



Freedom of Information Act 2000
Passenger Focus publication scheme

December 2009

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Background

This publication scheme is based on the model scheme prepared and approved by the Information Commissioner. It may be, and has been, adopted without modification by Passenger Focus without further approval, and is valid until further notice.

This publication scheme commits Passenger Focus to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below, where this information is held by Passenger Focus. Additional assistance is provided to the definition of these classes in sector specific guidance manuals issued by the Information Commissioner.

The scheme commits Passenger Focus as follows:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by Passenger Focus and falls within the classifications below
- To specify the information which is held by Passenger Focus and falls within the classifications below
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public
- To review and update on a regular basis the information Passenger Focus makes available under this scheme
- To produce a schedule of any fees charged for access to information which is made proactively available
- To make this publication scheme available to the public.

Classes of information

Who we are and what we do?

Organisational information, locations and contacts, constitutional and legal governance.

What we spend and how we spend it?

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.

What our priorities are and how we are doing?

Strategy and performance information, plans, assessments, inspections and reviews.

How we make decisions?

Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.

Our policies and procedures

Current written protocols for delivering our functions and responsibilities.

Lists and registers

Information held in registers required by law and other lists and registers relating to the functions of Passenger Focus.

The services we offer

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

The classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure
- Information in draft form
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

How will information published under this scheme be made available?

Passenger Focus will indicate clearly to the public what information is covered by this scheme and how it can be obtained.

Where it is within the capability of Passenger Focus, information will be provided on a website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, Passenger Focus will indicate how information can be obtained by other means and provide it by those means.

In exceptional circumstances some information may be available only by viewing in person. Where this manner is specified, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale.

Information will be provided in the language in which it is held or in such other language that is legally required. Where Passenger Focus is legally required to translate any information, it will do so.

Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

Charges which may be made for information published under this scheme

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by Passenger Focus for routinely published material will be justified and transparent and kept to a minimum.

Material which is published and accessed on a website will be provided free of charge.

Charges may be made for information subject to a charging regime specified by Parliament.

Charges may be made for actual disbursements incurred such as:

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

Charges may also be made for information provided under this scheme where they are legally authorised, they are in all the circumstances, including the general principles of the right of access to information held by Passenger Focus, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.

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.

Written requests

Information held by Passenger Focus that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

Guide to information

This guidance lists the information that we provide in order to meet our commitments under the model publication scheme. It is based on the Information Commissioner's definition document for central government departments.

All information listed in this guidance will be published via our website unless otherwise indicated *

1. Who we are and what we do

Organisational information, structures, locations and contacts. Information in this class is current information only.

- **Roles and responsibilities**

We provide both outline and detailed information about our roles and responsibilities, and the roles and responsibilities of those working at a senior level.

- **Organisational structure**

An explanation of the internal structures of Passenger Focus.

- **Information relating to the legislation relevant to Passenger Focus's functions**

An explanation of the legislative basis of the activities of the Passenger Focus.

- **Information relating to organisations with which Passenger Focus works in partnership**

A Management Statement and Financial Memorandum codifies the relationship between our sponsor, the Department for Transport, and Passenger Focus.

- **Senior staff and management board members**

Identification of, responsibilities of, and biographical details of those making strategic and operational decisions about the provision of Passenger Focus's services.

- **The locations and contact details for Passenger Focus**

This covers Passenger Focus at all levels from the central body to offices open to the public for the conduct of the organisation's business.

2. What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit. Generally, financial information for the current and previous two financial years is available.

- **Financial statements, budgets and variance reports**

Financial information shows where money is being spent, where it is or has been planned to spend it and the difference between one and the other. Revenue budgets and budgets for capital expenditure are included.

- **Capital programme**

Information is available on any major plans for capital expenditure.

- **Spending reviews**
- **Financial audit reports**

Where Passenger Focus contributes to a cross government spending review, it will publish its contribution at the same point as its sponsor department.

- **Staff and board members' allowances and expenses**

The total of allowances and expenses incurred and claimed by, and paid to, board members and staff, by reference to cost centre (team) is produced in line with Passenger Focus's policies and published quarterly. Categories of expense include travel, subsistence, and accommodation.

- **Pay and grading structures***

This is provided as part of the staff handbook. It provides pay bands rather than individual salaries.

- **Procurement and tendering procedures**

Details of procedures used for the acquisition of goods and services. Contracts currently available for public tender.

- **Lists of contracts awarded and their value**

Details of contracts that are of sufficient size to have gone through a formal tendering process.

- **Financial statements for projects and events**

Financial reports which indicate actual expenditure against original project budget are included in our quarterly finance report, to the extent that a project has been allocated a unique project reference and costs can be identified.

3. What are our priorities and how are we doing

Strategies and plans, performance indicators, audits, inspections and reviews. We will also make available internal audit reports. Information in this class is generally available at least for the current and previous two years.

Below is a list of the type of information that we Passenger Focus has readily available for publication. Other reports or recorded information demonstrating Passenger Focus's planned or actual performance are normally also included.

- **Corporate plan**
- **Annual business plan**
- **Annual report**
- **Statistics produced in support of research projects.**

4. How we make decisions

Decision making processes and records of decisions. Information in this class is generally available at least for the current and previous two years.

- **Major policy proposals and decisions**

Passenger Focus does not make public policy in the sense of deciding on future legislation, but it does make decisions through it's board which seek to influence public policy. They are published in the form of board meeting minutes.

- **Background information relating to major policy proposals and decisions**

This will be available to support decisions and include relevant facts, and analysis of facts. These often take the form of background papers that lead to board decisions. They are published in the form of board meeting minutes.

- **Minutes of senior level meetings**

Board minutes and the minutes of similar meetings where decisions are made about the provision of services, excluding material that is properly considered to be private, are readily available to the public.

- **Reports and papers provided for consideration at senior level meetings**

Information presented to those at meetings making executive decisions, excluding those elements properly considered to be private.

- **Internal communications guidance and criteria used for decision making, in other words, process systems and key personnel**

Internal instructions, manuals and guidelines for dealing with the business of Passenger Focus that assist public understanding of the way decisions are made, where available.

5. Policies and procedures

Current written protocols, policies and procedures for delivering services and responsibilities. This is current information only.

- **Policies and procedures for the conduct of business**
- **Policies and procedures for the provision of services**
- **Policies and procedures for the recruitment and employment of staff.**

Codes of practice, memoranda of understanding and the like. Policies covering both the provision of services and the employment of staff. If vacancies are advertised as part of recruitment policies, details of current vacancies are readily available. Policies and procedures for handling information requests are included.

- **Customer service**

Standards for the provision of services to Passenger Focus's customers, including the complaint procedure. Complaints procedures include those covering requests for information and operating the publication scheme.

- **Records management and personal data policies**

Including information security policies, records retention, destruction and archive policies, and data protection (including data sharing) policies. This is published in the form of the Information Risk Handbook.

- **Charging regimes and policies**

Details of any statutory charging regimes are provided. Charging policies include charges made for information routinely published and clearly state what costs are to be recovered together with the basis on which they are made and how they are calculated.

6. Lists and registers

Information in this class is information contained in currently maintained lists and registers only.

- **Disclosure logs**

Passenger Focus produces and publishes disclosure logs as follows. These are generally updated each quarter.

- Register of gifts and hospitality provided to Board members and staff
- A register of interests for Board members.

7. The services we offer

Information about the services we currently provide including leaflets, guidance and newsletters produced. This is an extension of part of the first class of information. While the first class provides information on the roles and responsibilities of Passenger Focus, this class includes details of the services which are provided by Passenger Focus, nationally and locally:

- **Publications and research**
- **Press releases**
- **How to complain**
- **Passenger rights.**

Original work © **Passenger Focus 2009** For further information in respect of this scheme please contact Passenger Focus's Senior Information Risk Owner at siro@passengerfocus.org.uk. **April 2009**



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Passenger Focus
FREEPOST (RRRE-ETTC-LEET)
PO Box 4257
Manchester
M60 3AR

0300 123 2350
www.passengerfocus.org.uk
info@passengerfocus.org.uk

Passenger Focus is the operating
name of the Rail Passengers Council