

London North Eastern Railway Limited Freedom of Information Act 2000 – Publication Scheme

Publication scheme

The Freedom of Information Act 2000 (FOIA) requires public authorities to adopt and maintain a publication scheme, the purpose of which is to:

- specify the classes of information we have committed to publish
- say how we will make that information available
- say whether the information is available free of charge or on payment

Most of the information covered by our publication scheme will be made available on this website. If you need information in an alternative format, we will do all we reasonably can to help.

Our publication scheme follows the Information Commissioner's model publication scheme for public authorities.

About this publication scheme

This publication scheme is not a list of individual publications but rather a description of the classes or types of information that we are committed to publishing.

The scheme is not an exhaustive list of all the types of information that we publish.

The scheme does not include information that we consider to be sensitive, such as certain types of commercial or personal information, or information about security matters or which comprises legal advice.

Most LNER publications, including priced publications, are available online. Where publications are not available online, details of how to obtain hardcopies are provided.

Charges which may be made for information published under this scheme

Nearly all of our information can be accessed from this website free of charge. Charges may be made for actual disbursements incurred such as:

- photocopying
- postage and packaging
- the costs directly incurred as a result of viewing information

If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

Feedback and complaints about the scheme

If you would like to provide feedback – good or bad – about the department's publication scheme, or have a specific complaint, please also contact us at FOI@lner.co.uk

Classes of information

The classes of information currently published are set out below.

Class 1 - Who we are and what we do

Organisational information, locations and contacts, constitutional and legal governance

Information	Format		
	Paper	Electronic	Website
Contact details available on the company's website https://www.lner.co.uk/customer-service/contact-us/			√
Performance summary and wider company policy framework: https://www.lner.co.uk/about-us/ https://www.lner.co.uk/about-us/policies/			√
Any legislation relevant to LNER can be accessed from the National Archives website at: http://www.legislation.gov.uk			√

Class 2 - What we spend and how we spend it

Financial information relating to predicted and annual income and expenditure, tendering, procurement and contracts

Information	Format		
	Paper	Electronic	Website
Annual report and accounts available after filing at Companies House			√
Procurement and Contracts: - Investment Approval Process - Procurement Procedure - Supplier Accreditation Procedure	√		
LNER procures in compliance with EU legislation. OJEU notices for contracts which are above the threshold for these to be required are published on Tenders Electronic Daily at: http://ted.europa.eu/			√
Some contracts are procured through RISQS, a UK rail industry supplier qualification scheme which provides a single common registration, qualification and audit process for suppliers that is shared by the UK rail industry. Information on this is available at: http://www.risqs.org/			√

Class 3 - What our priorities are and how we are doing

Strategies and plans, performance information, assessments, inspections and reviews

Information	Format		
	Paper	Electronic	Website
Answers provided by the Department for Transport to Parliamentary Questions relevant to LNER are			√

available from the Hansard website at: https://www.parliament.uk/business/publications/			
Information published by our regulator, the Office of Rail and Road: http://orr.gov.uk/rail/publications			√
LNER Passenger's Charter: https://www.lner.co.uk/about-us/passenger-charter/			√
Passenger ratings included in National Passenger Survey published by Transport Focus at: https://www.transportfocus.org.uk/			√
Performance Delivery Reporting information published on the company's website at: https://www.lner.co.uk/about-us/			√

Class 4 - How we make decisions

Policy proposals and decisions, decision making processes, internal criteria and procedures, consultations

Information	Format		
	Paper	Electronic	Website
Any public consultation carried out by East Coast will be available via the LNER website: http://www.lner.co.uk			√

Class 5 - Our policies and procedures

Current written protocols for delivering our functions and responsibilities

Information	Format		
	Paper	Electronic	Website
A number of our policies are published at: https://www.lner.co.uk/about-us/policies/			√

Class 6 - Lists and Registers

Information held in registers required by law and other lists and registers relating to the functions of the authority

Information	Format		
	Paper	Electronic	Website
The Services Agreement with the Department for Transport (DfT) will be published on their website: https://www.gov.uk/government/organisations/department-for-transport			√

Class 7 - The Services we offer

Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services we offer.

Information	Format		
	Paper	Electronic	Website
Information on services available from the company's website at: http://www.lner.co.uk	√		√
Hard copies of our timetable, Passenger's Charter, Complaints handling Procedure and Disabled People's Protection Policy are available both on our website and at staffed train stations served by LNER trains			

Requests for information not already published

If you cannot find what you want through this scheme, or otherwise on our website, you may wish to make a request to us under FOIA or the Environmental Information Regulations 2004 (EIR). This can be done by emailing us at FOI@lner.co.uk and informing us of what information you would like.

Requests made under the Freedom of Information Act (2000) must be made in writing. Requests under the EIRs can also be made orally. You should include the following with any type of request:

- Name and email address or postal address for correspondence
- A clear statement of the information you are requesting
- The format in which you wish to receive your information.

It is also requested that you include a contact telephone number in case we need to discuss your request but it is not mandatory.

You may request any information held by or on behalf of LNER which is recorded in any format. This includes paper records, information held on computers, other electronically held information, plans, maps and photographs.

You are entitled to the information contained in documents, not to the documents themselves. However, where appropriate and convenient we may choose to provide a copy of the document rather than extracting the information from it.

You will be able to ask for assistance if you have difficulty in making an application. We are not required to provide the information you request unless we have a clear and understandable request with enough detail to locate the information and a name and address so we can respond to your request. However, we will provide advice and assistance to help you define your request where required. Some documents may include information which is exempt from disclosure and in those cases you will only receive information which is not exempt.

In some circumstances, information may only be available to view in person at LNER's premises. In these cases, contact details will be provided and an appointment to view the information will be arranged within a reasonable timescale. If it is not reasonably possible for an individual to view the information in person, every reasonable effort will be made to find an alternative way of communicating the information.

Environmental Information

If your request is wholly or partly for “environmental information” we are required to treat that part of your request as a request under the EIRs.

Environmental Information means any information in written, visual, aural, electronic or other material form on:

- a) the state of the elements of the environment, such as air and atmosphere, water, soil, land, landscape and natural sites including wetlands, coastal and marine areas, biological diversity and its components, including genetically modified organisms, and the interaction among these elements;
- b) factors such as substances, energy, noise, radiation or waste, including radioactive waste, emissions, discharges and other releases into the environment, affecting or likely to affect the elements of the environment referred to in (a);
- c) measures (including administrative measures), such as policies, legislation, plans, programmes, environmental agreements, and activities affecting or likely to affect the elements and factors referred to in (a) and (b) as well as measures or activities designed to protect those elements;
- d) reports on the implementation of environmental legislation;
- e) cost-benefit and other economic analyses and assumptions used within the framework of the measures and activities referred to in (c); and
- f) the state of human health and safety, including the contamination of the food chain, where relevant, conditions of human life, cultural sites and built structures inasmuch as they are or may be affected by the state of the elements of the environment referred to in (a) or, through those elements, by any of the matters referred to in (b) and (c).

What we will do when we receive your request

We will acknowledge your request as soon as we can. If it should be dealt with under the Environmental Information Regulations (2004) instead of or as well as the Freedom of Information Act (2000), we will let you know. We will inform you if we require further information in order to identify and locate the information you have requested.

If LNER does not hold the information requested, we will consider whether it may be appropriate to transfer your request to another public authority. In doing so, we will follow the guidance in the FOI Code of Practice.

We are obliged to comply with our Freedom of Information Act (2000) obligations promptly and (subject to limited exceptions) within 20 working days from the date when we receive your request. If we need to ask you for clarification of the request, the 20 working day period does not start until satisfactory clarification is received.

If, in the limited circumstances where we are permitted to do so, we need to extend the timescale to give proper consideration to the request, we will inform you of this.

If information is available under the publication scheme we are not obliged under the Freedom of Information Act (2000) to provide this to you on written request because it is deemed to be already reasonably accessible to you. If this applies, we will respond to your request by explaining how you can access the information.

There are circumstances in which the Freedom of Information Act (2000) obligations will not apply. We are not obliged to comply with repeated or vexatious requests. If your requests or correspondence are reasonably deemed by us to be harassing our staff or obsessive they may be considered

vexatious. We are also not obliged to deal with requests that exceed the cost limit. The Freedom of Information Act (2000) contains a number of exemptions from disclosure of information and some of these exemptions involve the application of a public interest test. If your request is refused, our reply will identify which exemption we are relying on and, where applicable, we will explain why we have decided that the public interest in withholding the information outweighs the public interest in disclosure.

If your request relates to a person/company/organisation other than yourself or where disclosure of the information you are requesting could affect the interests of another person, we may need to consult that third party and consider their views before responding to your request.

If you express a preference for receiving a copy of the information requested, or a digest/summary or for being given the opportunity to inspect the records containing the information, we are obliged to accommodate your preference unless it is not reasonably practicable for us to do so. When requesting information to be provided in a particular format you should take into account the cost of supplying the information in this format, which may take the cost of the request over the cost limit.

Information will be provided in the language in which it is held.

If you want to re-use or reproduce our publications, you will in most cases need to apply for a licence to: The Company Secretary (LNER) via FOI@lner.co.uk or, by post to FOI Enquiries, LNER, East Coast House, York, YO1 6DH.

How to complain about our response to a request

If you are not satisfied with the response you receive to a request for information, you should contact us via FOI@lner.co.uk or by post to FOI Enquiries, East Coast House, York, YO1 6DH. We will arrange for your complaint to be considered and the response to your request to be reviewed. Our relevant complaint policy is available at <http://www.lner.co.uk/>. Complaints will be dealt with within 20 working days of receipt.

You will be informed of the outcome of the review. If you are not satisfied with the outcome of the review, you may appeal to the Information Commissioner. The Information Commissioner's Office can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or 01625 545745 or 08456 30 60 60.