I am writing on behalf of Ben Savage to respond to your information request:

Time covered 01/05/2012 to 30/04/2014

1. The number of PCNs issued - 51688
2. The number of PCNs cancelled at the first informal appeal. - 5061
3. The number of PCNs cancelled after the formal appeal. - 292
4. The number of PCNs cancelled after a hearing before a parking adjudicator or in the case of Fixed Penalties a magistrates court - 42
5. PCNs cancelled after the appeals went to the parking adjudicator but before a hearing. - 63
6. For each stage: information for points 7 to 11 can only be provided for informal stage, in order to provide the same information for formal stage and Tribunal stage over 33 hours are required as each case will have to be checked individually
7. The number of PCNs cancelled where the PCN was issued to a person with a residents' permit. - 530
8. The number of PCNs cancelled where the PCN was issued to a person with a disabled badge. - 340
9. The number of PCNs cancelled where the PCN was issued to a person who is an employee. - 222
10. The number of PCNs cancelled where the PCN was issued to a council contractor with a residents' permit. - Council contractors are not issued with a resident permit, therefore no such case would occur
11. The number of PCNs cancelled where the PCN was issued to a person not in the above category. - 3969
12. (a) Does the council allow and consider letters of support from the managers of employees who have received a parking fine – Council considers any information provided by the Appellant which they believe would be beneficial to their appeal
13. (b) Does the council have any current serving employees under active investigation for submitting a false parking fine appeal? – Information not held
14. (c) Does the council allow the managers of its car parking department or parking enforcement department and/or the department or team which investigates the misuse of disabled badges to submit letters of support on behalf of council employees who have received a parking fine. – Penalty has to be challenged by an individual member of staff and not their manager. Each appeal is treated equally and members of departments listed above are not discriminated against

This concludes your request.

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.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form – FOI66321

1) How would you rate our performance in relation to processing your request:
   Excellent  Good  Fair  Poor

   If you have answered Fair or Poor please suggest how we can improve:

   

2) Did you receive the response to your request within the advised timescale?
   Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?
4) Prior to submitting your request did you search RBWM's website? Yes/No
If Yes, why did you then need to submit a request (Highlight all that apply)?

- Information required not found
- Information found out of date
- Information not in required format
- Information insufficient to meet need
- Other please specify:

If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated