

## **DFT OLR Holdings Limited (“DOHL”) Freedom of Information Act 2000 – Publication Scheme**

### **About DFT OLR Holdings Limited**

DFT OLR Holdings Limited (“DOHL”) is a company which is wholly owned by the Secretary of State for Transport. It was established to act as the holding company of any Department for Transport train operating company and to provide detailed stewardship of the activities of any such company.

Where the franchise of a private train operating company fails, the affected franchise may be transferred back to public ownership to ensure continued transport provision. That franchise would be transferred to a Department for Transport train operating company, which would be a subsidiary of DOHL.

DOHL has its own website at: <https://www.gov.uk/government/organisations/dft-olr-holdings-limited>

The franchise of East Coast mainline railway services was held by Virgin Trains East Coast and was terminated in June 2018. The franchise was transferred to London North Eastern Railway Limited (“LNER”) a train operating company, owned by DOHL. LNER is responsible for operating the franchise on a day to day basis. LNER has its own publication scheme and its own website at <https://www.lner.co.uk>

### **Website Addresses**

The information you are looking for may be available on the DOHL website, or on the LNER website, or from the following organisations or their websites. However, DOHL takes no responsibility for the accuracy of the information provided by those external organisations or made available on their websites.

Department for Transport: <http://www.dft.gov.uk>

National Rail Enquiries: <http://www.nationalrail.co.uk>

Office of Rail and Road: <http://orr.gov.uk>

## **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 DOHL 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

There may also be a charge for information provided in response to a request for information. If it will cost more than £450 for DOHL to respond to a request for information, then we need not comply with it. The cost limit covers the time taken to determine, locate, retrieve and extract information, calculated at £25 per hour. It does not cover the time taken to consider whether exemptions apply. Complying with requests that will cost more than £450 is discretionary.

We will not charge a fee for responding to requests where the costs are less than the £450 limit but we may charge the full costs of disbursements (for example photocopying, printing and postage).

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 about the scheme

If you want to make any comments about this publication scheme or if you require further assistance, please contact us via [enquiries@olrholdings.co.uk](mailto:enquiries@olrholdings.co.uk) or, by post to DFT OLR Holdings Limited, Great Minster House, 33 Horseferry Road, London, England, SW1P 4DR.

### 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: <a href="mailto:enquiries@olrholdings.co.uk">enquiries@olrholdings.co.uk</a>			√
Guide to DOHL containing information on: - Ownership - Key facts on DOHL - The vision, values and goals - Directors To be made available shortly at: <a href="https://www.gov.uk/government/organisations/dft-olr-holdings-limited">https://www.gov.uk/government/organisations/dft-olr-holdings-limited</a> in the 'About DOHL' section.		√	
Any Legislation relevant to DOHL can be accessed from the National Archives website at: <a href="http://www.legislation.gov.uk">http://www.legislation.gov.uk</a>			√

#### **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
The Framework Agreement with the Department for Transport will be published in due course by the Department of Transport at: <a href="https://www.gov.uk/government/organisations/department-for-transport">https://www.gov.uk/government/organisations/department-for-transport</a>  <a href="https://www.gov.uk/government/organisations/dft-olr-holdings-limited">https://www.gov.uk/government/organisations/dft-olr-holdings-limited</a>			√

Annual report and accounts available after filing at Companies House			√
Procurement and Contracts: - <a href="#">Procurement Procedure</a>	√		
DOHL 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: <a href="http://ted.europa.eu/">http://ted.europa.eu/</a>			√

### **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 DOHL are available from the Hansard website at: <a href="https://www.parliament.uk/business/publications/">https://www.parliament.uk/business/publications/</a>			√
Regulated by Office of Rail and Road, information available at: <a href="http://orr.gov.uk/rail/publications">http://orr.gov.uk/rail/publications</a>			√

### **Class 4 - How we make decisions**

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

Information	Format		
	Paper	Electronic	Website
The Framework Agreement with the Department for Transport will be published in due course by the Department of Transport at: <a href="https://www.gov.uk/government/organisations/department-for-transport">https://www.gov.uk/government/organisations/department-for-transport</a>  <a href="https://www.gov.uk/government/organisations/dft-olr-holdings-limited">https://www.gov.uk/government/organisations/dft-olr-holdings-limited</a>			√
Any public consultation carried out by DOHL will be available via the DOHL website:  <a href="https://www.gov.uk/government/organisations/dft-olr-holdings-limited">https://www.gov.uk/government/organisations/dft-olr-holdings-limited</a>			√

### **Class 5 - Our policies and procedures**

Current written protocols for delivering our functions and responsibilities

<b>Information</b>	<b>Format</b>		
	<b>Paper</b>	<b>Electronic</b>	<b>Website</b>
The Framework Agreement with the Department for Transport will be published in due course by the Department of Transport at: <a href="https://www.gov.uk/government/organisations/department-for-transport">https://www.gov.uk/government/organisations/department-for-transport</a>			√

### **Class 6 - Lists and Registers**

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

<b>Information</b>	<b>Format</b>		
	<b>Paper</b>	<b>Electronic</b>	<b>Website</b>
The Framework Agreement with the Department for Transport will be published in due course by the Department of Transport at: <a href="https://www.gov.uk/government/organisations/department-for-transport">https://www.gov.uk/government/organisations/department-for-transport</a>  <a href="https://www.gov.uk/government/organisations/dft-olr-holdings-limited">https://www.gov.uk/government/organisations/dft-olr-holdings-limited</a>			√

### **Class 7 - The Services we offer**

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

<b>Information</b>	<b>Format</b>		
	<b>Paper</b>	<b>Electronic</b>	<b>Website</b>
Information about DOHL: Available at <a href="https://www.gov.uk/government/organisations/dft-olr-holdings-limited">https://www.gov.uk/government/organisations/dft-olr-holdings-limited</a> in the 'About DOHL' section.			√

### **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 [enquiries@olrholdings.co.uk](mailto:enquiries@olrholdings.co.uk) or by writing to us at DFT OLR Holdings Limited, Great Minster House, 33 Horseferry Road, London, England, SW1P 4DR 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 an 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 DOHL 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. 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 DOHL'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 DOHL 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 (DOHL), via [enquiries@olrhholdings.co.uk](mailto:enquiries@olrhholdings.co.uk) or, by

post to DFT OLR Holdings Limited Great Minster House, 33 Horseferry Road, London, England, SW1P 4DR.

### **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 [enquiries@olrholdings.co.uk](mailto:enquiries@olrholdings.co.uk) or, by post to DFT OLR Holdings Limited Great Minster House, 33 Horseferry Road, London, England, SW1P 4DR. 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 <https://www.gov.uk/government/organisations/dft-olr-holdings-limited>.

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 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number, or at <https://ico.org.uk/>

### **DFT OLR HOLDINGS LIMITED**

**Registered Office:**

**Great Minster House, 33 Horseferry Road, London, England, SW1P 4DR**

**Company No. 07141122**