

London TravelWatch publication scheme 2021-22

Background

This publication scheme is based on the model scheme prepared and approved by the Information Commissioner; it may be, and has been, adopted without modification by London TravelWatch without further approval and is valid until further notice.

This publication scheme commits London TravelWatch to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below, where this information is held by London TravelWatch. Additional assistance is provided to the definition of these classes in sector specific guidance manuals issued by the Information Commissioner.

The scheme commits London TravelWatch as follows:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by London TravelWatch and falls within the classifications below.
- To specify the information which is held by London TravelWatch 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 London TravelWatch 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.

Classes of information

Who we are and what we do.

Organisational information, locations and contacts, constitutional and legal governance.

What we spend and how we spend it.

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.

What our priorities are and how we are doing.

Strategy and performance information, plans, assessments, inspections and reviews.

How we make decisions.

Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.

Our policies and procedures.

Current written protocols for delivering our functions and responsibilities.

Lists and registers.

Information held in registers required by law and other lists and registers relating to the functions of London TravelWatch.

The services we offer

Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.

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.

The method by which information published under this scheme will be made available

London TravelWatch will indicate clearly to the public what information is covered by this scheme and how it can be obtained.

Where it is within the capability of London TravelWatch, information will be provided on a website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, London TravelWatch will indicate how information can be obtained by other means and provide it by those means.

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

Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

Charges which may be made for information published under this scheme

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by London TravelWatch for routinely published material will be justified and transparent and kept to a minimum.

Material which is published and accessed on a website will be provided free of charge.

Charges may be made for information subject to a charging regime specified by Parliament.

Charges may be made for actual disbursements incurred such as:

- photocopying
- postage and packaging
- the costs directly incurred as a result of viewing information

Charges may also be made for information provided under this scheme where they are legally authorised, they are in all the circumstances, including the general principles of the right of access to information held by London TravelWatch, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.

If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

Written requests

Information held by London TravelWatch that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

Guide to information

This guidance lists the information that we provide in order to meet our commitments under the model publication scheme. It is based on the Information Commissioner’s definition document for Non-Departmental Public Bodies and other public authorities. **All information listed in this guidance will be published via our [website](#) unless otherwise indicated**

1. Who we are and what we do

Information	Description	Location	Publication
Roles and responsibilities	About our staff and board	https://www.londontravelwatch.org.uk/board-members/ https://www.londontravelwatch.org.uk/staff/	When details change
Introduction to the organisation		https://www.londontravelwatch.org.uk/introduction-to-london-travelwatch/	
Organisational structure	A chart detailing London TravelWatch’s staff structure	https://www.londontravelwatch.org.uk/publication/ltw-staffing-structure-april-2021/	When details change
Legislation	A note setting out our statutory functions and duties	https://londontravelwatch.s3.eu-west-1.amazonaws.com/wp-content/uploads/2021/02/11110737/London_TravelWatch_Statutory_duties.xls	When details change
Contact information	Our office location and how to contact us by phone or email	https://www.londontravelwatch.org.uk/contact-us/	When details change

2. What we spend and how we spend it

Information	Description	Location	Publication
Expenditure	Expenditure over £500	https://www.londontravelwatch.org.uk/expenditure-logs-spending-of-500-and-above/	Monthly
Pay bands	Pay bands for all London TravelWatch staff	https://www.londontravelwatch.org.uk/publication/salary-scales-01-04-19/	When details change
Member allowances	Allowances for Board Members	https://www.londontravelwatch.org.uk/board-member-allowances/	
Expenses policy	London TravelWatch's travel and subsistence policy for board members and staff	https://www.londontravelwatch.org.uk/4.3%20Expenses%20Policy.pdf/	When details change
Annual report and accounts	London TravelWatch's audited Annual Accounts	https://londontravelwatch.s3.eu-west-1.amazonaws.com/wp-content/uploads/2021/03/17190345/signed-accounts.pdf	Annually
Procurement	Details of contracts and tenders	https://www.londontravelwatch.org.uk/contracts-above-5000/	When details change

3. What are our priorities and how are we doing

Information	Description	Location	Publication
Business Plan	Our annual business plan	https://www.londontravelwatch.org.uk/publication/london-travelwatch-business-plan-2021/	Every year

4. How we make decisions

Information	Description	Location	Publication
Board meetings	London TravelWatch holds a number of public board meetings a year. The agenda and supporting papers (including minutes from the previous meeting) are published one week in advance, along with details about how to attend.	https://www.londontravelwatch.org.uk/public-meetings-and-events/	Routinely
Scheme of delegation	A scheme of delegation is used to guide the day-to-day work of the Secretariat.	https://www.londontravelwatch.org.uk/documents/get_lob?id=4647&field=file	When details change

5. Lists and registers

Information	Description	Location	Publication
Requests for information	How to make a request under the Freedom of Information Act 2000	https://www.londontravelwatch.org.uk/governance/	When changed
Complaints	Our customer complaints handling procedure	https://www.londontravelwatch.org.uk/complaints/	When changed
Register of outside interests	Register of interests for Board members	https://www.londontravelwatch.org.uk/board-members-declarations-of-interest/	Annually
FOIA disclosures	Details of FOI requests received by London TravelWatch.	https://www.londontravelwatch.org.uk/governance/	When a request is fulfilled

7. The services we offer

Information about the services we currently provide including publications, guidance and newsletters produced. This is an extension of part of the first class of information. While the first class provides information on the roles and responsibilities of London TravelWatch, this class includes details of the services which are provided by London TravelWatch:

Information	Description	Location	Publication
Publications and research	A list of London TravelWatch publications and research	https://www.londontravelwatch.org.uk/publications-3/	Routine / automatic
News and Press releases	All press releases and news lines issued to the media	https://www.londontravelwatch.org.uk/	
Your rights using public transport		https://www.londontravelwatch.org.uk/your-rights-using-transport-in-london/	When changed