

From: Freedom of Information Requests
Sent: Wednesday, April 16, 2025 2:15 PM
To:
Subject: Freedom of Information Act Response

Dear Sir/Madam,

Thank you for your Freedom of Information request dated 1 April 2025 for information about VCS Ltd / Excel Parking Services Ltd. Please find below City of Doncaster Council's responses to the questions you have raised.

Request

I request the following information for the past 5 years (or for as long as data is held):

1. Contracts and Agreements

- Copies of all contracts, service level agreements (SLAs), or tender documents involving VCS Ltd or Excel Parking Services Ltd.
- Start and end dates of contracts, extensions, performance review clauses, and termination clauses.
- Financial details of contracts including fees, revenue-sharing models, or penalty structures.
- Any modifications, renewals, or contract breach notices during the contract lifecycle.

2. Internal Communications

- Internal emails, memos, or reports referencing VCS Ltd or Excel Parking, including but not limited to:
 - Complaints handling
 - Contract disputes
 - Legal action
 - Data protection concerns
 - Disabled user accessibility concerns
 - Use of CCTV, ANPR, or automated enforcement systems

3. Complaints and Incident Logs

- All complaints received from members of the public, employees, or other third parties regarding the conduct of VCS or Excel Parking on your premises or under your contract authority.
- Summary logs or redacted versions if full disclosure is restricted for personal data reasons.
- Any correspondence with MPs or elected representatives on behalf of constituents relating to VCS or Excel Parking.

4. Enforcement Data

- Total number of:
 - Parking charge notices issued
 - Appeals received
 - Appeals upheld
 - Referrals to debt collection or legal action
- Any metrics recorded regarding enforcement complaints, especially involving vulnerable individuals or disability discrimination.

5. Data Protection and Accessibility Issues

- Any Data Protection Impact Assessments (DPIAs) carried out with respect to VCS or Excel's operations.
- Reports of data breaches or GDPR-related incidents, including internal risk assessments or ICO referrals.
- Records relating to accessibility obligations under the Equality Act 2010, particularly regarding signage, appeal processes, or exemptions for disabled motorists

Response

This information is not held, as City of Doncaster Council hold no contracts with VCS Ltd or Excel Parking Services Ltd.

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £49 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours faithfully,

Ellen Dook

Information Governance Officer

Corporate Resources

City of Doncaster Council

Address Civic Office, Waterdale, Doncaster, DN1 3BU

Website www.doncaster.gov.uk