



Name: Doug Paulley
By email: request-834924-147b4e46@whatdotheyknow.com

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

E FOI@networkrail.co.uk

18 March 2022

Dear Doug Paulley

Information request
Reference number: FOI2022/00227

Thank you for your email of 19 February 2022, in which you requested the following information:

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."

Can I request:

- 1. The "guidance on providing assistance"*
- 2. Notes and formal decision from any meetings that resulted in the above decision / guidance.*
- 3. 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.*
- 4. Emails from the train operating companies to request action/cancellations etc. relating to booked passenger assistance during the storm.*
- 5. What actions and decisions you took regarding booked passenger assistance involving stations you manage. Did you continue to provide said assistance?*
- 6. Did you mass cancel and refuse assistance bookings involving your stations, as GTR did? Did you provide alternative transport for disabled people?*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA).

We do not hold any recorded information for questions one to four as we (Network Rail) were not involved in any discussions with either RDG or any train operating companies regarding the delivery of passenger assistance during Storm Eunice.

For questions five and six, all of our managed stations who deliver passenger assistance continued to deliver both booked and unbooked passenger assistance during Storm Eunice. We did not cancel or refuse any assistance bookings or requests and all normal processes were followed.

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

Anisha Pandya
Information Rights Specialist

You are encouraged to use and re-use the information made available in this response freely and flexibly, with only a few conditions. These are set out in the [Open Government Licence](#) for public sector information. For further information please visit our [website](#).

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 ComplianceandAppealsFOI@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".