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B Edwards
By email: request-443479-f5028305@whatdotheyknow.com

4th December 2017

Dear B Edwards

Information request
Reference number: FOI2017/01309

Thank you for your request of 5th November 2017. You requested the following information:

*"I would like to know when the final document of the Kent Route Study will be published and available to look at.
In the '5 Strategy and choices for funders' section of the draft document, you list Denmark Hill Station as an busy station on the route have been considered which identifies whether there are currently concerns over passenger circulation.
When the document states 'Lengthen platforms to terminate services closer to the AfA footbridge at Denmark Hill' does that mean the platforms will be lengthen to 12-cars??
Would it be possible to have the documents or information in relation for Denmark Hill Station Access for All programme 2011-2013."*

I have processed your request under the Environmental Information Regulations 2004 (EIR) as the information requested is environmental according to the definition in regulation 2 of the EIR (section 39 of the Freedom of Information Act 2000 (FOIA) exempts environmental information from the FOIA, but requires us to consider it under the EIR).

I can confirm that we hold the information you requested. For ease of reference, I will address each of your queries in turn.

"I would like to know when the final document of the Kent Route Study will be published and available to look at." - I can confirm that the Kent Route Study is due to be published on our website in the coming weeks, before the end of 2017, at this [link](#). To further assist you, my understanding is that the section regarding Denmark Hill Station is in the Technical Appendix of the Kent Route Study, and that the detailed consultation response chapter is also likely to be included in this section.

"When the document states 'Lengthen platforms to terminate services closer to the AfA footbridge at Denmark Hill' does that mean the platforms will be lengthen to 12-cars??" – I can advise that if the Thameslink services are extended to 12-car trains then the platform would need to be extended to accommodate 12-car services. All schemes are currently set as 'options for funders' and will only be taken forward if there is funding available to do so, though not as part of the Access for All programme as the station has already been made accessible with the new footbridge funded by this scheme.

In response to the third part of your request, *"Would it be possible to have the documents or information in relation for Denmark Hill Station Access for All programme 2011-2013"*, I am having difficulties working out precisely what information we hold meets your request.

Regulation 12(4)(c) of the EIRs

Under Regulation 12(4)(c) of the EIRs: *'a public authority may refuse to disclose information if a request has been expressed in too general a manner'*. In this case, I have attempted to locate information held in response to this part of your request, but I am having some difficulty understanding exactly what information you would expect to receive when you refer to 'documents or information'.

The Information Commissioner's Office recommends that "public authorities...don't read into [a request] any meaning which is not in the plain wording" and should not "assume that [we] know what is in the mind of the requester". In such cases a request may be refused under section 12(4)(c) of the EIRs.

We are committed to being a transparent organisation, and we acknowledge and actively seek to fulfil our requirement to disclose requested information where it is appropriate to do so. In this case, however, we believe that it is not appropriate for us as a public authority to continue to seek information from various parts of the organisation where the request is unclear, and that to give you some options in relation to the documents we have already located may be a better way to move forwards.

Regulation 9(1) of the EIRs – advice and assistance

Under regulation 9(1) of the EIRs we have a responsibility to provide advice and assistance to requestors so far as it is reasonable for us to do so. With that in mind please find below a list of the types of documents we have found that we hold in response to this part of your request, with a view that you could then request those that are of specific interest to you:

- Cable route substation plans
- Scope of works for design and construction, March 2011
- Access for All Denmark Hill PowerPoint Presentation (please note this only consists of two slides)
- A letter from Southwark Council to Network Rail regarding the Access for All plans
- 'As built' drawings of various aspects of the Access for All project at Denmark Hill, we hold around 91 drawings covering different elements of the station, which include but are not limited to stairways, lifts, electrical plans.
- An Operation and Maintenance Manual for the lift at Denmark Hill Station, produced July 2013 (please note this document is 566 pages)
- Operating and Maintenance Manual covering various installation aspects at Denmark Hill Station, produced June 2013, this document is in several parts.

Please do let me know if any of this information is of particular interest to you and we can accept this as a new request.

If you have any enquiries about this response, please contact me in the first instance at FOI@networkrail.co.uk or on 01908 782405. 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

Emma Wolstenholme
Information Officer

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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 FOI Compliance and Appeals Manager 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 can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF