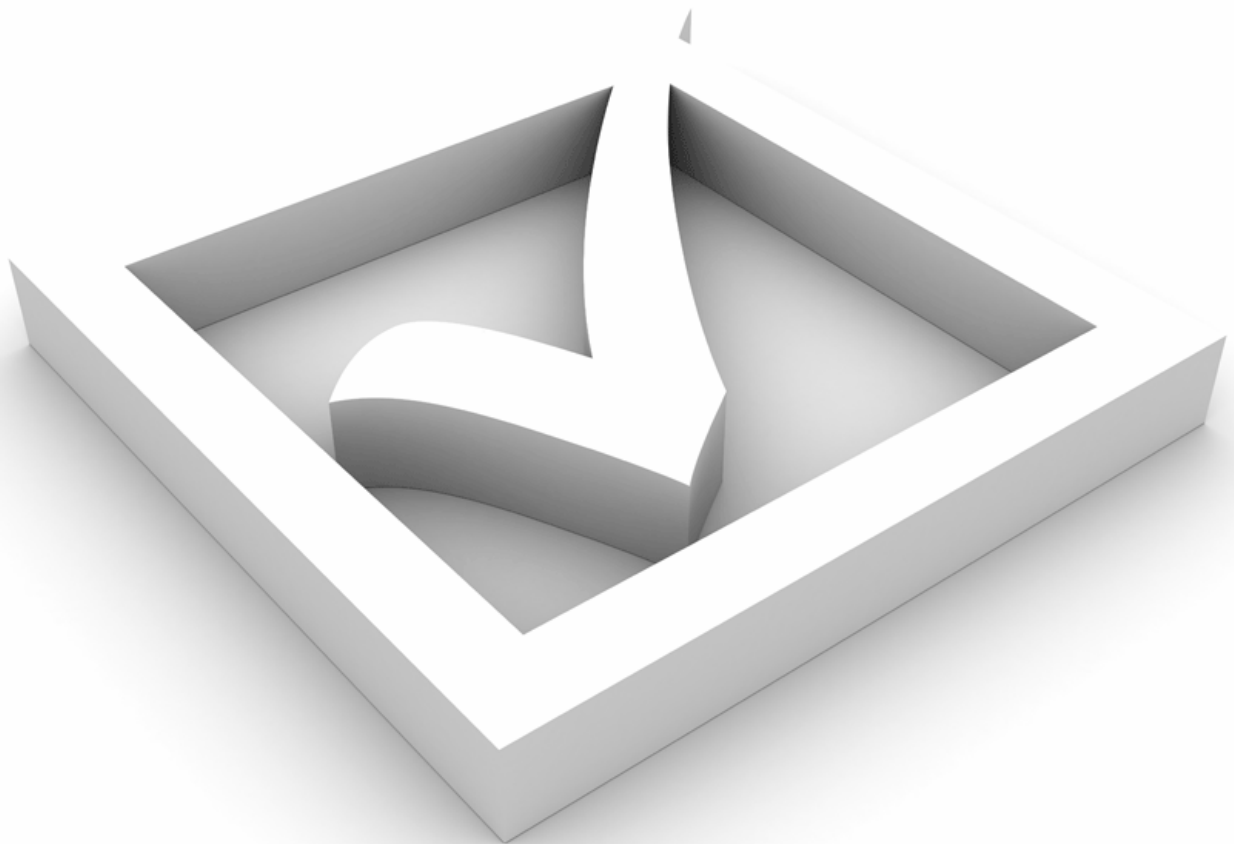


# Information Fair Trader Scheme Report

Coal Authority

April 2009



<b><u>PART ONE: INTRODUCTION</u></b>	<b><u>3</u></b>
<b><u>PART TWO: ACTIVITIES CARRIED OUT BY THE VERIFICATION TEAM</u></b>	<b><u>7</u></b>
<b><u>PART THREE: HIGHLIGHTS AND AREAS FOR IMPROVEMENT</u></b>	<b><u>9</u></b>
<b><u>APPENDIX ONE: SUMMARY OF RECOMMENDED ACTIONS</u></b>	<b><u>14</u></b>
<b><u>APPENDIX TWO: LICENCE REVIEW</u></b>	<b><u>15</u></b>
<b><u>APPENDIX THREE: WEBSITE REVIEW</u></b>	<b><u>19</u></b>

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## **PART ONE: INTRODUCTION**

### **Information Fair Trader Scheme**

1. The Information Fair Trader Scheme (IFTS) is the best practice model for public sector bodies wishing to demonstrate compliance with the Re-use of Public Sector Information Regulations 2005. IFTS ensures that re-users of public sector information can be confident that they will be treated reasonably and fairly by public sector information providers.
2. The Coal Authority, as an important trader of public sector information, has voluntarily applied to join IFTS.
3. To be accredited to IFTS, an organisation will:
  - make a commitment to the IFTS principles;
  - see the commitment successfully independently verified; and
  - investigate complaints that the commitment has not been met.
4. Once a Chief Executive has declared their commitment, the underlying administrative and decision-making processes of the organisation are examined to confirm that what is happening on a day-to-day basis is in accord with the commitment.
5. This report shows the findings and conclusions of OPSI's IFTS verification of the Coal Authority.

### **The Business of the Coal Authority**

6. The Coal Authority, a non-departmental public body, was established by Parliament in 1994 to undertake specific statutory responsibilities associated with:
  - Licensing coal mining operations and making available access to the unworked coal in Britain;
  - Settling subsidence damage claims which are not the responsibility of licensed coalmine operators;
  - Managing property and the historic liabilities arising from the ownership of the coal reserves and underground workings, including responsibility for dealing with minewater pollution issues;
  - Providing public access to geological data, coal mining plans and information on past and present coal mining operations.

### **Licensing Activity at the Coal Authority**

7. There are two key ways in which the Coal Authority provides information – by offering public access to historic coal mining records







and by operating a property search service on a commercial basis. Property search information is retrieved from a database, the Mining Reports and Surface Damage System (MRSDS).

8. Access to the Coal Authority's historic records is provided on the basis of a range of standard published fees.
9. Members of the public, those involved in conveyancing and building development, and property search companies, can obtain standard coal mining reports on a per property basis via the groundstability.com website. These reports combine information compiled by the Coal Authority, the Cheshire Brine Subsidence Compensation Board and the British Geological Survey. They can then utilise the reports on the basis of standard terms and conditions. This service accounts for the bulk of the income that the Coal Authority derives from the provision of information.
10. There is a third way in which it is possible to obtain mining information. A small number of organisations have been provided with extracts direct from the MRSDS and there are three published licences available to cover this activity. Two of these licences cover internal business use and activities by third parties, either for a one-off desk study or for continued internal business use. The third is for customers planning to add value to the data and provide commercial services based on it. This service is in its infancy and income thus far has been minimal.

### **Overall Assessment**

11. The Coal Authority has prepared carefully for this first IFTS verification, running the process as a project. This has enabled us to track issues before and during the verification. Our recommendations will be set against a set of broad tasks and timescales that the Coal Authority has identified in its project plan for post-verification activity.
12. Historically, there have been a number of policy and technical reasons why the Coal Authority has been cautious in expanding the scope of the re-use of its information. The Coal Authority has obligations under the Coal Mining Subsidence Act 1991 to provide a remedy where damage is caused to property following the withdrawal of support as a consequence of lawful coal mining activities. The potential impact on its legal liabilities of more mining information coming into the public domain and the broader impact on the property market has led to this cautious approach. However, action is underway to create the conditions for wider re-use. This means that, realistically, the hurdles to making the data in the MRSDS extractable and re-usable by third parties could be cleared. We are of the view that it is possible to expand re-use in a controlled fashion, managing the risk of public perception and dealing with the technical, contractual and costing issues in parallel. We have made recommendations accordingly.

13. The Coal Authority has begun a process of bringing areas of risk to the attention of local authorities, those responsible for the transport infrastructure and other public organisations and stakeholders. Briefing these other organisations on potential problems will help manage the flow of information into the public domain. This process of disseminating information may culminate in the publication of risk maps by the Coal Authority. This incremental approach will bring the issue of potential areas of concern associated with coal mine workings to the attention of the public in a controlled manner.
14. Further steps being taken by the Coal Authority to create an environment for maximising re-use include:
- IT infrastructure contracts are up for renewal and will include provision for XML capability in them. This will allow for business to business transfer of the data from the MRSDS.
  - A significant amount of data improvement work has already taken place to make the MRSDS data more readily useable by third parties.
  - The Coal Authority has developed a business model which will give third parties confidence that they can obtain information on the same terms as its commercial department.
  - Accounting for information and splitting costs between core, wholesale and commercial functions has already been proved as feasible. Mechanisms for internal charging and externally charging for specified data are being explored in respect of flat fees or royalties per use or a mixture of the two.
15. The basic licensing infrastructure to support wider re-use is in place although there is work to do to standardise the documentation and formalise the criteria for the types of re-use that are permitted. Further work to develop the licences will make it possible to frame equitable contracts which require third parties to report information responsibly.
16. Based on the team's assessment, the Coal Authority has been accredited to IFTS and should be re-verified in 1-2 years. During this time we expect to work with the Coal Authority to monitor implementation of recommendations which we believe will see an expansion of the re-use of its information.
17. Below is a summary table rating the Coal Authority's current position against the IFTS principles. We fully expect these indicators to move in a positive direction as the Coal Authority's plans for expanding re-use come to fruition.

Maximisation		Development area
Simplicity		Satisfactory
Transparency		Satisfactory
Fairness		Satisfactory
Challenge		Good
Innovation		Development area

## PART TWO: ACTIVITIES CARRIED OUT BY THE VERIFICATION TEAM

### Methodology

18. Building on the success of the Information Fair Trader Scheme since it was originally launched and in response to policy developments like the CUPI report, the Power of Information reports and the Trading Funds Assessment, OPSI has reviewed the IFTS process. It has produced the IFTS Strategy – <http://www.opsi.gov.uk/ifts/ifts-strategy.pdf> and a Performance Management Framework – <http://www.opsi.gov.uk/ifts/ifts-performance-management-framework.pdf>.

19. OPSI introduced three new IFTS principles in April 2009:

- **Maximisation** – this changes the emphasis of IFTS so that information can be re-used unless there are strong reasons not to.
- **Simplicity** – facilitating re-use through simple processes, policies and licence terms;
- **Innovation** – where public sector organisations actively remove obstacles to re-use and introduce initiatives that encourage re-use.

20. These principles sit alongside existing IFTS principles of:

- **Transparency** – being clear and up front about the terms of re-use;
- **Fairness** – applying terms fairly without any discrimination;
- **Challenge** – ensuring that re-use is underpinned by a robust complaints process.

21. Together with the new principles and performance management framework, the verification team examines the organisation's governance and culture, risk management, re-use policies, licensing, pricing, and approach to customer experience and feedback.

### Activities Undertaken

22. The verification team:

- examined key policy and practice documentation;
- interviewed staff members within the organisation;
- reviewed the licensing files, website, standard licences and complaints process.

23. As well as briefing the team on its approach to specific questions of information re-use, OPSI has also been able to review activities across the organisation through tours and presentations. Being made aware of the Coal Authority's functions, from the provision of material of historic interest through to direct intervention to treat mineshafts, has brought the Coal Authority's information to life and allowed OPSI to put its analysis in the appropriate context.

### **Documentation review**

24. The organisation provided documentation in support of the Chief Executive's commitment which was reviewed by the team prior to the onsite verification.

### **People and Practices**

25. In order to see how people in the organisation work and the impact the Information Fair Trader commitment has on their work, the team interviewed a range of staff at all levels who are involved in the policy or practice of providing information.

### **Licence File Review**

26. A sample review of customer files for those organisations who have requested data extracts from the MRSDS was carried out.

### **Website review**

27. A review of the organisation's website was made from the viewpoint of a potential re-user of information to assess how easy it was to use.

### **Licence review**

28. The terms and conditions of a selection of standard licences were reviewed.

### **Complaints process**

29. The customer complaints process was examined by the team. Consideration of the organisation's complaints process, both policy and practice, indicates how committed an organisation is to meeting customer needs.

### **Assistance provided by the Coal Authority**

30. The team appreciates the co-operation and assistance of Coal Authority staff. Interviewees showed an awareness of the principles of IFTS and a comprehensive set of documents was provided to us in advance of our visit. Once on site, any supplementary documents that were requested were provided promptly.

## PART THREE: HIGHLIGHTS AND AREAS FOR IMPROVEMENT

### Maximisation

31. The Chief Executive of the Coal Authority has the ultimate goal of allowing the Coal Authority's data to be licensed for any purpose. This aim accords with the principle of maximisation and work has begun to address the policy and technical issues that currently limit re-use.
32. The Coal Authority operates a successful property report service and is exploring opportunities to extend this service with other providers of property search information. Until recently, it has not been prepared to consider granting remote access to the MRSDS. This policy is now under review subject to an agreement being reached on the costs of providing a data feed and progress being made on the issues set out below.
33. The Coal Authority's legal liability relates to compensating the householder or effecting repairs where subsidence damage has occurred following lawful coal mining activities. The liability does not extend to property blight, but, as a matter of public policy, the Coal Authority does not want large tranches of mining information to enter the public domain that will, without the proper context, have an adverse impact on the property market.
34. The legal liability question explains why the Coal Authority has traditionally been cautious in its approach to the provision of mining information. It has reacted to requests for information about a particular residential or commercial property or public building responsibly, but has not had a policy of proactively disseminating information about the location of coal mine workings.
35. The Coal Authority has now embarked on a programme of disclosure, beginning with a process of notifying local authorities of relevant information so that planners can manage the process of development on an informed basis. At the same time, it has begun contacting other public organisations and stakeholders throughout the country and notifying them of possible risks.
36. The Coal Authority is also developing risk maps as an effective means of visually representing key areas of concern. The pace at which the Coal Authority rolls out its dissemination programme is subject to consultation with DECC, the Welsh Assembly Government and the Scottish Government, so it has not been decided yet whether to issue information on an authority by authority, region by region, or other basis.
37. **With the agreement of the Coal Authority's sponsoring Department to disseminate information to the public about areas of potential risk, and as the impact is reviewed, the Coal**

**Authority should offer full access to its mining database for these areas for commercial re-use.**

38. From a technical point of view, the Coal Authority is working through a data improvement exercise to ensure that the data is fit for the purpose of reporting the data with increasing automation and accuracy. The impending renewal of its IT contract also offers the opportunity to build in the potential for data transfer functionality.
39. The large property search companies have not taken out licences on the existing terms for obtaining data extracts, opting to act as end users of the Coal Authority's property search service. They would like to avail themselves of a more comprehensive data service as envisaged by the Coal Authority's new business model. Those seeking to check that they have assessed all available data held in the Coal Authority's historic mining records can inspect the database on Coal Authority premises with the assistance of Coal Authority staff. Only one small company does this at present, which indicates that this policy inhibits widespread re-use of the data. **The Coal Authority should publish the basis on which potential licensees can currently directly access the mining database or receive extracts from it along with timetabled proposals for introducing wider access to the database.**

### **Simplicity**

40. The licensing structure that the Coal Authority has developed is relatively simple. Even allowing for our recommendations on the types of licence offered, the licensing structure would remain straightforward. The means by which a licence can be obtained and some of the clauses in the licences are less straightforward. We have referred to this at paragraphs 52-56 in the report.
41. The Coal Authority's proposed business model is a simple one which should be readily understood by Coal Authority employees and the re-user community.

### **Fairness**

42. Anticipating that there will be an expansion of direct licensing from its mining database, the Coal Authority has equipped itself well for this eventuality and has developed a business model which will give third parties confidence that they can obtain information on the same terms as its commercial department.
43. Access to the database will be divided between core, wholesale and commercial categories. In addition to this top level division of functions, a piece of work has been done to map out how data will be updated and extracted on this model.

44. Initial analysis has already demonstrated the feasibility of apportioning costs and income between core, wholesale and commercial information.
45. In some cases, the category into which the information can be placed is easily identifiable. In others, it is not always possible to assign costings precisely, or the work involved to do so would be prohibitively expensive. Nevertheless, the organisation is able to estimate the extent to which the database is used by those performing statutory functions or commercial activities and allocate costs accordingly.
46. The organisation does not charge itself for information from the mining database at present, but has commenced work on how to charge for access to the database. It is looking at a mixture of a flat access fee and then a per-usage royalty. This costing and pricing structure could be operational by the end of the calendar year. In accounting terms, it would be more straightforward to implement the new model with effect from the new financial year.
47. Work to directly license information from the MRSDS is still in its developmental phase with the majority of licensing activity covering non-commercial research. **As volumes of activity grow and the licensing service is more actively promoted, we would expect a separate information licensing function to be created or protocols established to ring fence the administration of information licensing from the marketing of Coal Authority services.**
48. In line with the low take-up of direct provision of information from the database, files are managed in a relatively ad hoc fashion at the moment with some instances of negotiation on terms and permitted use. An overall charge for the data is quoted as opposed to a breakdown being provided. **Licensing files should be systematically stored with defined names and reference numbers and dates for their review being logged. A means of tracking activity on the file would also be beneficial.**
49. Not all the files contained correspondence. Where there was correspondence on file, it generally indicated adherence to the principles of fair trading in terms of turnaround times and use of language appropriate to the technical knowledge of the prospective licensee.

## Transparency

50. A lot of work has taken place in recent months to produce and post key documents relating to IFTS on the Coal Authority's website. These include the Chief Executive's commitment to the process and a draft Information Asset Register (IAR), which provide clear

indications that the Coal Authority is serious about expanding the re-use of its material.

51. While we have made recommendations about the content of the standard licences, the fact that they are published in full on the website is a very positive step.
52. As detailed in the review appended to this report, there is, however, room for improvement in how the website presents information on licensing. **Potential licensees should be offered more guidance on the Coal Authority website about how to obtain a licence.** Being more explicit about the availability of data from the mining database and how to obtain it, would help to counter the impression that those who utilise data extracts at the moment found out about the possibility of doing this by word of mouth rather than through a publicly promoted service.
53. The licence review appended to this report involved two standard licences, one which sets conditions for one-off desk study and one which is described as a licence for commercial value added resale.
54. The first of the licences reviewed, for desk study was generally found to be comprehensible and fit for purpose. It is one of two licences available for desk study, the other being for ongoing use. **The Coal Authority should consider combining its two desk study licences into one.**
55. The licence described as for commercial value added resale covers both internal business use and value added resale. **The Coal Authority should consider dividing the two distinct types of activity that it currently deals with in one licence – internal business use and value added - into separate licences.** At the moment, the licence is lengthy and it is not immediately apparent which clauses apply to which activity. There is scope for improving the clarity of language in the document and reviewing it from a plain English standpoint.
56. A number of clauses in the licence are described as optional which makes it difficult to determine whether an individual licensee could be sure of equitable treatment. **The number of optional clauses for value added licensing should be reviewed.**
57. Of particular concern is Schedule 4g which appears to allow the Coal Authority to reserve the right to commercialise products developed by the licensee itself.
58. As licensing large quantities of data direct from its database for commercial purposes will be a new venture, it would be permissible for contracts in their initial phase to be relatively short term and for reporting outputs to be pre-approved and quality assured. It is also possible to reserve the right to audit the use of the data and to have a

termination clause which could be activated if the material was being used outside of the terms of the contract.

## **Challenge**

59. The complaint handling mechanisms and documentation work well for the existing property report service and we understand that the document will be updated when it is next reviewed with a reference to the customer's ability to complain under IFTS or the PSI Regulations.
60. There has been one complaint that OPSI is aware of which has led to negotiations on the basis for re-use which are still ongoing.

## **Innovation**

61. Innovation has not been at the forefront of the Coal Authority's thinking as it has been grappling with the fundamental question of how to move on from its historic position of providing information reactively.
62. Potential licensees are offered the chance to evaluate the data, but there are no formal developer licences in place.
63. The planned adoption of XML capability for the service should indicate that the same level of technology will be under consideration when the organisation assesses how to effect direct data transfers from the mining database.

## APPENDIX ONE: SUMMARY OF RECOMMENDED ACTIONS

This is a summary of the recommended actions to:

- remedy the weaknesses identified; and,
- strengthen the commitment to Information Fair Trading.

Principle	Ref	Recommendation	Priority
Maximisation	37	With the agreement of the Coal Authority's sponsoring Department to disseminate information to the public about areas of potential risk, and as the impact is reviewed, the Coal Authority should offer full access to its mining database for these areas for commercial re-use.	M
	39	The Coal Authority should publish the basis on which potential licensees can currently directly access the mining database or receive extracts from it along with timetabled proposals for introducing wider access to the database.	H
Fairness	47	As volumes of activity grow and the licensing service is more actively promoted, we would expect a separate information licensing function to be created or protocols established to ring fence the administration of information licensing from the marketing of Coal Authority services.	M
	48	Licensing files should be systematically stored with defined names and reference numbers and dates for their review being logged. A means of tracking activity on the file would also be beneficial.	L
Transparency	52	Potential licensees should be offered more guidance on the Coal Authority website about how to obtain a licence.	M
	54	The Coal Authority should consider combining its two desk study licences into one.	M
	55	The Coal Authority should consider dividing the two distinct types of activity that it currently deals with in one licence – internal business use and value added - into separate licences.	M
	56	The number of optional clauses for value added licensing should be reviewed.	M

## APPENDIX TWO: LICENCE REVIEW

<b>General Conditions of Contract for the supply of Mining Information for One off Desk Study Use</b>
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### **Evaluation Criteria**

#### **1. Clarity of licence terms**

*Check for clarity of language, jargon, legalistic language, plain English*

This licence is, on the whole, relatively clearly written. However, the choice of typeface and layout makes it appear dense. There is some legalistic language, but jargon is only occasionally used.

#### **2. Comprehensiveness of licence terms**

*Are there any significant omissions? Does the licence contain terms that you would not expect to find in a licence?*

The licence terms are comprehensive and those which you might expect to find in a licence. We did not find any significant omissions in these licence terms.

#### **3. Fairness**

*Does the licence contain terms that are unfair or unnecessarily discriminate between different user groups?*

It is the opinion OPSI that this licence does not contain terms which are unfair, nor does it unnecessarily discriminate between different user groups.

#### **4. Consistency**

*Does the licence contain any terms which are inconsistent and contradictory?*

OPSI feels that this licence does not contain any terms which are inconsistent and contradictory.

#### **5. Practical Arrangements**

*Is it clear what the process is for making payments, amending terms for example?*

The process for making payments is clearly set out in paragraph 7, but instructions for amending the terms were buried in a long section in paragraph 2.

**6. Restrictiveness of terms**

OPSI finds that there are no restrictive terms in this licence

**7. Additional Comments**

The dense format of the licence makes it more difficult to read and digest it. There was a slight inconsistency in the use of language, particularly in paragraph 2 where simple language gave way to archaic and legalistic terminology.

## **Evaluation Criteria**

### **1. Clarity of licence terms**

*Check for clarity of language, jargon, legalistic language, plain English*

Although the heading describes commercial value added resale, it covers both internal business use and value added resale. The Coal Authority should consider separating these two types of activity into separate licences. At the moment, the licence is lengthy and it is not immediately apparent which clauses apply to which activity. There is scope for improving the clarity of language in the document and reviewing it from a plain English standpoint.

### **2. Comprehensiveness of licence terms**

*Are there any significant omissions? Does the licence contain terms that you would not expect to find in a licence?*

OPSI finds that the terms of the agreement are comprehensive and contains all the elements you would expect to find in a licence of this type. There appear to be no significant omissions.

### **3. Fairness**

*Does the licence contain terms that are unfair or unnecessarily discriminate between different user groups?*

A number of clauses in the licence are described as optional which makes it difficult to determine whether an individual licensee could be sure of equitable treatment. The number of optional clauses should be reviewed.

Of particular concern is Schedule 4g which appears to allow the Coal Authority to reserve the right to commercialise products developed by the licensee itself.

### **4. Consistency**

*Does the licence contain any terms which are inconsistent and contradictory?*

The variety of optional clauses in the document have an impact on consistency as individual licences produced from this template could result in a wide range of licensing conditions.

### **5. Practical Arrangements**

*Is it clear what the process is for making payments, amending terms for example?*

In our opinion, the process for making payments is clearly set out, as are the terms for terminating the licence and making amendments.

**6. Restrictiveness of terms**

Some of the scenarios set out in the optional clauses could be regarded as restrictive.

**7. Additional Comments**

None.

## APPENDIX THREE: WEBSITE REVIEW

Organisation: The Coal Authority  
Site available at: [www.coal.gov.uk](http://www.coal.gov.uk)  
Date assessed: 5 May 2009

- 1.1 Does the website have an Information Asset Register? (Yes)
- 1.2 If yes, how many clicks is it from the homepage? (2)
- 1.3 How long did it take to find? (<1 minute)
- 1.4 If there is no IAR, is there other guidance on what information is available? (N/A)

[http://www.coal.gov.uk/publications/ifts/ifts\\_index.cfm](http://www.coal.gov.uk/publications/ifts/ifts_index.cfm)

- 2.1 Does the PSB use standard licences? (Yes)
- 2.2 Are these published in full on the website (Yes)
- 2.3 If yes, how many clicks are they from the homepage? (2)
- 2.4 How long does it take to find? (<1 minute)
- 2.5 How many standard licences are there? (3-5)
- 2.6 Is there an explanation of what different licences are for and is it clearly understood? (No)

[http://www.coal.gov.uk/publications/ifts/ifts\\_index.cfm](http://www.coal.gov.uk/publications/ifts/ifts_index.cfm)

- 3.1 Is there any charge made for licences? (Yes)
- 3.2 Is there an explanation of the charges? (Partial)
- 3.3 Is there an explanation of how charges are drawn up? (Partial)  
*Please provide a link to the charges here, along with any explanation of the way they are drawn up.*

- 4.1 Is there an IFTS commitment on the website? (Yes)
- 4.2 How many clicks is it from the homepage? (2)
- 4.3 How long does it take to find? (<1 minute)

[http://www.coal.gov.uk/publications/ifts/statement\\_of\\_commitment\\_index.cfm](http://www.coal.gov.uk/publications/ifts/statement_of_commitment_index.cfm)

- 5.1 Is there clear and precise information on how to apply for a re-use licence? (No)
- 5.2 Are there a variety of methods for applying for licences? (No)
- 5.3 Is it possible to apply online for a licence?(Including emailing a form (Yes)
- 5.4 Does it specify a timescale to grant licences? (No)
- 5.5 If yes, what is that timescale (in working days)? (N/A)

Section 5 recommendation – TCA need to provide more information on how to apply for a licence.

- 6.1 Does the PSB have a procedure for complaints regarding licensing decisions? (Partial)

- 6.2 How many clicks is it from the homepage? (4+)
- 6.3 How long does it take to find? (4+ minutes)
- 6.4 Does it mention that if the complainant is unhappy they can refer to OPSI or APPSI? (Yes)

<http://www.coal.gov.uk/publications/foi/foipublicationapproved.cfm>  
<http://www.coal.gov.uk/media//1282D/Complaints%20Handling%20-%20Revised%202008.pdf>

Non FoI complaints process link is currently not working.  
TCA complaints process for data licensing should be linked to from main re-use/IFTS pages.

- 7.1 Does the website explain what information is not available? (Yes)
- 7.2 If Yes, does it explain why? (Yes)
- 7.3 How many items are listed? (5-6)

[http://www.coal.gov.uk/publications/ifts/exceptions\\_index.cfm](http://www.coal.gov.uk/publications/ifts/exceptions_index.cfm)

- 8.1 Does the website outline any exceptions to normal licensing policy? (Yes)
- 8.2 If Yes, does it explain why that exception has been made? (Yes)
- 8.3 How many exceptions are there? (4+)

[http://www.coal.gov.uk/publications/ifts/exceptions\\_index.cfm](http://www.coal.gov.uk/publications/ifts/exceptions_index.cfm)

- 9.1 Does the website have a Crown Copyright notice? (N/A)
- 9.2 Is it linked to from every page? (N/A)
- 9.3 How many clicks is it from the homepage? (N/A)
- 9.4 How long does it take to find? (N/A)
- 9.5 Is OPSI/HMSO mentioned, with contact details? (Yes)

No copyright policy linked to from the website footer, but declaration "All rights reserved © Copyright and database rights 2009". An alternative would be "© The Coal Authority, 2009" with a link to a copyright policy. In the absence of a copyright policy, a link to the IFTS page would be an option as an interim measure.

- 10.1 Does the website have an electronic search facility? (Yes)
- 10.2 If yes, how many clicks is it from the homepage? (0-1)
- 10.3 How long did it take to find? (<1 minute)

<http://www.coal.gov.uk>

- 11.1 Is the material available by electronic means? (No)
- 11.2 Is it possible to download direct from the website? (No)
- 11.3 If data is not available electronically, is there an explanation of how to obtain it? (Yes)
- 11.4 If data is sent via email, is there a specified timescale for delivery? (N/A)
- 11.5 If yes, what is the timescale (In working days)? (N/A)

*Please state any other methods of receiving data. If a timescale is published, to what extent do they meet that commitment?*

The Coal Authority has KPIs regarding the speed of information provision and customer service standards. These commitments could be reflected more strongly in the information available on the website.

- 12.1 Does the PSB outline its responsibilities under IFTS on their website? (Yes – all)
- 12.2 Does the website explain what IFTS is aiming to achieve? (Yes)
- 12.3 Are the benefits of IFTS explained? (Yes)
- 12.4 Is the PSB using IFTS logos on their website and actively mentioning they are a member of the scheme? (N/A)
  
- 13.1 Does the PSB outline its policy towards its trading of PSI? (Partial)
- 13.2 Does the PSB explain how it arrives at decisions? (Partial)
- 13.3 Does the website have an explanation of what re-use is? (No)
- 13.4 Does the website explain what Crown Copyright is? (N/A)
- 13.5 Does the website explain why licences are sometimes needed to re-use information? (Yes)
- 13.6 Does the website explain the difference between FOI and re-use? (Partial)
- 13.7 Does the website explain what a trading fund and delegated authority is? (N/A)

This review was carried out following the launch of the new Coal Authority website. The Coal Authority succeeds in providing most of the information we would expect to find on a website relating to information re-use.

The areas most requiring improvement are:

- Information on how to apply for a licence.
- Links to the complaints policy amended to reflect the option of complaining to OPSI.
- There should be a copyright policy link from the website footer.