



Gary Godolphin  
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10<sup>th</sup> September 2018

Dear Mr Godolphin,

**Information request**  
**Reference number: FOI2018/01091**

Thank you for your email of 13<sup>th</sup> August 2018, in which you requested the following information:

*Train services operated by First Trans Pennine Express running between Manchester and Huddersfield calling at Mossley, Greenfield, Marsden and Slaithwaite have been subject to delay, cancellation and part cancelation.*

*Rail users at these stations have been informed that a 'Recovery Plan' devised between TPE, Northern Rail and Network Rail has been put in place.*

*Despite several requests rail users have not seen sight of this plan. As Network Rail is a stakeholder in this plan I request sight of this documents.*

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

I can confirm that we hold the information you requested. Please find attached two documents that demonstrate First TransPennine Express' recovery plans for the May 2018 timetable, titled 'OG6.G04 – Service Recovery Plan – Issue 4 Rev 1 – May 18\_Redacted' and 'TPE sup guidance 080818 F3\_Redacted.'

Please note that a small amount of information has been withheld from the documents disclosed in this response under Section 40(2) of the FOIA. This exemption allows us to withhold information in circumstances where its disclosure would breach the data protection principles set out at s.35 of the Data Protection Act 2018 and Article 5 of the General Data Protection Regulations. In this instance, disclosure of personal details would breach the first principle which mandates that

data must be processed fairly and lawfully. The individuals in question would have had no expectation that their personal information would be disseminated to the world at large through the FOIA process. It would not be fair processing of their data to disregard these legitimate expectations. In adhering to this exemption, I have redacted the names of individuals and the job titles of those who have been involved in the preparation of the documents disclosed to you in this response.

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](mailto: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 Meadows**  
**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](mailto: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