

**REQUEST AND RESPONSE**

1. How many staff are solely employed in processing Penalty Charge Notices? This is by traffic wardens and office based staff.

Answer: 0

2. If no staff are solely employed in processing Penalty Charge notices, how many staff are part employed in this role? Numbers only please, separated by traffic wardens and office based staff.

Answer: 3 Civil Enforcement Officers and 2 Office staff

3. Are any of the following elements of the service outsourced: Call handling, dealing with appeals, debt recovery? Numbers only please, separated by traffic wardens and office based staff.

Answer: This question is a little unclear? Yes we outsource dealing with appeals and debt recovery. All call handling/PCN based enquires are handled through our Parking and Seafronts office staff of which there are 4 who could answer queries.

4. What computer system do you use to process Penalty Charge Notices?

Answer: Chipside Ltd

5. Do you carry out any debt recovery stages other than those prescribed in the parking penalty enforcement process?

Answer: No