Further to your information request FOI64483 please find your questions and our responses below:

Please disregard my request sent in the last few hours. Instead, under the Freedom of Information Act, for the financial years 2010-11 and 2011-12, please provide the following:

a) The total number of cash transactions* processed by your local authority for payments to the LA
b) The total value of cash transactions* processed by your local authority for payments to the LA
c) The total cost** of processing cash transactions*, or if that is not possible then the most reasonable estimate possible for payments to the LA
d) The total number of cheque transactions* processed by your local authority for payments to the LA
e) The total value of cheque transactions* processed by your local authority for payments to the LA
f) The total cost** of processing cheque transactions*, or if that is not possible then the most reasonable estimate possible for payments to the LA
g) The total number of voucher transactions* processed by your local authority for payments to the LA
h) The total value of voucher transactions* processed by your local authority for payments to the LA
i) The total cost** of processing voucher transactions*, or if that is not possible then the most reasonable estimate possible for payments to the LA
j) The total number of cash transactions* processed by your local authority for payments FROM the LA
k) The total value of cash transactions* processed by your local authority for payments FROM the LA
l) The total cost** of processing cash transactions*, or if that is not possible then the most reasonable estimate possible for payments FROM the LA
m) The total number of cheque transactions* processed by your local authority for payments FROM the LA
n) The total value of cheque transactions* processed by your local authority for payments FROM the LA
o) The total cost** of processing cheque transactions*, or if that is not possible then the most reasonable estimate possible for payments FROM the LA
p) The total number of voucher transactions* processed by your local authority for payments FROM the LA
q) The total value of voucher transactions* processed by your local authority for payments FROM the LA
r) The total cost** of processing voucher transactions*, or if that is not possible then the most reasonable estimate possible for payments FROM the LA

*i.e. transactions in coins/notes, cheques or vouchers; not transactions by direct debit, standing order or cards.
** Please include any transactional costs, plus direct staff costs, plus any fraud costs, plus any other costs attributable to the transaction type.

[You may wish to provide the answers to (a) to (r) in the table below.]
s) The total number of people employed (or the full time equivalent) in your local authority’s cash office(s)

t) For the payments identified in the answers to a) and r), a breakdown of the percentage attributable to each department in the authority.

<table>
<thead>
<tr>
<th>Type</th>
<th>For Transactions Processed</th>
<th>For payments to the LA</th>
<th>For payments from the LA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>Volume/number of…</td>
<td>(a)</td>
<td>(j)</td>
</tr>
<tr>
<td></td>
<td>Value of …</td>
<td>(b) £</td>
<td>(k) £</td>
</tr>
<tr>
<td></td>
<td>Cost of …</td>
<td>(c) £</td>
<td>(l) £</td>
</tr>
<tr>
<td>Cheque</td>
<td>Volume/number of…</td>
<td>(d)</td>
<td>(m)</td>
</tr>
<tr>
<td></td>
<td>Value of …</td>
<td>(e) £</td>
<td>(n) £</td>
</tr>
<tr>
<td></td>
<td>Cost of …</td>
<td>(f) £</td>
<td>(o) £</td>
</tr>
<tr>
<td>Voucher</td>
<td>Volume/number of…</td>
<td>(g)</td>
<td>(p)</td>
</tr>
<tr>
<td></td>
<td>Value of …</td>
<td>(h) £</td>
<td>(q) £</td>
</tr>
<tr>
<td></td>
<td>Cost of …</td>
<td>(i) £</td>
<td>(r) £</td>
</tr>
</tbody>
</table>

Response: I have been advised we do not hold this information.

This concludes your request FOI64483.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.