

London Museum Freedom of Information Publication Scheme

1. London Museum

The Museum of London was established in 1975, by the merger of the London Museum and the Guildhall Museum. In 2024, it changed its name to London Museum. The museum is funded jointly by the Greater London Authority and the City of London. It is governed by the Museum of London Acts, 1965 and 1986.

2. Introduction

The Freedom of Information Act 2000 (FOI) establishes a general right of access to information held by public bodies such as the museum, subject to certain exemptions.

The scheme specifies the types of information the museum publishes, the form in which the information is published and whether there are any charges for information.

3. Structure

- Scope of the publication scheme
- Access to information
- Exempt information
- Responsibility for the publication scheme
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Scope of the publication scheme

This publication scheme is based on the Information Commissioner's Office (ICO)'s *Definition Document for the Model Publication Scheme for Authorities established to manage museums, libraries, and archives*.

It is divided into the following sections:

- 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
- Our policies and procedures
- The services we offer

Access to information

The publication scheme is available on the Museum's website and as a hard copy.

In the majority of cases, the information described in the scheme is available in electronic form or as hard copy.

The electronic versions are either accessible through the links provided or can be obtained from the contacts mentioned under individual entries.

Hard copy versions are available from the contacts mentioned under individual entries.

Exempt information

The museum may consider that some of the information described in the scheme is exempt from public access, due to considerations such as security, commercial confidentiality and references to personal details, including information covered by the Data Protection Act (2018).

Where this is the case, the published material will show where details have been withheld, explain what exemption has been applied and why this is considered relevant.

Responsibility for the publication scheme

The Director of the Museum is responsible for the scheme (contact details below).

The primary contact in the event of any questions about the scheme is the Head of Information Resources (contact details below).

Complaints and appeals

If you are dissatisfied with the Museum's response to a request for access to information, you may seek an internal review of the decision you have received. Applications for an internal review can be made by submitting a written request to the department which initially handles the request or to the Head of Information Resources. The handling of the appeal will then be reviewed by a senior member of the Museum's staff who was not involved in the preparation of the initial response.

If you are still not satisfied with the response, you may seek an independent review from the Information Commissioner. Requests for a review by the Information Commissioner should be made in writing directly to:

The Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: <https://ico.org.uk/make-a-complaint/>

Email: icocasework@ico.org.uk

Telephone: 0303 123 1113

Copyright

Information included in the publication scheme may be reproduced once for information and personal research only. Please contact the Museum's Picture Library (contact details below) for information about licensing the reproduction of images and footage and details of fees.

Contacts

Contact	Email address
Director	Director@londonmuseum.org.uk
Head of Information Resources	informationresources@londonmuseum.org.uk
Human Resources section	people@londonmuseum.org.uk
Venue Hire (London Wall and Museum of London Docklands)	venuehire@londonmuseum.org.uk
Picture Library	picturelib@londonmuseum.org.uk

The Publication Scheme

Who we are and what we do

An outline introduction can be found at:

<https://londonmuseum.org.uk/about>

Roles and responsibilities

- **Information about roles and responsibilities of those working at senior level**
Available – Available from Human Resources
Charge? – No
- **Curatorial structure: outline of departmental summaries**
Available – Website
Charge? – No

Organisational structure

- **Acts of Parliament: the Museum is governed by the Museum of London Act 1965 and the Museum of London Act 1986**
Available – available from the Stationery Office
Charge? – Yes
- **Structure charts**
Available – Current structures available from Human Resources
Charge? – No

The Executive Team has overall responsibility for the museum's management and operations. Each member of the Executive Team is responsible for one or more of the Museum's departments or functions. Further information about our structure, including organisation charts, is available on request.

Board of Governors and Director

There are eighteen governors of the London Museum, appointed by the Greater London Authority and City of London Corporation. From the nine City appointments, up to three can be appointments made from outside the Court of Common Council, including one appointment representing London Councils. Governors can serve for up to four years and are eligible for reappointment.

The Board of Governors delegates day-to-day management of the museum to our Director, Sharon Ament, and the Executive Team.

The Executive Team is currently comprised of the following roles:

- Director
- Managing Director of the London Museum Docklands
- Director of Content
- Director of Development
- Director of Transformation
- Director of New Museum (Project and Estate)
- Chief Financial Officer
- Chief Officer People and Culture

- Chief Communications and Digital Officer
- Head of Corporate and Business Planning

For information on our Board of Governors, including biographies, see [Our Governors](#). Further information about our Board of Governors and management is available on request, including Registers of Interests.

Gender Pay Gap Data

- For our gender pay gap reporting, please refer to [Gender Pay Gap Data](#).

The locations of and public access arrangements to establishments managed by the Museum

- **Access to the London Museum: map, accessibility, opening times**
Available – Website, Museum of London Docklands reception or from Visitor Services
<https://londonmuseum.org.uk/docklands/visit>
Charge? – No
- **Archaeological Archive**
Available – Website
<https://londonmuseum.org.uk/collections/about/what-we-collect/archaeological-collections>
Charge? – No

What we spend and how we spend it

Funding arrangements

- **Outline of funding basis**
Available – Website or from the Directorate
<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>
Charge? – No

Financial statements, budgets and variance reports

Accounts: Statements of Financial Activities

Available – Website, included in the Annual Report

<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>

- Charge? – No
- **Full accounts**
Available – Website
<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>
Charge? – No

Financial audit reports

- Available – Website
<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>
Charge? – No

Internal financial regulations

- Available – on request from the Head of Finance
Charge? - No

Senior staff and Board member's allowances and expenses

- Details of expenses claimed by Board of Governor's members are included in the Annual Governor's Report and Financial Statements.
Available – Website
<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>
Charge? - No

Procurement and Tendering Procedures

- Available – Website
<https://londonmuseum.org.uk/about/policies/suppliers-we-work-with>
Charge? - No

What are our priorities and how are we doing

Strategic plans

- **Strategic plan**
Available – reviewed annually: current version available from the Directorate or from the website
<https://londonmuseum.org.uk/about/our-strategy-and-vision>
Charge? – No

Annual business report

- **London Museum Annual Review: includes reports on activities and statement of financial activities**
Available – issued annually, approximately 5 months after the end of the financial year. Available from the Directorate.
Charge? – No
- **Annual report and financial statements**
Available – Website
<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>
Charge? – No

Internal and external reviews of the organisation's performances

- **Independent auditor's reports**
Available – website within the Annual Report
<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>
Charge? – No

Funding agreement reports

- **Performance indicators**
Available – website within the Annual Report
<https://londonmuseum.org.uk/about/our-strategy-and-vision/annual-reports>
Charge? – No

Service standards

- **Statement of standards for public services**
Available – from Visitor Services
Charge? – No

How we make decisions

Minutes of senior level meetings

- **Board of Governors: minutes**
Available – current minutes available from the Directorate on request, after the minutes have been approved at the subsequent meeting of the Board. Previous minutes are available via the City of London. Parts of the minutes may be restricted because they contain personal data or other exempt information.
Charge? – No

Our policies and procedures

Policies and procedures for the conduct of business

For information on policies and procedures relating to the collection see the section below

- **Equity, Diversity and Inclusion Strategy 2023 – 2026**
Available – from Human Resources
Charge? – No

Policies and procedures for the provision of services

- **Health and Safety policy**
Available – available from Facilities
Charge? – No

Policies and procedures for the recruitment and employment of staff

- **Recruitment and Selection Policy**
Available – from Human Resources
Charge? – No
- **Recruitment: information about current vacancies**
Available – website
<https://londonmuseum.org.uk/about/careers>
Charge? – No

Customer service

- **Statement of standards for public services**
Available – from the Visitor Services
Charge? – No
- **Complaints Procedure**
Available – from the Visitor Services
Charge? No

Business Archive, records management, and data protection policies

- **Business Archive**
Available – Brief outline on the website. London Museum (and the records of its predecessor museums London Museum and Guildhall Museum) Business Archive is currently unavailable to researchers but will reopen for researchers soon and the

Publication Scheme will be updated to provide details on this.
Charge? - No

- **Data Protection Policy**
Available – from Information Resources
Charge? – No
- **Freedom of Information Policy**
Available – from Information Resources
Charge? – No
- **Records Management Policy**
Available – from Information Resources
Charge? – No
- **Freedom of Information Publication Scheme (this document)**
Available – website or Information Resources

Charging regimes and policies

- **London Museum Picture Library services and charges**
Available – Website or Picture Library
<https://londonmuseum.org.uk/commercial/picture-library/image-licensing>
Charge? – No
- **Information about the hire of Museum facilities**
Available – Website
<https://londonmuseum.org.uk/commercial/venue-hire>
Charge? – No
- **Freedom of Information and Data Protection charging policy**
Available – from Information Resources
Charge? – No

Collections and collections care

- **Outline of collections management policies and procedures**
Available – from Information Resources
Charge? – No
- **Policies and procedures: Collecting Policy, Acquisition Procedure, Loans-in Procedure, Loans-Out Policy and Procedure, Disposal Procedure, Public Identifications Procedure**
Available – from Information Resources
Charge? – No
- **Brief outline of the collections**
Available – Website or from Information Resources
<https://londonmuseum.org.uk/collections/about>
Charge? – No
- **Access to online database: publicly accessible versions of the Museum's database**
Available – subsets of the Museum's database are available on our website and to visitors within the Museum sites. Background details are available from Information Resources.
Charge? – No
- **Online exhibitions**
Available – Accessible only on the Website
<https://londonmuseum.org.uk/blog>
Charge? – No

- **Archaeological Archive**
Available – Available by appointment through the Archaeological Archive. *Research appointments are currently unavailable but the website and Publication Scheme will be updated when these are open again.* Information about sites, finds, and publications relevant to the Archive are also available on the Museum’s website.
<https://londonmuseum.org.uk/collections/about/what-we-collect/archaeological-collections>
 Charge? – No
- **Access to the collections:** information about how to make an appointment.
Available – Website or from Information Resources. *Research appointments are currently unavailable but the website and Publication Scheme will be updated when these are open again.*
<https://londonmuseum.org.uk/collections/about>
 Charge? – No
- **Collection-based and historic enquiries: information about how to make an enquiry**
Available – Website
<https://londonmuseum.org.uk/collections/faqs-access-and-enquiries>
 Charge? – No

The services we offer

Information about the collections and related research material, including catalogues and other finding aids

- **Brief outline of the collections**
 See above section
- **Access to online database: publicly accessible versions of the Museum’s database**
 See above section
- **Guides to the galleries, their themes and collections**
Available – Accessible in either the galleries or through the website
<https://londonmuseum.org.uk/docklands/free-galleries>
 Charge? – No
- **Online exhibitions: exhibitions on the website include subsets of the collections information**
 See section above
- **Access to internal database: the Museum’s databases hold information about the core collections and the archaeological collections**
Available – The databases are available for reference by researchers within the Museum, through a member of staff as an intermediary. Reports can be produced as part of this review. Background details are available from Information Resources. Some parts of these records may be restricted because they contain personal or other exempt information. *Research appointments are currently unavailable but the website and Publication Scheme will be updated when these are open again.*
 Charge? – No
- **Published catalogues: list of published catalogues**
Available – list of all catalogues available on the website. The publications can be consulted in the Museum library, in the other major libraries, or – if available in print – can be purchased through booksellers including the Museum shop.
 Charge? – No

- **Collection Archive**
See above section
- **Archaeological Archive**
See above section
- **Access to the collections: information about how to make an appointment**
See above section
- **Access to the Museum library: information about how to make an appointment**
Available – Available from Information Resources. *Research appointments are currently unavailable but the website and Publication Scheme will be updated when these are open again.*
Charge? – No
- **Access to the Archaeological Archive: information about how to make an appointment**
Available – Website or from Archaeological Archive. *Research appointments are currently unavailable but the website and Publication Scheme will be updated when these are open again.*
<https://londonmuseum.org.uk/collections/about/what-we-collect/archaeological-collections>
Charge? – No
- **Collection-based and historic enquiries: information about how to make an enquiry**
Available – Website
<https://londonmuseum.org.uk/collections/faqs-access-and-enquiries>
Charge? – No

Exhibitions

- **Current and future exhibitions: details and programmes**
Available – Website or from Visitor Services
<https://londonmuseum.org.uk/whats-on/>
Charge? – No
- **Exhibitions list: Museum exhibitions since 1975**
Available – complete list available from Information Resources
Charge? – No
- **Online exhibitions and digital-only content relating to exhibitions: exhibitions on the website include subsets of the collections information**
Available – Accessible only on the website
<https://londonmuseum.org.uk/blog>
Charge? – No

Services for which fees are charged and details of those charges

- **London Museum Picture Library services and charges**
Available – Website or from Picture Library
<https://londonmuseum.org.uk/commercial/picture-library>
Charge? – No
- **Information about the hire of Museum facilities**
Available – Website or from Venue Hire
<https://londonmuseum.org.uk/commercial/venue-hire>

Opportunities for volunteers

- **London Museum volunteer information**
Available – Website
<https://londonmuseum.org.uk/about/careers/volunteering>
Charge? – No

Educational services

- **Learning resources: fact packs, teacher’s guide, practical information, what’s on**
Available – Website or from Learning
<https://londonmuseum.org.uk/schools-communities/schools>
Charge? – Online resources available at no charge
- **Family and adult events: details and programmes**
Available – Information about current events available on website or from Box Office
<https://londonmuseum.org.uk/whats-on>
Charge? – No

Publications, leaflets, booklets, and newsletters

- **Access to the Museum: map, accessibility, opening times**
Available – Website or from Visitor Services
<https://londonmuseum.org.uk/docklands/visit>
Charge? – No
- **Introduction to the galleries**
Available – Website or from Visitor Services
<https://londonmuseum.org.uk/docklands/free-galleries>
Charge? No
- **Checklist of Museum publications**
Available – list available from Information Resources. The publications can be consulted in the Museum library, in other major libraries or – if available in print – can be purchased through booksellers including the London Museum Docklands shop. *Research appointments are currently unavailable but the website and Publication Scheme will be updated when these are open again.*
Charge? - List available at no charge.
- **London Museum e-newsletter**
Available – Website
<https://londonmuseum.org.uk/email-updates>
Charge? – No
- **London Museum Development team newsletter**
Available – via Development team or website
<https://londonmuseum.org.uk/museum-development-london/news>
Charge? – No

Advice and guidance

- **Support and guidance for museums in the London region**
Available – Website
<https://londonmuseum.org.uk/museum-development-london>
Charge? – No
- **General standards for the preparation of archaeological archives deposited with the London Museum**
Available – Website or from the Archaeological Archive
<https://londonmuseum.org.uk/collections/about/what-we-collect/archaeological->

[collections](#)

Charge? – No

- **FAQs on the collections and access to them**

Available - <https://londonmuseum.org.uk/collections/faqs-access-and-enquiries>

Charge? – No

Media releases

- **Museum press releases**

Available – Press releases from January 2001 onwards are on the website or available from the Press team

<https://londonmuseum.org.uk/about/press>

Charge? – No

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