



Eich cyf/Your ref P-06-1335  
Ein cyf/Our ref KSNWT/10969/24

Carolyn Thomas MS  
Chair Petitions Committee

15 January 2025

Dear Carolyn,

Thank you for your letter of 06 December regarding Mencap Cymru's Petition P-06-1335 - Welsh Government should take steps to ensure vulnerable adults without bank cards can pay with cash.

We want everyone to be able use safe, accessible, and reliable transport mode of their choice. My officials have raised this issue with Transport for Wales (TfW) as part of their ongoing work to improve the rail and bus passenger experience, and to meet our legal obligations on accessibility and safety.

There are no restrictions in place when purchasing tickets with cash on the vast majority of public transport services in Wales. I can confirm that if a customer needs to buy a rail or bus ticket with cash, they can buy it from the ticket office if there is one at the station or purchase a ticket on the train or bus. If a customer is traveling from a rail station that only has a self-service machine, or the booking office is closed, they can use the machine to get a promise to pay voucher which can be exchanged for a normal ticket from the conductor, or at their destination. However, we understand that not everyone can use our self-service machines and the option to buy a ticket on the train or bus will always be available.

I am aware that TfW does not accept cash for catering transactions on its rail services, which is consistent with many other Train Operating Companies (TOCs). This decision was made initially due to the Covid-19 pandemic and continued as a safety measure for catering staff carrying cash, and the cost involved in handling and banking cash. In the event of a person travelling on a long rail journey with TfW where the means of payment by card are not available to them, TfW catering staff will use their discretion to serve complimentary refreshments as required.

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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.

In order to improve the rail and bus passenger experience, TFW runs an Accessibility & Inclusion Panel, the membership of which is comprised of disabled people with a range of impairments. The panel influences TFW's accessibility policies and advises the organisation on how to support disabled and older customers to use services effectively. It also advises TFW on plans for new and refurbished trains and stations, as well as its staff training programme. TFW have also worked to ensure that their approach aligns with their confidence to travel scheme, in which local groups can arrange awareness visits from TFW's Community Rail team for support buying tickets. Further information about TFW's confidence to travel initiative can be found here: [Confidence to travel | TFW](#).

The Welsh Government has also set up the Disability Rights Taskforce to identify the issues affecting the lives of disabled people in Wales and develop solutions that learn from their lived experience, including how to provide inclusive and accessible transport: [Disability Rights Taskforce | GOV.WALES](#)

I hope this information is helpful.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ken', with a long, sweeping horizontal stroke above it.

**Ken Skates AS/MS**

Ysgrifennydd y Cabinet dros Drafnidiaeth a Gogledd Cymru  
Cabinet Secretary for Transport and North Wales