



C. Jones
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Network Rail
Freedom of Information
The Quadrant
Elder Gate
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18th July 2017

Dear C Jones,

Information request

Reference number: FOI2017/00744

Thank you for your request of 19th June 2017. You requested the following information:

“Thank you for your reply and apologies for lack of specificity in my original request.

With regards to 'operating procedures or policies', I note that a similar request was granted by you for the automatic gates at Kings Cross here:

https://www.whatdotheyknow.com/request/kings_cross_gateline_instruction

1. Do you have a similar document for the automatic gates of platforms 13-19 at London Victoria please?

To clarify what I meant by 'information' in the rest of my request, please could you provide the following:

2. The nature and number of any complaints made by passengers about these gates from Feb 2016 - Feb 2017.

3. Details of any improvement works or expansion of the number of gates that are planned (what work is proposed) and when it is due to be completed.

4. If any improvement or expansion works to the automatic gates are currently not currently on schedule:

a. the reasons for the delay

b. what the expected completion date is”

I am processing your request under the terms of the Freedom of Information Act 2000 (FOIA). I can confirm that we hold the information you have requested, however I need more time to consider your request. I will explain this further below.

We have a duty to respond to your request as soon as possible and in any event within 20 working days after receiving your request. However, the FOIA allows us to extend this deadline if a qualified exemption applies and we need more time to consider where the balance of the public interest lies. Please note that this means we are not required to provide a substantive response to your request until such time as is reasonable in the circumstances.

The information you have requested engages the exemption from disclosure under section 38(1)(a) of the FOIA. This exemption is engaged when disclosure of the requested information would, or would be likely to endanger the physical or mental health or the safety of any individual.

I have not yet reached a decision on where the balance of the public interest lies, so I will not be able to provide a full response within 20 working days. I will endeavour to let you have a response by 16th August 2017 or sooner if possible.

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

Robert Malcolm
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 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