



Freedom of Information request ref 01/FOI/25/3775
We received your request on the 01/11/2025.

Request

You asked us:

I note that the standard tannoy announcement played on UK trains for the 'see it, say it, sorted' campaign has recently dropped the phrase 'we'll sort it'. I am writing to request under the Freedom of Information Act:

- 1. The date that it was decided the phrase 'we'll sort it' was dropped from standard announcements and**
- 2. The date that the decision described in 1 took effect and**
- 3. Any paperwork, such as meeting minutes or email correspondence or other paperwork, relating to the decision to drop 'we'll sort it' from standard announcements.**

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

Information not held.

See It, Say It, Sorted is a Department for Transport campaign and the communications are agreed between the DfT and the rail industry.