

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 15 December 2020

Public Authority: London North Eastern Railway
Address: East Coast House
25 Skeldergate
York
YO1 6DH

Decision (including any steps ordered)

1. The complainant requested information from London North Eastern Railway (LNER) about its relationship with the Rail Ombudsman. LNER had failed to provide a substantive response by the date of this notice.
2. The Commissioner's decision is that LNER failed to respond to the request within 20 working days and has therefore breached section 10 of the FOIA.
3. The Commissioner requires LNER to take the following steps to ensure compliance with the legislation.
 - Issue a substantive response, under the FOIA, to the request.
4. LNER must take these steps within 35 calendar days of the date of this decision notice. Failure to comply may result in the Commissioner making written certification of this fact to the High Court pursuant to section 54 of the FOIA and may be dealt with as a contempt of court.

Request and response

5. On 30 August 2020, the complainant wrote to LNER and requested information in the following terms:

"Please can I have a copy of any material you hold that explains your relationship with the Rail Ombudsman, either directly or via RDG or otherwise. This might include any agreements on how you pay for their services, on the enforceability of their decisions, or otherwise."

6. LNER acknowledged the request on 20 October 2020 but had failed to provide a substantive response by the date of this notice.

Scope of the case

7. The complainant contacted the Commissioner on 27 November 2020 to complain about the failure, by LNER, to respond to the request.
8. In line with her usual practice, the Commissioner contacted LNER on 27 November 2020 to highlight the outstanding response. She requested that LNER respond to the request within 10 working days.
9. The scope of this notice and the following analysis is to consider whether LNER has complied with section 10 of the FOIA.

Reasons for decision

10. Section 1(1) of the FOIA states that:

Any person making a request for information to a public authority is entitled –

- (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*
- (b) if that is the case, to have that information communicated to him.*

11. Section 8(1) of the FOIA states:

In this Act any reference to a "request for information" is a reference to such a request which –

- (a) is in writing,*

- (b) states the name of the applicant and an address for correspondence, and*
- (c) describes the information requested.*

12. The Commissioner considers that the request in question fulfilled these criteria and therefore constituted a valid request for recorded information under the FOIA.
13. Section 10 of the FOIA states that responses to requests made under the Act must be provided "*promptly and in any event not later than the twentieth working day following the date of receipt.*"
14. From the evidence presented to the Commissioner in this case, it is clear that, in failing to issue a response to the request within 20 working days, LNER has breached section 10 of the FOIA.

Right of appeal

15. Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
LEICESTER,
LE1 8DJ

Tel: 0300 1234504
Fax: 0870 739 5836
Email: grc@justice.gov.uk
Website: www.justice.gov.uk/tribunals/general-regulatory-chamber

16. If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.
17. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

Signed

Ben Tomes
Team Manager
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF