



To: Brian Davis

Freedom of Information
Northern House
9 Rougier Street
York
YO1 6HZ
FOI@northernrailway.co.uk

30th November 2022

Dear Brian

Freedom of Information Request ref FOI336

We write in connection with your request for information which was received on 07/11/22. Under section 1 of the FOI Act we can confirm that we do not hold any of this information and where possible we have provided some detail in red below:

“Blackpool North railway station previously used the Amey automated announcements system and was the only station on the entire Northern Rail network to ever use the Amey automated announcements system. The rest of your stations used other systems. It was on the Amey system up until some time in the mid 2010s (i can not remember exactly when but perhaps it was until around 2014 or 2015 or 2016 or so or around then) and then you switched to the Atos Worldline system (voiced by Anne Jermy) only for a couple of years i think before switching again to the Ketech system (voiced by Celia Drummond) which is the current system used there and at most of your other stations. However in this request my questions are specifically about this old Amey system that was used there.

- *Can i have a copy of the old contract document with Amey to provide the automated announcement (CIS) system at Blackpool North railway station – we do not hold this information. It is likely to be held by a previous operator of the Northern franchise (Serco-Abellio or Arriva).*
- *Can you also advise on the cost of the above Amey contract to provide the automated announcement (CIS) system at Blackpool North railway station – as above.*
- *Can you advise the exactly when you installed the Amey system at Blackpool North and also exactly when you removed the Amey system at Blackpool North and replaced it with the Atos Worldline system and finally also exactly when you removed the Atos Worldline system at Blackpool North and replaced it with the current Ketech system. If you do not know exact dates then just the month and year is fine. Or just a rough date of around when these changes happened – we do not hold any information relating to the Amey or Atos installation dates at Blackpool North. We do not hold a specific date for the Ketech installation, but the Ketech contract went live in January 2019.*

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• Can i request the sound files from this old Amey system. I know that there has been other requests from various people including recently where announcements have been refused. However these ones that i am now requesting are old discontinued announcements that are not used anywhere else on the UK railway network any more. I know TFL released the files from their Amey system on London Overground too. So there should be no issue releasing them as i do not think that any of the exemptions should apply to old discontinued ones. These are all old discontinued ones – **we do not hold this information.**

• Also what was the name of the voiceover artist used for this old Amey system at Blackpool North please. I know the Atos Worldline one was Anne Jermy and the current Keteck one is Celia Drummond but i can not find anywhere online the name of the voiceover artist from this old Amey system. So if you know her name that would be appreciated too – **we do not hold this information.**

Yours faithfully

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Appeal Rights

If you wish to request a review of our decision, please contact FOI@northernrailway.co.uk

You should specify why you do not agree with our response and what factors you would like to be considered as part of the review. This should include any public interest arguments for disclosure. Your request must be submitted within 20 working days of receipt of this letter.

Northern reserves the right in certain circumstances to refuse a review request; for example, if the reasons given for the review are considered to be vexatious or lack any serious purpose, or if there has been insufficient justification for requesting a review. Northern may also refuse a review request if the information requested is not held, is out of scope of the FOI act or if there is no reasonable prospect of a change to the original decision.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at www.ico.org.uk

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