

**Ref:** INF 89021750  
**Date:** 19 October 2018

**Contact:** Harry Scott  
**Email:** [InformationGovernanceTeam@northlincs.gov.uk](mailto:InformationGovernanceTeam@northlincs.gov.uk)  
**Telephone:** 01724 297000



Ellen Louise  
[request-520923-a061674e@whatdotheyknow.com](mailto:request-520923-a061674e@whatdotheyknow.com)

Becky McIntyre  
Director of Governance & Partnerships  
Civic Centre  
Ashby Road  
Scunthorpe  
North Lincolnshire  
DN16 1AB

## INFORMATION DISCLOSURE

Dear Ms Louise

### Re: Freedom of Information request

Thank you for your request for information, reference number INF 89021750 received by North Lincolnshire Council 21 September 2018 requesting information as shown:

I have considered your request in detail and can confirm that the council holds the following information:

1. What software do you use for Parking Enforcement (PCN issue and processing) and when does the current contract end?

[Sidem – this is based on an annual license renewal.](#)

2. What system do you use for cashless (pay by phone) parking and when does the current contract end?

[RingGo - There is currently no contract in place. A two year trial was commenced in August 2016 to determine feasibility, details of which can be found online;   
<http://webarchive.northlincs.gov.uk/councilanddemocracy/cabinet/cabinet-minutes/governance-transformation/governance-and-transformation-cabinet-member-11-august-2016/>](#)

[North Lincolnshire Council is currently analysing the trial data.](#)

3. What software do you use for Fixed Penalty Notice enforcement ( FPN issue and processing) and when does the current contract end?

[Civica Authority Public Protection – this is based on a rolling annual contract with the current period ending in March 2019.](#)

4. What software do you use to issue parking permits and season tickets and when does the current contract end?

[North Lincolnshire Council does not use software to manage parking permits and season tickets.](#)

If you wish to re-use this information for reasons other than, for example personal use, please see the council's [Access to Information Policy](#) for full details of how to request permission to re-use information released in response to a Freedom of Information request.

If you are unhappy about how we have dealt with your request please let me know and I will refer the matter to the council's [Information Complaints Policy](#). Alternatively you can complain using the council's [online complaint form](#) on the Contact Us page of the North Lincolnshire Council website.

You also have the right to appeal directly to the [Information Commissioner's Office \(ICO\)](#), although please note the ICO usually expect the council to have investigated your concerns first.

Yours sincerely

Information Governance Team  
North Lincolnshire Council