TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Transport for Wales Consultation Précis: Travel Companions

Consultation Précis purpose

This précis details the arrangements for the proposed changes to the Travel Companion role which sits within Stations / Customer Operations.

Content

1. Background and Rationale

Transport for Wales' Travel Companions were introduced in March 2024 as a brand new 'dual' role assisting our customers traveling across our network and in addition, supporting our customer relations team by completing delay repay claims and responding to customer feedback including complaints. As a result of the multi-purpose responsibility, the role was introduced as a Grade 3 position with a salary of Redacted. The team consists of twenty colleagues based across five locations:

- Cardiff - 5 Colleague
- Newport - 4 Colleagues
- Shrewsbury - 4 Colleagues
- Chester - 4 Colleagues
- Swansea - 3 Colleagues

In addition to their main purpose of assisting our customers with additional needs (a sample of the Travel Companions total assistance figures can be found in Appendix 1), it was originally envisaged that the Travel Companions would contribute 70 hours per period to the customer relations/contact centre tasks, however in some locations the teams have been processing a high number of delay repay claims but across other locations, there has been a consistently lower number of customer complaint cases completed, in some cases as few as 5 five cases per week.

Since their introduction, we've concluded that investigating complaints is more time consuming compared to the delay repay process. Our colleagues are also frequently interrupted to assist customers during their allocated time for complaints investigations. There is also the issue that customer relations competency amongst the travel companion team will lapse if they aren't frequently carrying out the Customer Relations element of their role.

This document provides the scope of the proposed changes and feeds into the Management of Change programme for TfW / TfWRL, where it is appropriate depending on the risk and complexity of the change.

TfW acknowledges RMT Trade Union hold sole recognition for the Travel Companion and Customer Service Advisor Grades and as such, this document will only be shared with them for consideration.

2. Current Organisation

1. The current organisation structure is attached in Appendix 2.
2. Any dispositional statements can be created to map critical tasks, responsibilities and accountabilities, so they remain in place throughout the change.
3. Where new roles or changes to roles occur, the Job Descriptions and employee consultations will be used to ensure critical tasks, responsibilities and accountabilities are included.

3. Proposed Organisational Changes

1. The current and proposed job descriptions are included as Appendices (see Appendix 5 & 6) to consider amendments and the removal of certain elements related to the team's responsibility for processing delay repay and investigating customer complaints.
2. As a result, the team will move to the standard Customer Service Advisor Job Description (G2) with the removal of the customer relations tasks (delay repay / complaint investigation) the job grade will be a G2 role.
3. These changes will remove a siloed group of colleagues where current G2 grade customer service advisors see Passenger Assist as a sperate higher grade task.

4. People and Roles

1. Existing employees will be fully consulted regarding the job description changes which are expected to align with the G2 Job Description (See Appendix 6)
2. We will protect the current G3 Pay Grade and the twenty affected colleagues current salary/grade will be honoured, along with any future pay awards.
3. Removal of the customer relations tasks and responsibilities.
4. Individual discussions will take place with all affected employees after the initial consultation.
5. We will continue to work in social partnership with recognised local Trade Unions representatives to ensure that there is complete transparency regarding any proposed change.

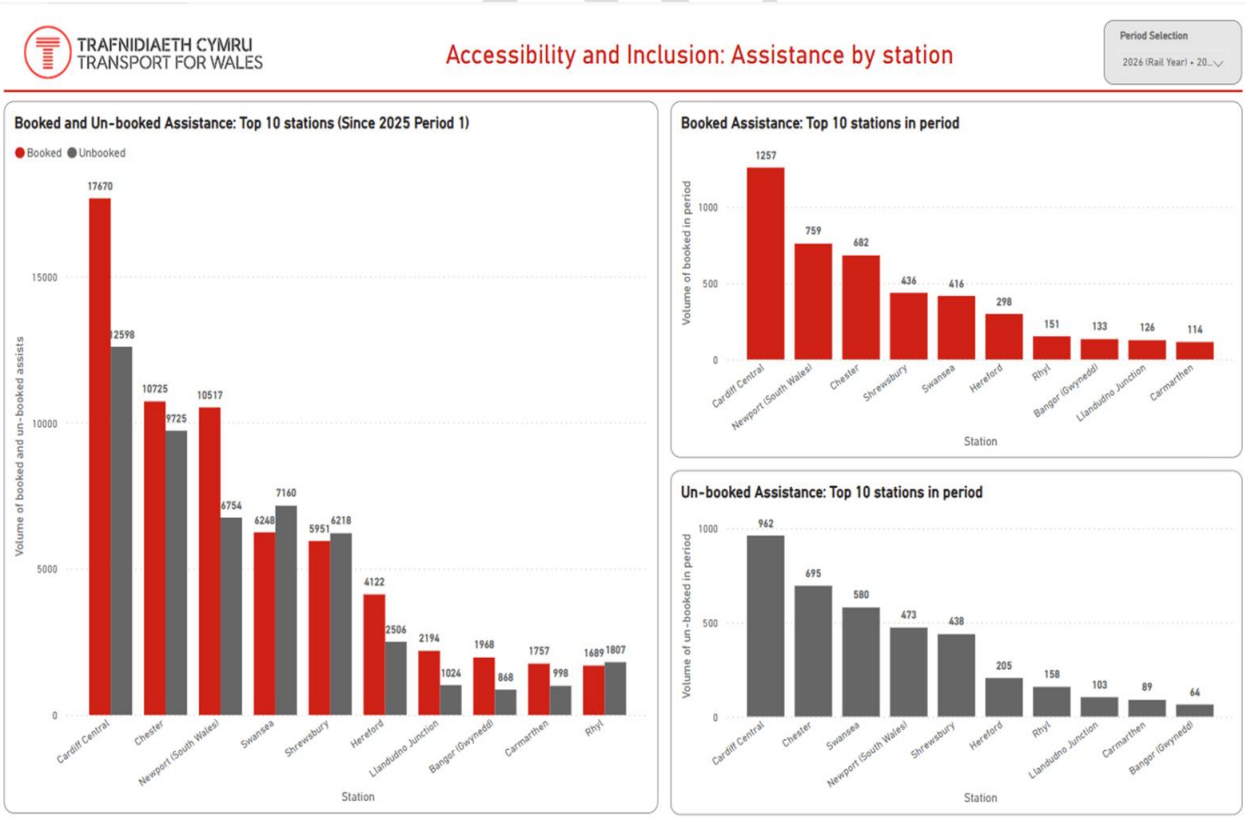
5. Safety Validation of Proposed Changes

1. The roles named in this consultation are not named roles in the Transport for Wales Rail Limited Safety Certificate
2. The proposal as defined this consultation is subject to the Transport for Wales Change Validation process and this will be completed by **3rd October 2025** Should any changes to this proposal be identified because of validation, we will inform and consult on the further changes.

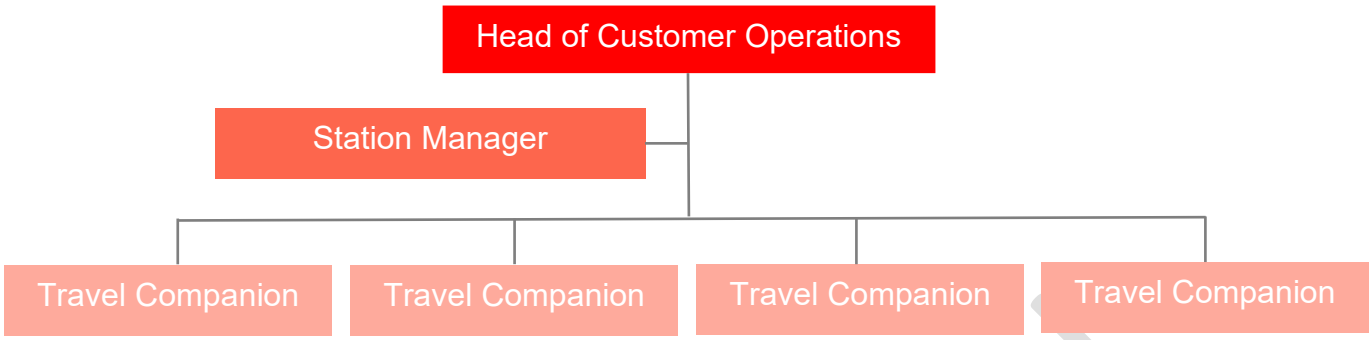
6. Proposed Timeline and Transition Plan.

1. We propose that formal consultation will begin on **25th July 2025** Following the completion of this process, we propose that individual or group meetings (where considered appropriate) are taken forward before the proposed go live date on **5th October 2025.**

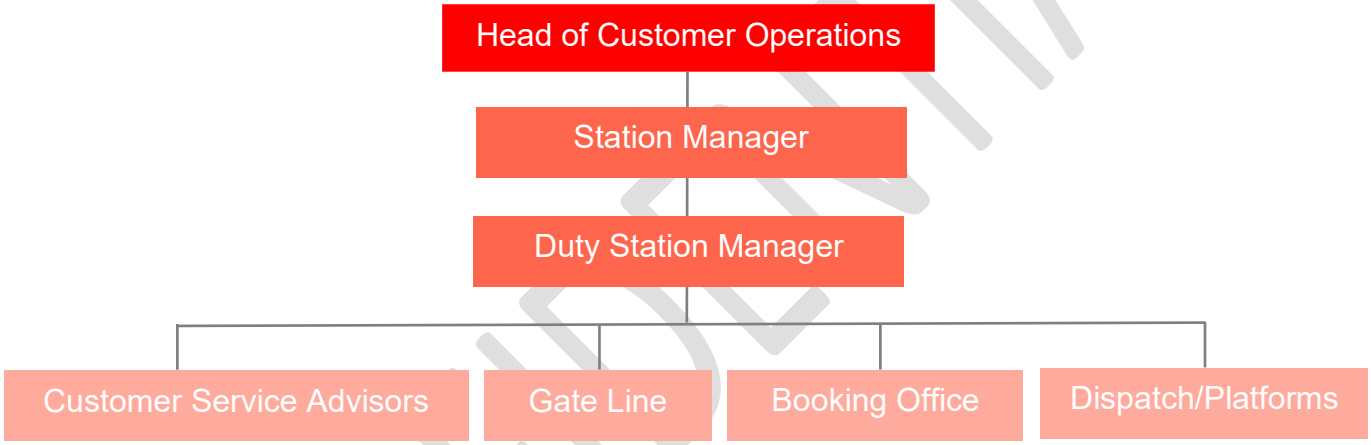
Appendix 1 – Sample period of Passenger Assistance



Appendix 2 – Current Organisation



Appendix 3 – Proposed Organisational Chart



Appendix 4 - People and Role Changes

NAME	JOB TITLE	Current Reporting Line	Proposed Reporting Line	Current Directorate	Detail of Change	Change to Banding?	Change to Salary?
Redacted	Travel Companion	Station Manager	Duty Manager	Customer Operations	New job title of Customer Service Advisor and review of the job description with the removal of the CRM role	No (protected)	No (protected)
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					description with the removal of the CRM role		
Redacted	Travel Companion	Station Manager	Duty Manager	Customer Operations	New job title of Customer Service Advisor and review of the job description with the removal of the CRM role	No (protected)	No (protected)
Redacted (On maternity leave)	Travel Companion	Station Manager	Duty Manager	Customer Operations	New job title of Customer Service Advisor and review of the job description with the removal of the CRM role	No (protected)	No (protected)
Redacted (fixed term contract covering maternity leave)	Travel Companion	Station Manager	Duty Manager	Customer Operations	New job title of Customer Service Advisor and review of the job description with the removal of the CRM role	No (protected)	No (protected)
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Travel Companion

Employer: Transport for Wales

Reporting to: Station Manager

Department: Customer Operations - Stations

Job Purpose: To provide dedicated, compassionate, and exceptional assistance to passengers with diverse needs across the Transport for Wales Network including stations and Interchanges as we develop a truly transformational multi modal offering. As a vital member of our operations, you will play a pivotal role in ensuring that all passengers who use our assistance booking service, including those with disabilities, elderly individuals, and those requiring extra support, have a safe, comfortable, and enjoyable travel experience with Transport for Wales.

This role will also provide support to the Customer Relations Team. Always aiming to address complaints, queries and feedback promptly and professionally from customers via a range of contact methods. Ensuring the root cause of customer complaints and feedback is shared with the relevant departments to enable any appropriate action to be taken. The range of customer contact reasons is varied and includes compensation claims, feedback regarding TfW (Transport for Wales) and queries regarding products and our service offering.

Responsible For: The safe and transformational delivery of supported assistance to our passengers, who require differing levels of support and assistance as they arrive or transit through our stations, ensuring a safe and pleasant journey which delivers a seamless support mechanism and delivers our TfW vision for leading on accessibility standards.

Main Working Relationships:

Internal

- Internal Stakeholders: frequent contact with colleagues, managers, departmental heads and directors across TfW

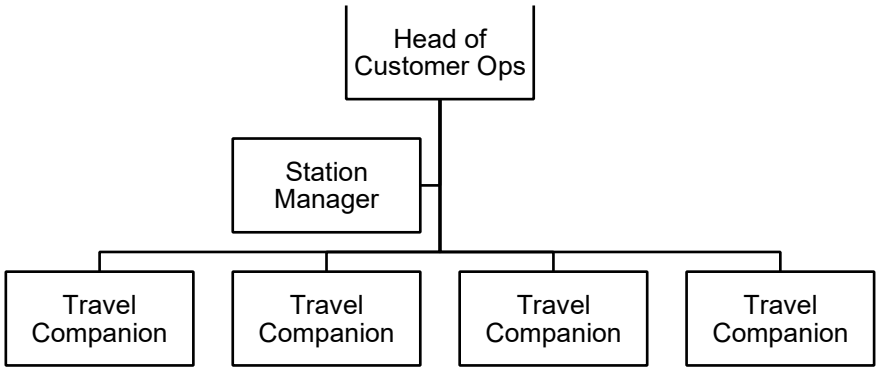
External

External Stakeholders: Customers, Passenger Panel, ATOC, other TOCs, ORR, DFT and Network Rail, User groups, Transport Focus and community rail officers Contact with press/media on station issues.

Safety critical post (Y/N): N

Key safety role (Y/N): Y

Organisational Structure:



Role Responsibilities/Accountabilities

Travel Companion Accountabilities

- The Travel Companion will be a visible member of the Customer Operations team greeting and interacting with passengers, consistently demonstrating a courteous and friendly demeanour. Offering personal assistance to passengers with reduced mobility, disabilities, or specific requirements, ensuring they can access trains, platforms, and facilities comfortably and safely whilst in our care.
- Place emphasis on understanding the equalities Act and how we can improve the service we deliver to all our customers who require assistance. keep up to date with changing governance from the ORR.
- The travel companion role will accompany our passengers during their journey at 5 key locations across the network, assisting passengers with boarding which may include carrying and stowing their luggage as required, ensuring it is secure and easily accessible for the customer later in their journey.
- The travel companion will also assist with customers arriving at our stations by rail providing support when disembarking and navigating through the train station and any other needs as required.
- Providing information about train schedules, and routes, guidance on ticketing, platform locations, and other travel-related inquiries to help passengers make informed decisions.
- Coordinate with train staff, including conductors and on-train colleagues, to ensure a seamless and organised travel experience. Effectively communicating and collaborating to ensure smooth and coordinated assistance throughout the passenger's journey, this may include assisting with ramps on the various rolling stock.
- Liaise with station personnel to coordinate timely assistance and ensure that passengers are met at their destinations and onward destinations are also contacted to ensure a seamless handover.
- Address passenger inquiries and concerns, in a caring and empathetic manner, resolving issues to the best of your ability or escalating them to appropriate personnel.
- Maintaining a professional and courteous demeanour while interacting with passengers from diverse backgrounds. Always ensuring the safety of the passengers by following the established safety protocols and guidelines in place at each location. Maintain a thorough understanding of railway policies, procedures, and safety protocols to ensure the well-being of all passengers. Respond promptly to emergency situations, following the established protocols and maintaining composure under pressure.

- Keep accurate records of assistance provided both booked and unbooked. Use the Passenger assist app to record all movements and pivotal to the role is the use of the Transreport, this will enable to ORR to track our reporting and ensure regulatory compliance. Request regular feedback and suggestions for improving our service.
- Attend regular training sessions to enhance knowledge of The Equalities Act, accessibility standards, safety regulations, and passenger assistance techniques. Share best practice with other Travel Companions and drive a continuous improvement culture.
- Identify solutions to challenges that may exist, develop a plan, support, and work closely with the TfW A & I Team to ensure we give the best possible service to our customers, in a professional and caring manner.
- Ensure any changes to the infrastructure which may impact the passenger journey are reported immediately to NRE, this will ensure our Information is up to date and passengers can see any changes ahead of arriving at the station and will enable them to make any adjustments.
- Lead and support station colleagues as an SME (Subject Matter Expert) on all elements of the Passenger assist programme, including the use of technology, driving a step change across the network, helping colleagues understand the importance of reporting all interventions, use data to support decision making and improvements to the service we offer.
- Be the eyes and ears of TfW on the ground reporting issues regarding safeguarding concerns, liaise with BTP and signpost any issues or concerns through the appropriate channels.
- Implement a robust process for auditing ramps and wheelchairs on stations, this will ensure we have an auditable process and equipment meets the ORR safety regulations and TfW compliance standards.

Customer Relations Accountabilities

- The Travel Companion will also be providing support to the Customer Relations Team. This includes the following although not exhaustive and maybe required to carry out other tasks: -
- Record information about customers, cases, and contact reasons into the CRM system, ensuring that all data captured is both complete and accurate.
- Take ownership of cases to produce quality written responses to all customer contacts that comply with our regulatory timescales, Complaint Handling Procedure, and internal guidelines. Ensure the output of replies to customers meet internal quality guidelines in terms of content and tone.
- Research complaints around Passenger Assistance, seek mitigation and implement plans to improve across the function, share learning and best practice with the relevant personnel, whilst uphold the highest professional standards.
- Ensure the reasons for all customer contacts are fully investigated using a variety of resources and industry systems, including liaising with other internal departments and industry stakeholders, and escalating any contentious issues or dissatisfied customers to a senior member of the team.

Knowledge, Skills and Experience	Values/ behaviours
Essential • Prior experience in a customer service or passenger assistance role. • Excellent verbal and written communication skills • Customer service-oriented attitude with a genuine desire to assist and engage with passengers. • Empathetic nature and strong interpersonal deal skills, with the ability to communicate effectively with passengers from diverse backgrounds. • Attention to detail and strong organisational skills to manage multiple tasks effectively. • Excellent IT skills and computer literate • Ability to remain calm and composed in stressful situations and adapt to changing circumstances. • Problem-solving skills to address passenger concerns and unexpected situations. • Knowledge of accessibility regulations, disability etiquette, and an understanding of the challenges faced by passengers with reduced mobility or disabilities. • Commitment to upholding safety standards and adhering to company policies and procedures. **Desirable** • Diversity Inclusion Training • British Sign language (BSL) • Lived experience of a disability • Basic knowledge of railway systems, routes, and safety procedures.	Being safe – health, safety and wellbeing Being the best – high performance, at pace Being positive – can do, will do Being connected – enterprising and networked Being fair – integrity and equality Creating shared success – passion for the best

Qualifications/Knowledge required

Education/Qualifications

- GCSE or equivalent English Language (Grade C or above)

Confirmation

I can confirm I have read, understood and accepted the above Job Description:

Name of Employee:

Signature of Employee:

Date of Signature:

SAFETY ROLE PROFILE

1. Safety Level:

Please enter **Yes** or **No** as applicable in each box.

Safety Critical Post	Key Safety Post	Personal Track Safety Required	Random Drug & Alcohol Tests	CIRAS
N	**Y**	**N**	**Y**	**N**

2. Medical Standard of the post:

Please enter the relevant Medical Standard level as per the requirement of CP Medical Fitness

Medical Standard Required:	Non-safety Critical

3. Record of Safety Briefing for Post Holder:

	Post Holder's Signature	Manager's Signature	Briefed by (Name and Signature):	Date:

4. Key Safety Responsibilities

- To take reasonable care for the health and safety of yourself and of others who may be affected by your acts or omissions at work.
- To be fully conversant and comply with the relevant parts of the Transport for Wales Rail Services Railway Safety case and associated company procedures.
- Ensure your personal safety and that of others at all times.
- Carry out emergency procedures when required.
- Maintain a safe and tidy environment and not to misuse or interfere with any equipment provided to protect your health and safety or welfare.
- Report any unusual occurrence or unsafe practices in the prescribed manner.
- Ensure messages concerning safety are properly communicated to and understood by all concerned.
- Participate in safety briefings and meetings.

5. Safety Training, Competencies and Safety Publications

- Safety Induction
- Fire Training
- Alcohol & Drugs Policy Briefing
- Rules, including Personal Track Safety Certification
- Emergency Evacuation
- Diversity Training

General safety requirements

Safety is everyone's responsibility.

The Health and Safety at Work etc. Act 1974 mandates responsibilities on all employees. In summary, these are that you shall:

- take reasonable care of your own and other people's health and safety. - co-operate with your employer on matters of health and safety.

- follow the training you have received when using any work items your employer has given you.

- tell someone (your supervisor, health and safety representative or the Safety Department) if you

think the work or inadequate precautions are putting anyone's health and safety at serious risk.

General environmental requirements

Environment is everyone's responsibility

Under the Environment (Wales) Act 2016, demands on Wales' natural resources are increasing. One of the greatest challenges we face is to find a way to secure healthy, resilient and productive infrastructure for the future whilst still meeting our everyday commitments. To help support the Act all employees has a responsibility to:

- Ensure our operations look to limit our everyday impact on the environment

- Report any environmental incidents or potential issues that could have a negative effect on the environment

- Follow the requirements of the company's environmental training

- Champion any environmental improvements or initiatives that will increase our environmental performance to reduce environmental harm and goods and services maximise positive benefits and minimise negative impacts on our economy, society and environment

- Ensure business safety accreditations are maintained and develop continuous improvement initiatives for the business to be a lead business within Wales and other rail sectors - Support the WG Sustainable Development Charter and WG CSR framework

These are some additional areas to include

Safety Training, Competencies and Safety Publications

- Display Screen Equipment Training
- Manual Handling
- Railway Security
- Conflict Avoidance Training

6. Key Working Parameters

Category	Parameters for Role
Out of hours attendance/exceptional duty/ travelling required	As required according to the train service disruption and responding to safety incidents as and when they occur.
On-Call responsibility	No

7. Values and Behaviours

Being Safe: Health, Safety and Wellbeing.
People feel safe, protected and can place their trust in us Being the best: High performance. Pace.
People feel confident in us because we deliver our promises.
Being Positive: The right thing to do. Can do. Will do.
People feel that they matter, as their rail network meets the demand of everyday life.
Being Connected: Enterprising. Networked.
People feel proud of their rail network as it reflects their community value.
Being Fair: Treating people well. Integrity. Equality.
People feel listened too as their rail network adapts to their needs.
Creating shared success: Passion for the best deal.
People feel the benefits of our close collaboration with our clients and other key stakeholders and its impact on Wales culture' social and economic wellbeing.

Completed Copy to:

Personal File in HR – Hard Copy signed by all parties

Job Holder - Hard Copy signed by all parties

Safety Assurance Manager – Electronic Copy

Line Manager	Name:	Signature:	Date:
Individual:	Name:	Signature:	Date:

For official use only:

HPS	Points	Grade	Date

Appendix 6 – Proposed Job Description

Customer Service Advisor

Employer: Transport for Wales

Reporting to: Station Manager

Department: Customer Operations - Stations

Job Purpose:

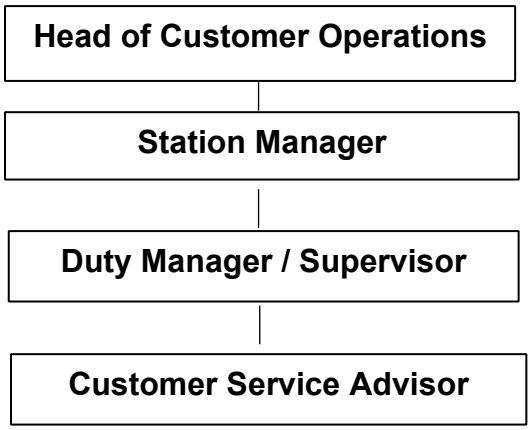
Transport for Wales is dedicated to the successful delivery of its safety, franchise, retail and customer service commitments to achieve its business plan.

This role will deliver these requirements at Stations by providing a customer interface and to assist in maintaining all customer travel needs.

Safety critical post (Y/N): N

Key safety role (Y/N): N

Organisational Structure:



Context

This post is deemed **Non-Safety Critical.**

The position involves shift work and weekend working.

The post holder must be well organised, an effective communicator, possess good interpersonal skills and have a helpful, patient, confident, friendly and outgoing disposition.

The post holder must always be in possession of ID, as required by the Station Manager

Role Responsibilities/Accountabilities

This list is indicative and is **not** exhaustive.

- Meeting and greeting of customers; offering advice, assistance with luggage, train times and connections.
- Assisting customers with accessibility needs.
- Opening and securing station premises as required.
- Monitoring TVM and ensuring its continued operation
- Carrying out domestic duties as required and in accordance with COSHH Regulations.
- Ensuring a high standard of station cleanliness is maintained at all times.
- On occasion, working at other locations as required.
- Reporting equipment failures and damage to premises as quickly as possible.
- Reporting any unusual occurrence or unsafe practice in the prescribed manner.
- Liaison with other station staff, the Customer Services Information Centre (Retail Control) and Operations Control as required at the prescribed timescales.
- Ensuring customer, staff, visitor and contractor safety is given the highest priority. Being conversant with and applying all rules, regulations and instructions.
- Wearing full uniform in the prescribed manner and the name badge provided.
- Undertaking any other task within area of competence as directed by the station management or supervisory team.

Knowledge, Skills and Experience	**Values/Behaviours**
Essential • Excellent communication skills • Excellent organisational skills • Customer Focused • Be flexible in approach • Ability to deal appropriately with difficult situations • Ability to provide a consistent high-quality service to customers • Ability to work alone and as part of a team • Ability to provide excellent information to customers and colleagues **Desirable** Previous Customer Service Experience	Being safe – health, safety and wellbeing Being the best – high performance, at pace Being positive – can do, will do Being connected – enterprising and networked Being fair – integrity and equality Creating shared success – passion for the best deal

Confirmation

I can confirm I have read, understood and accepted the above Job Description:

Name of Employee:

Signature of Employee:

Date of Signature:

SAFETY ROLE PROFILE

1. Safety Level:

Please enter **Yes** or **No** as applicable in each box.

Safety Critical Post	Key Safety Post	Personal Track Safety Required	Random Drug & Alcohol Tests	CIRAS
N	N	N	Y	N

2. Medical Standard of the post:

Please enter the relevant Medical Standard level as per the requirement of CP Medical Fitness

Medical Standard Required:	Non-safety Critical

3. Record of Safety Briefing for Post Holder:

	Post Holder's Signature	Manager's Signature	Briefed by (Name and Signature):	Date:

4. Key Safety Responsibilities

- To take reasonable care for the health and safety of yourself and of others who may be affected by your acts or omissions at work.
- To be fully conversant and comply with the relevant parts of the Transport for Wales Rail Services Railway Safety case and associated company procedures.
- Ensure your personal safety and that of others at all times.
- Carry out emergency procedures when required.
- Maintain a safe and tidy environment and not to misuse or interfere with any equipment provided to protect your health and safety or welfare.
- Report any unusual occurrence or unsafe practices in the prescribed manner.
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- Participate in safety briefings and meetings.

5. Safety Training, Competencies and Safety Publications

- Safety Induction
- Fire Training
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- co-operate with your employer on matters of health and safety
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On-Call responsibility	

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Being the best: High performance. Pace.

People feel confident in us because we deliver our promises.

Being Positive: The right thing to do. Can do. Will do.

People feel that they matter, as their rail network meets the demand of everyday life.

Being Connected: Enterprising. Networked.

People feel proud of their rail network as it reflects their community value.

Being Fair: Treating people well. Integrity. Equality.

People feel listened too as their rail network adapts to their needs.

Creating shared success: Passion for the best deal.

People feel the benefits of our close collaboration with our clients and other key stakeholders and its impact on Wales culture' social and economic wellbeing.

Completed Copy to:

Personal File in HR – Hard Copy signed by all parties

Job Holder - Hard Copy signed by all parties Safety Assurance Manager – Electronic Copy

Line Manager	Name:	Signature:	Date:
Individual:	Name:	Signature:	Date:

For official use only:

HPS	Points	Grade	Date

Questions and Answers

1. Why is my role changing?:

The Travel Companion roles were introduced in March 2024 as a brand new ‘dual’ role assisting our customers traveling across our network and supporting our customer relations team. However, across all locations the requests for assistance have increased substantially and given this part of the role takes priority, the Customer Relations part of the role isn’t being fulfilled as anticipated, this is also in part to the fact investigating complaints is quite time consuming too. Other possible causes could be as a result of interruptions caused by requests to assist customers during the allocated time for complaints investigations.

2. Will we see any difference in Pay?:

No, there is no pay increase or decrease proposed for existing team members.

3. Will our current Terms & Conditions be affected?:

It will be necessary to align you with the role and anything that conflicts with the ability to perform the role will need to be discussed.

4. Will my role be re-graded?:

The role of the Travel Companion will cease to exist and you will be realigned with the G2 Customer Service Advisor job description role and duties but your grade (G3) will remain unchanged.

5. Will I still be able to work overtime:

Yes, where needed by the business. there will be no change to current working practices and agreements in this respect.

6. Will my line Manager change:

Any changes in relation to reporting lines can be found in Appendix 3 and the People and Changes section.

7. Would TfW consider full time and part time roles?

Yes, this is to offer the business greater flexibility.

8. Will Job Share opportunities be available?:

Yes, we are open to flexible ways of working.

9. What if I don’t agree to the proposals?

We appreciate that this change may not meet everyone’s approval however, in line with the rationale outlined within this document, this decision meets the needs of our business and is not open to negotiation. If you remain unsatisfied, you are encouraged to discuss this during your consultation where other options can be discussed.

10. Any other questions?:

Please feel free to reach out to either your current Line Manager, HR Business Partner or Head of Function should you have any further questions, concerns or feedback.

Ends.