

Freedom of Information Act – Publication Scheme

A guide to the information routinely available from the Legal Services Board

The [Freedom of Information Act 2000](#) ('the Act') requires public authorities like the Legal Services Board (**LSB**) to adopt a publication scheme that sets out the information that we will **routinely and proactively** make available to the public, and to ensure that the information is published in accordance with that scheme. We welcome these requirements.

This document sets out the information that we will routinely make available to you, where and when that information is available, and whether there will be a charge for the information.

The independent **Information Commissioner** is responsible for promoting good practice and ensuring compliance with the Act. The Information Commissioner's Office is the leading source of guidance about the Act:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T: 08456 30 60 60 or 01625 54 57 45

W: <http://www.ico.gov.uk/>

What information is routinely made available by the LSB?

The LSB makes a significant amount of information routinely available to the public. This document helps us to operate as transparently as an oversight regulatory body can do. In the majority of cases, the information that you will be looking for will already be available on our website, and there should be no need for you to make a formal request under the Act. However, if you cannot access the information you want, you can write to us to make a request for information, in line with our [Freedom of Information Act policy](#).

Our core statutory functions and corporate structure are such that some information will not routinely be made available. It may not be appropriate – and, in some cases, it may be misleading – to release information, for example during the development stage of a policy. However, the [Legal Services Act 2007](#), which established the LSB, requires us to consult openly about our strategic priorities and the policies that we adopt under that strategy. Once the Board has come to an agreed view about policy proposals, we will always consult – and, by consulting, we will share with stakeholders and the wider public our thinking.

This document has been developed in line with the Information Commissioner's [Model Publication Scheme](#) and [Definition Document for Non Departmental Public Bodies](#). The information that we will routinely make available is therefore grouped under seven 'classes of information':

- who we are and what we do
- what we spend and how we spend it
- what are our priorities and how are we doing
- how we make decisions
- policies and procedures
- lists and registers
- the service we offer.

How does the scheme work? Will I be charged for the information?

The information listed in this document is available on our website and in print. You can access information:

1. On our website (www.legalservicesboard.org.uk)

If the information is available on our website, a link will be provided. There is no charge for information available on our website.

2. By email

You can email a request to boardsecretary@legalservicesboard.org.uk, including the words 'publication scheme' in the subject heading. There is no charge for information provided electronically.

3. By post

If you ask for information that is available on our website to be provided in paper format, it may be necessary to make a charge. For example, if a large amount of photocopying or printing is required, or if the cost of postage of a large volume of paperwork is very high, a charge is more likely to be made. You will be notified in advance of any charges.

How up-to-date is the publication scheme?

Most of the information that we make available will be current. However, for certain classes of information, it may be necessary to publish the information retrospectively.

Information will not be made available indefinitely. We are committed to providing the public with as much information as is practicably possible, however, it is important that we provide only relevant and up-to-date information.

Is the information available in other languages?

Most of our information is currently available only in English. An LSB Welsh Language Scheme covering our full range of responsibilities is being developed. In the meantime, we will aim to reply to correspondence received in Welsh within 15 working days. Providing copies of material not currently available in Welsh may take longer.

Is the information available in alternative formats?

We will supply information in alternative formats where, through reason of disability, standard electronic or hard copy documents may be inaccessible. When making a

request, please let us know how you would like the information communicated to you – and we will do our best to comply. Providing information in alternative formats may take longer than would otherwise be the case.

Our information

Who we are and what we do – Organisational information, structures, locations and contacts.

Information	Website links
Roles and responsibilities of the LSB	About us History of the reforms What we do Legal Services Act 2007
LSB organisational structure	About us
Information relating to the legislation relevant to the LSB's functions	About us History of the reforms Legal Services Act 2007
Lists of and information relating to organisations with which the LSB works in partnership	Approved Regulators LSB Consumer Panel Office for Legal Complaints LSB Management Statement Useful links
Senior staff and Board members	Our Board Our staff
The location and contact details for the LSB	Contact us

What we spend and how we spend it – Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

Information	Website links
Financial statements, budgets and variance reports	Publications
Capital programme	Currently available only on request
Spending review	
Financial audit reports	
Staff and Board members' allowances and expenses	LSB Governance Manual Board interests and expenses
Pay and grading structure	Currently available only on request
Procurement and tendering procedures	
Lists of contracts awarded and their value	
Financial statements for projects and events	Currently available only on request
Internal financial regulations	

What are our priorities and how are we doing – Strategies and plans, performance indicators, audits, inspections and reviews.

Information	Website links
Strategic plans	Publications
Annual business plan	What we do
Annual report	Publications
Internal and external performance reviews	
Reports to Parliament	
Inspection reports (where the NDPB is subject to formal inspection)	Not applicable
Service standards	Currently available only on request
Statistics produced in accordance with NDPB's requirements	Not applicable
Public service agreements	LSB Management Statement

How we make decisions – Decision-making processes and records of decisions.

Information	Website links
Major policy proposals and decisions	About us
Background information relating to major policy proposals and decisions	LSB Governance Manual
	What we do
	Open consultations
	Closed consultations
Public consultations	LSB responses to consultations
	Open consultations
	Closed consultations
Minutes of senior level meetings	LSB responses to consultations
Reports and papers provided for consideration at senior level meetings	Board Meetings ¹
Internal communications guidance and criteria used for decision-making i.e. process systems and key personnel	About us

Our policies and procedures – Current written protocols, policies and procedures for delivering services and responsibilities.

Information	Website links
Policies and procedures for the conduct of departmental business	About us LSB Governance Manual LSB Management Statement
Policies and procedures for the provision of services	Not applicable

¹ The minutes and other papers of Board meetings will generally be published in full, although it may be necessary in some circumstances to extract or to redact specific information or, rarely, to withhold publication. From September 2010, minutes will be published approximately 7-10 working days after being agreed at the subsequent meeting of the Board. It will generally take longer to publish other meeting papers.

Information	Website links
Policies and procedures for the recruitment and employment of staff	About us LSB Governance Manual Work for us
Customer service	How to complain
Records management and personal data policies	Privacy statement
Charging regimes and policies	Not applicable

Lists and registers – currently maintained lists and registers.

Information	Website links
Public registers and registers held as public records	Board interests and expenses
Asset registers and Information Asset Register	Currently available only on request
Disclosure logs	Freedom of information
Register of gifts and hospitality provided to Board members and senior personnel	Board interests and expenses
Any register of interests kept in the department	Board interests and expenses
Other lists required by law	Not applicable

The service we offer – Information about the services we currently provide, including leaflets, guidance and newsletters produced.

Information	Website links
Regulatory responsibilities	About us History of the reforms What we do Legal Services Act 2007
Services for public authorities	
Services for industry	
Services for other organisations	
Services for members of the public	
Services for which the NDPB is entitled to recover a fee together with those fees	Currently available only on request
Leaflets, books and newsletters	News and publications
Advice and guidance	
Media releases	News and publications Press releases

For any further assistance or guidance, please contact our Board Secretary:

Legal Services Board, 7th Floor, Victoria House, Southampton Row, London WC1B 4AD

T: 020 7271 0070

E: boardsecretary@legalservicesboard.org.uk