



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



**Resident
permit
holders
only**

Mon - Fri

8.30am - 10pm

Saturday

8.30am - 6.30pm

Sunday

1pm - 5pm

Annual Parking and Enforcement Report 2021



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.
CCTV	Closed-circuit Television
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.
VDA	Vehicle drive away

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 2021. 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>

Due to the timing of availability of information regarding finances and Penalty Charge Notices, sections in this report refer to different time spans:

Finance information – April 2020 – March 2021

Penalty Charge and appeals information – April 2020 – March 2021

Parking suspensions and dispensations information - April 2020 – March 2021

What's new since our last report – 1 January 2021 – 31 December 2021

In the future – from 1 January 2022

The purpose of parking regulations and why they are enforced

This annual report sets out the key 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.

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.

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.

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 that 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 approximately 35,900 on-street parking spaces, with the following types and

numbers of spaces¹ specified below. A space is defined as being five metres in length, as most individual parking bays are approximately five metres in length:

Accessible Permit Holder Spaces - 22
Antique Dealer Spaces (Saturdays only) - 103
Blue Badge Disabled Spaces - 201
Car club Spaces - 205
Cycle Hire docking stations - 92² (71 of these are on-carriageway utilising 260 spaces and enabling the hire of 1,653 hire bicycles)
Diplomatic Spaces - 127
Doctor's Parking Spaces - 18
Electric Vehicle Charging Spaces - 143
Housing estate Resident Permit Spaces - 178
Housing estate Visitor Permit Spaces - 32
Housing estate Disabled Permit Spaces - 15
Loading Spaces – 63 in 18 loading bays
On-carriageway Bicycle Spaces³ – 45 (providing parking for a total of 412 bicycles)
On-carriageway Electric scooter and Dockless Bicycle Spaces – 8 (which will provide parking for 106 e-scooters or dockless bicycles when implemented)
Pay-by-phone Visitor Parking Spaces - 4,684⁴
Personalised Disabled Spaces - 177⁵
Police Spaces – 22 in 6 Police bays
Rapid Charging Electric Vehicle Spaces - 5⁶
Residents' Motorcycle Permit Bays⁷ – 97 (providing parking for a total of 525⁸ motorcycles)
Residents' Permit Spaces - approximately 29,125⁹ (there has been a net loss of around 55 residents' spaces since last year's report)

¹ Spaces has been used consistently in this year's report so there may be some discrepancies with some of the figures in last year's report if the number of bays was shown. For example one bay which could accommodate three vehicles will now be shown as three spaces.

² The figures for Cycle Hire docking stations were incorrectly stated in last year's report. This was reported as 91, when it should have been 93. There has been a loss of one Cycle Hire docking station (in Bevington Road) since last year's report.. There are two docking stations on the footway of the TLRN and a further 19 on the footway on borough roads (15 on public roads and 4 on private roads).

³ Includes 8 spaces for 60 bicycles which are not implemented on-street

⁴ This includes 125 bays which are part time Pay-by-phone visitor bays (shared with another bay type for the rest of the controlled hours) and 163 bays which do not operate for the full hours of control for the controlled zone as they are also part time single yellow line

⁵ The figure of 180 Personalised Disabled bays is incorrect in 2020, this figure should have been 169

⁶ These bays were added in December 2019 and were erroneously missed out of the 2020 report. The two rapid chargers allocated for Fenelon Place are not yet in place, although the bays are marked on-street

⁷ Bays are used for residents' motorcycle bays as a significant number are less than 5 metres in length

⁸ The estimate of motorcycles able to park is based on the number of anchor points which are within most residents' motorcycle permit bays

⁹ Residents' parking spaces are not generally marked out individually. We calculate this number on the basis of 5 metres of resident's parking constituting one space. The drop in the figures from last year is down to a change in the methodology for calculating the number of spaces which resulted in an estimate of 70 fewer residents' spaces. The number of residents' bays includes 23 bays which are part time residents' bays (shared with another bay type for the rest of the controlled hours) and 18 bays on Exhibition Road which are 24-hour residents' bays

Shared use residents' motorcycle permit and bicycle parking space – 1 (providing parking for a total of 5 motorcycles or 16 bicycles)

Taxi Spaces – 142 in 40 taxi ranks

Visitor Solo Motorcycle Spaces – 222 (providing parking for a total of 1,441¹⁰ motorcycles in 215 bays)

Off-street¹¹

Contractor Spaces - 2

Housing estate Resident Permit Spaces - 804¹²

Housing estate Visitor Permit Spaces - 83¹³

Housing estate Disabled Permit Spaces - 75

Kensington Leisure Centre - 7 Disabled Spaces

Motorcycle Permit Spaces - 8 (providing parking for a total of 42 motorcycles)

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 spaces and a motorcycle bay which can accommodate 6 motorcycles.

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 29,125 permit holders' parking spaces and around 33,500 parking permits¹⁴ (including Purple Badges) 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 falling¹⁵. This can be attributed, in part, to policies to promote car clubs and greener travel, as well as to background changes in how people travel.

¹⁰ Visitor motorcycle bays do not have anchor points, so it is assumed that one motorcycle per metre can park

¹¹ The number of off-street spaces include all of the off-street parking spaces within the Borough including those not included in the Council's traffic orders.

¹² The figure for the number of residents' spaces in Housing estates was incorrect last year, this has now been corrected – there was a net gain of one residents' space in Housing estates in 2021

¹³ The figures for the number of visitors' spaces in Housing estates was incorrect last year, this has now been corrected – there was no net gain or loss of visitors' spaces in Housing estates in 2021

¹⁴ As of December 2021

¹⁵ In the 2009 Annual Parking Report, the number of residents' parking permits was approximately 39,000

In June 2020, we introduced a system that allowed residents to renew parking permits or make changes to existing permits. This avoided the need for people to visit the Town Hall during the Lockdown periods. It also eliminated the need for people to display permits on their car windscreens and avoids the need to send documents via the postal system.

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 January 2021 and 31 December 2021, we considered 100 appeals. In 69 of these cases permits were issued, in 31 cases they were refused.

Visitor parking

All paid for visitor parking is in designated visitors' bays as there is no shared use parking in the Borough.

In April 2020, we began operating a Pay-by-phone only service for motorists using our visitor parking bays. The low number of customers who wish to pay by cash could do so using PayPoint terminals that are located in numerous local shops across the borough.

In April 2020, we also introduced differential visitor parking charges so that electric vehicles receive a 25 per cent discount on the standard charge for petrol vehicles and diesel vehicles pay 15 per cent more than the standard charge.

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 201 free Blue Badge bays which typically have a four hour maximum stay requirement, as well as offering concessions for non-resident Blue Badge holders which are:

- (i) providing one hour free beyond paid for parking time in Pay-by-phone bays, subject to a minimum of five minutes of parking time being purchased. Another free hour may be obtained with another purchase of five minutes of paid for time when the first free hour comes to an end, up to the maximum stay of the bay; and
- (ii) making it easier to park near hospitals by allowing Blue Badge holders to stay for four hours in Pay-by-phone visitor parking bays within hospital zones when 20 minutes of parking is paid-for. Hospital zones are marked on-street with a “H” on the parking sign for that bay.

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-by-phone visitor parking bay throughout the Borough. There are currently 2,209 purple badge holders¹⁶.

We take fraudulent use of disabled badges very seriously and employ officers specifically to investigate and prosecute offenders. Between 1 April 2020 to 31 March 2021, we successfully prosecuted 19 offenders who were misusing disabled badges to avoid parking fees as well as taking up spaces provided for disabled drivers. Fines totalling £6,600 were imposed, and defendants were ordered to pay the Council a total of £7,100 in costs and victim surcharges. Unfortunately, outcomes for the year were affected by the pandemic, with temporary changes to parking restrictions and criminal courts closed for long periods. Court delays meant that as of 1 April 2021, our solicitors held a further 29 criminal prosecutions awaiting court appearances.

Motorcycle parking

We offer resident motorcyclists three options 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

¹⁶ As of December 2021. The figure for 2021 is significantly less than 2020, as the figure for 2020 was incorrectly quoted as 3,319 – the correct figure for 2020 should have been 2,115.

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 they offer great potential to help achieve our long-term policy objectives of reducing traffic congestion and on-street parking pressures. Car clubs provide an alternative to private car ownership and allow members access to vehicles on a pay-as-you-go basis.

A Floating car club Model is currently provided by two operators; one providing for roundtrip journeys, and one providing for one-way journeys. Vehicles are permitted to park within any eligible on-street residents bay rather than requiring a dedicated on-street car club bay. Each operator is required to provide a minimum of 30 vehicles across the borough with a discounted permit available for each fully electric vehicle operating in the borough. It is expected that the number of members using this service as well as the number of vehicles operating within this model will continue to increase through 2022 and beyond.

Fixed bay car club services are currently provided by two operators and we have a total of 205 dedicated car club bays across the Borough. One operator relinquished 46 existing bays in 2021 as they transition away from the fixed bay model to focus on the provision of a 'floating' round trip service. The relinquished bays will be repurposed in 2022 for other sustainable travel modes as well as resident and visitor parking.

We do not allow car club operators to provide diesel cars and our permit fee structure incentivises operators to provide more environmentally friendly vehicles.

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 5,908 publicly available cycle parking spaces in the borough and over 1,450 in private residential areas¹⁷.

This year, we continued our programme of cycle parking installation in the Borough, installing 78 new secure cycle hangar spaces, in the carriageway, available to residents to rent. We did not install any Sheffield ('toast rack') cycle stands in 2021, although we created eight on-carriageway cycle stand bays at the end of the

¹⁷ As of November 2021

year. When these bays have been populated with stands, it will allow 60 more cycles to park on the carriageway.

We always welcome suggestions for new cycle parking 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, the Councils Local Plan Policy CT1 and the Transport and Streets SPD. Currently, 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.

Parking suspensions and dispensations

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.

We issue single yellow line dispensations for vehicles to load or unload in locations:

- where there are no suitable parking bays
- when the vehicle needs to be very close to the premises.

Tackling Idling Engines

Under the Road Vehicle Regulations (1986) it is an offence to leave vehicle engines running unnecessarily when they are stationary. Since 2019, enforcement officers have had the powers to enforce against drivers idling in the Borough. In the last year 706 drivers switched off their engines or moved on as a result of speaking with Council enforcement officers. In 2021, our CEOs handed 684 advisory leaflets to drivers of vehicles.

Environmental Enforcement Trial

The Council's parking enforcement contractor NSL undertook a trial Environmental Enforcement between Spring 2020 and Summer 2021 starting with a pilot scheme in the Earl's Court ward which promoted a proactive relationship with all stakeholders and identified potential issues or concerns of anti-social behaviour that needed to be addressed. The COVID pandemic meant that no enforcement took place during the 2020 and 2021 lockdowns. During the whole trial period, around 3,000 offences were observed or actions followed up of which around 900 were engine idling. However, Fixed Penalty Notices (FPNs) were only issued for littering offences during the trial period as drivers would switch off when requested and so no further action could be taken.

In 2020 (July to December) NSL issued 451 FPNs (around 75 per month they enforced) for littering offences and in 2021 (March to September) NSL issued 51 FPNs (around 7 per month they enforced) for littering offences, a decrease of 90 per cent in 2021.

CCTV enforcement of Moving Traffic Offences

In Summer 2020, we commenced enforcing moving traffic contraventions using approved CCTV camera devices at four locations in the borough. This number has now increased to six locations¹⁸. The aim is to use CCTV to help change motorists' driving habits in areas where they negatively impact on residents and schools. The locations will be regularly reviewed to see whether enforcement is making a difference and to evaluate whether the CCTV equipment should be moved to different locations experiencing similar issues. To date, the effect of the Covid Lockdown restrictions on traffic patterns has made it difficult properly to assess changes in compliance. In 2020/21, we issued 5,431 PCNs for moving traffic contraventions, 152 of which were warning notices.

The appeals process

When a PCN is issued the registered keeper 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). This applies to PCNs issued to stationary vehicles on-street. The owner of a vehicle that has been issued with a PCN via the CCTV system for a moving traffic offence will be advised by a letter sent by the postal system, which also serves as an 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

¹⁸ As of December 2021

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 previous Annual Parking Report

Resident permit criteria update

In 2021, we made changes to the residents' parking permit scheme eligibility criteria and terms and conditions. The changes help to reduce fraudulent applications and make applying for permits easier for bona fide residents, such as residents who drive vehicles owned by another member of the household, military personnel, brand ambassadors, residents who employ chauffeurs and residents who own or drive a Motability vehicle. The changes also encourage residents not to leave their engines running or trail cables across the footway.

New Resident Parking Permit Tariffs to encourage Low Emission Vehicles

On 1 April 2021, the Council changed the charging structure of residents and combined motorcycle parking permits, to more closely link the cost of those permits to the carbon dioxide emissions of the vehicle. This should encourage residents to buy the cleanest vehicles and provide a greater incentive to residents to switch to ultra-low emission vehicles, such as electric vehicles, which aid the Council's ambitions for improving air quality in the Borough. In the first nine months of the scheme going live, the number of fully electric residents' permits increased by 53 per cent from 1,067 in March 2021 to 1,635 in December 2021.

Virtual Parking Permit System

Over the past year and a half, Kensington and Chelsea Council introduced virtual (paperless) parking permits as a temporary measure in response to the COVID-19 pandemic.

In December 2021 and January 2022, we consulted residents' parking permit holders on whether virtual permits should be made a permanent arrangement and

gathered views from residents' on the ideas which have already been fed back about the scheme, but also on any other ideas that residents would like to see included. This will be used to help us decide on the future of virtual parking permits.

Parking Permits

Between January and June 2021, we enabled the following permit services to be applied for online:

- First time applications
- Refunds
- Change of vehicle
- Renewals without a Personal Identification Number (PIN)
- Change of details

Electric vehicles

We added a further 182 lamp column electric vehicle chargers bringing the total to 425¹⁹ with a further 119 being installed in early 2022.

Source London installed 32 new electric vehicle charging points bringing the total to 116 in 63 locations²⁰ across the Borough. A further 27 charging points (in 14 locations) will be commissioned in early 2022.

This means that practically all (over 99 per cent) residential properties in the borough are within 200 metres of a charging point and around 73 per cent of properties are within 100 metres.

We have three rapid electric vehicle chargers currently operating in the borough in three locations and a further two bays in a further location earmarked for rapid chargers, but which have not yet had the chargers installed.

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

E-scooter and dockless cycle hire

The London e-scooter hire trial was launched on 7 June 2021. As of January 2022, there were ten participating boroughs: Camden; City of London; Ealing; Hammersmith & Fulham; Kensington and Chelsea; Richmond; Southwark; and Westminster. Tower Hamlets is included as 'ride through only', therefore no parking is allowed. The hire e-scooters are the only e-scooters that are legal for use on London's roads.

The most recently published data shows that in the first six months (June to November 2021) of the trial, across the trial area, there were 445,000 hires with an average ride distance of 2.7km and an average ride duration of 21 minutes. In

¹⁹ As of November 2021

²⁰ As of November 2021

that time nine serious collisions have been reported. The hire e-scooters may only be parked in designated bays.

The Council began its trial in June 2021 with 16 bays on footways and three bays on carriageway, providing space for a total of 237 e-scooters. The three carriageway bays comprised one on single yellow line, one in a Pay-by-Phone visitor parking bay and one on otherwise unused carriageway space and were implemented on an experimental basis.

In December 2021 a further six footway bays were provided, giving space for an additional 65 e-scooters.

In October 2021, we consulted on our intention to create eight permanent e-scooter and dockless bicycle bays. These bays have been approved and will provide parking for 106 e-scooter and dockless bicycles when implemented in early 2022.

The London e-scooter trial is currently scheduled to end at the end of November 2022 and the future arrangements for the legality of e-scooters remains unclear beyond this time.

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.

During 2021²¹, we:

- created 59 additional Electric Vehicle charging spaces
- created three additional Blue Badge disabled spaces
- created eight E-scooter and Dockless Bicycle spaces
- created 24 new personalised disabled bays - 16 personalised disabled spaces were no longer required, so were converted back to their original bay type
- created 44 new Pay-by-phone visitor parking spaces and converted 48 to other uses
- created 82 residents' parking spaces and converted 137 to other uses
- created three new car club spaces and converted ten to other uses
- created three additional visitor motorcycle parking spaces and converted six to other uses (a net loss of 14 motorcycles being able to park in the borough)
- created three additional Loading spaces in two loading bays

²¹ This includes changes made in the October 2020 Miscellaneous Parking Amendments, as these were not included in the summary table of parking bays in the 2020 Annual Parking Report. Changes in the October 2021 Miscellaneous Parking Amendments are included in these totals.

- created one additional Taxi Rank of 2 spaces and reassigned one taxi rank of one space which was incorrect included in the Council's traffic orders to Transport for London
- created four additional Diplomatic parking spaces - four Diplomatic parking spaces were no longer required, so were converted back to their original bay type
- converted 227 metres of single yellow line to double yellow line
- introduced 87 metres of 'at any time' loading restrictions

Alfresco dining

Since August 2020 the Council has been licensing outdoor dining terraces on 'footway extensions' created with traffic cones on suspended car parking bays under the Business and Planning Act 2020. These temporary parklet terraces have been very successful and are valued by many who live, work, or visit the borough.

Since August 2020, the Council has licensed 114 parklet terraces on temporary footway extensions primarily on suspended car parking bays, but also on yellow line too. During Summer 2021 approximately 110 parking bays were suspended to extend the footway temporarily to allow parklet terraces to be licensed, including 72 "paid-for parking bays". These suspensions will run until 30 September 2022.

Hours of parking control

In February 2021, we carried out a formal consultation on the extension to residents' parking hours of control in Addison Avenue following an earlier informal consultation in December 2020 which suggested that residents were in favour of extended controls. The formal consultation results indicated that the majority of residents who responded did not see the need for extended hours of control in their street and did not want visitor parking to become more difficult as a result. However, for at least 12 of those 18 months, parking in the area could not be described as normal due to the COVID pandemic and associated restrictions, particularly to shopping. The Council decided not to proceed with extending the hours of control, but will conduct another, final, statutory consultation at a later stage, so that the residents of Addison Avenue can then respond with confidence that they are doing so on the basis of a realistic sense of parking pressure in their street

Drive Away Penalty Charge Notices

In November 2021, we started to issue PCNs by post. These are sent to registered keepers of vehicles that were parked illegally, often in an anti-social manner, which were driven away from the location when a CEO started the process of issuing a PCN on-street. This helps address the problem of fast-food delivery drivers on mopeds causing traffic management issues when they congregate in numbers and mini-cab drivers who occupy space in resident parking bays. We used a low number of problematic locations in the borough to test the effect of postal PCNs and will expand their use across the borough in the coming months.

Parking appeals

The 2020/21 statistics from the London Tribunals show that the Council won 70 per cent of appeals. This independent score is a key indicator for the Parking Service, and we will look to improve our performance in 2022.

In the future

Electric vehicles – more charging points and pricing changes

In early 2022 we will consult on more locations for new Source London charging points.

We will be installing 119 new lamp column chargers using funding from OZEV's (Office for Zero Emission Vehicles) On street Residential ChargePoint Scheme and applying for more funding to increase our charging infrastructure.

Electric vehicles – dedicated bays for lamp column chargers

We will be carrying out a trial of dedicating bays next to lamp column chargers, in response to complaints from electric vehicle drivers that they are often unable to use the chargers because petrol or diesel cars are parked next to them. In February 2022, we will advertise traffic orders to convert four residents' parking spaces to 'electric vehicles only' residents' parking bays. If this pilot is successful, we will look to dedicate more residents' parking for residents' electric vehicle use across the Borough.

Digitalization

We will continue the work to digitise parking services to improve the on-line experience for our customers, including easier payment options for resident parking permits and PCNs.

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 2020/21 totalled £39.0 million, and the expenditure to provide the on-street service was £13.3 million. We transferred the surplus of £25.7 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. This represented a major reduction in income from previous years, as shown in the table below. The highest proportion of income (45 per cent) is from visitor parking reflecting the high demand for these facilities.

Although the Council sets the level of permit and visitor parking 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.

Table I: On-street Account

On-street Account			
	£'000	£'000	£'000
Income	2020/21	2019/20	2018/19
Visitor parking (Pay-by-phone and pay and display)	17,711	22,406	22,864
Residents Permits	5,808	6,090	6,251
Parking Suspension Income	8,481	9,282	8,738
PCN Income *	6,811	13,746	10,830
Clamping and Removals Income	69	430	493
Other Income (including payments for services provided)	134	292	0
Total Income	39,014	52,246	49,176
Expenditure	2020/21	2019/20	2018/19
In-House Staff	2,183	2,207	2,149
Premises Related Costs	87	65	115
Transport Related Costs	34	38	34
Pay and Display and Carriageway Markings	331	1,043	1,065
Adjudication and Court Registration	111	156	144
Parking Enforcement Contracted Services	5,149	4,903	4,840
Central and Departmental Support	2,908	2,152	2,159
Other Costs *	2,536	4,031	1,246
Total Expenditure	13,339	14,595	11,753
Surplus	25,675	37,651	37,424

* The PCN income and Other Costs are higher in 2019/20 than the previous years, as a result of an accounts adjustment of £2,295,500. This was credited to PCN income and debited as Other Costs.

Table 2: Removal and Relocation Sub Account

Removal and Relocation Sub Account			
	£'000	£'000	£'000
	2020/21	2019/20	2018/19
ON-STREET			
Income			
Clamping Income	0	0	0
Removals Income	69	429	493
Other Income (rent from car pound)	76	267	0
Total Income	145	697	493
Expenditure			
In-House Staff	108	113	94
Premises Related Costs	0	0	0
Transport Related Costs	0	0	0
Adjudication and Court Registration	25	18	32
Parking Enforcement Contracted Services	893	850	593
Central and Departmental Support	69	51	52
Other Costs	3	6	5
Total Expenditure	1,098	1,039	777
Deficit	953	342	283

Table 3: Application of parking surplus

Application of parking surplus			
	£'000	£'000	£'000
	2020/21	2019/20	2018/19
Surplus	-25,675	-37,651	-37,424
Brought forward	-23,522	-24,386	-21,627
SFC Compensation Scheme **	-6,741		
Concessionary fares	8,644	8,555	8,863
Taxicard	9	72	273
Welfare transport	456	600	832
School permits, special needs and youth transport	1,791	2,436	1,389
Off-street parking costs	493	584	400
Highways and street lighting	11,783	12,809	10,700
Parks, open spaces and street cleansing	13,349	13,459	12,208
Carried forward	-19,413	-23,522	-24,386

** SFC stands for Sales, Fees and Charges – this was a Government scheme run by the Ministry of Housing, Communities and Local Government (MHCLG) to compensate the Council for income lost from sales, fees and charges due to the pandemic.

Parking suspensions and dispensations

The suspension fee is chargeable per day and per space, with fees increasing to discourage long term suspensions. In 2020/21, the fee per space was £57 for each of the first 5 days, then £86 daily from day 6 to day 42 and £114 daily from day 43 upwards.

Yellow line dispensations are charged on the same basis as suspensions, where a space is defined as being five metres (16ft).

Table 4: Number of parking suspensions and dispensations

Number of parking suspensions			
	2020/21	2019/20	2018/19
1 to 5 days	7,922	9,136	9,472
6 to 42 days	1,693	1,053	1,090
43 or more days	355	395	525
Total number of suspended bays	29,481	30,613	31,487
Total number of bay-days suspended	120,823	90,766	87,632
Number of parking dispensations			
	2020/21	2019/20	2018/19
Total number of dispensations	10	28	31
Total number of bay-days for dispensations	19	98	71

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: 78 per cent in 2018/19, 76 percent in 2019/2020 and 76 percent in 2020/21.

Table 5: Number of PCNs issued

PCNs issued			
	2020/21	2019/20	2018/19
No. Higher level issued	65,902	121,257	123,180
No. Lower level issued	40,381	76,199	76,821
Total number of PCNs paid	80,800	150,706	153,554
No. of PCNs paid at discount	64,720	119,624	122,490
No. of PCNs paid at face value	11,278	23,318	23,320
No. of PCNs paid at Charge Certificate	1,549	3,257	3,288
No. of PCNs where a representation was made	16,635	41,843	41,966
No. of PCNs cancelled as a result of representation (mitigation)	9,175	17,749	16,650
No. of PCNs cancelled for other reasons	6,968	2,031	2,981
No. of representations that are rejected	7,375	23,666	25,316
No. of vehicles clamped	0	0	0
No. of vehicles removed	359	2,057	2,363

Appeals and Adjudication

Table 6: Appeals and adjudication

	2020/21	2019/20	2018/19
No. of appeals received	210	554	612
Ratio of appeals to PCNs issued	0.20%	0.28%	0.31%
Appeals not contested	72	107	94
Appeals allowed by Adjudicator	120	246	253
Appeals refused by Adjudicator	114	215	389

Key Performance Indicators

Table 7: Key Performance Indicators

Key Performance Indicators			
	2020/21	2019/20	2018/19
KPI : Staff retention	99%	99%	99%
KPI : CEO errors percentage	0.46%	0.43%	0.42%
KPI : Complaint handling	100%	100%	100%
KPI : Crime awareness incidents	5	13	10
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

Table 8: Civil enforcement officers' safety

	2020/21	2019/2020	2018/19
Code red	4	12	8
Code yellow	0	1	2