

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:

1. How much do you charge a client being issued a Blue Badge?

Up until 31st December 2011 our Blue Badge fee was £2.00.

2. How much will you charge to issue a Blue Badge, in 2012/13?

With effect from 1st January 2012 our blue Badge fee is £10.00.

3. Who provides the service for administering the Blue Badge administration service:

- In-house service provider; or
- Outsourced service provider?

Leicester City Council carries out administration of the Blue Badge service in-house. However, with effect from 1st January 2012, some aspects of the service (the printing and personalisation of Blue Badges for issue to successful applicants, and the hosting of the new national database containing application and badge records of the users of our Blue Badge service) are being undertaken by the new national Blue Badge Improvement Service.

If outsourced, what is the name of the service provider?

Northgate Public Services, in association with Payne Security, have a five year contract to deliver the national Blue Badge Improvement Service.

4. What is the name of your council?

Leicester City Council

5. What type of council is your council:

- County council;
- Unitary
- Met; or
- London borough?

Leicester City Council is a unitary authority.

We note that you explicitly stated that your request for information is a Freedom of Information request; and also that you requested that we should not send our response to your email address, but should submit it on-line via a specific 'surveymonkey' webpage.

Many surveys submitted to the council ask for opinions or ratings, rather than for recorded information held by the council, and are therefore not covered by the Freedom of Information legislation.

However, in this case whilst we note your request/survey is asking for recorded information held by the council, we must advise you that for a Freedom of Information Act request to be valid the legislation requires that the requestor provides a valid address to which the information can be sent. Furthermore, we need to keep a record of all information released under the Act, and indeed now publish it on our website. We also need to hold a record of our response in case there is an appeal or complaint. For these reasons, we are therefore responding to your request via the email address from which you submitted it.

May I apologise for the delay in responding to your request and for any inconvenience this may have caused. At the time of original receipt of your request/survey the council had not finalised its Blue Badge administrative arrangements and charges for the period 1st January 2012 onwards.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

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: foia@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

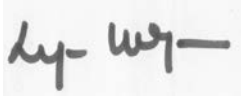
Wilmslow SK9 5AF

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 Information Governance Manager before contacting the Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynn Wyeth', with a horizontal line extending to the right.

Lynn Wyeth
Information Governance Manager