



Ein cyf/Our ref: ATISN 25017

2 September 2025

Dear ,

### **Request for Information - ATISN 25017**

Thank you for your request for information which of 1 August. You asked for the following information on a Cardiff road sign on Custom House Street in Cardiff:

- Has Cardiff Council received authorisation from the Welsh Government to install a non-prescribed traffic sign – you provided a photograph of the sign in question and
- If they have, you require the authorisation reference, date of approval and copy of the signed authorisation letter or document

### **Our response**

Please accept my apologies for the delay in replying to you. I enclose a copy of the Welsh Government's bus lane signing authorisation letter and bus lane signing drawings for Cardiff from 2017. This authorisation is for signs that give effect to bus lane restrictions on roads for which Cardiff is the highway authority.

The image provided with your original correspondence shows the authorised sign, ref. qA964957-002/7 from the enclosed, co-located on a yellow backing board with additional, supplementary sign plates.

### **Next Steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response.

Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:



Llywodraeth Cymru /  
Welsh Government  
Parc Cathays / Cathays  
Park  
CF10 3NQ

FOI.ETCC@gov.wales

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

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

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales).

Please remember to quote the ATISN reference number above.

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

The contact details for the Information Commissioner's Office are:  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

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

Yours sincerely