



Passenger Focus

Freedom of Information publication scheme

June 2006

Introduction

What is the scheme?

The publication scheme is a complete guide to the information routinely published by Passenger Focus. It is not a list of the actual publications, since this will change as other documents are published but rather it is a description of the classes or types of information published. The classes of information are described in Part B of the scheme. A full list of publications currently available under each heading in the scheme may be obtained from our website (www.passengerfocus.org.uk) or requested from Passenger Focus (see below).

How much do publications cost?

All publications are free unless otherwise stated.

How are they published?

With a few exceptions they can be downloaded from our website. They are also available in hard copy form from the address below and in some cases, can be emailed to recipients as PDF documents if required. The exceptions are noted in the descriptions of the different classes of information in Section B, below.

Feedback

We have published the scheme because it is a requirement of section 19 of the Freedom of Information Act 2000. The purpose of the Act is to promote greater openness by public authorities (i.e. government and other public sector organisations, of which Passenger Focus counts as a non-departmental public body). It is important therefore that the scheme meets your needs and we welcome suggestions for additional classes of information that could be included. We also welcome suggestions as to how the publications themselves might be improved. Any questions, comments or complaints about this scheme should be sent in writing to the Business Planning Manager (see below).

For more information contact

Business Planning Manager
Passenger Focus
Whittles House
14 Pentonville Road
London N1 9HF

Classes of information

Class 1: Promotional materials

Under this heading is a range of promotional materials. Please note that certain publications (for instance, information packs for specific events) may only be available as hard copy. Other information, for instance, Microsoft PowerPoint presentations may only be available electronically. A charge may be made where multiple copies of materials are wanted. Included are

- materials intended to promote passengers' interests, for example, speeches, presentations, posters, press and other media advertising, and information packs
- information about events organised by or involving Passenger Focus and its staff.

Class 2: Publications designed to inform and influence the formulation of public policy and public opinion

This class comprises the following

- press releases and media briefings issued from July 2005 including comment upon issues in the news and public announcements made by Passenger Focus
- Passenger Focus' formal responses to public consultation exercises, draft legislation and draft codes of practice issued publicly by other organisations and which have been issued since July 2005
- consultation papers issued by Passenger Focus, such as public consultation documents which may go towards Passenger Focus' formal response to consultations (see also "policy development").

Class 3: Information relating to casework conducted by Passenger Focus

This class consists of information about the way in which Passenger Focus conducts itself, including in particular the procedures adopted in order to carry out the particular statutory duties arising from the Railways Act 1993, as amended by the Transport Act 2000 and the Railways Act 2005, and statistics relating to the casework conducted. The class does **not** include information relating to particular cases. Covered by this class are the following

- documents relating to the processing of appeals complaints as part of Passenger Focus' statutory duty as an appeals complaint body, as set out under section 76 of the Railways Act 1993 and section 228 of the Transport Act 2000. These documents may include policy statements, procedures guides and control documents
- statistical information, compiled on an annual basis, relating to casework under Passenger Focus' statutory duty as an appeal complaints body. This information is also published annually in Passenger Focus' Annual Reports
- documents relating to the consideration of applications from complainants, the issuing of decision notices and the pursuance of appeals under the Railways Act 1993, as amended by the Transport Act 2000 and the Railways Act 2005. Again, these may include policy statements, procedures guides and control documents

- this section does **not** include the substance of conversations or correspondence between Passenger Focus and the rail industry where a 'commercial in confidence' clause is invoked. This is pursuant to section 145 of the Railways Act 1995 which states that: "no information with respect to any particular business which relates to the affairs of any individual or to any particular business, shall, during the lifetime of that individual or so long as that business continues to be carried on, be disclosed without the consent of that individual or the person for the time being carrying on that business.

Class 4: Policy development

This class contains information concerning the process of policy development and consists of the following

- all consultation documents, for instance draft planning documents and other guidance published for comment, issued by Passenger Focus since 25 July 2005. Where a summary of responses to a consultation exercise is prepared, that will also be published. Passenger Focus reserves the right however, under the provisions of section 22 of the Freedom of Information Act 2000 to withhold disclosure of information where it has a clear intention of publication in the future
- statistical research commissioned by Passenger Focus, for instance market research into public awareness of the organisation. Please note that in many instances this information is not available electronically or in paper form, but is available for inspection by researchers and other interested parties. The material published will not include information which identifies particular individuals or organisations
- this section does **not** include the substance of conversations or correspondence between Passenger Focus and the rail industry where a 'commercial in confidence' clause is invoked. This is pursuant to section 145 of the Railways Act 1995 which states that: "no information with respect to any particular business which relates to the affairs of any individual or to any particular business, shall, during the lifetime of that individual or so long as that business continues to be carried on, be disclosed without the consent of that individual or the person for the time being carrying on that business".

Class 5: Corporate information

This class comprises information relating to the corporate objectives and performance of Passenger Focus and comprises

- approved agendas and minutes of the Council public statutory meetings and Board meetings from 25 July 2005, excluding details of discussions relating to specific individuals or cases, information provided in confidence, information likely to prejudice the commercial or security interests of any person, organisation or of Passenger Focus, or information subject to legal professional privilege. Minutes will be prepared for publication after each meeting is held

- reports and accounts laid before Parliament. Annual reports from 2005-06 will be available in electronic format on Passenger Focus's website at www.passengerfocus.org.uk. Hard copies may be requested from Passenger Focus or relevant Committee and are subject to copyright restrictions (for contact details see section C)
- Business and Corporate Plans, covering annual planning and priorities and prepared on a rolling basis, from Autumn 2005
- The Management Statement and Financial Memorandum agreed between the Department for Transport and Passenger Focus is available on Passenger Focus's website at www.passengerfocus.org.uk
- Corporate policies and procedures including, but not necessarily limited to, internal control and audit, the management of risk, governance and scrutiny, procurement, expenditure appraisal and approval; such information is generally only available in hard copy.

Class 6: Financial information

This class consists of

- accounts submitted to Parliament on an annual basis, starting with the accounts for 2005-06. Such information is also published annually in Passenger Focus' Annual Reports (see above)
- UK expenses, travel and subsistence rates payable to staff when they travel away from the office in the course of their duties, or work overtime
- a list of persons and organisations with which Passenger Focus has entered into a continuing contractual relationship for services from 25 July 2005, or previously where such a relationship transferred from Passenger Focus' predecessor body under a statutory transfer scheme. Contracts of a value of less than £1000 per annum may be excluded. The information in this class is limited to a brief summary of the service provided and an indication of the duration of the service provided, where applicable. This class does not include the disclosure of information that would be likely to prejudice the commercial or security interests of the person or organisation in question, or of Passenger Focus.

Class 7: Personnel information

This class does not include information about particular members of staff or other individuals. It consists of the following

- job descriptions and person specifications used for recruitment purposes
- policies and procedures concerning the recruitment and selection of staff
- details of current pay scales of Passenger Focus' staff by reference to existing job grades
- Equal Opportunities data
- office structure chart
- recruitment advertisements and information for applicants
- health and safety manual.

Class 8: Miscellaneous office policies and procedures

This class of information may not currently exist in written form but the policy documents set out below are an indication of those which will shortly be compiled and which will subsequently be available on request

- records management policies for both paper-based and electronic filing systems
- policy and procedure for responding to subject access requests under section 7 of the Data Protection Act made to Passenger Focus
- policy and procedure for dealing with difficult or abusive telephone callers
- policy on reproduction of Passenger Focus' logos and other materials
- Passenger Focus' Equal Opportunities statement
- Passenger Focus' Race Equality Scheme.

How to obtain more information

Publication scheme

Unless otherwise indicated, the information described in the publication scheme is available from the Passenger Focus website www.passengerfocus.org.uk or on request in hard copy form from the Communications Manager at the address below. Information not covered by the scheme may still be available on request.

Individual rights

After January 2005 individuals will also have the right under the Freedom of Information Act to request copies of information not available under publication schemes. Under the Data Protection Act, you may also request a copy of any personal data which Passenger Focus holds about you. Again, this may be obtained by contacting the Business Planning Manager at the address below.

For more information please contact

Business Planning Manager

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Whittles House

14 Pentonville Road

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Passenger Focus is the operating
name of the Rail Passengers Council