



North Tyneside Council

Reference: FOI0635

Request:

I would like to ask the following:

1) Does the council have any templated letters, templated wording or templated paragraphs that can be used by council officials, when composing letters to either accept or reject representations made in respect of Penalty Charge Notices for parking, bus lane or moving traffic contraventions?

No, North Tyneside Council utilise a third party software system called Response Master, developed by Barbour Logic, to generate bespoke responses based on policy decision established within the software by the Council.

2) If the answer to question 1 is yes, I ask for a copy of all such templated letters or paragraphs.

Not applicable

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Date: 30/01/19

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