

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:

Because of the increasing number of complaints from the public about face to face charity street fundraising, we emailed you three years ago and you told us how you are dealing with problems in your area. I hope you will help us again with our new enquiry. Please answer these questions.

- 1. Does your council have any limitations on chugging - specific days, areas, etc?**

ANSWER: We are currently working with the Public Fundraising Regulatory Association (PFRA) to put in place an agreement which will include limitations on all of the above.

- 2. Which local streets or roads are most used by chuggers?**

Pedestrianised areas of the city centre – Gallowtree Gate and Humberstone Gate West are the main locations; use of them is alternated. King Street and Market Street are standby areas when the others are not available.

- 3. Have you had any problems with chuggers and, if so, what?**

We have none recorded.

The Council does not hold this information. Therefore this letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held by Leicester City Council.

- 4. Have you had any complaints from the public about chuggers and, if so, what?**

We have had two complaints about chuggers, one about persistence and one about the number of chuggers.

- 5. Have you seen anything in the local press or had any dealings with the local press regarding chugging (please specify)?**

The Assistant City Mayor did local radio interviews about this last year and this was also covered by the Leicester Mercury newspaper.

- 6. Do you know if your council has debated the question of chugging and if so, what was the outcome?**

No such debate has taken place.

7. Can you name any other towns where chugging has been a problem or banned?”

We do not know of any other towns where chugging has been a problem or banned.

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**

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**

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.