



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI355707290

Thank you for your request for information relating to acceptance of cash payments.

You have requested the following information:

1. Has the council stopped accepting cash payments in any of the following areas of council business?

a. Housing

b. Welfare

c. Tax payments

d. Childcare

e. Adult education & skills training

f. Educational support (such as learning support or council-provided tuition)

g. Leisure/sport

h. Parking

i. Health, social care, dentistry or mental health services (please specify)

j. Payments to schools (including school meals)

k. The council is completely 'cashless' (cash is not used for any payments across council business)

For Questions 1a to 1k, Coventry City Council accepts cash payments for all the requested areas.

2. If you answered yes to any question from 1(a) through 1(j), does the council have records of the number of payments made by cash prior to the cessation of accepting cash? If so, please provide these. If possible, please provide these figures for the three years prior to the cessation, in yearly intervals.

3. If you answered yes to question 1(g), does the council have records of the number of people who have been refused access to leisure or sport facilities due to being unable to make non-cash payments? If so, please provide these figures for each year since the council stopped accepting cash.

4. If you answered yes to question 1(j) (that the council no longer accepts cash for school meals), does the council have records of the number of students buying school meals in 12 months before and after the switch to cashless was made? If so, please provide these, broken down by month.

For Questions 2 to 4, these are not applicable. Please refer to Question 1.

5. If you answered 'no' to question 1(g), does your council have any plans to move toward exclusively taking non-cash payments for council services?

Coventry City Council still accepts payment by cash, cheque, credit and debit card via council website, telephone or face to face. There are currently no plans of moving towards exclusively taking non-cash payments for council services.

6. Please provide a breakdown of the payment methods used for the services listed in question 1.

The requested information is not held in a format that would allow a report that would provide a breakdown of payment methods over the requested areas.

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photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance