



Annual parking and enforcement report 2015

December 2015



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Glossary

This glossary provides the full title to 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 of 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 2015. 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 the Council's website at:

<https://www.rbkc.gov.uk/parking-transport-and-streets/parking/parking-borough-0>

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. Our parking policy principles are summarised as:

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 the Council seeks 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.

The Council constantly monitors and reviews its parking policies to ensure that they meet the needs of the local community and reflect the Council's 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. This parking and enforcement report will be published each year to keep the local community and other interested parties abreast of the changes the Council has made and the ones it is 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, throughout the borough we have the following types and numbers of bays:-

Ambulance Bays - 1
Antique Dealer Bays (Saturdays only) - 106
Blue Badge Disabled Bays - 181
Car Club Bays - 168
Diplomatic Bays - 129
Doctor's Parking Bays - 18
Electric Vehicle Charging Bay - 2
Hospital Permit Bays (Monday to Friday only) - 12
Loading Bay - 16
Pay & Display Bays - 4,563 (plus 118 bays that are Antique Dealer bays or Hospital Permit bays on some days of the week)
Residents' permit bays - approximately 28,500
Residents' Motorcycle Bays - 100
Personalised Disabled Bays - 148
Police Bay - 25
Visitor Solo Motorcycle Bays - 202
Spaces for Taxis - 174

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.

Information concerning parking and examples of road markings and signage can be found 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 2002*. 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 Council's CPZ covers the entire borough and, with approximately 28,500 permit holders' parking bays and around 36,000 parking permits issued, demand for parking space is high. Our borough-wide CPZ 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 1,354 referrals concerning possible permit misuse
- withdrawn and cancelled 624 permits to which people were no longer entitled
- taken legal action against three permit holders for making fraudulent applications, all resulting in prosecution
- issued bans to two permit holders for permit abuse or misuse
- referred 67 permit applications to the Benefit Claims Investigations team, as their declared residency on their application was not compatible with the declared residency made in order to obtain benefit entitlements

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 Blue Badge bays as well as offering restricted concessions for non-resident Blue Badge holders.

The Royal Borough administers its 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 2,251 purple badge holders.

We take fraudulent use of disabled badges very seriously and employ dedicated officers to investigate and prosecute offenders. Between 1 April 2014 and 31 March 2015, we successfully apprehended 32 offenders who have had appropriate sanctions applied and carried out 11 seizures, 18 cautions and three prosecutions.

The four central London boroughs maintain a website (www.bluebadgelondon.org.uk) to help Blue Badge holders wishing to park in the exempted area. The website includes an explanation of where Blue Badge holders can and cannot park and an interactive search facility to find a suitable Blue Badge bay. Users of the website can also report fraudulent use of Blue Badges and suggest locations for new bays.

Motorcycle parking

In the Royal Borough there are:

- 100 resident motorcycle permit bays, providing a total of around 730 motorcycle spaces
- 202 visitor motorcycle bays, providing a total of around 1610 motorcycle spaces

We offer resident motorcyclists three choices when parking on-street; a paid for permit (currently £103 per annum) that allows them to park in any residents' bay alongside other vehicles, 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 these bays and convert them to visitor motorcycle bays if necessary.

Car clubs

The Council is an enthusiastic supporter of car clubs, and believes 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 168 on-street car club locations, managed by two operators.

Our charges for permits for car club operators are priced to encourage the use of environmentally friendly vehicles and we do not allow car club operators to use diesel vehicles with emissions of carbon dioxide higher than 120g/km.

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 just over 5,900 publicly available cycle parking spaces in the borough with the vast majority of these located on pavements.

Over the past few years, we have fitted cycle hoops onto our signposts in those streets where the pavements are too narrow for traditional cycle parking, thereby creating over 1,600 cycle parking spaces on our signposts. These cycle hoops are more secure for cyclists to attach their cycles to than simply attaching their cycles to our sign posts, and make it far less likely for the cycles to fall over and cause an obstruction to pedestrians. Where it is not possible to provide cycle parking on the

pavements, we investigate the possibility of converting a car parking bay to cycle parking. There are now almost 200 cycle parking spaces in car parking bays. Although we will continue to increase the number of cycle parking spaces, we recognise that this will become more difficult to do, and we welcome suggestions from local residents for new locations. Suggestions can be sent to cycling@rbkc.gov.uk

The Council insists that all new residential developments must have safe and secure cycle parking in line with the requirements of the London Plan 2011 and the Councils Core Strategy Policy CT1 and the Transport SPD. At least one cycle parking space is required for each smaller residential unit of one or two bedrooms. Large dwellings of three or more bedroom require a minimum of two spaces each.

We support residents on housing estates around the borough to park their cycles in secure locations, and have installed 240 secure spaces since the beginning of April 2014 bringing the total spaces on housing estates to over 1010.

Inter-borough co-operation

The Royal Borough maintains regular contacts with its neighbouring boroughs to ensure co-ordination in parking matters. This includes co-operation on permit fraud, discussions on operational and enforcement issues and parking policies.

The Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith & Fulham operate a Bi-borough Parking Service. In December 2014, this service moved to a new Bi-borough office, allowing services to be aligned and the sharing of best practice to deliver more efficient and effective bi-borough ways of working.

Parking enforcement

The Royal Borough decriminalised parking enforcement in July 1994. From this time, the Council has contracted its own parking attendants, now known as Civil Enforcement Officers (CEOs), to enforce all parking restrictions including yellow line restrictions. The current on-street enforcement contract with NSL Services Ltd, formerly National Car Parks plc, commenced on 4 July 2006 and ends in July 2016. We are currently tendering the contract.

The Council expects 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, untaxed vehicles, faults with parking equipment and missing/faded road markings and missing/damaged signs. They act as the Council's '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 other 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> and residents can subscribe to an alert service to receive notice of any suspensions in your 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 penalty charge.
- the Council 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

<http://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.

During 2014/15, we have:

- introduced three new Blue Badge disabled bays
- created four extra residents parking spaces
- created four new motorcycle bays as well as converting two residents' motorcycles bays to visitor motorcycle bays
- converted nine pay and display bays to other uses
- created three new pay and display bays
- introduced a new mandatory school keep clear marking
- introduced two new bus cages
- created two new on-carriageway bicycle bays
- converted 485 metres of single yellow line to double yellow line

Reviewing 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 5 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 2014, we increased the charge for residents' permits by 2.3 per cent, which was recorded as being the annual rate of Retail Price Index (RPI).

Despite the surcharge on diesel-fuelled vehicles, the proportion of diesel cars in our residents' fleet continues to rise. In 2007, diesels accounted for 15 per cent of the total number of residents' permits. They now account for around 35 per cent of permits on issue. To encourage residents to think carefully about the use of diesel vehicles we will increase the diesel surcharge to £40 per year from April 2016 and in April 2017 Euro 5 vehicles will be required to pay the surcharge as Euro 6 takes over as being the cleanest emission standard. We have given notice of our proposal in parking permit renewal letters to residents.

Parking Appeals

The 2014/15 statistics from the London Tribunals show that the Council won 62 per cent of appeals which is slightly better than the previous year. This is regarded as

one of the best independent measures of the overall quality of a council's parking service, and the Royal Borough is one of the highest scoring in London.

The Mayor of London's cycle hire scheme

We currently have 86 docking stations with a capacity to handle over 2,000 bikes. The Cycle Hire Scheme now covers over two thirds of the borough. We have been working with TfL to identifying sites to increase capacity at our best-used sites and to extend the scheme further north of the Westway with a particular focus on sites in and around Golborne Road street market.

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.

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 has proved popular with residents and motorists and we shall be rolling out the system to the whole borough in 2016.

Helping you park

Information on the location of our parking bays is now available on the Council's website at <https://www.rbkc.gov.uk/findmynearest/findmynearest.aspx> so that motorists know where they can park, how long they can park for and how much it will cost. We have made the same information available to app developers via the data.gov.uk website. The data also highlights which bays accept pay-by-phone payments and which bays are cash only.

Electric vehicles

We currently have two on-street electric vehicles charging points in the Borough – one in Seville Street and one in Talbot Road.

In 2014, we signed an agreement with the new operator of the Source London scheme and we are now working with them looking for locations for new charging points. We hope to install up to a dozen new charging points across the Borough in early 2016. This should bring most residents within a reasonably short distance of at least one charging point.

We are keen to help residents to change from petrol/diesel cars to electric ones because we know the beneficial effect such a change could have on air quality so we will continue to monitor the uptake of electric vehicles in the Borough and install more charging points if needed.

In the future

Procurement and contracts

We are currently tendering for our On-street Enforcement Contract. We hope to award the contract to the successful tenderer in January 2016. The new Contract will commence in July 2016.

The Royal Borough and the London Borough of Hammersmith & Fulham jointly procured a new bi-borough parking system for administering PCNs and residents' permits. The new system is currently being specified and configured and will go live before the start of 2016/17.

KCTMO managed estates and roads

The Protection of Freedoms Act 2012 banned clamping on private land, including housing estates. Consequently, the control of illegal estate parking was significantly compromised. The only way to effectively manage parking and maintain order on Kensington and Chelsea Tenants' Management Organisation (KCTMO) managed estates and roads following the new law is to use the Council's parking contractor to enforce through the use of traffic management orders. Without an order, KCTMO is unable effectively to restrict parking to residents, their visitors and contractors. This would result in the estates effectively becoming areas of free parking.

In 2015, we made traffic management orders on most KCTMO roads and car parks (including private land that lies behind gates). This will enable the Council's parking enforcement contractor to issue PCNs to any vehicle contravening the regulations on these estates.

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 2014/15 totalled £44.8 million, and the expenditure to provide the on-street service was £12.2 million. The surplus of £32.6 million was transferred to the Council's Car Parking Reserve and used mostly to fund off-street parking, public transport and other transport and highways related improvements.

Although the level of permit and pay and display charges are set by the Council, the level of penalty charge notices, clamping, and removal fees are set by London Councils' TEC. The highest proportion of income is from visitor parking reflecting the demand for these facilities.

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 categories.

On-street Account			
	£'000	£'000	£'000
Income	2014/15	2013/14	2012/13
Pay And Display	19,167	19,622	18,603
Residents Permits	5,931	5,897	5,750
Parking Suspension Income	7,970	7,533	6,491
PCN Income	10,460	10,579	9,770
Clamping and Removals Income	1,272	1,448	1,883
Other Income	1	121	143
Total Income	44,800	45,200	42,640
Expenditure	2014/15	2013/14	2012/13
In House Staff	2,054	2,241	2,364
Premises Related Costs	231	240	240
Transport Related Costs	28	40	42
Pay and Display and Carriageway Markings	706	746	808
Adjudication and Court Registration	306	311	334
Parking Enforcement Contracted Services	5,326	5,461	5,579
Central and Departmental Support	3,003	2,777	3,028
Other Costs	564	632	645
Total Expenditure	12,218	12,448	13,040
Surplus	32,582	32,752	29,600

Clamping and removal sub account			
	£'000	£'000	£'000
	2014/15	2013/14	2012/13
ON-STREET			
Income			
Clamping Income	0	102	521
Removals Income	1,272	1,346	1,362
Total Income	1,272	1,448	1,883
Expenditure			
In House Staff	136	148	257
Premises Related Costs	202	211	212
Transport Related Costs	0	0	0
Adjudication and Court Registration	74	79	85
Parking Enforcement Contracted Services	1,239	1,298	1,386
Central and Departmental Support	52	97	163
Other Costs	5	56	68
Total Expenditure	1,709	1,889	2,171
Deficit	437	441	288

Application of parking surplus			
	£'000	£'000	£'000
	2014/15	2013/14	2012/13
Surplus (Deficit)	-32,582	-32,752	-29,600
Brought Forward	-22,948	-23,646	-24,220
Concessionary fares	9,362	9,227	8,600
Taxicard	174	308	500
Welfare transport	987	942	913
School permits, special needs and youth transport	1,523	1,969	1,936
Off Street parking costs	265	1,124	993
Lighting, traffic signs, pedestrian crossings	1,707	2,262	2,177
Carriageway and footways, street trees, traffic management, safety and transportation	7,588	7,285	7,827
Parks, open spaces and street cleansing	11,248	10,333	7,228
Carried forward	-22,676	-22,948	-23,646

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. 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 are consistently high: 76 per cent in 2012/13, 77 per cent in 2013/14 and 77 in 2014/15.

PCNs issued on-street			
	2014/15	2013/14	2012/13
No. Higher level Issued	115,578	115,050	110,433
No. Lower level Issued	75,577	75,672	67,978
Total number of PCNs paid	157,258	153,028	142,951
No. of PCNs paid at discount	111,217	111,205	105,733
No. of PCNs paid at face value	40,129	37,246	32,409
No. of PCNs paid at Charge Certificate	3,502	1,941	1,982
No. of PCNs where a representation was made	45,088	45,280	43,853
No. of PCNs cancelled as a result of representation (mitigation)	11,837	13,531	16,703
No. of PCNs cancelled for other reasons	3,219	3,347	3,012
No. of representations that are rejected	30,032	28,402	24,138
No. of vehicles clamped	0	1,609	7,965
No. of vehicles removed	6,162	6,495	6,504

PCNs issued off-street			
	2014/15	2013/14	2012/13
No. Higher level Issued	0	0	30
No. Lower level Issued	49	120	354
Total number of PCNs paid	39	101	262
No. of PCNs paid at discount	28	78	214
No. of PCNs paid at face value	8	19	38
No. of PCNs paid at Charge Certificate	2	4	4
No. of PCNs where a representation was made	12	20	71
No. of PCNs cancelled as a result of representation (mitigation)	2	5	27
No. of PCNs cancelled for other Reasons	0	1	13
No. of representations that are Rejected	10	14	31
No. of vehicles clamped	0	2	27
No. of vehicles removed	0	0	2

Appeals and Adjudication			
	2014/15	2013/14	2012/13
No. of Appeals Received	1,389	1,306	1,492
Ratio of Appeals to PCNs issued	0.7%	0.7%	0.8%
Appeals not contested	217	161	160
Appeals allowed by Adjudicator	317	372	519
Appeals refused by Adjudicator	855	894	801

Note: figures reflect activity throughout the year

Performance statistics

The Council uses a number of key performance indicators (KPIs) to monitor the performance of its enforcement contractor.

	2014/15	2013/14	2012/13
KPI : Staff retention	98.35%	97.80%	98.73%
KPI : Street visit percentage	241%	241%	220%
KPI : CEO errors percentage	0.33%	0.31%	0.41%
KPI : Complaint handling	100%	100%	100%
KPI : Crime awareness incidents	21	43	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

	2014/15	2013/14	2012/13
Code red	19	38	23
Code yellow	2	5	3