

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



The People's Learning Trust: Freedom of Information Policy and Publication Scheme

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FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



Contents:

Introduction	3
Freedom of Information Requests	3
Information	4
Vexatious Requests	5
FEES	5
Time Limits	6
Third Party Data	7
Exemptions	7
Refusal	9
Section 2 – Freedom of Information Publication Scheme	10
Classes of Information	10
Making Information Available	10
Charges for Information Published Under This Scheme	11
How to Request Information	11
Published Guide to Information	12

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



Introduction

The Freedom of Information Act 2000 gives individuals the right to access official information from public bodies. Under the Act, any person has a legal right to ask for access to information held by the School/Trust. They are entitled to be told whether the School/Trust holds the information and to receive a copy, subject to certain exemptions. While the Act assumes openness, it recognises that certain information is sensitive. There are exemptions to protect this information. Full details on how requests can be made are set out in section 1 of this policy.

Public authorities should be clear and proactive about the information they will make public. For this reason, a publication scheme is available and can be found at section 2 of this policy.

This policy does not form part of any individual's terms and conditions of employment with the School/Trust and is not intended to have contractual effect. This policy should be used in conjunction with the Trust's Data Protection Policy.

Freedom of Information Requests

Requests under Freedom of Information should be made to The Director of Governance and Compliance. However, the request can be addressed to anyone in the School/Trust. All staff need to be aware of the process for dealing with requests. If staff receive a FOI request in their inbox, it should be instantly forwarded to The Director of Governance and Compliance.

Requests for information that are not data protection or environmental information requests will be covered by the Freedom of Information Act.

Data protection enquiries (or Subject Access Requests/SARs) are requests where the enquirer asks to see what personal information the School/Trust holds about the enquirer. If the enquiry is a data protection request, the Trust's Data Protection Policy should be followed.

Environmental Information Regulations enquiries are those which relate to air, water, land, natural sites, built environment, flora and fauna, health and any decisions and activities affecting any of these. These could, therefore, include enquiries about recycling, phone masts, School/Trust playing fields, car parking etc. If the enquiry is about environmental information, follow the guidance on the Department for Environment, Food and Rural Affairs (DEFRA) website.

Freedom of Information requests *must* be made in writing (including email) and should include the enquirer's name, correspondence address (email addresses are allowed) and state what information they require. There must be enough information in the request to be able to identify and locate the

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



information. If this information is covered by one of the other pieces of legislation (as referred to above), they will be dealt with under the relevant policy/procedure related to that request.

If the request is ambiguous and/or the School/Trust require further information in order to deal with your request, the School/Trust will request this further information directly from the individual making the request. Please note that the School/Trust do not have to deal with the request until the further information is received. Therefore, the time limit starts from the date that the School/Trust receives all information required in order to deal with the request.

The requester does not have to mention the Act, nor do they have to say why they want the information. There is a duty to respond to all requests, telling the enquirer whether or not the information is held and supplying any information that is held, except where exemptions apply. There is a time limit of 20 School/Trust days (i.e., excluding School/Trust holidays) for responding to the request.

Information

Provided all requirements are met for a valid request to be made, the School/Trust will provide the information that it holds (unless an exemption applies).

Holding information means information relating to the business of the School/Trust:

- That the School/Trust has created; or
- That the School/Trust has received from another body or person; or
- Held by another body on the School/Trust's behalf.

Information means both hard copy and digital information, including email.

If the information is held by another public authority (for example, the Local Authority), check whether they hold the information and if so, transfer the request to them. If this applies, the School/Trust will notify the enquirer that they do not hold the information and to whom they have transferred the request. The School/Trust will continue to answer any parts of the enquiry in respect of information it does hold.

When the School/Trust does not hold the information, it has *no duty to create or acquire it* just to answer the enquiry; although a reasonable search will be made before confirming whether the School/Trust has the information requested.

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



If the information requested is already in the public domain, for instance, through the Publication Scheme or on the School/Trust's website, the School/Trust will direct the enquirer to the information and explain how to access it.

The requester has the right to be told if the information requested is held by the School/Trust (subject to any of the exemptions). This obligation is known as the School/Trust's *duty to confirm or deny* that it holds the information. However, the School/Trust does not have to confirm or deny if:

- The exemption is an absolute exemption; or
- In the case of qualified exemptions, confirming or denying would itself disclose exempted information.

Vexatious Requests

There is no obligation on the School/Trust to comply with vexatious requests. A vexatious request is one which is designed to cause inconvenience, harassment or expense rather than to obtain information and would require a substantial diversion of resources or would otherwise undermine the work of the School/Trust. However, this does not provide an excuse for bad records management.

In addition, the School/Trust do not have to comply with repeated identical or substantially similar requests from the same applicant unless a reasonable interval has elapsed between requests.

FEES

The School/Trust may charge the requester a fee for providing the requested information. This will be dependent on whether the staffing costs in complying with the request exceeds the threshold. The threshold is currently £450 with staff costs calculated at a fixed rate of £25 per hour (therefore 18 hours' work is required before the threshold is reached).

If a request would cost less than the threshold, then the School/Trust can only charge for the cost of informing the applicant whether the information is held and communicating the information to the applicant (e.g., photocopying, printing and postage costs).

When calculating costs/threshold, the School/Trust can take account of the staff costs/time in determining whether the information is held by the School/Trust, locating and retrieving the information and extracting the information from other documents. The School/Trust will not take account of the costs involved with considering whether information is exempt under the Act.

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



If a request would cost more than the appropriate limit (£450), the School/Trust can turn the request down, answer and charge a fee or answer and waive the fee.

If the School/Trust are going to charge, they will send the enquirer fees notice. The School/Trust do not have to comply with the request until the fee has been paid. More details on fees can be found on the Information Commissioner's Office (ICO) website.

If planning to turn down a request for cost reasons or charge a high fee, you should contact the applicant in advance to discuss whether they would prefer the scope of the request to be modified so that, for example, it would cost less than the appropriate limit.

Where two or more requests are made to the School/Trust by different people who appear to be acting together or as part of a campaign, the estimated cost of complying with any of the requests may be taken to be the estimated total cost of complying with them all.

Time Limits

Compliance with a request must be prompt and within the time limit of 20 School/Trust days (this does not include the School/Trust holidays or weekends) or 60 working days if this is shorter. 'School/Trust' days is defined by the ICO as any day on which there is a session, and the pupils are in attendance.

Failure to comply could result in a complaint by the requester to the ICO. The response time starts counting as the first day from the next working day after the request is received (so if a request was received on Monday 6th October the time limit would start from the next working day, the 7th October). Where the School/Trust has asked the enquirer for more information to enable it to answer, the 20 School/Trust days start time begins when this further information has been received.

If some information is exempt this will be detailed in the School/Trust's response.

If a qualified exemption applies and the School/Trust need more time to consider the public interest test, the School/Trust will reply in 20 School/Trust days stating that an exemption applies but include an estimate of the date by which a decision on the public interest test will be made. This should be within a "reasonable" time.

Where the School/Trust has notified the enquirer that a charge is to be made, the time period stops until payment is received.

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



Third Party Data

Consultation of third parties may be required if their interests could be affected by release of the information requested and any such consultation may influence the decision.

Consultation will be necessary where:

- Disclosure of information may affect the legal rights of a third party, such as the right to have certain information treated in confidence or rights under Article 8 of the European Convention on Human Rights;
- The views of the third party may assist the School/Trust to determine if information is exempt from disclosure; or
- The views of the third party may assist the School/Trust to determine the public interest test.

Personal information requested by third parties is also exempt under this policy where release of that information would breach the Data Protection Act. If a request is made for a document (e.g., Governing Body minutes) which contains personal information whose release to a third party would breach the Data Protection Act, the document may be issued by blanking out the relevant personal information as set out in the redaction procedure.

Exemptions

The presumption of the Freedom of Information Act is that the School/Trust will disclose information unless the Act provides a specific reason to withhold it. The Act recognises the need to preserve confidentiality and protect sensitive material in certain circumstances.

The School/Trust may refuse all/part of a request, if one of the following applies: -

- 1) There is an exemption to disclosure within the Act;
- 2) The information sought is not held;
- 3) The request is considered vexatious or repeated; or
- 4) The cost of compliance exceeds the threshold.

A series of exemptions are set out in the Act which allow the withholding of information in relation to an enquiry. Some are specialised in their application (such as national security) and would not usually be relevant to School/Trusts.

There are two general categories of exemptions: -

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



- 1) *Absolute*: where there is no requirement to confirm or deny that the information is held, disclose the information or consider the public interest; and
- 2) *Qualified*: where, even if an exemption applies, there is a duty to consider the public interest in disclosing information.

Absolute Exemptions

There are eight absolute exemptions set out in the Act. However, the following are the only absolute exemptions which will apply to the School/Trust: -

- Information accessible to the enquirer by other means (for example, by way of the School/Trust's Publication Scheme);
- National Security/Court Records;
- Personal information (i.e., information which would be covered by the Data Protection Act);
- Information provided in confidence.

If an absolute exemption exists, it means that disclosure is not required by the Act. However, a decision could be taken to ignore the exemption and release the information taking into account all the facts of the case if it is felt necessary to do so.

Qualified Exemptions

If one of the below exemptions apply (i.e., a qualified disclosure), there is also a duty to consider the public interest in confirming or denying that the information exists and in disclosing information.

The qualified exemptions under the Act which would be applicable to the School/Trust are: -

- Information requested is intended for future publication (and it is reasonable in all the circumstances for the requester to wait until such time that the information is actually published);
- Reasons of national security;
- Government/international relations;
- Release of the information is likely to prejudice any actual or potential legal action or formal investigation involving the School/Trust;
- Law enforcement (i.e., if disclosure would prejudice the prevention or detection of crime, the prosecution of offenders or the administration of justice);
- Release of the information would prejudice the ability of the School/Trust to conduct an effective audit of its accounts, resources and functions;
- For health and safety purposes;
- Information requested is environmental information;
- Information requested is subject to legal professional privilege; and

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



- For *commercial interest* reasons.

Where the potential exemption is a qualified exemption, the School/Trust will consider the public interest test to identify if the public interest in applying the exemption outweighs the public interest in disclosing it. In all cases, before writing to the enquirer, the person given responsibility by the School/Trust for dealing with the request will need to ensure that the case has been carefully considered and that the reasons for refusal or public interest test refusal, are sound.

- such assemblies, and we will also invite external speakers to contribute.
- Making sure School/Trusts work with their local community. This includes each School/Trust inviting leaders of local faith groups to speak at assemblies and organising School/Trust trips and activities based around the local community.

Refusal

If it is decided to refuse a request, the School/Trust will send a refusals notice, which must contain:

- The fact that the responsible person cannot provide the information asked for;
- Which exemption(s) apply;
- Why the exemption(s) apply to this enquiry (if it is not self-evident);
- Reasons for refusal; and
- The Trust's complaints procedure.

For monitoring purposes and in case of an appeal against a decision not to release the information or an investigation by the Information Commissioner, the person responsible must keep a record of all enquiries where all or part of the requested information is withheld, and exemptions are claimed. The record must include the reasons for the decision to withhold the information.

The School/Trust will get advice from their Data Protection Officer (DPO) prior to withholding data under an exemption or refusing the request in its entirety.

Freedom of Information Compliance Reporting

In line with best practice guidance from the ICO, we publish statistics on its compliance with the FOI Act 2000.

We provide regular summaries of:

- The number of FOI requests received;
- The percentage of responses issued within the statutory 20 School/Trust days deadline;
- The number of requests where exemptions were applied; and
- The number of internal reviews and ICO complaints (if applicable).

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



These compliance statistics are published annually on our website and are reviewed by the Trust Board to ensure continued compliance and transparency.

We are committed to maintaining high standards of accountability and responding to FOI requests within the legal timeframe. In addition, a summary of FOI requests and our responses will be published via our website, where appropriate and subject to data protection considerations.

Section 2 – Freedom of Information Publication Scheme

This publication scheme follows a model approved by the Information Commissioners Office.

This scheme is not a list of individual publications but rather a description of the classes of types of information that we are committed to publishing. This list is not an exhaustive list of all of the types of information that we publish. We try to proactively publish as much information as we can where the information would have a wider public interest.

This scheme does not include information that we consider to be sensitive, such as personal information, information prevented from disclosure by law or information about security matters.

Classes of Information

There are six classes of information that we hold:

- Who we are and what we do
- What we spend and how we spend it
- What our priorities are and how we are doing
- How we make decisions
- Our policies and procedures
- The services we offer

Making Information Available

Information will generally be made available on the School/Trust website. Where it is not possible to include this information on the School/Trust website, the School/Trust will indicate how information can be obtained by other means and provide it by those means. This may be detailed in response to a request or within the scheme itself. This will usually be by way of a paper copy.

In some exceptional circumstances, some information may be available only by viewing in person. Where this manner is specified, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale.

Information will be provided in the language in which it is held or in such other language that is legally required. Where we are legally required to translate any information, we shall do so.

FREEDOM OF INFORMATION POLICY AND PUBLICATION SCHEME



Charges for Information Published Under This Scheme

The School/Trust may charge individuals for information published under this scheme. The purpose of this scheme is to make the maximum amount of information readily available at the minimum inconvenience and cost to the public. Charges made by the School/Trust for routinely published material will be justified and transparent and kept to a minimum.

Material which is published and accessed on the website will be provided free of charge. Charges may be made for information subject to a charging regime specified by law.

Charges will be made to cover:

- Photocopying;
- Postage and packaging; and
- The costs directly incurred as a result of viewing information.

Single copies of information requested which are covered by the publication scheme will be provided free unless otherwise stated within the scheme. If the request involved a large amount of photocopying, printing or postage, then this may be at a cost. If this is the case, we will let you know as well as let you know the cost before fulfilling your request.

How to Request Information

If you require a paper version of any of the documents within the scheme, please contact the Trust using the contact details below.

Telephone: 0151 319 4121

Email: mark.easdown@tpltrust.co.uk

Address: Goodison Park, Goodison Road, Liverpool, L4 4EL

Please mark all correspondence *Publication Scheme Request* in order to help us process your request quickly. If the information you are looking for isn't available via the scheme, you can still contact the School/Trust to ask if we have this information.

Published Guide to Information

Information	How the information can be obtained	Cost
Class 1 – Who we are and what we do: (Organisational information, structures, locations and contracts)		
Who's who in the School	Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy <i>Hard copy: available upon request – contact School</i>	Bidston Avenue Primary School - Who's Who Staff Everton Free School Meadow Website - Meet the staff Oldfield Primary School: Our School Waterside Academy - Our Staff Cost per sheet (hard copy)
Who's who in the Trust	Trust Members Trustees Central Team <i>Hard copy: available upon request – contact the Trust</i>	Meet Our Members The People's Learning Trust Board of Trustees The People's Learning Trust Trust Senior Leadership Team The People's Learning Trust Cost per sheet (hard copy)
Who's on the governing body	Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy <i>Hard copy: available upon request – contact the Trust</i>	Bidston Avenue Primary School - Local Governing Body Governors Everton Free School Meadow Website - Governors Oldfield Primary School: Governors Waterside Academy - Our Governors Cost per sheet (hard copy)

Instrument of Government/ Articles of Association	<p>Key Documents The People's Learning Trust</p> <p>Hard copy: available upon request – contact the Trust</p>	Free Cost per sheet (hard copy)	
Annual reports	<p>Key Documents The People's Learning Trust</p> <p>Hard copy: available upon request – contact the Trust</p>	Free Cost per sheet (hard copy)	
Contact details for the Headteacher via the School	<p>Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy</p> <p>Hard copy: available upon request – contact the School</p>	<p>Bidston Avenue Primary School - Contact Details Contact Us Everton Free School Meadow Website Oldfield Primary School Waterside Academy - Contact Details</p>	Free Cost per sheet (hard copy)
Staffing Structure	<p>Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy</p> <p>Hard copy: available upon request – contact the School</p>	<p>Bidston Avenue Primary School - Who's Who Staff Everton Free School Meadow Website - Meet the staff Oldfield Primary School: our School Waterside Academy - Our Staff</p>	Free Cost per sheet (hard copy)
School session times and term dates	<p>Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy</p> <p>Hard copy: available upon request – contact the School</p>	<p>Bidston Avenue Primary School - Term Dates Parents Everton Free School Meadow Website - School Information Oldfield Primary School: School Dates Waterside Academy - Term Dates</p>	Free Cost per sheet (hard copy)

Contact details for the Schools	Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy Hard copy: available upon request – contact the School	Bidston Avenue Primary School - Contact Details Contact Us Everton Free School Meadow Website Oldfield Primary School: Waterside Academy - Contact Details	Free Cost per sheet (hard copy)
Class 2 – What we spend and how we spend it:			
(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) Current and previous financial year as a minimum.			
Annual budget plan and financial statements	Hard copy: available on request contact the Trust		Cost per sheet (hard copy)
Capital funding	Hard copy: available on request contact the Trust		Cost per sheet (hard copy)
Financial audit reports	Hard copy: available on request contact the Trust		Cost per sheet (hard copy)
Details of expenditure items over £2000 – published at least annually but at a more frequent quarterly or six-monthly interval where practical.	Hard copy: available on request contact the Trust		Cost per sheet (hard copy)

Procurement and contracts the School/Trust has entered into, or information relating to / a link to information held by an organisation which has done so on its behalf (for example, a local authority or diocese).	Hard copy: available on request contact the Trust	Cost per sheet (hard copy)
Pay policy	Hard copy: available on request contact the Trust	Cost per sheet (hard copy)
Staff allowances and expenses that can be incurred or claimed, with totals paid to individual senior staff members (Senior Leadership Team or equivalent, whose basic actual salary is at least £60,000 per annum) by reference to categories.	Hard copy: available on request contact the Trust	Cost per sheet (hard copy)
Staffing, pay and grading structure. As a minimum the pay information should include salaries for senior staff (Senior Leadership Team or equivalent as above) in bands of £10,000; for more junior posts, by salary range.	Available on the Website Hard copy: available on request contact the Trust	Key Documents The People's Learning Trust Free Cost per sheet (hard copy)
Governors' allowances that can be incurred or claimed, and a record of total payments made to individual governors.	Hard copy: available on request contact the Trust	Cost per sheet (hard copy)

Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Current information as a minimum			
Trust/School/Trust profile Performance data supplied to the English Government, or a direct link to the data	The Trust Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy Hard copy: available on request contact the Trust or individual School/Trust	<u>The People's Learning Trust</u> <u>Bidston Avenue Primary School</u> <u>Everton Free School</u> <u>Meadow Primary School</u> <u>Oldfield Primary School</u> <u>Waterside Academy</u>	Free Cost per sheet (hard copy)
The latest Ofsted report and post-inspection action plan	Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy Hard copy: available on request contact the Trust or individual School	<u>Bidston Avenue Primary School - DfE/Ofsted Reports</u> <u>School Information Everton Free School</u> <u>Meadow Website - OFSTED</u> <u>Oldfield Primary School: Ofsted</u> <u>Waterside Academy - Ofsted Reports</u>	Free Cost per sheet (hard copy)
Performance management policy and procedures adopted by the governing body.	Hard copy: available on request contact the Trust		Cost per sheet (hard copy)

Performance data or a direct link to it	<p>The Trust Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy</p> <p>Hard copy: available on request contact the Trust or individual School</p>	<p>The People's Learning Trust Bidston Avenue Primary School Everton Free School Meadow Primary School Oldfield Primary School Waterside Academy</p>	Free
The School's future plans; for example, proposals for and any consultation on the future of the School/Trust, such as a change in status (if any)	Hard copy: available on request contact the Trust		Cost per sheet (hard copy)
Safeguarding and child protection	<p>The Trust Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy</p> <p>Hard copy: available on request contact the Trust</p>	<p>Policies - The People's Learning Trust Policies - Bidston Avenue Primary School Policies - Everton Free School Meadow Website - Policies Oldfield Primary School: Policies Waterside Academy</p>	Free Cost per sheet (hard copy)
<p>Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous three years as a minimum</p>			
Admissions policy/decisions (not individual admission decisions) – where applicable	<p>Trust Website: Polices Section</p> <p>Hard copy: available on request contact the Trust</p>	<p>Policies - The People's Learning Trust</p>	Free Cost per sheet (hard copy)

<p>Agendas and minutes of meetings of the governing body and its committees. (NB this will exclude information that is properly regarded as private to the meetings).</p>	<p>Hard copy: available upon request - contact the Trust/School</p>	<p>Cost per sheet (hard copy)</p>
<p>Class 5 – Our policies and procedures</p> <p>(Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only.</p> <p>As a minimum these must include policies, procedures and documents that the School/Trust is required to have by statute or by its funding agreement or equivalent. These will include policies and procedures for handling information requests.</p>		
<p>Records management and personal data policies, including:</p> <ul style="list-style-type: none"> • Information security policies • Records retention, destruction and archive policies • Data protection (including information sharing policies) 	<p>Trust Website: Polices Section</p> <p>Hard copy: available on request contact the Trust</p>	<p>Free</p> <p>Cost per sheet (hard copy)</p>
<p>Charging regimes and policies.</p> <p>This should include details of any statutory charging regimes.</p> <p>Charging policies should include charges made for information routinely published.</p> <p>They should clearly state what costs are to be recovered, the basis on which they are made and how they are calculated.</p>	<p>Trust Website: Polices Section</p> <p>Hard copy: available on request contact the Trust</p>	<p>Free</p> <p>Cost per sheet (hard copy)</p>

If the School/Trust charges a fee for re-licensing the use of datasets, it should state in its guide how this is calculated (please see "How to complete the Guide to information").		
<p>Class 6 – Lists and Registers Currently maintained lists and registers only (this does not include the attendance register).</p>		
Curriculum circulars and statutory instruments	<p>Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy</p> <p>Hard copy: available on request contact the Trust</p>	<p>Bidston Avenue Primary School - Our Curriculum Curriculum Everton Free School Meadow Website - Curriculum Oldfield Primary School: Our Curriculum Waterside Academy - Curriculum</p>
Disclosure logs	Inspection only- contact School/Trust	Free
Asset register	Inspection only- contact School/Trust	Free
Any information the School/Trust is currently legally required to hold in publicly available registers	Inspection only- contact School/Trust	Free

Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses) Current information only			
Extra-curricular activities/clubs/enrichment	Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy Hard copy: available on request contact the School	<u>Bidston Avenue Primary School - School Clubs</u> <u>Beyond the Curriculum Everton Free School</u> <u>Meadow Website - School Clubs</u> <u>Oldfield Primary School: Wraparound</u> <u>Waterside Academy - Enrichment</u>	Free Cost per sheet (hard copy)
Services for which the School/Trust is entitled to recover a fee, together with those fees	Charging policy on website: <u>Policies - The People's Learning Trust</u> Hard copy: available upon request contact the Trust		Free Cost per sheet (hard copy)
School publications, leaflets, books and newsletters	Bidston Avenue Everton Free School & College Meadow Primary School Oldfield Primary School Waterside Academy Hard copy: available on request contact the School .	<u>Bidston Avenue Primary School - News</u> <u>News Everton Free School</u> <u>Meadow Website - Newsletters</u> <u>Oldfield Primary School: News and information</u> <u>Waterside Academy - News</u>	Free Cost per sheet (hard copy)

Type of Charge	Description	Basis of Charge
Disbursement Costs	Photocopying/ printing @ pence per sheet (black and white)	£0.05 per sheet- Actual cost
	Photocopying/ printing @ pence per sheet (colour)	£0.12 per sheet- Actual cost
	Postage	Actual cost of Royal Mail standard 2nd class

Internal Review

The requester has the right to ask for an internal review if they are dissatisfied with the handling of a request. Internal review requests should be made within 40 working days of the initial response. This deadline should be communicated to the requester in that response. We are not obliged to provide a review if it is requested after more than 40 working days. Requests for internal review must make clear why they are dissatisfied with the original decision, detailing why they feel that the Trust or School has not complied with Freedom of Information Law.

Complaints and/or Appeals

Any written (including email) expression of dissatisfaction should be managed through the Trust's existing complaints procedure. Wherever practicable the review should be managed by someone not involved in the original decision. The Trustees should set and publish a target time for determining complaints and information on the success rate in meeting the target. The Trust should maintain records of all complaints and their outcome.

If the outcome is that the Trust's original decision or action is upheld, then the applicant can appeal to the Information Commissioner. The appeal can be made via their website or in writing to:

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