

Our ref: 12896923
4 February 2020

Bobby Lightfoot
???

Account reference:request-642383-607c8e9b@whatdotheyknow.com

Freedom of Information Act 2000

Dear Sir / Madam

We can confirm that the information requested is held by Birmingham City Council and have detailed below the information that is being released to you.

Request

What software do you use for Environmental Crime Enforcement (Issue and processing of fixed penalty notices)?

When does the current contract with the software supplier end?

Response

Two computer systems are used to record Environmental Crime enforcement and the issue and processing of fixed penalty notices. These computer systems are Northgate M3 which is currently on a rolling contract and Kingdom Komplete which is included as part of our contract with our fixed penalty notice enforcement provider until September 2021.

Please quote the reference number 12896923 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 working days from the date this authority issued its initial response to your original letter and should be addressed to:

Corporate Information Governance Team
PO Box 16366
Birmingham
B2 2YY
Email: infogovernance@birmingham.gov.uk

Regulation and Enforcement
Neighbourhoods Directorate
Birmingham City Council
PO Box 16977
Birmingham
B2 2AE

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.
Telephone: 01625 545 700
Website: www.ico.gov.uk

We will now close your request as of this date.

Yours faithfully

Regulation and Enforcement FOI Team

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