

Guide to Information Available Under Our Publication Scheme

Thameslink Southern Great Northern Limited (TSGNL), trading as GTR

Freedom of Information Act 2000

Thameslink Southern Great Northern Limited (TSGNL), trading as GTR, operates services under the Thameslink, Southern, Great Northern and Gatwick Express brands. GTR transferred into public ownership on 31 May 2026.

About this document

This guide explains the information that is routinely made available under our publication scheme. It supports the requirement under section 19 of the Freedom of Information Act 2000 to adopt and maintain a publication scheme and to publish information proactively.

The publication scheme is not a complete list of every document held by GTR. It describes the types of information that are already published or are intended to be made routinely available.

Most information listed in this guide is available free of charge online. Where information is not available online, or where an accessible version is needed, please contact the FOI team.

Charges

Most information listed in this guide is available free of charge. We may charge for printed copies, postage and packaging, copying large volumes of information, or other reasonable costs directly linked to providing information. If a charge applies, we will tell you before providing the information and may ask for payment in advance.

Freedom of Information and Environmental Information requests

Freedom of Information requests for GTR are managed by DfT Operator Limited's central FOI team. The information may be held by the train operating company, but DFTO manages the FOI process and works with the relevant teams to locate, review and respond to requests.

Requests must be made in writing and should include your name, an address for correspondence, and a clear description of the information requested.

Email: FOI.GTR@dftoperator.co.uk

Post:

FOI Team

Waterloo General Office
2nd Floor Walker Suite
Waterloo Station
London SE1 8SW

Internal reviews

If you are unhappy with the response to an FOI or EIR request, you can ask for an internal review. Please send your request within 40 working days of the response and explain why you are dissatisfied.

If you remain unhappy after internal review, you can complain to the Information Commissioner's Office: <https://ico.org.uk/>

Classes of information we publish

The categories below follow the ICO model publication scheme classes. The links listed are examples of information already published or routinely available online.

1. Who we are and what we do

Organisational information, locations and contacts, legal governance and information about the relationship with DfT Operator Limited.

- GTR about us: <https://gtrailway.com/about-us/>
- DFTO: <https://www.gov.uk/government/organisations/dft-operator-limited/about>
- Team: <https://gtrailway.com/team/>
- Freedom of Information: <https://gtrailway.com/freedom-of-information/>
- Companies House overview – TSGNL: <https://find-and-update.company-information.service.gov.uk/company/12545324>
- Companies House filing history / annual accounts – TSGNL: <https://find-and-update.company-information.service.gov.uk/company/12545324/filing-history>
- Companies House filing history – GTR: <https://find-and-update.company-information.service.gov.uk/company/07934306/filing-history>

2. What we spend and how we spend it

Financial information, annual accounts, procurement, contracts, pay gap reporting and relevant spending information already published.

- Companies House annual accounts – TSGNL: <https://find-and-update.company-information.service.gov.uk/company/12545324/filing-history>
- Companies House annual accounts – GTR: <https://find-and-update.company-information.service.gov.uk/company/07934306/filing-history>
- Gender pay gap service – GTR: <https://gender-pay-gap.service.gov.uk/employers/5630>
- Procurement Policy: <https://gtrailway.com/procurement-policy/>
- Public register of rail passenger contracts: <https://www.gov.uk/guidance/public-register-of-rail-passenger-contracts>

3. What our priorities are and how we are doing

Strategy, plans, performance, business plan commitments, customer reports, environmental or social value reporting and regulatory performance information.

- GTR Annual Business Plan 2025 to 2026: <https://gtrailway.com/our-mission-and-values/>
- ORR GTR key statistics: <https://dataportal.orr.gov.uk/statistics/compendia/toc-key-statistics/>
- Thameslink performance: <https://www.thameslinkrailway.com/performance>
- Southern performance: <https://www.southernrailway.com/performance>
- Gatwick Express performance: <https://www.gatwickexpress.com/performance>
- Great Northern performance: <https://www.greatnorthernrail.com/performance>
- Shared GTR customer report covering Thameslink, Southern, Great Northern and Gatwick Express: <https://www.thameslinkrailway.com/customer-report>
- Sustainability, environment and social value report: <https://gtrailway.com/sustainability/>

4. How we make decisions

Decision-making processes, governance arrangements, published consultation material and information explaining how the organisation is managed. Board papers and minutes may be considered for publication where suitable, with exempt information removed where applicable.

- Team: <https://gtrailway.com/team/>
- DFTO organisation information: <https://www.gov.uk/government/organisations/dft-operator-limited>

5. Our policies and procedures

Current written policies and procedures for delivering services, conducting business, handling complaints, accessibility, data protection and information access.

- Procurement Policy: <https://gtrailway.com/procurement-policy/>
- Privacy policy: <https://gtrailway.com/privacy-policy/>
- Gatwick Express Accessible travel policy: <https://www.gatwickexpress.com/accessible-travel-policy>
- Great Northern Accessible travel policy: <https://www.greatnorthernrail.com/accessible-travel-policy>
- Southern Accessible travel policy: <https://www.southernrailway.com/accessible-travel-policy>
- Thameslink Accessible travel policy: <https://www.thameslinkrailway.com/accessible-travel-policy>

6. Lists and registers

Information held in public lists and registers, including route, station, timetable and other operational lists already published.

- GTR FOI published diagrams and CWNs: <https://gtrailway.com/freedom-of-information/>
- Thameslink website: <https://www.thameslinkrailway.com/>
- Southern website: <https://www.southernrailway.com/>
- Gatwick Express website: <https://www.gatwickexpress.com/>
- Great Northern website: <https://www.greatnorthernrail.com/>

7. The services we offer

Advice, guidance, passenger information, booklets, online services, media releases and customer-facing services.

- GTR homepage: <https://gtrailway.com/>
- Thameslink website: <https://www.thameslinkrailway.com/>
- Southern website: <https://www.southernrailway.com/>
- Gatwick Express website: <https://www.gatwickexpress.com/>
- Great Northern website: <https://www.greatnorthernrail.com/>
- Media centre: <https://gtrailway.com/media-centre/>