



## Response to Request for Information

Reference      FOI 003339  
Date            11 March 2019

### ***Penalty Charge Notices (PCN) – Parking Fines***

#### **Request:**

I'm looking to collect some stats for a research project I'm currently doing. The aim is to see if challenges to on-spot local council penalty charge notices (PCNs) for parking fines are impacted by the method of communication used between councils and drivers/vehicle-owners. In particular, I'm interested to see if challenges are resolved differently when challengers are in contact via post, or when challengers are in contact online and request to receive further information via post.

The fields that I am looking for are:

1. Number of PCNs issued by your council in 2018 (or in the last twelve-month period for which data exists, since 2015)?

|          |        |
|----------|--------|
| Parking  | 18,825 |
| Bus Lane | 34,397 |
| Total    | 53,222 |

2. Number of PCNs from the above category which were challenged?

Parking Services has received 18,170 items of correspondence in relation to Penalty Charge Notice (PCN) cases

Letter - PCN Document / Evidence ~ 4,931  
Letter - Post Charge Certificate Correspondence ~ 906  
Letter - Post Notice to Owner Correspondence ~ 5,042  
Letter - Post Traffic Enforcement Centre Correspondence ~ 68  
Letter - Pre Bailiff Correspondence ~ 56  
Letter - Pre Debt Registration Correspondence ~ 645  
Letter - Pre Notice to Owner Correspondence ~ 665  
Letter - TEC Arrangement ~ 322  
Letter - Returned Correspondence ~ 318

On-line - Post Notice to Owner Representation ~ 2,442  
On-line - Pre Notice to Owner Challenge ~ 2,775

3. Number of the above challenges which were made online, by post, or by other means (itemised)?

Correspondence received via post (letter) and e-mail are scanned on to each PCN case and identified as a 'Letter', for which we have received 12,953 items of correspondence.

On-line correspondence totals 5,217

4. Number of the above challenged PCNs in each category which were upheld by the Council, and the number of the above challenged PCNs in which category which were not upheld/cancelled by the Council?

Drivers/vehicle-owners are able to Challenge, make Representation and Appeal their Penalty Charge Notice. Drivers can at any stage of the legal process submit correspondence that requires investigation and a response. Without investigating each case, to determine how many occasions items of correspondence has been received, I am unable to quantify which items of correspondence are attributed to cases that have been cancelled or upheld.