



**Information Governance Team**

Postal Address:  
Coventry City Council  
PO Box 15  
Council House  
Coventry  
CV1 5RR

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E-mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

29 June 2022

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI429582053**

Thank you for your request for information relating to Blue Badges and Concessionary Travel Cards.

You have requested the following information:

**Please can you provide me with the following information held by your council regarding Blue Badges and Concessionary Travel Cards:**

**1. The Head/Manager of Blue Badges and Concessionary Travel Cards, their contact details including telephone number and email address.**

Blue Badge Team.

Email: [bluebadge@coventry.gov.uk](mailto:bluebadge@coventry.gov.uk)

With regards to concessionary travel cards, we do not hold this information and are advising you as per Section 1(1) of the Act. Concessionary travel cards are issued by Transport for West Midlands (TfWM).

To assist, contact details for TfWM are accessible via the link below:

<https://www.tfwm.org.uk/get-help/contact-us/>

**2. Details of your current software that you use to manage customers applications, eg. NEC, Liberator, Opus, IEG4, Civica, Pentagull, etc. including contract cost, duration of the**

## **contract and its expiry date.**

The Blue Badge team use NEC to provide the current software.

Regarding contract details, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

This exemption is not subject to the public interest test.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is 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](mailto: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](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**