



Publication Scheme

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Merseytravel Publication Scheme

What is a Publication Scheme?

The Freedom of Information Act 2000 (commonly referred to as 'FOI') is designed to increase transparency and accountability in the public sector by granting access to recorded information held by public bodies, such as Merseytravel.

One of the requirements of FOI is that public authorities should provide a guide for the information they publish. This is called a 'Publication Scheme', and sets out

- the classes of information which they publish or intend to publish;
- the manner in which the information will be published; and
- whether the information is available free of charge or on payment.

Merseytravel's Publication Scheme consists of information already published and held by us. That means that all information in our Publication Scheme is either available for you on our website, from our travel centres or by contacting us.

Who We Are & What We Do

Merseytravel is the Executive Body and transport delivery "arm" for the Liverpool City Region Combined Authority (LCRCA), providing transport services across Liverpool, Knowsley, St Helens, Sefton and the Wirral, as well as providing strategic transport advice across Halton.

We have a strategic role within the City Region, and advise LCRCA on transport matters in support of the delivery of the City Region's Transport Plan for Growth. We also have a very significant role in the direct provision of transport services. These include:

- operation of the Mersey Tunnels on behalf of the LCRCA
- responsibility for letting and monitoring the Merseyrail concession, allowing both organisations to work closely together to respond to local demands and needs
- responsibility for resourcing, administering and advising on the Merseyside Concessionary travel schemes
- responsibility for funding additional bus services in areas and at times that are not served by the commercial network and where a social need has been identified
- operation of the world famous Mersey Ferries
- provision of a number of services which aid the operation of local bus services, including a pre-paid ticketing scheme, maintenance of bus infrastructure and the operation of travel centres across the City Region
- fostering collaborative working via strategic and operational relationships with stakeholders and partners eg in relation to safety on the network; transport planning for major events; and in taking forward infrastructure developments

The Merseytravel Constitution can be viewed on our website at [this link](#).

For further information about LCRCA please [see their website](#).

Merseytravel's Director General is Richard McGuckin, who is also the Executive Director Place. Our other Executive Directors are:

- Liz Dean – Executive Director Corporate Development & Delivery
- John Fogarty - Executive Director Corporate Services
- Kirsty McLean – Executive Director Policy, Strategy & Government Relations

Merseytravel can be contacted in the following ways:

Post	Merseytravel, PO Box 1976, Liverpool, L69 3HN
Telephone	0151 227 5181 8:30am - 5:00pm, Monday to Friday (not bank holidays)
Email	comments@merseytravel.gov.uk
Web	http://www.merseytravel.gov.uk
Twitter	@Merseytravel

Further details can be found on our website at [this link](#).

What We Spend and How We Spend It

Merseytravel publishes its Statement of Accounts and Revenue Budget, both current and historic, on our website at [this link](#).

We also routinely publish details of all expenditure over £500 [here](#).

As a public sector organisation, Merseytravel spends approximately £160million per annum on a diverse range of supplies, services and works - all aimed at facilitating and improving transport across the Merseyside region. In line with best practice, Merseytravel looks to advertise all tender opportunities through an online portal called [The Chest](#), which is linked to a large number of other public sector organisations in the North West of England.

Details of how to do business with Merseytravel can be found on our website at [this link](#).

Current contract opportunities and details of successful tendering exercises can be found on [The Chest](#) and the Government's [Contract Finder](#).

What Our Priorities Are & How We Are Doing

Merseytravel's Transport Plan for Growth, Corporate Plan and a number of other strategies that shape our work can be found on our website at [this link](#).

How We Make Decisions

Merseytravel decisions are made in accordance with its Constitution. These can be by the Board of Directors at fortnightly meetings or by Delegated Decisions in

accordance with its Constitution. Minutes and Delegated Decisions are available upon request in accordance with the FOIA.

Our Policies & Procedures

The Corporate Documents page of our website lists current relevant Merseytravel policies and procedures. This can be found at [this link](#).

Lists & Registers

An analysis of Merseytravel's assets can be found in our Annual Statement of Accounts, which is available on our website at [this link](#).

The Services We Offer

Merseytravel supports bus services by providing, maintaining and improving bus stops, shelters, stations and bus timetable information, staffing every bus station and funding additional bus services in areas and at times where a social need has been identified that are not served by the commercial network.

Merseytravel lets and monitors the Concession for the Merseyrail network, as well as operating the Queensway (Birkenhead) and Kingsway (Wallasey) road tunnels on behalf of LCRCA. We also provide the Merseylink service to provide accessible transport for people with limited mobility.

Merseytravel operates a number of ticketing schemes, runs the Merseyside Concessionary Travel Scheme and helps keep the network safe through the TravelSafe Partnership. We also own and operate the Mersey Ferries, U-Boat Story, and The Beatles Story, details of which can be found on our website at [this link](#).

Leaflets, timetables and publications are available from our Travel Centres around the region, as well as our website, <http://www.merseytravel.gov.uk>.

Press releases can be viewed on the Merseytravel website at [this link](#).

Fees & Charges

Information will be provided free where possible, however, in some cases a charge will be made to cover administration and disbursement costs. If the information can be and is supplied electronically no charges will be levied. Those items which are commercially available will attract the relevant charge, but there may also be occasions where the following charges will apply:

- Photocopying charges of 10p per page plus an administration fee plus postage.
- The fees of external printers where Merseytravel does not have the equipment to copy large items.
- Staff time in locating or retrieving information at an hourly rate as determined by the Secretary of State under FOI (£25 per hour).

Ticketing information can be found on our website at [this link](#).

Requests for Other Information

There may be times when you require information that is not covered by this Publication Scheme.

The **General Data Protection Regulation (GDPR)** and **Data Protection Act 2018 (DPA)** grant certain rights to any information held by Merseytravel that relates to you, such as copies of CCTV footage of a road accident in the Mersey Tunnels, or details of your use of a travel pass. You will be required to provide proof of your identity and state the information you are interested in receiving. Merseytravel has one calendar month to provide you with a response.

Similarly, Merseytravel must also consider any requests from third parties for the disclosure of personal data in line with the GDPR and DPA, such as when it is required for criminal investigations or legal proceedings. Disclosure will only take place if we are satisfied that it is strictly necessary for those purposes.

For further details, or to make a request, please contact DPO@merseytravel.gov.uk or write to:

Senior Information Management Officer
Merseytravel
PO Box 1976
Liverpool
L69 3HN

Under the **Freedom of Information Act 2000** you have the right to ask for recorded information held by Merseytravel. There are certain reasons why some information may not be able to be provided, such as commercial sensitivity, or if it contains someone else's personal information, but Merseytravel will provide the information it is able to within 20 working days. Reasons will be provided if information cannot be supplied for any reason.

In order for a request to be valid under FOI, it must meet the following conditions:

- be in writing;
- state your name and address so we can respond to your request; and
- describe the information being requested

In some circumstances a fee may be payable, such as for postage, but in the majority of cases you will receive the information free of charge.

FOI limits the cost that a public body can spend responding to an enquiry to £600 for central government and £450 for all other authorities (such as Merseytravel). This is calculated at a rate of £25 per hour of officer work, meaning that for Merseytravel the limit for responding to a request is 18 total hours. The following activities can be taken into account when calculating this total:

- determining whether the requested information is held
- locating the information within the organisation
- retrieving the document(s) that hold the information
- extracting the requested information from the original document

Any time spent redacting sensitive information or considering the application of any exemptions does not count towards this total.

While there is no obligation for a public body to respond if it is estimated that this limit will be exceeded, they may choose to issue a fees notice for the required extra work at this same rate (e.g. if a request would take 20 hours of work, the first 18 hours would be free, but the extra two hours would cost £50). If this is offered, it would be up to you to decide if you would like this work carried out.

If your request is for information relating to the environment it will be dealt with in accordance with the **Environmental Information Regulations 2004** (EIR). These are broadly similar to FOI, but differ slightly when it comes to things like reasons why certain information cannot be released. When appropriate, this will be explained to you in our response.

Merseytravel publishes its responses to FOI and EIR requests on its website as part of a Disclosure Log, which can be viewed at [this link](#).

For further details, or to make a request under FOI or EIR, please contact FOI@merseytravel.gov.uk or write to:

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Merseytravel
PO Box 1976
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The information available under the Publication Scheme will be provided in other forms and formats upon request, where it is reasonable to do so.