

FOI number: **HBC\_FOI\_20190202**  
 Date FOI Received: **15/03/2019**  
 Department: **Parking Services**  
 Title: **PCN parking refunds**  
 Description: **Breakdown of the number of PCN (Penalty Charge Notices) issued for parking violations, broken down by type, between 01/06/2017 and 31/12/2018 including the number appealed and the amount refunded for upheld appeals.**

**Request:** *(As Redacted sent by requestor)*

We're looking to submit a freedom of information request to collect data around refunded parking charges in your area. Would you be able to provide the following statistics from the dates of 1<sup>st</sup> June 2017 – 31<sup>st</sup> December 2018.

1. Number of Penalty Charge Notices (PCN) served for parking violations (ideally split out by not paying parking charges and parking in a disabled space without a badge)
  - a. Total amount (in pounds) received from PCNs
  - b. Number of PCNs appealed
  - c. Number of appeals upheld
  - d. Total amount (in pounds) refunded for upheld appeals
2. Number of Penalty Charge Notices (PCN) served for driving in bus lanes
  - a. Total amount (in pounds) received from PCNs
  - b. Number of PCNs appealed
  - c. Number of appeals upheld
  - d. Total amount (in pounds) refunded for upheld appeals

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

1. Number of Penalty Charge Notices (PCN) served for parking violations = 13,172 (ideally split out by not paying parking charges and parking in a disabled space without a badge)

Contravention Code	Description	No of PCNs Issued
01	Restricted Street	3,350
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	337
05	Parked after the expiry of paid for time	330
06	Parked without clearly displaying a valid pay & display ticket or voucher	1,951
07	Parked with payment made to extend the stay beyond initial time	4
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the	2,777

	parking charge	
16	Parked in a permit space or zone without clearly displaying a valid permit	119
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time	366
21	Parked wholly or partly in a suspended bay or space	42
22	Re-parked in the same parking place or zone within one hour after leaving	1
23	Parked in a parking place or area not designated for that class of vehicle	8
24	Not parked correctly within the markings of the bay or space	10
25	Parked in a loading place or bay during restricted hours without loading	414
30	Parked for longer than permitted	862
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	334
47	Stopped on a restricted bus stop or stand	53
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	21
80	Parked for longer than permitted	18
81	Parked in a restricted area in a car park	30
82	Parked after the expiry of paid for time	109
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	1,860
84	Parked with payment made to extend the stay beyond initial time	1
86	Not parked correctly within the markings of a bay or space	61
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	105
91	Parked in a car park or area not designated for that class of vehicle	9

- a. Total amount (in pounds) received from PCNs = £10,077
- b. Number of PCNs appealed = 1,274
- c. Number of appeals upheld = 444
- d. Total amount (in pounds) refunded for upheld appeals = Nil

2a. Hertsmere Borough Council does not have or enforce any bus lanes.

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](http://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