

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

- a) The total *number* of cash transactions* processed by your local authority for payments to the LA
- b) The total *value* of cash transactions* processed by your local authority for payments to the LA
- c) The total cost** of processing cash transactions*, or if that is not possible then the most reasonable estimate possible for payments to the LA

- d) The total *number* of cheque transactions* processed by your local authority for payments to the LA
- e) The total *value* of cheque transactions* processed by your local authority for payments to the LA
- f) The total cost** of processing cheque transactions*, or if that is not possible then the most reasonable estimate possible for payments to the LA

- g) The total *number* of voucher transactions* processed by your local authority for payments to the LA
- h) The total *value* of voucher transactions* processed by your local authority for payments to the LA
- i) The total cost** of processing voucher transactions*, or if that is not possible then the most reasonable estimate possible for payments to the LA

- j) The total *number* of cash transactions* processed by your local authority for payments FROM the LA
- k) The total *value* of cash transactions* processed by your local authority for payments FROM the LA
- l) The total cost** of processing cash transactions*, or if that is not possible then the most reasonable estimate possible for payments FROM the LA

- m) The total *number* of cheque transactions* processed by your local authority for payments FROM the LA
- n) The total *value* of cheque transactions* processed by your local authority for payments FROM the LA
- o) The total cost** of processing cheque transactions*, or if that is not possible then the most reasonable estimate possible for payments FROM the LA

- p) The total *number* of voucher transactions* processed by your local authority for payments FROM the LA
- q) The total *value* of voucher transactions* processed by your local authority for payments FROM the LA

r) The total cost** of processing voucher transactions*, or if that is not possible then the most reasonable estimate possible for payments FROM the LA

*i.e. transactions in coins/notes, cheques or vouchers; not transactions by direct debit, standing order or cards.

** Please include any transactional costs, plus direct staff costs, plus any fraud costs, plus any other costs attributable to the transaction type.

ANSWER:

2010/11

Type	For Transactions Processed	For payments to the LA	For payments from the LA
Cash	Volume/number of...	(a) 211,018	(j) Not held
	Value of ...	(b) £13,442,883	(k) Not held
	Cost of ...	(c) Not held	(l) Not held
Cheque	Volume/number of...	(d) 73,181	(m) 51,674
	Value of ...	(e) £67,319,902	(n) £46,443,336
	Cost of ...	(f) Not held	(o) Not held
Voucher	Volume/number of...	(g) Nil	(p) Nil
	Value of ...	(h) Nil	(q) Nil
	Cost of ...	(i) £Nil	(r) £Nil

2011/12

Type	For Transactions Processed	For payments to the LA	For payments from the LA
Cash	Volume/number of...	(a) 64,695	(j) Not held
	Value of ...	(b) £3,200,365	(k) Not held
	Cost of ...	(c) Not held	(l) Not held
Cheque	Volume/number of...	(d) 44,528	(m) 42,913
	Value of ...	(e) £54,553,552	(n) £26,531,941
	Cost of ...	(f) Not held	(o) Not held
Voucher	Volume/number of...	(g) Nil	(p) Nil
	Value of ...	(h) Nil	(q) Nil
	Cost of ...	(i) £Nil	(r) £Nil

s) The total number of people employed (or the full time equivalent) in your local authority's cash office(s)

Leicester City Council has no cash offices any more. There are a few Customer Services Centres where cash may be taken, but we encourage customers to use alternatives.

t) For the payments identified in the answers to a) and r), a breakdown of the percentage attributable to each department in the authority.

Department	2010/11	2011/12
Housing Rents	42.18%	23.53%
Benefits Overpayments	00.01%	00.01%
Council Tax	38.03%	30.62%
Mortgages	00.01%	00.00%
Invoices	04.88%	03.07%
Misc. Income	06.13%	17.46%
Licensing	00.02%	00.01%
Education Welfare	00.01%	00.01%
Bus Passes	00.01%	00.01%
Enforcement Fines	00.01%	00.01%
Safety Training	00.01%	00.00%
Registration Services	08.66%	25.19%
Planning	00.00%	00.01%
Parking Fines	00.02%	00.04%
Adult Education	00.01%	00.01%
Blue Badges	00.01%	00.02%

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If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.