



Annual parking and enforcement report 2019



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Glossary

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

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

Introduction and context

Overview

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

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

This is the Royal Borough of Kensington and Chelsea's Annual Parking and Enforcement Report 2019. 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 2018 – March 2019

Penalty Charge and appeals information – April 2018 – March 2019

What's new since our last report – 1 January 2019 – 31 December 2019

In the future – from 31 December 2019

The purpose of parking regulations and why they are enforced

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

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

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

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

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

The purpose of this document

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

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

Parking in the Royal Borough of Kensington and Chelsea

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

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

Accessible Permit Holder Bays - 20
Antique Dealer Bays (Saturdays only) - 103
Blue Badge Disabled Bays - 192
Bicycle Bays – 37
Car Club Bays - 212
Diplomatic Bays - 127
Doctor's Parking Bays - 18
Electric Vehicle Charging Bays – 43
Housing estate Resident Permit Bays - 187
Housing estate Visitor Permit Bays - 31
Housing estate Disabled Permit Bays - 14
Loading Spaces - 60
Pay and Display Bays – 4,673
Personalised Disabled Bays – 163
Police Spaces - 22
Residents' Motorcycle Permit Bays - 97
Residents' Permit Spaces - approximately 29,250
Taxi Spaces - 141
Visitor Solo Motorcycle Bays - 217

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 - 70
Housing estate Disabled Permit Bays - 75
Kensington Leisure Centre - 7 Disabled Bays
Motorcycle Permit Bays – 10

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 35,000 parking permits (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 falling. 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 1,250 referrals concerning possible permit misuse
- withdrawn and cancelled 528 permits to which people were no longer entitled
- retrieved or retained 337 permits that were either no longer valid or through fraudulent claims

Disabled Parking

Due to the severe pressure on parking space, the National Disabled Persons' Parking Badge Scheme (Blue Badge Scheme) does not apply in the Royal Borough of Kensington and Chelsea, the City of London, the City of Westminster, and part of the London Borough of Camden. When the scheme was introduced in 1971, these areas were exempted from the legislation. Although this means that the on-street parking concessions available under the Blue Badge scheme do not apply in the Royal Borough, we provide 190 Blue Badge bays as well as offering limited concessions for non-resident Blue Badge holders.

We administer our own Purple Badge Scheme for people with disabilities who live, work or study in the Borough. These badges allow the holders to park without payment or time limit in any residents' or pay and display parking bay throughout the Borough. There are currently 1,927 purple badge holders.

We take fraudulent use of disabled badges very seriously and employ officers specifically to investigate and prosecute offenders. Between 1 April 2018 to 31 March 2019, we successfully prosecuted 68 offenders who were misusing disabled badges to avoid parking fees as well as taking up spaces provided for disabled drivers. Fines totalling £14,100 were imposed, and defendants ordered to pay the Council a total of £20,120 in costs and victim surcharges.

In December 2018, the Department for Transport released data regarding the misuse of blue badges across the country. The data showed that the Royal Borough was one of the most active local authorities in England and Wales.

Motorcycle parking

In the Royal Borough there are:

- 96 resident motorcycle permit bays, providing a total of around 685 motorcycle spaces
- 216 visitor motorcycle bays, providing a total of around 1,695 motorcycle spaces

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

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

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

Car clubs

We are enthusiastic supporters of Car Clubs and believe 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 212 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 we have reviewed the permit fee structure for 2019/20 to further incentivise operators to switch to more environmentally friendly vehicles. This includes the introduction of a permit for Electric Vans.

In 2019 we also introduced floating car club services to the borough (see Page 12)

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 5,650 publicly available cycle parking spaces in the borough and over 1,330 in private residential areas.

This year, we continued our programme of cycle parking installation in the Borough, installing 82 new cycle parking spaces via 'Sheffield' or 'toast-rack' stands as well as 127 secure new spaces in residential areas. We also trialled three of our first on-street cycle hangars, providing 18 secure spaces for residents to rent. In total, we introduced 227 new cycle parking spaces in 2018/19.

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 2016 and the Councils Core Strategy Policy CT1 and the Transport and Streets SPD. At least one cycle parking space is required for each smaller residential unit of one bedroom. Large dwellings of two or more bedrooms require a minimum of two spaces each.

Parking enforcement

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

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

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

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

Suspensions

We appreciate that suspending parking bays can be inconvenient to residents, particularly in areas where parking demand is high, but we have to suspend bays for a variety of reasons including building works, furniture removals, utility and highways

works and special events. We operate a fee structure that charges a higher daily rate for longer suspensions than shorter ones and this has encouraged those requesting longer term suspensions to give greater thought to the amount of time and space they need.

To ensure residents have advance warning we require ten days' notice to suspend residents' parking bays. We provide an online facility to check for parking suspensions in any road in the Borough

<https://www.rbkc.gov.uk/Parking/suspensionsearch.asp> Residents can also subscribe to a notification service to receive notice of any suspensions in their road.

The appeals process

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

- they can make an informal 'challenge' or 'representation' before the Council issues a Notice to Owner (NtO).
- once an NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds for formal representations against the NtO. However, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case, there are mitigating reasons for the cancellation of the PCN.
- we will issue a Notice of Rejection if the formal representation is rejected. The owner then has the right to appeal within 28 days to an adjudicator of the London Tribunals. The adjudicators have a judicial status: they are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final and they have the power to award costs against either party.

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

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

What's new since our last Annual Parking Report

Minor changes to parking arrangements

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

During 2018/2019, we:

- introduced two additional mandatory school keep clear markings
- created fourteen extra residents' parking spaces
- created three new residents' permit motorcycle bays
- created two new electric vehicle bays
- converted thirty-one pay and display bays to other uses
- created seven additional Blue Badge disabled bays
- created 22 new pay and display bays
- converted 557 metres of single yellow line to double yellow line

Parking permit charges

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

We review the cost of residents' permits each year.

Parking appeals

The 2018/19 statistics from the London Tribunals show that the Council won 60.5 per cent of appeals. This independent score is a key indicator for the Parking Service, and we will look to improve our performance.

Permit appeals procedure

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

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

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

Between 1 January 2019 and 31 December 2019, we considered 84 appeals. In 61 of these cases permits were issued, in 14 cases they were refused, and 9 cases were not pursued or still under investigation.

Pay-by-Phone

We started rolling out the pay-by-phone system to the whole borough in December 2016. We completed the roll out in March 2017.

Currently around 90 per cent of transactions are made using pay-by-phone. From November 2018 the pay-by-phone app allowed payment through GooglePay and ApplePay providing a wider service to customers.

Blue Badge scheme

In July 2018 DfT announced that the Blue Badge scheme will be extended to people with 'hidden' disabilities in 2019. This is the biggest overhaul to the system in 40 years, offering accessible parking for people who find travel difficult and is part of the government's drive to build a society that works for all.

People with hidden disabilities, including autism and mental health conditions will soon have access to Blue Badges, removing the barriers many face to travel. The Blue Badge scheme already means those with physical disabilities can park closer to their destination than other drivers, as they are less able to take public transport or walk longer distances.

We are constantly reviewing the distribution and allocation of Blue Badge disabled bays and act on requests from visitors with Blue Badges for additional bays. We tend to site these bays near places of interest like shopping centres and museums or near medical centres like hospitals and doctors' surgeries.

Electric vehicles

We installed 170 new lamp column sockets using the Go Ultra Low Cities Scheme funding. These new chargers use advanced technology that does not need a metered cable, so residents are able to use their normal cable provided with their car. The original 64 old-style chargers will be upgraded in early 2020.

Source London installed two new charging points bringing the total to 43 in 29 locations across the borough.

We consulted on three locations for rapid electric vehicle charging points that will be installed in early 2020.

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

Floating car clubs

To further improve Car Club services within the Borough, in 2019 the Council introduced a new '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 successful with approximately one third of fleet vehicles being fully electric. This model is currently provided by two different operators who provide both one-way and round-trip services with a minimum fleet-size of 30 vehicles. It is expected that further operators of this service will come forwards in 2020.

Shared Parking Service Disaggregation

The integrated Shared Parking Service between the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham was established in April 2014, creating arguably the largest parking service in the UK. After more than five years of working in partnership, the two services disaggregated in December 2019 and reverted back to a single borough focus. We anticipate that our services will be unaffected by this structure change and our high levels of service will be maintained.

In the future

Pay and display machines

Owing to the popularity of the pay-by-phone system, we are removing all pay-and-display machines within the borough. The removal is being carried out in phases to give residents and visitors time to adjust to the change. PayByPhone signage gives clear information on how to use the service. We expect to complete the transition to cashless parking by early 2020.

Parking policy

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

Electric vehicles

In early 2020 we will consult on locations for 45 electric vehicle bays for new Source London charging points and one rapid charging point.

We will continue to install more lamp column chargers across the borough.

Cycle hangars

Following a successful trial of units in Colville Ward, the Council will in future consider resident requests for cycle hangars in all parts of the borough.

Parking operations

We are looking at the feasibility of relocating our car pound from Lots Road to Park Royal in 2020. In early 2019, one of our contractor (NSL) bases moved from Fulham Road into the newly refurbished Chelsea Old Town Hall. Both moves should prove to be more cost effective for the Council.

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 2018/19 totalled £49.1 million, and the expenditure to provide the on-street service was £11.7 million. We transferred the surplus of £37.4 million to the Council's Car Parking Reserve which we use to fund off-street parking, public transport and other transport and highways-related improvements. The highest proportion of income is from visitor parking reflecting the demand for these facilities.

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

Application of surplus

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

| On-street Account | | | |
|--|---------------|---------------|---------------|
| | | £'000 | £'000 |
| Income | 2018/19 | 2017/18 | 2016/17 |
| Pay And Display | 22,864 | 21,396 | 18,628 |
| Residents Permits | 6,251 | 6,100 | 5,990 |
| Parking Suspension Income | 8,738 | 7,969 | 8,216 |
| PCN Income | 10,830 | 10,704 | 10,942 |
| Clamping and Removals Income | 493 | 475 | 539 |
| Other Income | 0 | 0 | 0 |
| | | | |
| Total Income | 49,176 | 46,372 | 44,315 |
| | | | |
| Expenditure | 2018/19 | 2017/18 | 2016/17 |
| In House Staff | 2,149 | 2,531 | 2,296 |
| Premises Related Costs | 115 | 37 | 43 |
| Transport Related Costs | 34 | 51 | 26 |
| Pay and Display and Carriageway Markings | 1,065 | 953 | 874 |
| Adjudication and Court Registration | 144 | 100 | 176 |
| Parking Enforcement Contracted Services | 4,840 | 4,896 | 5,077 |
| Central and Departmental Support | 2,159 | 2,556 | 2,730 |
| Other Costs | 1,246 | 997 | 882 |
| | | | |
| Total Expenditure | 11,753 | 12,121 | 12,104 |
| | | | |
| Surplus | 37,424 | 34,251 | 32,211 |
| | | | |

| Clamping and removal sub account | | | |
|---|------------|------------|------------|
| | £'000 | £'000 | £'000 |
| | 2018/19 | 2017/18 | 2016/17 |
| ON-STREET | | | |
| <i>Income</i> | | | |
| Clamping Income | 0 | 0 | 0 |
| Removals Income* | 493 | 475 | 539 |
| | | | |
| Total Income | 493 | 475 | 539 |
| | | | |
| | | | |
| <i>Expenditure</i> | | | |
| In House Staff | 94 | 124 | 106 |
| Premises Related Costs | 0 | 1 | 5 |
| Transport Related Costs | 1 | 3 | 1 |
| Adjudication and Court Registration | 32 | 40 | 76 |
| Parking Enforcement Contracted Services | 593 | 580 | 732 |
| Central and Departmental Support | 52 | 53 | 43 |
| Other Costs | 5 | 2 | 10 |
| | | | |
| Total Expenditure | 777 | 803 | 973 |
| | | | |
| Deficit | 284 | 328 | 434 |
| | | | |

| Application of parking surplus | | | |
|---|---------|---------|---------|
| | £'000 | £'000 | £'000 |
| | 2018/19 | 2017/18 | 2016/17 |
| Surplus (Deficit) | -37,424 | -34,250 | -32,211 |
| Brought forward | -21,627 | -21,221 | -22,846 |
| Concessionary fares | 8,863 | 9,463 | 9,537 |
| Taxicard | 273 | 187 | 497 |
| Welfare transport | 832 | 831 | 724 |
| School permits, special needs and youth transport | 1,389 | 1,533 | 1,317 |
| Off-street parking costs | 400 | 261 | 248 |
| Highways and Street Lighting | 10,700 | 10,074 | 10,171 |
| Parks, open spaces and street cleansing | 12,208 | 11,495 | 11,343 |
| | | | |
| Carried forward | -24,386 | -21,627 | -21,221 |
| | | | |

Penalty charges

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

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

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

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

These charges have not increased since then.

Payment of PCNs

If a vehicle owner pays a PCN within 14 days of the date of issue, a 50 per cent discount applies. Representations that we receive within the initial 14-day period can result in us cancelling a PCN, but if we decide not to cancel the PCN, we allow a further 14 days from the decision date for payment to be made at the reduced rate.

PCN recovery rate

Recovery rate is calculated as the number of PCNs paid (in part or in full) as a percentage of PCNs issued. The Royal Borough's recovery rates were: 77 per cent in 2016/17, 78 per cent in 2017/18 and 78 per cent in 2018/19.

| PCNs issued | | | |
|--|---------|---------|---------|
| | 2018/19 | 2017/18 | 2016/17 |
| No. Higher level issued | 123,180 | 122,310 | 127,039 |
| No. Lower level issued | 76,821 | 74,097 | 77,783 |
| Total number of PCNs paid | 153,554 | 150,755 | 156,872 |
| No. of PCNs paid at discount | 122,490 | 121,997 | 120,586 |
| No. of PCNs paid at face value | 23,320 | 22,798 | 25,131 |
| No. of PCNs paid at Charge Certificate | 3,288 | 3,615 | 3,237 |
| No. of PCNs where a representation was made | 41,966 | 46,281 | 46,537 |
| No. of PCNs cancelled as a result of representation (mitigation) | 16,650 | 13,964 | 14,324 |
| No. of PCNs cancelled for other reasons | 2,981 | 2,885 | 3,423 |
| No. of representations that are rejected | 25,316 | 29,587 | 28,790 |
| No. of vehicles clamped | 0 | 0 | 0 |
| No. of vehicles removed | 2,363 | 2,298 | 2,680 |

Appeals and Adjudication

| Appeals and Adjudication | | | |
|---------------------------------|---------|---------|---------|
| | 2018/19 | 2017/18 | 2016/17 |
| No. of appeals received | 612 | 723 | 682 |
| Ratio of appeals to PCNs issued | 0.31% | 0.37 | 0.38% |
| Appeals not contested | 94 | 139 | 148 |
| Appeals allowed by Adjudicator | 253 | 350 | 392 |
| Appeals refused by Adjudicator | 389 | 323 | |

Note: figures reflect activity throughout the year

Key Performance Indicators

| Key Performance Indicators | | | |
|---------------------------------|---------|---------|---------|
| | 2018/19 | 2017/18 | 2016/17 |
| KPI : Staff retention | 99% | 99.03% | 99.28% |
| KPI : CEO errors percentage | 0.42% | 0.55% | 0.45% |
| KPI : Complaint handling | 100% | 100% | 100% |
| KPI : Crime awareness incidents | 10 | 26 | 20 |
| 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

| | 2018/19 | 2017/18 | 2016/17 |
|-------------|---------|---------|---------|
| Code red | 8 | 24 | 19 |
| Code yellow | 2 | 2 | 1 |