

By email: Lewis Anthony <request-801654-9cd01d01@whatdotheyknow.com>

Southeastern,
Freedom of Information,
2nd Floor,
4 More London Riverside,
London SE1 2AU

03rd November 2021

Dear Mr Lewis

Information Request Reference Number: FOIA0012

Thank you for your email of 21st October 2021 in which you requested:

Request

“The sound-file recordings of all on-board train passenger announcements recorded by Julie Berry for the fleet, including the CI. 375, 465 and 700.”

Response

Your request has been processed under the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold the information you have requested however, this information is exempt from disclosure both because:

1. the cost of retrieving it would exceed the ‘appropriate limit’ that is set out in Section 12 of the FOIA and
2. Under s.38(1) of the FOIA information is exempt from disclosure if its release would, or would be likely to (a) endanger the physical or mental health of any individual, or (b) endanger the safety of any individual.

Section 12(1) of the Freedom of Information Act 2000 and sections 4(3) and 4(4) of the ‘Fees Regulations’ 2004

These allow a public authority to refuse a request if the cost of determining if the information is held, and then locating, retrieving and extracting that information would exceed the 'appropriate limit' of £450. This figure is equivalent to 18 hours work, at a set rate of £25 an hour.

The Onboard announcement files for Electrostar trains are not in a common file format and would require Southeastern to purchase the Passenger Information system software compiler and audio player to extract the data, at a cost of £12,000.

Section 38(1) of The Freedom of Information Act

Onboard audio files contain safety and security content which could be replayed on trains. using VLC media player on a mobile phone, by someone gaining access to the PA system, potentially leading to a safety incident

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 Southeastern Company Solicitor, 2nd Floor, 4 More London Riverside, SE1 2AU, or by email at Information-Rights@southeasternrailway.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/>

Regards,

Mark Willson



Let's talk