





# Lumen Learning Trust

Learning together for a brighter future

## Freedom of Information Publication Scheme and Guide to Information

<b>DATE APPROVED BY Lumen Learning Trust</b>	8 <sup>th</sup> September 2023		
<b>REVIEW DATE Biennial</b>	8 <sup>th</sup> September 2025		
<b>SIGNED EXECUTIVE PRINCIPAL</b>	Mary Ellen McCarthy 	<b>DATE</b>	8 <sup>th</sup> September 2023
<b>SIGNED CHAIR OF DIRECTORS</b>	Ray Vango 	<b>DATE</b>	8 <sup>th</sup> September 2023

The Lumen Learning Trust puts the children’s needs at the heart of its provision. Our whole school community is committed to enabling the children to become successful lifelong learners and happy, fulfilled adults who can make positive choices about their future.

### Freedom of Information Act

One of the aims of the Freedom of Information Act 2000 (FOIA) is that public authorities, including all maintained schools and academies, should be clear and proactive about the information they will make public.

In all instances ‘Authority’ refers to Lumen Learning Trust and all schools within the Lumen Learning Trust.

The guide to information available from the Authority under the model publication scheme prepared and approved by the Information Commissioner’s Office (ICO) is shown below.

This publication scheme commits an authority:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.
- To specify the information which is held by the authority and falls within the classifications below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the authority makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.
- To publish any dataset held by the authority that has been requested, and any updated versions it holds, unless the authority is satisfied that it is not appropriate to do so; to publish the dataset, where reasonably practicable, in an electronic form that is capable of re-use; and, if any information in the dataset is a relevant copyright work and the public authority is the only owner, to make the information available for re-use under the terms of the Re-use of Public Sector Information Regulations 2015, if they apply, and otherwise under the terms of the Freedom of Information Act section 19. The term ‘dataset’ is defined in section 11(5) of the Freedom of Information Act. The term ‘relevant copyright work’ is defined in section 19(8) of that Act.

### Classes of Information

Information to be published	How the information can be obtained	Cost
<p><b>Class 1 - Who we are and what we do</b> (Organisational information, structures, locations and contacts)</p> <p>This will be current information only</p>	<p><u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us</p> <p><u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a></p>	<p>Free</p> <p>Free</p>
<p>Who’s who in the school (including teachers and administrative staff)</p>	<p><u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us &gt; Meet the Team</p> <p><u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a></p>	<p>Free</p> <p>Free</p>

Information to be published	How the information can be obtained	Cost
	<a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Who's Who	
Who's who on the governing body / board of governors and the basis of their appointment	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Governance Arrangements  <u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Who's Who > Governing Body	Free  Free
Instrument of Government / Articles of Association	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Company Information	Free
Names contact details for the Head teacher and for the governing body, via the school (named contacts where possible).	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> Contact Us  <u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Contact Us	Free  Free
School prospectus (if any)	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Parents > Admissions	Free
Annual Report (if any)	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Company Information	Free
Staffing structure	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Who's Who  <u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Who's Who	Free
School session times and term dates	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a>	Free

Information to be published	How the information can be obtained	Cost
	<a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> School Info > Term Dates Contact Us	
Address of school and contact details, including email address.	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> Contact Us  <u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Contact Us	Free
<b>Class 2 – What we spend and how we spend it</b> (Financial information relating to projected and actual income and expenditure, procurement, contracts, budget plans and financial audit) Current and previous financial year as a minimum.	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Company Information > Annual report and accounts	Free
Financial statements	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Company Information	Free
Capital funding	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Financial audit reports	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Company Information > Annual report and accounts	Free
Details of expenditure items over £20,000 – published at least annually but at a more frequent quarterly or six-monthly interval where practical.	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Procurement and contracts the school 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).	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Pay policy	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
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	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below

Information to be published	How the information can be obtained	Cost
reference to categories.		
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.	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Governors' allowances that can be incurred or claimed, and a record of total payments made to individual governors.	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
<b>Class 3 – What our priorities are and how we are doing</b> (Strategies and plans, performance indicators, audits, inspections and reviews) Current information as a minimum	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
School profile (if any) And in all cases: <ul style="list-style-type: none"> <li>Performance data supplied to the English or Welsh Government or to the Northern Ireland Executive, or a direct link to the data</li> <li>The latest Ofsted / Estyn / Education and Training Inspectorate report <ul style="list-style-type: none"> <li>- Summary</li> <li>- Full report</li> </ul> </li> <li>Post-inspection action plan</li> </ul>	<u>Individual school</u> <a href="http://www.darleydenepriamary.co.uk">www.darleydenepriamary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> School Info > National Assessment Results School Info > Ofsted  Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Free          Free
Data Protection impact assessments (in full or summary format) or any other impact assessment (e.g. Health & Safety Impact Assessment, Equality Impact).	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Performance management policy and procedures adopted by the governing body.	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Performance data or a direct link to it	<u>Individual school</u> <a href="http://www.darleydenepriamary.co.uk">www.darleydenepriamary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> School Info > National Assessment Results	Free
The school's future plans; for example, proposals for and any consultation on the future of the school, such as a change in status	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
<b>Class 4 – How we make decisions</b> (Decision making processes and records of	Upon application to Lumen Central Data Management Team	Please refer to schedule of

Information to be published	How the information can be obtained	Cost
decisions) Current and previous three years as a minimum	<a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	charges below
Admissions policy/decisions (not individual admission decisions) – where applicable	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
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).	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
<b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities)  Current information only.  As a minimum these must include policies, procedures and documents that the school is required to have by statute or by its funding agreement or equivalent such as policies regarding Equality and Diversity, recruitment and human resources, Special Education Needs and our Complaints procedures..	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Lumen Learning Trust Policies  <u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> School Info > Policies	Free  Free
Safeguarding and child protection	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> School Info > Policies	Free
Records management and personal data policies, including: <ul style="list-style-type: none"> <li>Information security policies</li> <li>Records retention, destruction and archive policies</li> <li>Data protection (including information sharing policies and CCTV usage)</li> </ul>	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Lumen Learning Trust Policies	Free
Charging regimes and policies.	<u>Lumen Learning Trust</u> <a href="http://www.lumenlearningtrust.co.uk">www.lumenlearningtrust.co.uk</a> About Us > Lumen Learning Trust Policies	Free
<b>Class 6 – Lists and Registers</b> Currently maintained lists and registers only (this does not include the attendance register).	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Curriculum circulars and statutory instruments	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
CCTV Details of the locations of any overt CCTV surveillance cameras operated by us or on our	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below

Information to be published	How the information can be obtained	Cost
behalf		
Disclosure logs i.e. information provided in response to FoIA requests	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Asset register and Information Asset register	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Any information the school is currently legally required to hold in publicly available registers	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
<b>Class 7 – The services we offer</b> (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses) Current information only	Upon application to Lumen Central Data Management Team <a href="mailto:datamanager@lumenlearningtrust.co.uk">datamanager@lumenlearningtrust.co.uk</a>	Please refer to schedule of charges below
Extra-curricular activities	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Curriculum	Free
Out of school clubs	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Parents > Activity Clubs	Free
Services for which the school is entitled to recover a fee, together with those fees	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Curriculum	Free
School publications, leaflets, books and newsletters	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a> Parents > Newsletters	Free
<b>Additional Information</b> Information that is not itemised in the lists above	<u>Individual school</u> <a href="http://www.darleydeneprimary.co.uk">www.darleydeneprimary.co.uk</a> <a href="http://www.echelfordprimary.co.uk">www.echelfordprimary.co.uk</a> <a href="http://www.riverbridgeprimary.co.uk">www.riverbridgeprimary.co.uk</a> <a href="http://www.saxonprimary.co.uk">www.saxonprimary.co.uk</a> <a href="http://www.waltonoakprimary.co.uk">www.waltonoakprimary.co.uk</a>	Free

Information to be published	How the information can be obtained	Cost
<ul style="list-style-type: none"> <li>Pupil Premium information</li> <li>PE and Sports Premium information</li> <li>SEND Information</li> </ul>	School Info > Policies School Info > Pupil Premium School Info > PE Sports Premium School Info > Special Educational Needs (SEND)	

The classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

### Requesting information

The authority aims to put as much information as possible online via its websites and these should be consulted in the first instance.

If you require a paper version of any of the documents within the scheme or required information cannot be located via the websites, please contact the authority by email, telephone, or letter to assess whether the information is available.

Requests received via a postal service during periods where our establishments are closed (i.e. out of term time) will result in a delay in the authority's response to the requester.

The authority recommends use of email as the preferred communication channel wherever possible.

Contact details:

Email: [datamanager@lumenlearningtrust.co.uk](mailto:datamanager@lumenlearningtrust.co.uk)

Telephone: 01932 571217

Address: Lumen Learning Trust, c/o Saxon Primary School, Briar Road, Shepperton, Surrey TW17 0JB

### Schedule of charges

Information published on our websites is free of charge, although you may incur costs from your Internet service provider (ISP). If you do not have Internet access, you can access our website using a local library or an Internet café.

If you require a paper copy of the information on our website, we will provide this according to the charges shown below:

Type of charge	Description	Basis of charge
<b>Disbursement cost</b>	Photocopying/printing @ <b>25p</b> per sheet (A4 black & white)	Actual cost for A4 black & white (copier 0.227p / paper 0.011p)
	Photocopying/printing @ <b>25p</b> per sheet (A3 black & white)	Actual cost for A3 black & white (copier 0.227p / paper 0.026p)
	Photocopying/printing @ <b>25p</b> per sheet (A4 colour)	Actual cost for A4 colour (copier 2.27p / paper 0.011p)
	Photocopying/printing @ <b>25p</b> per sheet (A3 colour)	Actual cost for A3 colour (copier 2.27p / paper 0.026p)



	Postage	Actual cost of Royal Mail postage (not included in cost per sheet)
<b>Statutory Fee</b>	£0.00	In accordance with the relevant legislation
<b>Other</b>	Included in above cost per sheet	Staff resource

The cost of copying is based on the cost per sheet and machine rental prices from our provider plus the cost of paper. The cost of any postage will be recharged at cost.

The Act recognises that freedom of information requests are not the only demand on the resources of a public authority. They should not be allowed to cause a drain on the authority's time, energy and finances to the extent that they negatively affect normal public functions. Currently, the cost limit for complying with a request or a linked series of requests from the same person or group is £450.00, the authority reserves the right to refuse a request if we estimate that the cost of compliance would exceed this limit. This provision is found at section 12 of the Act.

When estimating the cost of compliance, we take into account the cost of the following activities:

- determining whether you hold the information;
- finding the requested information, or records containing the information;
- retrieving the information or records; and
- extracting the requested information from records.

We rate staff time at £25 per person per hour, regardless of who does the work, including external contractors. This means a limit of 18 staff hours.

If Section 12 (cost limit) of the Act applies, we will confirm this in writing. In addition, we will say whether we hold the information and give the requester the option to either:

- Refine (change or narrow) their request. by explaining why, the limit would be exceeded and what information, if any, may be available within the limits; or
- Choose to meet the cost of compliance (the costs allowed in calculating whether the appropriate limit is exceeded); plus the communication costs (and £25 an hour for staff time taken for printing, copying or sending the information).

## Complaints

If you are not satisfied with the assistance you receive please raise this with us in the first instance by contacting Lumen Learning Trust's Data Manager in any of the following ways:

- Email: [datamanager@lumenlearningtrust.co.uk](mailto:datamanager@lumenlearningtrust.co.uk)
- Telephone: 01932 571217
- Address: Lumen Learning Trust, c/o Saxon Primary School, Briar Road, Shepperton, Surrey TW17 0JB

To make a complaint, please contact our independent data protection officer David Coy via [david.coy@london.anglican.org](mailto:david.coy@london.anglican.org).

Alternatively, you can refer a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF