



Annual parking and enforcement report 2017

December 2017



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Glossary

This glossary explains common acronyms and definitions of technical terms used through the document.

Annual Report	This is the abbreviated name for this document, the <i>Annual Parking and Enforcement Report</i> .
CC	Charge certificate.
CEO	Civil Enforcement Officer. Following the enactment of Part 6 of the <i>Traffic Management Act 2004</i> on 31 March 2008 with respect to civil parking enforcement, 'Parking Attendants' are now referred to as CEOs.
CPZ	Controlled Parking Zone. All public highways in the Royal Borough of Kensington and Chelsea are covered by a CPZ.
Contravention	This refers to a breach of parking regulations. This was formerly referred to as an 'offence' when regulations were enforced by the police.
Enforcement	In this document 'enforcement' activity by the Council covers that of parking controls.
KPI	Key performance indicator.
London Councils	This body represents the interests of the 33 London Local Authorities in London. London Councils' Transport and Environment Committee, which is made up of nominated representatives from each London local authority, carries out statutory functions, such as setting the level of Penalty Charge Level for parking contraventions in London. It is responsible for the parking adjudication service and administration of the London Lorry Control Scheme.
London Tribunals	The parking and traffic appeals service (formerly PATAS)
NTO	Notice to owner.
PCN	Penalty charge notice.
Recovery rate	The percentage of PCNs issued that have been paid. Non-payment of PCNs may be due to those receiving the PCN or as a consequence of the Council not being able to obtain the keeper details from the DVLA (Driver and Vehicle Licensing Agency).
TEC	London Councils' Transport and Environment Committee
TfL	Transport for London, one of the bodies the GLA and the Mayor of London is responsible for.
TMA	Traffic Management Act 2004
TMO	Traffic Management Order. TMO is used as a generic term in this report to cover any traffic management or traffic regulation orders that are used to designate parking and traffic controls.

Introduction and context

Overview

The legislative framework for local authorities to carry out parking enforcement changed on 31 March 2008 when Part Six of the Traffic Management Act 2004 (TMA), replaced parts of the Road Traffic Act 1991. The Department for Transport (DfT) introduced the TMA to improve public perceptions of parking enforcement by providing greater consistency of nationwide parking regulations and providing a fairer and more transparent system.

The TMA required a number of changes to parking enforcement practice, which covered the terminology and documentation used, and the processing of Penalty Charge Notices (PCNs). It also placed additional responsibilities on authorities to publish information regarding parking enforcement, including an annual report.

This is the Royal Borough of Kensington and Chelsea's Annual Parking and Enforcement Report 2017. Four broad areas are covered in the report:

Introduction and context

What's new since our last Annual Report

In the future

Reviews and monitoring

More information on parking in the Royal Borough is available on our website at:

<https://www.rbkc.gov.uk/parking>

The purpose of parking regulations and why they are enforced

This annual report sets out the important facts and figures of the Royal Borough's parking and enforcement activity but it is important also to bear in mind why the Council needs to manage parking in the first place.

Parking controls play an important part in the Council's transport strategy by regulating the amount of traffic within the Royal Borough and encouraging the use of public transport.

We believe that parking issues affect everyone who uses our streets, not only car users.

Demand for parking in Kensington and Chelsea far outweighs the supply of kerb space available and we seek to maintain a balance between the different demands – from residents, businesses and visitors, whilst ensuring there is good access for pedestrians, cyclists, buses and other vehicles. Our general policy is to provide the maximum number of car parking spaces while allowing the satisfactory and safe movement of traffic and the maintenance of a good quality residential environment.

We constantly monitor and review our parking policies to ensure that they meet the needs of the local community and reflect our transport policy objectives.

The purpose of this document

This document focuses on parking and enforcement issues and the new schemes and processes that we believe will offer a better service to our customers.

The Council is committed to being open and transparent about its parking operation. We publish our parking and enforcement report each year to keep the local community and other interested parties abreast of any changes the we have made and any we are considering for the future.

Parking in the Royal Borough of Kensington and Chelsea

All roads controlled by the Royal Borough of Kensington and Chelsea are part of a Controlled Parking Zone (with a few exceptions of private roads) and all kerbside space is therefore dedicated as a parking space or has a yellow line waiting restriction.

On-street parking bays are reserved for use by certain users. We have the following types and numbers of bays in the Borough: -

Antique Dealer Bays (Saturdays only) - 121
Blue Badge Disabled Bays - 187
Car Club Bays - 210
Diplomatic Bays - 131
Doctor's Parking Bays - 18
Electric Vehicle Charging Bay – 15
Hospital Permit Bays (Monday to Friday only) - 12
Loading Bays - 16
Pay and Display Bays – 4,738
Residents' Permit Bays - approximately 29,400
Residents' Motorcycle Permit Bays - 96
Personalised Disabled Bays - 148
Police Bays - 6
Visitor Solo Motorcycle Bays - 215
Spaces for Taxis - 174
KCTMO Resident Permit Bays - 184
KCTMO Visitor Permit Bays - 29
KCTMO Disabled Permit Bays - 15

Off-street

KCTMO Resident Permit Bays - 382
KCTMO Visitor Permit Bays - 66
KCTMO Disabled Permit Bays - 55
Kensington Leisure Centre – 7 Disabled Bays

In addition, we also have one off-street car park in Holland Park that has 57 regular spaces, six spaces reserved for the Belvedere restaurant, three disabled bays and a motorcycle bay.

You can find information concerning parking and examples of road markings and signage in the *Highway Code* and in the Department for Transport's *Know Your Traffic Signs* booklet and in the *Traffic Signs Regulations and General Directions 2016*. These publications and other useful information related to parking can be found on the Department for Transport's website www.dft.gov.uk.

Residents' parking

There has been pressure on parking in Kensington and Chelsea for many years. The CPZ covers the entire Borough and, with approximately 29,400 permit holders' parking bays and around 36,000 parking permits issued, demand for parking space is high. Our Borough-wide residents parking zone allows residents to use their permits to park in any residents' parking bay across the Borough.

In the past few years, the number of residents' parking permits has been gradually falling and this trend is mirrored in the 2011 Census that showed that car ownership in the borough has also fallen since the previous census in 2001. This can be attributed, in part, to policies to promote car clubs and greener travel.

We want to ensure that only genuine Royal Borough residents have parking permits so we take fraudulent permit applications very seriously. In the past year, our investigation team has:

- received 1,179 referrals concerning possible permit misuse
- withdrawn and cancelled 510 permits to which people were no longer entitled
- retrieved or retained 400 permits that were either no longer valid or through fraudulent claims

Disabled Parking

Due to the severe pressure on parking space, the National Disabled Persons' Parking Badge Scheme (Blue Badge Scheme) does not apply in the Royal Borough of Kensington and Chelsea, the City of London, the City of Westminster, and part of the London Borough of Camden. When the scheme was introduced in 1971, these areas were exempted from the legislation. Although this means that the on-street parking concessions available under the Blue Badge scheme do not apply in the Royal Borough, we provide 187 Blue Badge bays as well as offering limited concessions for non-resident Blue Badge holders.

We administer our own Purple Badge Scheme for people with disabilities who live, work or study in the Borough. These badges allow the holders to park without payment or time limit in any residents' or pay and display parking bay throughout the Borough. There are currently 2417 purple badge holders.

We take fraudulent use of disabled badges very seriously and employ officers specifically to investigate and prosecute offenders. Between 1 April 2016 and 31 March 2017, we successfully identified 51 suspected offenders who have had appropriate sanctions applied including 42 successful prosecutions. Fines totalling £12,275 were imposed, and defendants were ordered to pay the Council £12,646 in costs and victim surcharges.

Motorcycle parking

In the Royal Borough there are:

- 96 resident motorcycle permit bays, providing a total of around 685 motorcycle spaces
- 215 visitor motorcycle bays, providing a total of around 1690 motorcycle spaces

We offer resident motorcyclists three choices when parking on-street: a paid-for permit that allows them to park in any residents' bay alongside other vehicles, including residents' motorcycle bays; a free permit for the residents' motorcycle bays; or they can park for free in the visitors' motorcycle bays.

We want to encourage resident motorcyclists to park in motorcycle bays rather than between cars in residents' bays where they are vulnerable to being damaged and do not always make best use of kerbside space. We have located residents' motorcycle permit bays so that most residents are only a few minutes' walk from their nearest bay and most of the bays are fitted with locking anchors so they can secure their motorcycles.

We will continue to monitor the usage of the resident motorcycle bays and convert them to visitor motorcycle bays if necessary.

Car clubs

We are enthusiastic supporters of car clubs, and believe that they offer great potential to reduce both traffic congestion and on-street parking stress. Car clubs are an alternative to car ownership that gives members of the club access to vehicles when needed. They have been described as a pay-as-you-go form of car ownership, whereby you pay only when you are using the car.

We currently have 210 on-street car club locations, managed by three operators. The newest operator joined in autumn this year and this increased the total number of bays by around 25 per cent.

We do not allow car club operators to use diesel vehicles (with the exception of a few small vans) and petrol vehicles must not have carbon dioxide emissions higher than 130g/km. We will review the permit fee structure for 2018/19 with a view to further incentivise operators to switch to more environmentally friendly vehicles, including the introduction of an electric vehicle permit.

Cycle parking

The provision of secure cycle parking is important in encouraging greater cycle use. We have an established programme of providing cycle parking at main attractions, shopping areas and in response to individual requests. We have around 5,450 publicly available cycle parking spaces in the borough and over 1,100 in private

residential areas.

This year, we continued our programme of cycle parking installation in the Borough, installing 188 new cycle parking spaces via 'Sheffield' or 'toast-rack' stands as well as 176 secure new spaces in residential areas. In total, we introduced 364 new cycle parking spaces in 2016/17.

We always welcome suggestions for new locations, please email us at cycling@rbkc.gov.uk

Cycling journeys have increased substantially over the last few years and are forecast to grow even further. To manage demand for the future, we insist that all new residential developments must have safe and secure cycle parking in line with the requirements of the London Plan 2016 and the Councils Core Strategy Policy CT1 and the Transport and Streets SPD. At least one cycle parking space is required for each smaller residential unit of one bedroom. Large dwellings of two or more bedrooms require a minimum of two spaces each.

Inter-borough co-operation

In 2013/14 we created a shared Parking Service with the London Borough of Hammersmith and Fulham. This arrangement is on target to achieve significant savings in officer costs whilst retaining in-house staff. The structure ensures both boroughs' sovereignty is maintained and the Parking Enforcement Service in the Royal Borough continues to be delivered in a professional manner that revolves around the needs of our residents.

In March 2017, The Shared Parking Service won the prestigious annual British Parking Association Award for 'Parking Team of the Year'. The jury said this of the Shared Service:

'The jury selected the Shared Parking Service as Parking Team of the Year because the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham have forged a working relationship that goes beyond simply sharing resources and achieving economies of scale. The Shared Parking Service demonstrates how the experience and talents of different parking organisations can be brought together to work in a manner that benefits communities, businesses and visitors across a wide area of London. The jury were also impressed that one team is able to deliver services that respect and deliver the specific ambitions of the two councils when it comes to meeting local parking and traffic management needs.'



Parking enforcement

The Royal Borough decriminalised parking enforcement in July 1994. Since then, we have contracted our own parking attendants, now known as Civil Enforcement Officers (CEOs), to enforce all parking restrictions including yellow line restrictions.

We expect CEOs to act in a consistent and professional manner and to treat all motorists equally, without showing favour, bias or prejudice.

When finding a vehicle is parked in contravention of a parking restriction, it is the duty of a CEO to issue a PCN to that vehicle and they have no powers to subsequently cancel or withdraw those notices.

In addition to parking enforcement, CEOs provide advice and guidance to the public, inform the police of suspected criminal activity and report suspected abandoned vehicles, faults with parking equipment and missing/faded road markings and missing/damaged signs. They act as the our 'eyes and ears' on the street and their high profile, uniformed patrols help to deter antisocial behaviour.

Suspensions

We appreciate that suspending parking bays can be inconvenient to residents, particularly in areas where parking demand is high, but we have to suspend bays for a variety of reasons including building works, furniture removals, utility and highways works and special events. We operate a fee structure that charges a higher daily rate for longer suspensions than shorter ones and this has encouraged those requesting longer term suspensions to give greater thought to the amount of time and space they need.

To ensure residents have advance warning we require ten days' notice to suspend residents' parking bays. We provide an online facility to check for parking suspensions in any road in the Borough <https://www.rbkc.gov.uk/Parking/suspensionsearch.asp> Residents can also subscribe to a notification service to receive notice of any suspensions in their road.

The appeals process

When a PCN is issued the owner of the vehicle is legally obliged to pay the penalty charge. Vehicle owners may dispute the issuing of a PCN at three stages:

- they can make an informal 'challenge' or 'representation' before the Council issues a Notice to Owner (NtO).
- once an NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds for formal representations against the NtO. However, whether or not those grounds apply, representations may also be made on the basis that, in the particular

circumstances of the case, there are mitigating reasons for the cancellation of the PCN.

- we will issue a Notice of Rejection if the formal representation is rejected. The owner then has the right to appeal within 28 days to an adjudicator of the London Tribunals. The adjudicators have a judicial status: they are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final and they have the power to award costs against either party.

After this, no further challenges can be made, other than on a point of law through an application to the High Court for Judicial Review.

Full details of the adjudication service and of the appeals process can be found on their website www.londontribunals.gov.uk

What's new since our last Annual Parking Report

Minor changes to parking arrangements

In a busy area like Kensington and Chelsea, parking demands and priorities are constantly changing. To cope with these, we carry out numerous small-scale adjustments to parking arrangements each year.

Between 1 October 2016 and 30 September 2017, we:

- introduced an additional school keep clear marking
- created 28 extra residents parking spaces
- created three new motorcycle bays and converted six residents' motorcycle bays to visitor motorcycle bays
- converted 33 pay and display bays to other uses
- introduced a Restricted Parking Zone
- created one additional diplomatic parking bay
- converted 737 metres of single yellow line to double yellow line

Parking permit charges

The Council operates a graduated pricing structure for residents' parking permits. There are seven bands based on CO₂ emissions and two bands for vehicles registered before March 2001 (for which information on CO₂ emissions is not known). Permit prices are based on the principle that vehicles with high CO₂ emissions pay higher permit fees than those with low emissions. We also apply a surcharge for diesel-fuelled vehicles that do not meet the Euro 6 emissions standard and a supplementary charge for second and subsequent permits in a household.

We review the cost of residents' permits each year.

In April 2017, we increased the charge for residents' permits by two per cent, which was recorded as being the annual rate of Retail Price Index (RPI).

Parking appeals

The 2016/17 statistics from the London Tribunals show that the Council won 49.7 per cent of appeals. This independent score is a key indicator for the Parking Service and we will look to improve our performance.

Permit appeals procedure

In 2014, we introduced an appeal process for residents whose applications for parking permits had been refused, as we wanted to ensure that we consider each case individually.

The Council sets the eligibility criteria for parking permits to ensure that only bona fide residents obtain permits. We will refuse a parking permit application if the applicant does not meet the criteria of the residents' permit scheme or is unable to provide the required documents or supporting evidence. When residents feel that they have mitigating or exceptional circumstances, they may appeal the decision not to issue a permit.

In the first stage of the appeal, the Permit Appeals Panel considers the applicants case and decide if an exception should be made and a permit issued. If the Panel decides not to issue a permit and the applicant disagrees with its decision they may take the appeal to stage two where it will be considered by the Head of Parking Services.

Between 1 October 2016 and 30 September 2017 we considered 42 appeals. In 9 of these cases permits were issued and in 32 cases they were refused.

Pay-by-Phone

We began a trial of pay-by-phone in March 2015 in 124 pay and display bays near Kensington High Street and 134 pay and display bays in Redcliffe Ward. The trial proved popular with residents and motorists and we started rolling out the system to the whole borough in December 2016. We completed the roll out of the pay-by-phone system in March 2017.

Currently around 75 per cent of transactions are made using pay-by-phone.

Electric vehicles

We currently have 15 Source London electric vehicle charging points on-street in the Borough. All 15 are part of the London-wide Source London scheme and are available to all Source London members except three charging points that are reserved for RBKC permit holders who are also Source members.

In 2016, we started trialling a new system of electric vehicle charging using special equipment installed in existing lamp columns. We enlisted local residents to test reliability, charging experience, usability and convenience. We chose residents with high powered Tesla cars as they are most demanding on charging systems.

Following this, we asked Ubitricity, the charger provider, to produce a smaller charger that would fit into our smaller five metre residential lamp columns where internal space is that much more limited and carried out a further trial of this equipment.

Both of these trials were successful with no reported problems from the equipment, reliability or charging experience. We are currently expanding the scheme with a further 50 charging points spread across the Borough. All 50 points will be operational by the end of January 2018.

Full details of electric vehicle charging in the Borough can be found at www.rbkc.gov.uk/electric_vehicles.

The Mayor of London's cycle hire scheme

We currently have 88 docking stations with a capacity to handle over 2,000 cycles.

Parking operations

We procured the Parking Enforcement Agent (Bailiff) Contract in January 2017, which was awarded to Marston Group Ltd as a primary supplier. Equita were awarded the secondary contract, who will work on the warrants that are returned from Marston.

We are currently reviewing the locations of our enforcement bases and the Vehicle Pound across the borough. This is with a view to relocate to areas that provide the most cost effective solution to our residents

Review of pay and display machines

The Royal Mint issued a new £1 coin in April 2017. We upgraded all our pay and display machines to take this new coin.

Parking arrangements for residents affected by the Grenfell Tower fire

Following the fire at Grenfell Tower we put into place special arrangements to assist residents parking in the area.

Residents of the 609 properties in Grenfell Tower, Grenfell Walk, Barandon Walk, Bramley House, Hurstway Walk, Testerton Walk, Treadgold House and nos. 44-50 Verity Close will not pay for parking permits until 31 March 2018, when further assistance will be considered.

We also made it easier for residents, unable to provide the usual documentation, to prove eligibility for permits by using information on our parking permit database, Council Tax, Electoral Register and advice from affected residents' keyworkers and the RBKC housing department.

To help residents in temporary or permanent accommodation in other boroughs we waived the restriction on not holding a resident parking permit from any other local authority so they are able to park in both boroughs.

In the future

Pay and display machines

We will assess whether any Pay and Display machines can be removed from areas which have had pay-by-phone for more than a year or where use of pay-by-phone is high (ensuring there is a machine within 80 metres of all Pay and Display bays).

Parking policy

We will review the residents' permit pricing structure to encourage the uptake of cleaner, greener vehicles.

Electric vehicles

We will monitor the usage of the new lamp column charging points and if they prove to be well used we will consider installing more across the Borough.

We will investigate the possibility of installing fast chargers on-street to help residents and local taxi drivers.

Statistics, financial information, reviews and monitoring

Financial statistics

Within the Council's budgeting processes and procedures the parking account is a 'memorandum account', which is set up and collated from the Council's accounts. It is necessary to set up the parking account in this way since any surplus generated can be spent only on certain allowable transport, parking, and highways related activities, as specified by law, and accounted for separately in the Council's accounts to show transparency.

Parking income and expenditure

Income from the on-street operation in 2015/16 totalled £44.3 million, and the expenditure to provide the on-street service was £12.1 million. We transferred the surplus of £32.2 million to the Council's Car Parking Reserve which we use to fund off-street parking, public transport and other transport and highways-related improvements. The highest proportion of income is from visitor parking reflecting the demand for these facilities.

Although the Council sets the level of permit and pay and display charges, the level of penalty charge notices, clamping, and removal fees are set by London Councils' Transport and Environment Committee.

Application of surplus

The Council has discretion on how to spend any surplus that may arise, within the allowable uses set by Section 55 of the Road Traffic Regulation Act 1984. Under current legislation, the application of any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways improvement schemes, highway maintenance, public passenger transport services and certain other service categories.

On-street Account			
	£'000	£'000	£'000
Income	2016/17	2015/16	2014/15
Pay And Display	18,628	18,734	19,167
Residents Permits	5,990	5,971	5,931
Parking Suspension Income	8,216	8,016	7,970
PCN Income	10,942	11,752	10,460
Clamping and Removals Income	539	1,339	1,272
Other Income	-	-	7
Total Income	44,315	45,812	44,807
Expenditure	2016/17	2015/16	2014/15
In House Staff	2,296	2,298	2,054
Premises Related Costs	43	235	231
Transport Related Costs	26	28	28
Pay and Display and Carriageway Markings	874	498	706
Adjudication and Court Registration	176	140	306
Parking Enforcement Contracted Services	5,077	5,619	5,326
Central and Departmental Support	2,730	2,661	3,003
Other Costs	882	522	564
Total Expenditure	12,104	12,001	12,218
Surplus	32,211	33,811	32,589

Clamping and removal sub account			
	£'000	£'000	£'000
	2016/17	2015/16	2014/15
ON-STREET			
Income			
Clamping Income	0	0	0
Removals Income*	539	1,339	1272
Total Income	539	1,339	1,272
Expenditure			
In House Staff	106	107	136
Premises Related Costs	5	200	202
Transport Related Costs	1	1	1
Adjudication and Court Registration	76	19	74
Parking Enforcement Contracted Services	732	1,263	1239
Central and Departmental Support	43	43	52
Other Costs	10	10	5
Total Expenditure	973	1,644	1,709
Deficit	434	305	437

*Reduction in income due to Relocation Policy for Residents (implemented July 2015)

Application of parking surplus			
	£'000	£'000	£'000
	2016/17	2015/16	2014/15
Surplus (Deficit)	-32,211	-33,811	-32,582
Brought forward	-22,846	-22,676	-22,948
Concessionary fares	9,537	9,464	9,362
Taxicard	497	202	174
Welfare transport	724	660	987
School permits, special needs and youth transport	1,317	1,523	1,523
Off-street parking costs	248	240	265
Lighting, traffic signs, pedestrian crossings	1,436	1,871	1,707
Carriageway and footways, street trees, traffic management, safety and transportation	8,734	8,416	7,588
Parks, open spaces and street cleansing	11,343	11,264	11,248
Carried forward	-21,221	-22,846	-22,676

Penalty charges

The amount a council may charge for a PCN is set by London Councils TEC, agreed by the Mayor of London and ratified by the Secretary of State and this is reviewed every four years.

As the demand for road space and parking is more intense towards the centre of London, PCN charges are generally higher in Central and Inner London. The whole of Kensington and Chelsea is in the highest parking charge band, Band A.

On 15 April 2011 the Band A penalty charges were set at:

- Higher rate - £130 reduced to £65 if paid within 14 days
- Lower rate - £80 reduced to £40 if paid within 14 days

These charges have not increased since then.

Payment of PCNs

If a vehicle owner pays a PCN within 14 days of the date of issue, a 50 per cent discount applies. Representations that we receive within the initial 14-day period can

result in us cancelling a PCN, but if we decide not to cancel the PCN, we allow a further 14 days from the decision date for payment to be made at the reduced rate.

PCN recovery rate

Recovery rate is calculated as the number of PCNs paid (in part or in full) as a percentage of PCNs issued. The Royal Borough's recovery rates were: 77 per cent in 2014/15, 80 per cent in 2015/16 and 77 per cent in 2016/17.

PCNs issued			
	2016/17	2015/16	2014/15
No. Higher level issued	127,039	123,424	115,578
No. Lower level issued	77,783	78,783	75,626
Total number of PCNs paid	156,872	175,242	157,297
No. of PCNs paid at discount	120,586	117,556	111,245
No. of PCNs paid at face value	25,131	36,165	40,137
No. of PCNs paid at Charge Certificate	3,237	2,975	3,504
No. of PCNs where a representation was made	46,537	41,523	45,100
No. of PCNs cancelled as a result of representation (mitigation)	14,324	13,509	11,839
No. of PCNs cancelled for other reasons	3,423	6,664	3,219
No. of representations that are rejected	28,790	21,350	30,042
No. of vehicles clamped	0	0	0
No. of vehicles removed	2,680	6,443	6,162

Appeals and Adjudication

Appeals and Adjudication			
	2016/17	2015/16	2014/15
No. of appeals received	682	941	1,389
Ratio of appeals to PCNs issued	0.38%	0.47%	0.7%
Appeals not contested	148	170	217
Appeals allowed by Adjudicator	392	284	317
Appeals refused by Adjudicator	388	522	855

Note: figures reflect activity throughout the year

Key Performance Indicators

Key Performance Indicators			
	2016/17	2015/16	2014/15
KPI : Staff retention	99.28%	98.78%	98.35%
KPI : CEO errors percentage	0.45%	0.41%	0.33%
KPI : Complaint handling	100%	100%	100%
KPI : Crime awareness incidents	20	30	21
KPI : PCNs issued with photos	99%	99%	99%

Annual statistics on civil enforcement officers' safety

Unfortunately, CEOs are subject to high levels of abuse and assault, both verbal and physical, whilst carrying out their duties. In order to provide support to CEOs our contractor has implemented an alarm system that can be sent by personal radio to their control room.

- Code Yellow is sent by a CEO when he or she is being subjected to an intense verbal assault that could become physical. CEOs are encouraged to distance themselves from the person who is abusing them at this point
- Code Red is sent when a CEO has been subjected to a physical assault or feels that it is imminent. If a Code Red is broadcast all CEOs and mobile units in the area will move to provide support to the threatened CEO

	2016/17	2015/16	2014/15
Code red	19	24	19
Code yellow	1	6	2