



John Mitchell

By email: request-745974-632e0afc@whatdotheyknow.com

Network Rail
Freedom of Information
The Quadrant
Elder Gate
Milton Keynes
MK9 1EN

E FOI@networkrail.co.uk

D29 April 2021

Dear Mr J. Mitchell

Information request

Reference number: FOI2021/00557

Thank you for your email of 12 April 2021, in which you have requested the following information:

"In mid April you changed your website (<https://www.nationalrail.co.uk>) to greyscale in clear breach of the the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Can you please confirm the following details:

- 1) When was this design change discussed and approved internally, and who was the most senior individual to approve the change to greyscale.*
- 2) What assessments were made to ensure compliance against the accessibility regulations quoted above before the change was introduced.*
- 3) The date and time of the greyscale change being introduced (and dependent on when this is answered, the date and time the greyscale change was removed).*
- 4) The outcome of any assessments (either prior to the changes going live, or subsequent) on whether the 'greyscale' change breached the accessibility regulations above."*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA) and I can confirm that we do not hold the information you have requested.

To explain, Network Rail is responsible for running, looking after and improving the infrastructure across the rail network. We do not, as an organisation, have any involvement with the National Rail website.

There is a 'Help & Support' page on the National Rail website, which lists contact details specifically for feedback on the website. Please click the Help & Support page [here](#), then scroll down on the page to the section labelled 'Feedback on the National Rail website' –

where there is a postal address, an email and a telephone number provided as contact methods. This will be the best point of contact in order to address the questions that you have.

Additionally, the National Rail website is owned and maintained by the Rail Delivery Group (RDG) and you can contact RDG directly for any queries via the 'Contact Us' page on their website [here](#).

I hope this response is helpful. If you have any enquiries about this response, please contact me in the first instance at FOI@networkrail.co.uk. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

Najea Begum
Information Officer

Appeal rights

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at FOI@networkrail.co.uk. Your request must be submitted within 40 working days of receipt of this letter.

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 (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".