

FOI Response Document

**FOI17842**

Thank you for your request under the Freedom of Information Act 2000 about **Penalty Charge Notices** received on **12/05/2022**.

**Request**  
**1. How many Penalty Charge Notices were issued and posted by your organisation last financial year?**

**2. How many Charge Certificates (related to Penalty Charge Notices) were issued and posted by your organisation last financial year?**

**3. How many Order for Recovery's (related to Penalty Charge Notices) were issued and posted by your organisation last financial year?**

**4. What was the total postage cost related to posting Penalty Charge Notices, Charge Certificates and Order for Recovery's last financial year? (If this is not feasible to calculate, what was the total postage cost associated with your organisation's parking and traffic enforcement department last financial year?)**

**5. How many Penalty Charge Notices issued by your organisation last financial year were related to parking offences?**

**6. How many Penalty Charge Notices that were issued by your organisation, were paid in full last financial year?**

**7. What is the average number of days it takes for a Penalty Charge Notice issued by your organisation, to be paid in full?**

**8a. Does your organisation print and fulfil Penalty Charge Notices in-house (i.e by a mailroom owned and managed by your organisation), or is this outsourced to a third party supplier?**

**8b. If the answer to 8a is that your organisation outsources to a third party supplier, was the supplier sourced via the Crown Commercial Service purchasing framework?**

We have considered your request and enclose the following information:

Response/Exemptions  
1.115,377

2. 24,185

3. 12,426

4. In relation to all Penalty Charge Notices issued and all further Recovery processes involved, the total postage cost last financial year was £209,048

5. 75,209, this being made up by:

60,086 issued to vehicles on street by Civil Enforcement Officers by affixing to vehicle

14,980 issued by the Civil Enforcement Cameras/Cars and posted to the keeper

143 issued to vehicles by post due to vehicle driven away before CEO could issue.

6. 127,615

7. The City of Cardiff Council does not hold this information therefore under Section 17 of the Freedom of Information Act 2000 this acts as a refusal notice.

Under Section 16 of the Freedom of Information Act 2000 we have a duty to advise and assist our customers.

The Council do not track number of days taken to make payments.

8a. Yes

8b. Yes

If you have any queries or concerns, please do not hesitate to contact us.

Please remember to quote the reference number above in any future communications.