

## 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:**

**Under the Freedom of Information Act, I am seeking the following information regarding your Penalty Charge Notices.**

- 1. What computer system do you use to record and issue Penalty Charge Notices? This is by traffic wardens and office based staff.**

**ANSWER:** [Parking Gateway & Rialto](#)

- 2. How many staff's sole job is recording and issuing Penalty Charge Notices? Numbers only please, separated this by traffic wardens and office based staff**

[We have no staff whose sole responsibility is recording and issuing Penalty Charge Notices.](#)

- 3. If no staff have sole responsibility in Q2, how many staff are part employed in this role? Numbers only please, separated by traffic wardens and office based staff.**

[27 Civil Enforcement Officers  
8 PCN & Permit Officers](#)

- 4. Are any of the following elements of the service outsourced: Call handling, dealing with appeals, debt recovery?**

- [• Appeal hearings are carried out by the Traffic Penalty Tribunal](#)
- [• Debt recovery](#)

- 5. Do you carry out any debt recovery stages other than those prescribed in the parking penalty enforcement process?**

[No](#)

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

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

**Information Governance Manager  
Information Governance Team  
Leicester City Council  
9-15 Princess Road West  
Leicester  
LE1 6TH**  
e-mail: [info.requests@leicester.gov.uk](mailto: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 may also seek independent advice from the Information Commissioner at:

**Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow SK9 5AF  
Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.