

Our reference: 10204 FOI

30 June 2016

Dear Mr Green,

Thank you for your request of 10 June 2016 in which you asked for the following information. Please find our response to your questions below in blue:

I. On what grounds was it decided to close the Parking Shop on Speedwell St?

The decision to close the parking shop was made on 3 grounds

- To achieve savings in the management and administration of permits;
- To align with the Council's vision to offer digital-by-default services, in line with the Corporate Plan's aim to make "transactions and processes digital wherever possible"
- To reduce the offices from which the council delivers its services, including the closure and disposal of Speedwell House.

II. When was the decision made?

There have been various decisions made to address the above and I include the relevant papers which informed the decisions for each stream;

- Parking Permits: CLT, July 2015 (attached)
- Digital Efficiency Programme : EELT & CEO, October 2014 (attached)
- Asset Utilisation Programme (AUP) – Project Speedwell : CCMT, July (attached)

III. By whom was it made?

- Parking Permits: Commercial Leadership Team (CLT)
- Digital Efficiency Programme – Environment & Economy Leadership Team (EELT) and Chief Executive (CEO)
- Asset Utilisation Programme (AUP) – Project Speedwell : County Council Management Team (CCMT)

IV. On what grounds?

- See point (i)

V. What consultation process was followed?

- Survey of residents in early 2015 to canvas options for reform (attached)
- Briefing to Cabinet Member, February 2016 (attached)
- Briefing to Oxford Councillors 21st April 2016 (attached)

VI. What steps were taken to inform the public before and after closure?

- Starting from February, we removed references to the Parking Shop and included information about the new online arrangements in every permit renewal reminder letter that we have sent out.
- We recirculated the briefing to councillors representing divisions in Oxford on 24 May.
- From May we displayed signs in the Parking Shop and online, and these remain in place.
- Parking shop staff informally informed every visitor to the shop.

VII. What alternatives are there to the replacement online-only service?

- By telephone to the Councils Customer Service Centre
- Document verification at Botley, Cowley, Summertown and Headington libraries.

VIII. What service levels are in place for the call centre and online enquiry unit?

See Service Level Agreement (attached)

IX. When will the council reopen the parking shop?

The Council has no plans to reopen a walk-in parking shop.

The Council has redacted the following information from the disclosures:

1. The names and contact details of Council employees whose roles are not sufficiently senior to warrant the inclusion of this information;
2. The mobile telephone numbers of all Council staff and
3. The names, addresses and contact details of all third parties who are not Council staff;

The Council has made these redactions as it considers that this information is exempt from disclosure under section 40(2) of the Freedom of Information Act 2000. Section 40(2) provides that information shall not be disclosed where it constitutes the *personal data* of someone other than the applicant and that disclosure would satisfy one of the following two conditions:

1. That disclosure would breach any of the data protection principles or section 10 of the Data Protection Act 1998 (DPA); or
2. By virtue of Part IV of the DPA, the information is exempt under s7(1) of that Act.

In this case, the relevant condition is the first condition. Specifically, the council considers that the first data protection principle would be breached; namely, that disclosure of the redacted information would not be *fair* for the following reasons:

1. This information constitutes *sensitive personal data* and so represents information which should remain private.

In reaching this decision, the Council noted that the following consequences may occur if this information was disclosed:

1. Release of this information may cause embarrassment to the *data subjects*
2. Disclosure may lead to the *data subjects* receiving unwanted and unnecessary correspondence and
3. Releasing this information may cause distress to the *data subjects*.

In light of the above, the Council considers it justified to uphold this exemption by applying redactions to the disclosure.

Internal review

If you are dissatisfied with the service or response to your request you can ask for an internal review as follows:

- Contact the Complaints & Freedom of Information team in Law & Governance :
foi@oxfordshire.gov.uk
- Use the online complaints form on our website: www.oxfordshire.gov.uk/complaints
- Write to the Complaints & Freedom of Information team at the FREEPOST address:

Corporate Complaints Team
Oxfordshire County Council
FREEPOST (RTLL-ECKS-GLUA)
Oxford OX1 1YA

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Telephone: 0303 123 1113 Website: www.ico.gov.uk

Please let me know if you have further enquiries. I would be grateful if you could use the reference number given at the top of this email.

Yours sincerely



Steve Smith
Service Manager
(Network & Asset Management)

Direct line: 01865 810435

Email: Steve.Smith@Oxfordshire.gov.uk

www.oxfordshire.gov.uk