

Jane Hutt AS/MS
Ysgrifennydd y Cabinet dros Gyfiawnder Cymdeithasol, y
Trefnydd a'r Prif Chwip
Cabinet Secretary for Social Justice, Trefnydd and Chief Whip



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref JH/PO/565/25

Jenny Rathbone MS
Equality and Social Justice Committee

7 November 2025

Dear Jenny,

As the Committee are aware, I have been committed to introducing a *Welcome Ticket* intervention specifically designed to support asylum seekers with active claims, enabling access to free or discounted public transport. This is distinct from previous schemes familiar to Members, which were designed to assist Ukrainians, Afghans, and other refugee groups. The Welcome Ticket for asylum seekers aligns with the commitments set out in the Anti-Racist Wales Action Plan.

Officials have been working to explore how best this could be delivered. Following a comprehensive review of delivery, financial and policy risks, it has become clear that, while I remain committed to providing support, the model as currently designed cannot be delivered safely, affordably, or sustainably. Verification could not be completed through Clearsprings as initially proposed due to legal and contractual constraints. Following this, officials explored alternative delivery options. With no additional budget available to commission another delivery partner, the local authority route was considered as the next viable option. However, the operational demands on local authorities, including verification and application support, would have placed significant pressure on already stretched resources. There were also safeguarding and equality considerations for users of the Welcome Ticket that could not be fully mitigated within the current model. In addition, the projected delivery costs were significantly above the allocated budget.

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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.

Although I am disappointed that a new phase of the Welcome Ticket will not be delivered in this Senedd term, I remain firmly committed to addressing the transport and digital barriers faced by people seeking sanctuary when accessing essential services and community opportunities. Officials will continue to work with partners and stakeholders to explore practical alternatives within existing frameworks. Eligible asylum seekers will also continue to benefit from the existing free and discounted travel schemes for young people, older people, and disabled passengers.

Yours sincerely,

A handwritten signature in black ink that reads "Jane Hutt". The signature is written in a cursive style with a prominent horizontal line above the first few letters.

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