

Vehicle Removals Policy

We prioritise the removal of vehicles on the following basis:

1. **Very High Priority**
2. **High Priority**
3. **Medium Priority:**
4. **Low Priority**
5. **Not removed or removed in exceptional circumstances**

(i) **Very High Priority:**

We will give very high priority to the removal of vehicles:

- a. **likely to evade payment of the Penalty Charge Notice (PCN)** and vehicles which have **no registration plates**. We give very high priority to the removal of persistent evaders (vehicles having three or more outstanding unpaid PCNs that are not the subject of appeal). These vehicles will be clamped and/or removed after 15 minutes from the issue of a PCN in a residents' or pay and display bay. Other vehicles will be clamped and/or removed after 30 minutes from the issue of a PCN in a bay;
- b. displaying fraudulent blue badges or other **fraudulent permits**. These vehicles could be displaying blue badges or permits which are:
 - complete forgeries (not issued by the Council);
 - original permits which have been altered in some way (example: the expiry date has been changed);
 - that have been cancelled by the Council and we have requested their return but we have not received the permit;
 - where misuse of the badge has been established (person not disabled or blue badge being used by other family member);
 - where payment of the permit has been rejected and no attempt at re-payment had been made
- c. found parked in contravention where **parking is prohibited**; for example on suspended bays, double yellow lines and zig-zags. We will remove these vehicles as soon as the Penalty Charge Notice (PCN) is served. This includes vehicles which are **causing an obstruction or are a danger to other road users**.

(ii) **High Priority:**

We will give high priority to the removal of:

- a. illegally parked vehicles from **residents' parking bays** if we can demonstrate that the vehicle was **increasing parking stress** in the area and that it was difficult for residents to find a nearby legal parking space. Demand for residents bays mean that parking stress can happen, especially in the evenings. The On street Enforcement contractor will be required to provide clear photographic evidence to support the removal of the vehicle;
- b. non-resident vehicles parked on **single yellow lines** and suspended bays as soon as the PCN is served. We will give high priority to the removal of residents' vehicles parked on single yellow lines and

suspended bays 30 minutes after the PCN is issued, with the proviso that each case is treated on an individual basis;

(iii) Medium Priority:

We will give medium priority to the removal of illegally parked vehicles from **pay-and-display bays** where we can demonstrate that there was no other available parking space in the immediate area and the **illegally parked vehicle was genuinely stopping another vehicle being parked legally and had made no attempt to pay.**

(iv) Low Priority:

We will not prioritise the removal of illegally parked vehicles from pay-and-display bays if:

- there is other available parking space in the immediate area and
- the illegally parked vehicle had made some attempt to pay

(v) Not removed or removed in exceptional circumstances:

- a. **at night**, we will remove **only “very high priority”** offences to minimise the inconvenience to drivers;
- b. we will not remove from **car parks**, such as Holland Park and the North Kensington Sports Centre, until 24 hours has expired after a clamp has been applied unless the vehicle is causing an obstruction which directly affects another motorist's ability to enter or exit the car park, in which case we will remove instantly;
- c. we reposition rather than remove vehicles displaying a **valid disabled blue or purple badge** which are causing an obstruction. We do not remove valid disabled blue badge or purple badge holders in any other situation unless we suspect fraudulent mis-use of a badge or permit;
- d. we reposition rather than remove **diplomatic vehicles** which are causing an obstruction. We do not remove diplomatic vehicles in any other situation.