

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 8 August 2024

Public Authority: Liverpool City Council

Address: Cunard Building
Water Street
Liverpool
L3 1AH

Request:

The complainant requested the following information from Liverpool City Council on 7 May 2024:

"I request the following information:

A transcript of my call to your telephone parking system (0151 203 0000) attempting to pay for parking on the 6th of April 2024 at approximately 12:05pm.

A list of all of the occasions when I succeeded in paying the charges at LAMBERT STREET CAR PARK - L3 between the dates 1st of April 2022 and 7th of May 2024.

A complete Business Rule chart, flow diagram, script or other representation of the workflow for payment calls to your telephone parking system, as operational on the date 6th April 2024, including references to the payment app made inside the call, over and above the specific dialogue required for payment.

A count of how many stage 1 challenges to penalty charge notices were upheld during the previous year

A count of how many stage 1 challenges to penalty charge notices were rejected during the previous year.

A list of the types or categories (descriptive labels) of stage 1 challenges to penalty charge notices that were upheld during the previous year

A list of the types or categories (descriptive labels) of stage 1 challenges to penalty charge notices that were rejected during the previous year

A count of how many stage 2 challenges to penalty charge notices were upheld during the previous year

A count of how many stage 2 challenges to penalty charge notices were rejected during the previous year.

A list of the types or categories (descriptive labels) of stage 2 challenges to penalty charge notices that were upheld during the previous year

A list of the types or categories (descriptive labels) of stage 2 challenges to penalty charge notices that were rejected during the previous year

The count of attempts to pay for parking through your telephone system that failed during the previous year (include all attempts that failed to complete within a call, even if there was a later call that succeeded).

The count of attempts to pay for parking through your telephone system that were successful during the previous year.

The count of telephone payments that were made, successfully, for site LAMBERT STREET CAR PARK - L3 between the times 11.00am and 1.00pm on the date 6th of April 2024 (do not include payments using the app).

Please ensure that all data is retained pending future requirements as evidence.

Please redact information that identifies me personally (except where law forbids) when publishing your response on the Freedom of Information responses section of your website."

Commissioner's Decision:

A public authority will breach section 10 of FOIA if it fails to respond to a request within 20 working days. Based on evidence available to the Commissioner, by the date of this notice the public authority has not issued

a substantive response to this request. Therefore the Commissioner finds a breach of section 10.

Steps:

The public authority must provide a substantive response to the request in accordance with its obligations under FOIA.

The public authority must take this step within 30 calendar days of the date of this decision notice. Failure to comply may result in the Commissioner making written certification of this fact to the High Court pursuant to section 54 of FOIA and may be dealt with as a contempt of court.

Right of Appeal:

Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
LEICESTER,
LE1 8DJ

Tel: 0203 936 8963

Fax: 0870 739 5836

Email: grc@justice.gov.uk

Website: www.justice.gov.uk/tribunals/general-regulatory-chamber

Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

**Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**