



Annual parking and enforcement report 2020



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Glossary	2
Introduction and context	3
Overview.....	3
The purpose of parking regulations and why they are enforced.....	4
The purpose of this document.....	4
Parking in the Royal Borough of Kensington and Chelsea.....	5
Residents' parking	6
Disabled Parking	6
Motorcycle parking.....	7
Car clubs	7
Cycle parking.....	8
Parking enforcement.....	8
Suspensions.....	9
The appeals process	9
What's new since our last Annual Parking Report	10
Response to Covid-19	10
Disabled parking	10
Virtual parking permit system	11
CCTV Trial – Moving Traffic Offences	11
Minor changes to parking arrangements	11
Parking appeals.....	11
Permit appeals procedure	12
Pay-by-Phone.....	122
Differential parking charges in Pay-by-Phone bays	12
Electric vehicles.....	12
Tackling idling engines	13
Hours of parking control	13
In the future.....	13
New Resident Parking Permit Tariffs for Low Emission Vehicles	13
Parking Permits	13
Drive Away Penalty Charge Notices	13
Electric Vehicles	14
Hours of Parking Control.....	14
Resident Permit criteria update	14
Statistics, financial information, reviews and monitoring	14
Financial statistics.....	14
Penalty charges	17
Payment of PCNs.....	17
PCN recovery rate	188
Appeals and Adjudication	199
Key Performance Indicators.....	19
Annual statistics on civil enforcement officers' safety.....	19

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 2020. 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 2019 – March 2020

Penalty Charge and appeals information – April 2019 – March 2020

What's new since our last report – 1 January 2020 – 31 December 2020

In the future – from 1 January 2021

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.

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 approximately 35,775 on-street parking bays, with the following types and numbers of bays specified below:

Accessible Permit Holder Bays - 22
Antique Dealer Bays (Saturdays only) - 103
Blue Badge Disabled Bays - 198
Car Club Bays - 213
Cycle Hire Bays - 91
Diplomatic Bays - 127
Doctor's Parking Bays - 18
Electric Vehicle Charging Bays – 84
Housing estate Resident Permit Bays - 185
Housing estate Visitor Permit Bays - 31
Housing estate Disabled Permit Bays - 16
Loading Spaces - 60
On-carriageway Bicycle Bays –37
Pay-by-phone Visitor Parking Bays – 4,681
Personalised Disabled Bays – 180
Police Spaces - 22
Residents' Motorcycle Permit Bays - 97
Residents' Permit Spaces - approximately 29,250¹ (there has been a net loss of 2 residents' spaces since last year's report)
Taxi Spaces - 141
Visitor Solo Motorcycle Bays - 218

Note: Each parking bay is approximately five metres in length.

Off-street

Contractors Bays - 2
Housing estate Resident Permit Bays - 823
Housing estate Visitor Permit Bays - 69
Housing estate Disabled Permit Bays - 76
Kensington Leisure Centre - 7 Disabled Bays
Motorcycle Permit Bays² – 8

¹ Residents' parking bays are not generally marked out individually. We calculate this number on the basis of 5 metres of resident's parking constituting one space.

² Last year's figure of 10 included 2 on-street motorcycle bays in error

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 29,250 permit holders' parking bays and around 34,100 parking permits³ (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 falling⁴. 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.

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 198 Blue Badge bays as well as offering 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-by-phone visitor parking bay throughout the Borough. There are currently 3,319 purple badge holders⁵.

We take fraudulent use of disabled badges very seriously and employ officers specifically to investigate and prosecute offenders. Between 1 April 2019 to 31 March 2020, we successfully prosecuted 72 offenders who were misusing

³ As of September 2020

⁴ In the 2009 Annual Parking Report, the number of residents' parking permits was approximately 39,000

⁵ As of September 2020

disabled badges to avoid parking fees as well as taking up spaces provided for disabled drivers. Fines totalling £18,500 were imposed, and defendants ordered to pay the Council a total of £26,100 in costs and victim surcharges. In one instance, a convicted driver was also ordered to serve a 12-month Community Order and instructed to undertake 80 hours of unpaid work.

Motorcycle parking

In the Royal Borough there are:

- 97 resident motorcycle permit bays, providing a total of around 359 motorcycle spaces⁶
- 218 visitor motorcycle bays, providing a total of around 1,423 motorcycle spaces⁴

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 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.

We currently have 213 on-street fixed bay car club vehicles across the Borough, provided by three different operators. We do not allow car club operators to use diesel cars and our permit fee structure incentivises operators to provide more environmentally friendly vehicles.

⁶ We have changed the way we estimate the number of motorcycle spaces we have and now use an estimate of 1 metre per motorcycle.

To further improve car club services within the Borough, in 2019 the Council introduced a 'floating' car club model. Vehicles operating under this model do not require a dedicated on-street parking bay but are permitted to park within any eligible on-street residents bay. A discounted permit is available for each fully electric vehicle operating in the borough and this has proven to be a successful incentive with approximately one third of fleet vehicles being fully electric. The floating car club model is provided by two operators in the borough; one providing for roundtrip journeys, and one providing for one-way as well as round-trip journeys. Each operator is required to provide a minimum of 30 vehicles across 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 2021 and beyond

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 5,830 publicly available cycle parking spaces in the borough and over 1,450 in private residential areas.

This year, we continued our programme of cycle parking installation in the Borough, installing 110 new cycle parking spaces via 'Sheffield' or 'toast-rack' stands, 72 new secure cycle hangar spaces available to residents to rent, as well as 124 secure new spaces in residential areas. In total, we introduced 306 new cycle parking spaces in 2019/20.

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 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.

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 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 and 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

Response to COVID19

In March 2020, the Government introduced Lockdown measures to manage the COVID19 Pandemic. We responded by suspending parking enforcement but maintaining patrols by our CEOs to prevent traffic management issues arising. Also, we arranged free parking concessions for more than 5,000 key workers. This reduced to 3,800 key workers over the Summer months as public transport capacity increased. This scheme was managed via our Pay-by-phone system. We also introduced a reduced parking charge for key workers over the Summer months as circumstances improved.

When the Government announced further Lockdown measures between 5 November 2020 and 2 December 2020, we again waived the daily parking costs for all key workers who were already registered on the Pay-by-phone system.

Since July 2020 the Council has licensed approximately 30 parklet terraces beyond the kerb, on suspended car parking bays, and yellow lines, to make it easier for businesses to provide outdoors seating. These 'footway extensions' are created with traffic cones on suspended car parking bays, or yellow lines.

Disabled Parking

In Summer 2020, we made it easier for Blue Badge holders to park near hospitals, by enabling them to park for longer without needing to top up their payment again. Blue Badge holders displaying a valid Blue Badge in hospital zones, can pay for five minutes for every hour they wish to stay. So for example, Blue Badge holders can pay for 20 minutes and park for up to four hours near hospitals.

In Winter 2020, we extended the maximum stay of all the Pay-by-phone visitor parking bays in the hospital zones to four hours.

Virtual Parking Permit System

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

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 will increase to eight locations. 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.

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 2020, we:

- introduced two additional mandatory school keep clear markings, and one additional advisory school keep clear marking
- created one new solo motorcycle bay
- created 17 new personalised disabled bays
- created six additional Blue Badge disabled bays
- created 39 new pay-by-phone bays and converted 31 pay-by-phone bays to other uses
- introduced 92 metres of 'at any time' loading restrictions
- converted 243 metres of single yellow line to double yellow line
- created 41 additional Electric Vehicle charging bays
- created one additional Car Club bay

Parking appeals

The 2019/20 statistics from the London Tribunals show that the Council won 61 per cent of appeals. This independent score is a key indicator for the Parking Service, and we will look to improve our performance in 2021.

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 2020 and 31 December 2020, we considered 132 appeals. In 95 of these cases permits were issued, in 37 cases they were refused.

Pay-by-Phone

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.

Differential Parking Charges in Pay-by-Phone bays to encourage environmentally friendly vehicle usage

In April 2020, we 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.

Electric vehicles

We upgraded the 64 old style lamp column chargers and added a further nine bringing the total to 243 lamp column chargers in the Borough⁷. We are continuing to add to our lamp column charging structure by installing between 80 and 90 new lamp column chargers using Go Ultra Low Cities Scheme funding.

⁷ As of October 2020

Source London installed 41 new charging points bringing the total to 84 in 47 locations across the Borough. We aim to increase the number in the next few months. We also installed three rapid charging points.

This means that around 87 per cent of all residential properties in the borough are within 200 metres of a charging point and we expect to achieve practically 100 per cent Spring 2021.

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

Tackling Idling Engines

Our CEOs handed out 2,468 advisory leaflets to drivers of vehicles with idling engines.

Hours of parking control

In Summer 2020, we increased the hours of parking control in visitors' parking bays and residents' parking bays in South Kensington. We introduced Sunday morning controls in residents' bays for the first time in Borough.

In the future

New Resident Parking Permit Tariffs to encourage Low Emission Vehicles

From 1 April 2021, the Council will change 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.

Parking Permits

We are aiming to enable first time applications to be applied for on-line by June 2021.

Drive Away Penalty Charge Notices

We will use the postal system to issue PCNs. These will be sent to owners 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 will help 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.

Electric vehicles

In early 2021 we will consult on more locations for new Source London charging points.

We will be installing around 70 new lamp column chargers using funding from OLEV's (Office for Low Emission Vehicles) On street Residential ChargePoint Scheme.

Hours of parking control

We will be consulting in early 2021 on extending the hours of parking control in residents' bays in Addison Avenue so that they match the roads to the west of this road which currently have longer controls.

Resident permit criteria update

In 2021, we will make changes to the residents' parking permit scheme eligibility criteria and terms and conditions. The changes will 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 will also encourage residents not to leave their engines running or trial cables across the footway.

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 2019/20 totalled £52.2 million, and the expenditure to provide the on-street service was £11.7 million. We transferred the surplus of £37.6 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 (43 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.

On-street Account			
	£'000	£'000	£'000
Income	2019/20	2018/19	2017/18
Visitor parking (Pay-by-phone and pay and display)	22,406	22,864	21,396
Residents Permits	6,090	6,251	6,100
Parking Suspension Income	9,282	8,738	7,695
PCN Income *	13,746	10,830	10,704
Clamping and Removals Income	430	493	475
Other Income (including payments for services provided)	292	0	0
Total Income	52,246	49,176	46,371
Expenditure	2019/20	2018/19	2017/18
In-House Staff	2,207	2,149	2,531
Premises Related Costs	65	115	37
Transport Related Costs	38	34	51
Pay and Display and Carriageway Markings	1,043	1,065	953
Adjudication and Court Registration	156	144	100
Parking Enforcement Contracted Services	4,903	4,840	4,896
Central and Departmental Support	2,152	2,159	2,556
Other Costs *	4,031	1,246	997
Total Expenditure	14,595	11,753	12,121

Surplus	37,651	37,424	34,250

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

Removal and Relocation Sub Account			
	£'000	£'000	£'000
	2019/20	2018/19	2017/18
ON-STREET			
Income			
Clamping Income	0	0	0
Removals Income	429	493	475
Other Income (rent from car pound)	267	0	0
Total Income	697	493	475
Expenditure			
In-House Staff	113	94	124
Premises Related Costs	0	0	1
Transport Related Costs	0	0	3
Adjudication and Court Registration	18	32	40
Parking Enforcement Contracted Services	850	593	580
Central and Departmental Support	51	52	53
Other Costs	6	5	3
Total Expenditure	1,039	777	803
Deficit	342	283	327

Application of parking surplus			
	£'000	£'000	£'000
	2019/20	2018/19	2017/18
Surplus	-37,651	-37,424	-34,250
Brought forward	-24,386	-21,627	-21,221
Concessionary fares	8,555	8,863	9,463
Taxicard	72	273	187
Welfare transport	600	832	831
School permits, special needs and youth transport	2,436	1,389	1,533
Off-street parking costs	584	400	261
Highways and street lighting	12,809	10,700	10,074
Parks, open spaces and street cleansing	13,459	12,208	11,495
Carried forward	-23,522	-24,386	-21,627

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 2017/18 and 78 per cent in 2018/19, and 76 per cent in 2019/2020.

PCNs issued			
	2019/20	2018/19	2017/18
No. Higher level issued	121,257	123,180	122,310
No. Lower level issued	76,199	76,821	74,097
Total number of PCNs paid	150,706	153,554	150,755
No. of PCNs paid at discount	119,624	122,490	121,997
No. of PCNs paid at face value	23,318	23,320	22,798
No. of PCNs paid at Charge Certificate	3257	3,288	3,615
No. of PCNs where a representation was made	41,843	41,966	46,281
No. of PCNs cancelled as a result of representation (mitigation)	17,749	16,650	13,964
No. of PCNs cancelled for other reasons	2031	2,981	2,885
No. of representations that are rejected	23,666	25,316	29,587
No. of vehicles clamped	0	0	0
No. of vehicles removed	2,057	2,363	2,298

Appeals and Adjudication

	2019/20	2018/19	2017/18
No. of appeals received	554	612	723
Ratio of appeals to PCNs issued	0.28%	0.31%	0.37%
Appeals not contested	107	94	139
Appeals allowed by Adjudicator	246	253	350
Appeals refused by Adjudicator	215	389	323

Note: figures reflect activity throughout the year

Key Performance Indicators

Key Performance Indicators			
	2019/20	2018/19	2017/18
KPI : Staff retention	99%	99%	99.03%
KPI : CEO errors percentage	0.43	0.42%	0.55%
KPI : Complaint handling	100%	100%	100%
KPI : Crime awareness incidents	13	10	26
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

	2019/2020	2018/19	2017/18
Code red	12	8	24
Code yellow	1	2	2