

FOI number: **HBC_FOI_20190195**
Date FOI Received: **11/03/2019**
Department: **Parking Services**
Title: **Method PCN challenge**
Description: **Details of the number of PCNs challenged and the method used.**

Request: *(As Redacted sent by requestor)*

Hi,

I hope this email finds you well.

I was wondering if you could please help me with the following request for information.

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.

I'd really appreciate any help you can provide. I have attached a spreadsheet in order to receive the data, though I would happily receive the data in any format.

The fields that I am looking for are:

- Number of PCNs issued by your council in 2018 (or in the last twelve-month period for which data exists, since 2015)
- Number of PCNs from the above category which were challenged
- Number of the above challenges which were made online, by post, or by other means (itemised)
- 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

If there is anything that could be refined about this request, I would really appreciate any advice.

If the request is too costly, please let me know and I will look into covering this, though it should be noted that this project has no external funding.

Finally, please let me know if there are any restrictions on using any of the data for research purposes.

Thank you for your time & I'm looking forward to your response.

Best wishes,

Response: *(Response as Redacted sent by service)*

The council does not hold the information that you have requested in the format that you have requested.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

Further Response: *(Response as Redacted sent by service)*

Further to the council's reply on 8 April 2019 we have received further information that may be of use.

1. Please see table below:

2015	1,223 (Data only for November to December available)
2016	9,449
2017	8,345
2018	8,308

2. The total number of informal challenges received for the period November 2015 to December 2018 was 2,862.

3. The council is unable to provide the spilt of how challenges were made.

4. Informal Challenges Accepted = 717

Informal Challenges Rejected = 2,145

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