well as the developments locally, we will closely monitor demand to deliver the permanent uplift in line with expected increases to this.</p> <p>We will align with the Local Development Plan and fully support the development of the business case for St Athan station, working closely with the Authority to align rail timetables.</p>

North Wales Coastline:	Though there were small volumes of comments on this line, the key issue was connections across the North Wales Coast. Specifically, more frequent, and more direct trains across the line and connecting with hubs in Birmingham and Manchester. Long gaps between trains from Chester>Llandudno Junction/Bangor/Holyhead 22:56 and 00:40; and last train (on Saturday) at 22:40.	Suggestions are made for buses to better connect the gaps and for 2 trains per hour between Llandudno and Llandudno junction	We explored the possibility of a new service at 23:50 Chester>Llandudno Junction (Monday-Saturday). It was determined that the increase in costs is unlikely to be offset by extra revenue and we have taken the decision not to implement at this time.
Heart of Wales line	Reducing Heart of Wales Line services from five through services to four services per day from December 2024. Removing services drives the most negativity with several concerns around not supporting with modal shift as well as pointing out that as a rural community they cannot afford to lose any services.	Do not remove the fifth service.	We will be proceeding with this timetable change and running four services however, bus options are currently being explored to support people travelling via public transport.
	Removal of the two late evening services to Llandoverly and Llandrindod.	Do not remove the services.	Alternative bus options are currently being explored to support people travelling via public transport.
	Services planned to turn at Llandrindod Wells (services currently turn at Llanwrtyd Wells).		We have committed to making this change following passenger feedback to provide a much better customer experience in the event of disruption.
Wrexham to Bidston	Key issue mentioned in this data (though very low in volume) was connectivity. Better hubs and connections with bus services to improve use of this busy line as well as improvements to rail replacement bus services.	Extending rail replacement services to run further North/South on the line.	We reviewed rail replacement service operations on the Wrexham to Bidston Line to ensure they are fit for purpose for all our passengers. As part of this process the decision was made and has already been implemented that all rail replacement services, which would previously have started or ended at Bidston, will extend to start/end at Birkenhead North. Bidston station does not have step free access to platforms and so to ensure that all our passengers can safely interchange between rail replacement

			service/Train services during times of disruption our services will extend to Birkenhead North which has step free access to all platforms. During pre-planned engineering works this will be reflected in retail systems and where there is unplanned disruption the Control teams will follow the same planning principles for consistency and to ensure accessibility of our services.
Chester<>Shrewsbury<>Birmingham	There were concerns regarding the proposed removal of the 07:49 Wrexham>Birmingham direct train. This was the case despite our suggestion that the 07:17 (Holyhead>) Chester>Shrewsbury (Cardiff) would have extra calls at stations on this route.	Do not remove this service, as it will impact students travelling to Shrewsbury education establishments.	We will retain today's timetable, i.e. there will be a through Wrexham > Birmingham service at approximately today's times, but the Holyhead > Cardiff service will not be able to call at Chirk, Ruabon or Gobowen as a result.
	Diverting the 09:24 Chester> Shrewsbury> Birmingham to Cardiff, instead	Do not divert the service to Cardiff, passengers at stations including Gobowen want to travel through to Birmingham.	We will retain today's timetable, i.e. there will be a through Chester > Birmingham service at approximately today's times, but there is not a unit available to offer a Chester > Cardiff service as well.
	Last train Chester>Shrewsbury (departing at 22:24) is too early	Add an additional later service	We explored the possibility of creating a 23:24 Chester > Shrewsbury. However, the increase in costs is unlikely to be offset by extra revenue and a decision has been made not to implement at this time.
West Wales	Stena Line have increased check-in time at Fishguard Harbour which breaks rail/sail connections in the December 2024 Timetable.	Work with Stena Line to improve and/or revise timetable.	We have escalated this issue with Stena Line, but they are unable to change their method of operation at Fishguard. This means we have had to make a further change to the timetable so that there are trains departing Fishguard Harbour at (approx.) 06:50, 07:45, 10:00, 13:00, 16:00,

			19:30 and 21:30. There are trains departing Milford Haven at (approx.) 05:55, 07:00, 09:00, 11:00, 12:00, 14:00, 15:00, 16:55, 18:00, 19:00, 20:30 and 23:20 (plus an extra, later service on Friday and Saturday nights). This maintains the current level of service at Fishguard but reduces the intervals between trains whilst maintaining a viable connection with the daytime ferry; and increases the level of service to Milford Haven by 2 trains a day.
	The key issue mentioned in this regional feedback was connectivity. Better hubs and connections with bus services to improve use of this line for locals. For tourism, better Sunday services and improved frequency to avoid long waits.	Connections to bus services such as Flecsi and Traws Cymru to aid smoother, faster journeys for social, leisure and work.	We recently undertook engagement in West Wales regarding the Traws Cymru T5 service. As part of this engagement, we asked about connections with other bus and rail services. 55.31% of respondents use the T5 to connect with other bus and rail services in Pembrokeshire/Ceredigion. Most connections are made at the northern end of the route, but we are aware of the T5 currently missing a connection with rail when it leaves a couple of minutes before the train arrives. This should be addressed with some timetable changes when the contract is retendered later this year and will better connect with the revised December timetable for rail. In addition, a lot of work is ongoing in South West Wales in preparation for the proposed franchising of the network - the South West region will be the first area of Wales to be franchised which will give us greater ability to manage connections across modes.
Cheltenham line	Do not remove evening services at 21:10 from Cardiff Central and the 22:58 from Cheltenham Spa		We have found a solution that retains the 21:10 Cardiff Central > Cheltenham Spa and 22:58 Cheltenham Spa > Cardiff Central. The

			cost has been offset by the removal of the duplicated morning service identified below.
	New 06:35 Cheltenham > Cardiff is directly duplicated by a CrossCountry service at the same time calling at the same stations.	Remove duplicated service.	Following a review it has been agreed we will not introduce a new 04:54 Cardiff Central > Cheltenham Spa and 06:35 Cheltenham Spa > Cardiff Central, to avoid duplication of the 06:35 service.
	Improve connections at Severn Tunnel Junction for (e.g.) Chepstow <-> Bristol	Reduce connection times at Severn Tunnel Junction.	We're unable to move TFW services significantly around the clockface, because they'll no longer 'fit' at Cheltenham or Cardiff i.e. there will be no platform space at these busy stations. Equally, GWR services are limited by their onward journeys, needing to fit in with other trains around Bristol Temple Meads and in North Bristol. As part of the whole industry timetable process, GWR reviewed the calling pattern at Severn Tunnel Junction ahead of the June 2024 timetable change to see if connections from Chepstow & Lydney could be improved. Unfortunately, none of the options considered delivered sufficient benefits over the current calling pattern when considering the impact on punctuality & reliability and other customers on the corridor.
N/A	TfW's survey queried stakeholders whether any changes would directly impact accessing local services.		Although concerns around the Welsh language and culture were included in feedback, no direct impact to accessing or using the Welsh language was highlighted. All lines of route retain a good base level of service and therefore no particular community is affected to the degree that Welsh language and culture could be detrimentally impacted.

8. December 2024

Overview of the benefits of the new TfW December 2024 timetables following the review:

The December 2024 timetable change, to be implemented on 15 December, will see a major recast of services across the Wales Cross Borders mainline part of the network. It will also be the first instance where some of the proposed changes as part of this review will come into effect.

The timetable will have a better structure and eliminates interworking between routes, all designed to improve performance and aid recovery for when things go wrong.

The timetable change also seeks to maximise the potential of the brand-new Class 197 fleet which will operate most mainline services across the network in the coming years. The fleet is already cleared for operation from Fishguard Harbour/Milford Haven/Pembroke Dock through to Cardiff Central and on towards Cheltenham Spa/Manchester Piccadilly/Manchester Airport/Liverpool Lime Street/Holyhead. The fleet is also cleared for use on the Conwy Valley Line, Wrexham to Bidston line, Maesteg line and Ebbw Vale line. Next year (2025) will also see Class 197s replace Class 158s on the Cambrian line.

Key benefits and significant, permanent changes set to take place in December 2024 include:

- Better structure and more standardised clockface style timetable, especially through Cardiff and south Wales mainline
- Standardisation helping signallers, station staff and most importantly, customer familiarity through the day
- New timetable will aid solutions to on the day problems owing to unplanned disruption; we have been working hard to make our timetable resilient
- Eliminates 'interworking' between routes. For example, if a train is booked on the Milford to Manchester route, it will no longer be used to pick up a service from Manchester to Holyhead as part of its day. This is an advantage because if one train breaks down, it only impacts services and customers on the one route rather than several. This makes it easier to plan a solution – either bringing another train in to replace it or to book road transport. It also makes communication with customers and traincrew easier.
- Longer turnaround time at termini which improves performance on return working as more 'dwell time' at stations means we can catch up lost time if there are delays
- Reduction in the number of times we need to attach and detach or 'couple/uncouple' trains, with longer trains running throughout the day
- Removal of two services between Machynlleth and Barmouth (one in each direction) and the removal of a further two evening services between Machynlleth and Pwllheli between December and March annually
 - Removal of 05:07 Machynlleth to Barmouth and 06:45 Barmouth to Machynlleth
 - 20:26 Pwllheli > Machynlleth removed between December and March annually

- 21:47 Machynlleth > Pwllheli removed between December and March annually
- Two additional Milford Haven services and more regular services to Fishguard Harbour
- Later last Cardiff to Maesteg service
- Removal of a duplicated (Cross Country service) early morning service between Cardiff Central and Cheltenham Spa. This has allowed us to retain later evening services on this route.
- Heart of Wales line reduction from 5 through trains per day to 4 between Shrewsbury and Swansea. Trains retimed to pass at Llandrindod and services planned to turn at Llandrindod Wells (instead of Llanwrtyd Wells as happens currently) in the event of disruption, as Llandrindod has better passenger facilities and access to onward transport.
- Maesteg services now run through to Ebbw Vale, while Cheltenham Spa services run to Cardiff Central
- Removal of some services between Cardiff and Carmarthen which duplicate GWR services on the same route allowing us to find efficiencies and run services elsewhere
- Manchester Airport <> Llandudno/Holyhead: 3-car trains, with some trains increased to 5-car between Chester and Manchester Airport at peak times
- Holyhead <> Cardiff Central: 3-car trains except for a few early and late journeys. Two journeys a day will be operated by 5-car trains

There will be some temporary changes to the timetable during Winter 2024-25 because of Network Rail re-signalling work affecting the South Wales mainline between Cardiff and West Wales, particularly affecting evening journeys. Passengers will be advised to check journeys before travelling and replacement buses may replace some journeys.

When TfW began serving the people of Wales and the Borders in 2018, we ran 441 mainline (excluding Core Valleys Lines) services per day. The future timetable under the new plans will see 528 services a day in the Summer and 512 in the Winter. Those journeys are increasingly being made on newer, longer, more reliable trains which will give customers confidence to travel on the Wales and Borders rail network. As a responsible operator it is imperative that we balance the needs for a regular, robust, and reliable service within the budgets and against the targets to deliver more sustainable transport.

This review and the decisions we have taken will see a significant increase in revenue and tax-payer subsidy saving over the coming years and we will continue to monitor passenger usage and impact of our timetable changes across the network, continuing to work with stakeholders and industry partners to provide the very best service possible for the Wales and Borders network.

Next steps:

Following review of this report if you wish to raise any further comments or concerns, please contact your regional stakeholder manager and for more general queries please email engagement@tfw.wales

Appendix A: Project Overview Public Consultation Materials

Full suite of materials issues as part of this review are available here: [TfW Future Timetable Review | Have your say by Transport for Wales](#)