

Reference: 01985041

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

14 May 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom staff travel.

We received this request on 11 April 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request & our response

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*This is an information request relating to flights taken by staff in your organisation.*

*Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:*

- \* A list of all flights taken by employees and board members, including the following details:*
- \* The airline*
- \* The class (e.g. economy, business, first)*
- \* The departure airport and destination*
- \* The cost*
- \* The dates of travel*
- \* The name of the hotels stayed at, if possible*
- \* The cost of any other expenses.*
- \* The total amount claimed in expenses by senior staff annually.*

We can confirm that we do hold some information falling within the scope of your request. However, we are unable to provide this information as we consider that disclosure of this information is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the "Regulations"), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time.

The requested information is stored across various systems, including that of our travel management provider, and would require a significant amount of time to locate, retrieve and collate, where held.

We may be able to provide the information if the request was for a narrower date range and at a high level (not specifically attributed to individuals). However, please note that some information will likely be exempt under section 38 of the FOI Act, where disclosure would lead to the endangerment of the safety of our staff.

We have provided some data from 2021 to 2024 in this previous [freedom of information response](#) which you may find useful.

As part of our sustainability reporting, we publish a summary of business travel data in our [Annual Report and Accounts April 2023 to 31 March 2024](#) (Sustainability section, page 169). We aim to publish our 2024/2025 annual report and accounts in July of this year.

With regards to the class of travel, and allowances for hotels, you may also wish to refer to our [Expenses rates and allowances policy](#).

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).