

Bobby Lightfoot

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Your Ref:  
Our Ref: FOI /90/20/Env/MB  
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14 February 2020

Dear Mr Lightfoot

I refer to your request under the Freedom of Information Act Ref 90/20 dated 3<sup>rd</sup> February 2020, requesting information on the software used for issuing and processing fixed penalty notices.

Whilst the Act confers a general right of access to information held by public authorities, Section 1 provides that any person making a request for information to a public authority is entitled:-

- a) To be informed in writing by the public authority whether it holds information of the description specified in the request; and
- b) If that is the case to have that information communicated to him', subject to the effect of the exemptions in Part 11 of the Act.

Therefore pursuant to the Council's duty to confirm or deny whether or not it holds the information requested I can confirm the following:-

1. What software do Bassetlaw District Council use for Environmental Crime (Issue and processing of fixed penalty notices)?

Northfield M3 Public Protection for generating, issuing and recording FPN's  
Capita Pay.net for online payments of Fixed Penalty Notices

(The two systems are not linked – An Admin Assistant interrogates Pay.Net and manually populates M3)

2. When does the contract with the software supplier end?

It is an open ended contract.

If you are dissatisfied with the Freedom of Information response set out in this letter you are able to utilise the Council's complaints procedure which allows one right of review via this system. Details can be found using the link below:

<http://www.bassetlaw.gov.uk/everything-else/about-us/complaints-compliments.aspx>

If you remain dissatisfied with the handling of your request or complaint the Act confers a further right to complain to the Information Commissioner at [www.ico.org.uk](http://www.ico.org.uk) or by writing to Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone 06125 545745), email [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk), however the Information Commissioner will not usually consider a complaint if the complainant has not utilised their one right of review via the Council's complaints procedure.

I trust this answers your query fully.

Yours sincerely

**M Bussey**  
**ENVIRONMENT SERVICES**