

Doug Paulley
request-850786-a330c837@whatdotheyknow.com

SRT 011

22/04/2022

Dear Mr Paulley

I am writing in response to your Freedom of Information request which was received by ScotRail Trains Limited (SRT) on 01/04/2022. As SRT is a Scottish Public Authority, your request is subject to the terms of the Freedom of Information (Scotland) Act 2002 (FOISA).

Your request

During Storm Eunice, Govia Thameslink cancelled assistance bookings and refused new assistance bookings for services that they were still running.

Their head of public affairs said "that the Do Not Travel advice and guidance on providing assistance was agreed with other Train companies, the @RailDeliveryGrp and @railandroad in advance."

I would like to see that "guidance on providing assistance" please.

Please supply the notes and formal decision from any meetings that resulted in the above decision / guidance, copies of emails that mention or discuss plans for booked passenger assistance sent from RDG to the access and inclusion forum & the storm response management plan groups in each train operating company, and emails from the train operating companies to request action/cancellations etc. relating to booked passenger assistance during the storm.

Please also advise what actions and decisions Abellio Scotrail took regarding booked passenger assistance involving services and stations you manage and provide. Did Abellio Scotrail continue to provide said assistance? Did Abellio Scotrail mass cancel and refuse assistance bookings involving your stations and trains, as GTR did? Did Abellio Scotrail provide alternative transport for disabled people?

Response to your request

ScotRail did not follow the advice given by RDG and continued operating services as normal. The decision was taken based on the information available that suggested that Storm Eunice was unlikely to affect much of Scotland. Passenger Assistance was provided as normal for ScotRail passenger.

Scotrail received two emails that related to storm Eunice that are attached.

Your right to request a review

Should you be dissatisfied with the way in which the SRT has dealt with your request, you have the right to require us to review our actions and decisions. If you wish to request a review, please contact FOI, ScotRail Trains, Atrium Court, 50 Waterloo Street, Glasgow, G2 6HQ or e-mail: foi@scotrail.co.uk within 40 working days. Your request must be in a recordable format (letter, email, etc). You will receive a full response to your request for review within 20 working days of its receipt.

If you are dissatisfied with the way in which we have handled your request for review you may ask the Scottish Information Commissioner to review our decision. You must submit your complaint to the Commissioner within 6 months of receiving the response to review letter. The Commissioner's Office may be contacted as follows:

Online Appeal Service: Website: www.itspublicknowledge.info/Appeal

By post:

The Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
E-mail: enquiries@itspublicknowledge.info

An appeal, on a point of law, to the Court of Session may be made against a decision by the Commissioner.

Yours sincerely,
FOI Team