

C&CR FOI Investigation Team

1st Floor Westfields
C/O Municipal Buildings
Earle Street
CREWE
CW1 2BJ

Telephone: 0300 123 5500
foi@cheshireeast.gov.uk

Mr Bobby Lightfoot

Date: 27 February 2020
Our Reference: 7464981

Dear Mr Lightfoot

Information Request - 7464981 - Environmental Crime Processing Systems (North West)

I am responding to your request for information, which has been considered under the Freedom of Information Act 2000 (FoIA) and logged as case 7464981.

Your request is as follows:

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?

I can confirm that Cheshire East Council holds the information you have requested. I have detailed below the information that is being released to you.

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

Cheshire East Council Community Enforcement officers issue Fixed penalty notices for breach of our Dog Fouling and Dog Control PSPO (and for littering if they witness an offence but do not undertake specific patrols for this) alongside issuing of FPNs for other Environmental crime matters (such as fly tipping) They use paper FPN tickets which are then loaded onto our authorities customer management system for the processing of the FPNs and payments etc. The system the council use is "CRM 2013".

We also have a contracted company who issue fixed penalty notices on our behalf for littering and breach of our dog fouling and dog control public spaces protection order. They use their own software for the production and monitoring of FPNs of which we have access to.

- **When does the current contract with the software supplier end?**
CRM 2013's contract is due to end in March 2021.

Please quote the reference number 7464981 in any future communications.

Please note that an anonymised copy of this response may be published in the Council's Disclosure Log, which is available online at the following address: www.cheshireeast.gov.uk/foi

If you are not satisfied with the outcome of your request or if you are not happy with the way your request has been handled, you can request an internal review. Internal review requests should be submitted within 20 working days of our response by emailing foi@cheshireeast.gov.uk or in writing to Compliance & Customer Relations Team, Cheshire East Council, 1st Floor, Westfields, c/o Municipal Buildings, Earle Street, Crewe, CW1 2BJ.

If you are not content with the outcome of the internal review, you then have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; Tel: 0303 123 1113; Fax: 01625 524510 or <https://ico.org.uk> The Information Commissioner will not normally investigate your case until the Council's internal review process has been completed.

Yours sincerely

Compliance & Customer Relations Team
Cheshire East Council