



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



**Resident  
permit  
holders  
only**

**Mon - Fri**

**8.30am - 10pm**

**Saturday**

**8.30am - 6.30pm**

**Sunday**

**1pm - 5pm**

# Annual Parking and Enforcement Report 2022



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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## Glossary

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

<b>Annual Report</b>	This is the abbreviated name for this document, the <i>Annual Parking and Enforcement Report</i> .
<b>CC</b>	Charge certificate.
<b>CCTV</b>	Closed-circuit Television
<b>CEO</b>	Civil Enforcement Officer.
<b>CPZ</b>	Controlled Parking Zone. All public highways in Kensington and Chelsea are covered by a CPZ.
<b>Contravention</b>	This refers to a breach of parking regulations. This was formerly referred to as an 'offence' when regulations were enforced by the police.
<b>Enforcement</b>	In this document 'enforcement' activity by the Council covers that of parking controls.
<b>KPI</b>	Key performance indicator.
<b>London Councils</b>	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.
<b>London Tribunals</b>	The parking and traffic appeals service
<b>NtO</b>	Notice to Owner.
<b>PCN</b>	Penalty Charge Notice.
<b>Recovery rate</b>	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).
<b>TMA</b>	Traffic Management Act 2004
<b>VDA</b>	Vehicle drive away

## Introduction and context

### Overview

The Council 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.

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 placed additional responsibilities on authorities to publish information regarding parking enforcement, including an annual report.

This is the Kensington and Chelsea Council's Annual Parking and Enforcement Report 2022. 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 Kensington and Chelsea is available on our website at:

<https://www.rbkc.gov.uk/parking>

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

Finance information: April 2021 - March 2022

Penalty Charge and appeals information: April 2021 - March 2022

Parking suspensions and dispensations information: April 2021 - March 2022

What's new since our last report: 1 January 2022 - 31 December 2022

In the future: from 1 January 2023

### The purpose of this document

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

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

### Parking in Kensington and Chelsea

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

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 and keeping our roads safe.

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

All roads controlled by the Council are part of a single 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 allocated to specific groups of users. We have approximately 35,640 on-street parking spaces, with the following types and numbers of spaces<sup>1</sup> specified below. A space is defined as being five metres in length, as most individual parking bays are approximately five metres in length:

- Accessible Permit Holder Spaces - 17
- Antique Dealer Spaces (Saturdays only) - 103
- Blue Badge Disabled Spaces - 205
- Car club Spaces - 167
- Cycle Hire docking stations - 96 (71 of these are on-carriageway utilising 312 spaces and enabling the hire of 1,653 hire bicycles)
- Diplomatic Spaces - 128
- Doctor's Parking Spaces - 17
- Electric Vehicle Charging Spaces - 161
- Housing estate Resident Permit Spaces - 175
- Housing estate Visitor Permit Spaces - 34
- Housing estate Disabled Permit Spaces - 17
- Loading Spaces – 69 in 18 loading bays

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<sup>1</sup> As of January 2023.<sup>2</sup> Motorcycle bays vary in size and a significant number are less than 5 metres in length so we have used “bays” rather than “spaces” for motorcycle bays

On-carriageway Bicycle Spaces - 49 (providing parking for a total of 412 bicycles)  
On-carriageway Electric scooter and Dockless Bicycle Spaces – 12 (which will provide parking for 106 e-scooters or dockless bicycles when implemented)  
PayByPhone Visitor Parking Spaces - 4,650  
Personalised Disabled Spaces - 188  
Police Spaces - 22 in 6 Police bays  
Rapid Charging Electric Vehicle Spaces - 3  
Residents' Motorcycle Permit Bays - 97<sup>2</sup> (providing parking for a total of 525 motorcycles<sup>3</sup>)  
Residents' Permit Spaces - approximately 29,065<sup>4</sup> (there has been a net loss of around 60 residents' spaces since last year's report)  
Shared use residents' motorcycle permit and bicycle parking space - 1 (providing parking for a total of 5 motorcycles or 16 bicycles)  
Taxi Spaces - 141 in 39 taxi ranks  
Visitor Solo Motorcycle Spaces - 224 (providing parking for a total of 1,455 motorcycles in 217 bays)<sup>5</sup>

#### Off-street<sup>6</sup>

Contractor Spaces - 2  
Housing estate Resident Permit Spaces - 801  
Housing estate Visitor Permit Spaces - 82  
Housing estate Disabled Permit Spaces - 75  
Kensington Leisure Centre - 7 Disabled Spaces  
Motorcycle Permit Spaces - 8 (providing parking for a total of 42 motorcycles)

In addition, we also have one off-street car park in Holland Park that currently has 57 regular spaces, six spaces reserved for the Belvedere restaurant, three disabled spaces and a motorcycle bay which can accommodate six motorcycles.

You can find information concerning parking and examples of road markings and signage in the *Highway Code* and in the Department for Transport's *Know Your Traffic Signs* booklet and in the *Traffic Signs Regulations and General Directions 2016*. These publications and other useful information related to parking can be found on the Department for Transport's website [www.dft.gov.uk](http://www.dft.gov.uk).

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<sup>2</sup> Motorcycle bays vary in size and a significant number are less than 5 metres in length so we have used "bays" rather than "spaces" for motorcycle bays

<sup>3</sup> The estimate of motorcycles able to park is based on the number of anchor points which are within most residents' motorcycle permit bays

<sup>4</sup> 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.

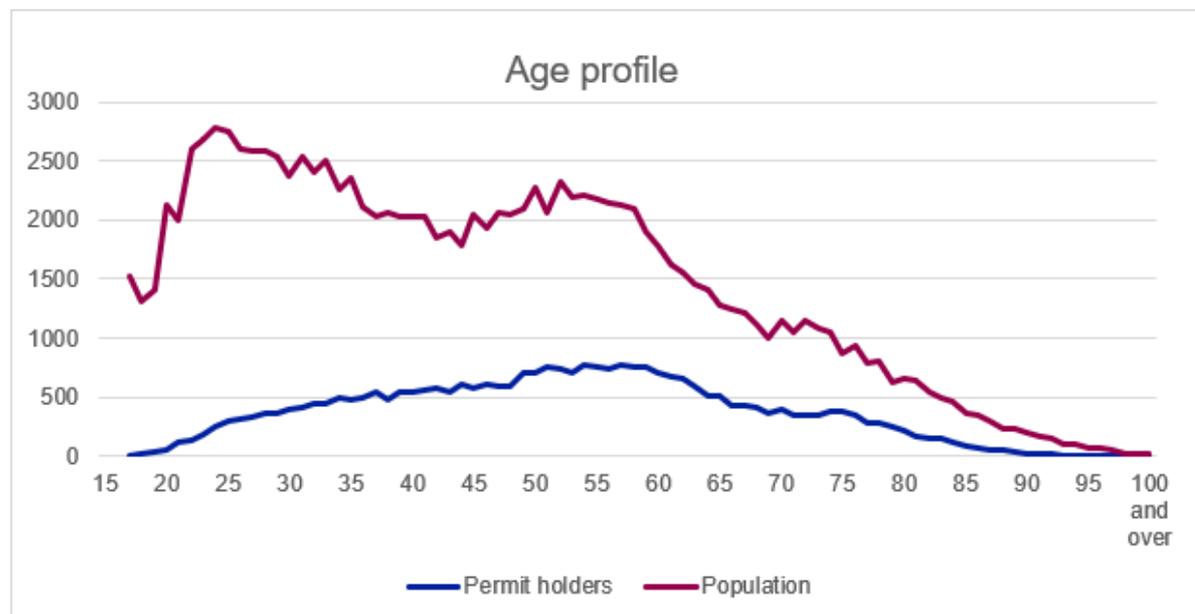
<sup>5</sup> Visitor motorcycle bays do not have anchor points, so it is assumed that one motorcycle per metre can park

<sup>6</sup> The number of off-street spaces include all of the off-street parking spaces within the Borough including those not included in the Council's traffic orders.

## Residents' parking

There has been pressure on parking in Kensington and Chelsea for many years. The CPZ covers the entire Borough and, with approximately 29,065 permit holders' parking spaces and around 33,928 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<sup>7</sup> (excluding the effects of the COVID pandemic). Between January 2013 and January 2023, the number of residents' permits (excluding purple badges) issued dropped by 14.1 percent, from 36,652 to 31,482. Car ownership has dropped in the Borough over the last few years, going against the trends throughout both Inner London and London as a whole. Between 2014 and 2021, car ownership in the Borough dropped 7.9 per cent, whilst car ownership increased in central London by 0.3 per cent and an increase in 0.9 per cent across the whole of London in the time period<sup>8</sup>. This can be attributed, in part, to demographic changes. The graph below shows the age profile of residents' permit holders in November 2022, compared to the age of the population of Kensington and Chelsea. Approximately one in five 30 year-olds, one in four 40 year-olds, and one in three 50 year-olds and nearly half of 60 and 70 year-olds living in Kensington and Chelsea have a residents' parking permit.



<sup>7</sup> In the 2009 Annual Parking Report, the number of residents' parking permits was approximately 39,000

<sup>8</sup> From London Datastore – vehicles by vehicle type - <https://data.london.gov.uk/dataset/licensed-vehicles-type-0>

## Virtual residents' parking permit system

Following the emergency introduction of virtual permits during the first Covid lockdown in 2020, the Council consulted residents in the winter of 2021/22 on a proposal to make virtual permits permanent. Eighty-seven per cent of over 4000 respondents supported this proposal. Based on the feedback from the consultation and the benefits listed below, we permanently adopted virtual parking permits in 2022:

- Easier, greener, more secure on-line application process that enables residents to park as soon as their application is added to the system without the need to wait for a permit to arrive
- Changes, such as change of vehicles are easier to manage
- Permit data available to on-street parking enforcement staff immediately via handheld computers in real time
- Updates can be provided by email which reach the customer quickly and are not subject to any postal delays.

For those that are not digitally enabled, the Council still accepts applications by post and Customer Access provide support to residents in person in the Customer Service Centre to help customers to apply online if they want help with this.

## Permit appeals procedure

The Council has eligibility criteria for resident parking permits. We will refuse an application if the applicant does not meet those criteria or is unable to provide the required documents or supporting evidence. Since 2014, 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 applicant's case and decides 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 2022 and 31 December 2022, we considered 90 appeals. In 62 of these cases permits were issued. In 28 cases they were refused. The number of appeals in 2022 is slightly lower than in previous years, but the number of refusals has remained consistent at about a third of the appeals being refused.

## Visitor parking

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

In April 2020 our visitor parking service became cashless, requiring drivers to pay using an app (PayByPhone) or their phone. At the same time, our visitor parking charges were set with reference to fuel type with electric vehicles receiving a discount and diesel vehicles paying more. In April 2020, electric vehicles represented one per cent of all PayByPhone transactions – as of December 2022, they now make up 7.5 per cent of PayByPhone transactions.

### Disabled parking

Due to the severe pressure on parking space, the National Disabled Persons' Parking Badge Scheme (Blue Badge Scheme) does not apply in 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 Borough, we do provide 204 free-to-park Blue Badge bays which typically have a four hour maximum stay requirement. We also offer two concessions for non-resident Blue Badge holders::

- (i) subject to a minimum of five minutes of parking time having been purchased in a pay-to-park bay, extending the permitted parking session by one hour at no cost. Another free hour may be obtained with another purchase of five minutes of paid-for time when the first free hour comes to an end, up to the maximum stay of the bay; and
- (ii) making it easier to park near hospitals by allowing Blue Badge holders to stay for four hours in PayByPhone visitor parking bays within hospital zones when 20 minutes of parking is paid for. Hospital zones are marked on-street with a "H" on the parking sign for that bay.

We administer our own Purple Badge Scheme for people with disabilities who live, work or study in the Borough. These badges allow the holders to park without payment or time limit in any residents' or pay-to-park visitor parking bay throughout the Borough. There are currently 2,446 purple badge holders<sup>9</sup>.

The Council takes the fraudulent use of disabled badges very seriously and employs officers to investigate and prosecute offenders. From 1 April 2021 to 31 March 2022, the Corporate Anti-Fraud Service ( ) successfully prosecuted 36 offenders for misusing disabled parking permits (blue badges). From the successful prosecutions, the Courts imposed fines totalling £14,800, and defendants were ordered to pay the Council a total of £18,557 in costs and victim surcharges. In addition to prosecutions, the Council also administered 22 Simple Cautions (once known as a formal or police caution) in cases considered suitable given the circumstance of the offence, for example, first-time offenders.

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<sup>9</sup> As of January 2023

### Motorcycle parking

We offer resident motorcyclists three options when parking on-street: a paid-for permit that allows them to park in any residents' bay alongside other vehicles, including residents' motorcycle bays; a free permit for the residents' motorcycle bays; or they can park for free in the visitors' motorcycle bays. We have 498 paid-for residents' motorcycle permits and 130<sup>10</sup> free residents' motorcycle permits.

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.

### 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, improving air quality and reducing 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.

There are currently three car clubs operating; two are traditional "back-to-base", providing vehicles for roundtrip journeys from marked "car club" parking bays, whilst the other is a "floating car club" providing vehicles for one-way journeys. For the latter, vehicles are permitted to park within any eligible on-street residents bay rather than requiring a dedicated on-street car club bay.

We have approximately 170 dedicated car club bays across the Borough. The number of car club bays has been falling in recent years, in response to changing demand. Relinquished bays are repurposed for other sustainable travel modes as well as resident and visitor parking.

In 2022/23, we issued 32 "floating car club" permits

We do not allow car club operators to provide diesel cars and our permit fee structure incentivises operators to provide vehicles with lower carbon dioxide emissions.

### 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 5,938 publicly available cycle parking spaces in the borough and over 1,450 cycle parking spaces available within Council managed and private residential housing estates<sup>11</sup>.

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<sup>10</sup> As of December 2022

<sup>11</sup> As of January 2023

We installed 18 cycle stands in 2022 on the carriageway in five locations. This allows 36 more cycles to park on the carriageway. We also installed a further six cycle stands in Franklin's Row on the footway, allowing a further 12 cycles to park.

We always welcome suggestions for new cycle parking locations, please email us at [cycling@rbkc.gov.uk](mailto: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 Council's Local Plan and the Transport and Streets Supplementary Planning Document. Currently, at least one cycle parking space is required for each smaller residential unit of one bedroom. Large dwellings of two or more bedrooms require a minimum of two spaces each.

### Parking suspensions and dispensations

We appreciate that suspending parking bays can be inconvenient to residents, particularly in areas where parking demand is high, but we have to suspend bays for a variety of reasons including building works, furniture removals, utility and highways works and special events. We operate a fee structure that charges a higher daily rate for longer suspensions than shorter ones and this encourages those requesting longer term suspensions to give greater thought to the amount of time and space they need.

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

<https://www.rbkc.gov.uk/Parking/suspensionsearch.asp>

Residents can also subscribe to a notification service to receive notice of any suspensions in their road.

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

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

### Tackling Idling Engines

Switching an engine off when stationary helps protect the health of those around us. Under the Road Vehicle Regulations (1986) it is an offence to leave vehicle engines running unnecessarily when they are stationary. Since 2019, enforcement officers have had the powers to enforce against drivers idling in the Borough. In 2022, 706 drivers switched off their engines or moved on as a result of speaking with Council

enforcement officers. In 2022, our CEOs handed 504 advisory leaflets to drivers of vehicles.

## What's new since our previous Annual Parking Report

### Resident permit criteria update

In 2022, we made changes to the residents' parking permit scheme eligibility criteria and terms and conditions. The changes make applying for permits easier for some categories of residents, such as students, residents with refugee status and overseas workers. The changes increase the maximum length and height of vehicles which are allowed to have a permit and will allow the Council to withdraw permits from vehicles which do not have a valid MOT. We will no longer accept new applications for doctors' residents' permits or doctors' bay permits or bays.

### Electric vehicles

We added a further 122 lamp column electric vehicle chargers bringing the total to 547<sup>12</sup>.

Source London installed 33 new electric vehicle charging points bringing the total to 149 in 79 locations<sup>13</sup> across the Borough.

Practically all (over 99 per cent) residential properties in the borough are within 200 metres of a public charging point and around 85 per cent of properties are within 100 metres.

Full details of electric vehicle charging in the Borough can be found at [www.rbkc.gov.uk/electric-vehicles](http://www.rbkc.gov.uk/electric-vehicles).

### Electric vehicles – dedicated bays for lamp column chargers

In 2022, we carried out a trial of four dedicated bays next to lamp column chargers. This was in response to reports from owners of electric vehicles that they are often unable to use the chargers because petrol or diesel cars are parked next to them. The trial was successful with all four sites used in this pilot showing increased usage. See page 15 to read about our future plans in this area.

### Cycle Hangars

In 2022, we continued our programme of cycle parking installation in the Borough, installing 30 new secure cycle hangars, in the carriageway, available to residents to rent. Of these, 21 were introduced in cycle hangar bays with an associated traffic order and an informal consultation carried out at the same time as the traffic order consultation. In late 2022, to respond more quickly to high demand from residents, the process was changed so that cycle hangars would be installed after informal consultation. Comments and objections to proposed hangars are still considered

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<sup>12</sup> As of December 2022

<sup>13</sup> As of December 2022

carefully by the Director of Streets and Regulatory Services before taking a decision on implementation.

### 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 2022<sup>14</sup>, we:

- created 17 additional Electric Vehicle charging spaces, and 4 dedicated Lamp-Column charging bays
- created 4 additional Blue Badge disabled spaces
- created 35 new personalised disabled bays – 24 personalised disabled spaces were no longer required, so were converted back to their original bay type
- converted 32 unwanted car club spaces to other uses
- created 14 additional visitor motorcycle parking spaces
- created 1 additional Diplomatic parking space
- introduced 9 new e-scooter and dockless hire parking bays
- introduced 21 cycle hangars on the carriageway
- converted 1799 metres of single yellow line to double yellow line
- introduced 52 metres of ‘at any time’ loading restrictions
- had a net-loss of 60 residents' parking spaces and 34 PayByPhone visitor parking bays due to converting bays to other uses

### Alfresco dining

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

During Summer 2022, the Council licensed approximately 100 outdoor dining terraces on temporary footway extensions primarily on suspended car parking bays, but also on yellow line too. Approximately 110 parking bays were suspended to extend the footway temporarily to allow parklet terraces to be licensed, including 72 “paid-for parking bays”. In February 2022, the Council made a Key Decision to facilitate alfresco dining on temporary footway extensions annually for the period of daylight savings time<sup>15</sup>.

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<sup>14</sup> Changes in the January, February June and October 2022 Miscellaneous Parking Amendments are included in these totals. Some of these amendments may not have been implemented on street by the end of 2022.

<sup>15</sup> <https://www.rbkc.gov.uk/howwegovern/keydecisions/decision.aspx?DecisionID=5967>

### Drive Away Penalty Charge Notices

In November 2021, we started to issue PCNs by post to registered keepers of vehicles which were driven away when a CEO started the process of issuing a PCN. This helps address the problem of fast-food delivery drivers on mopeds causing traffic management issues when they congregate in numbers and mini-cab drivers who occupy space in resident parking bays.

We issued 188 VDA PCNs in 2022, of which ten were issued to motorcycles. This is a new method of enforcement and we are aiming to increase this going forward.

### Parking appeals

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 (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 contravention will be advised by a letter sent by the postal system, which also serves as and Not.
- 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. In most cases the Council has not contested the appeal where compelling new evidence has come to light at the appeal stage.
- 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](http://www.londontribunals.gov.uk)

The 2021/22 statistics from the London Tribunals show that the Council won 78 per cent of contested appeals considered by London Tribunals in 2021/22. This independent score is a key indicator for the Parking Service, and we will look to improve our performance in 2023. This is compared with 77 per cent within

Inner London (including the City of London) and 71 per cent for the Greater London region, as a whole.

## In the future

### Reducing congestion on the East-West Arterial Routes

To address concerns about congestion, especially during evenings and at weekends, some areas of single yellow line on Fulham Road, King's Road, Kensington High Street and Kensington Road will be converted to double yellow lines to help deter vehicles from parking at these locations at any time. Vehicles currently park at these locations outside of controlled hours, particularly on evenings and weekends, which increases congestion.

### Dockless Cycle Hire bays

In the summer of 2023, we are proposing to introduce a borough wide network of spaces where dockless rental e-bikes should be parked.

Dockless hire cycles are a convenient alternative to public transport or driving and they have already demonstrated significant demand in Kensington and Chelsea. However, some users leave their bikes in ways that block pavements. We intend to provide dedicated parking bays to help us ensure that bicycles can be parked in controlled locations, minimising impact on residents and to keeping our pavements free for pedestrians, people with disabilities and those using buggies.

### Visitor parking tariffs

Since April 2020, the Council has applied a discount for electric vehicles to a base tariff that is applied to petrol vehicles. From April 2023, the base price for visitor parking will be the electric vehicle tariff, with additional surcharges for petrol and diesel vehicles. This will make it easier to maintain a differential of £1 per hour between the four tariff areas in the borough. The petrol tariff will be set to be 33 per cent more than the electric vehicle tariff (rounded to the nearest 10p) and the diesel tariff will be set to be 50 per cent more than the electric vehicle tariff (rounded to the nearest 10p).

### Express suspension charge

From 1 April 2023, the Council will introduce an express suspension charge which requires five working days' notice rather than the standard ten working days' notice. Applications will be approved only at the Council's discretion. This is a one-off cost per application, levied in addition to the normal suspensions charges and is priced at five times the "fewer than six chargeable days" charge.

### Electric vehicles

In early 2023 we will consult on 17 locations for new Source London charging points (34 bays) and 32 dedicated bays for lamp column chargers.

We will complete the installation of the latest batch of 150 lamp column chargers by May 2023 and we plan to expand the number of rapid chargers throughout 2023.

### Digitalization

We are looking at the feasibility of trialling advanced interactive software on Parking's website, for any motorist seeking guidance on what to do if they wish to query a PCN issued to their vehicle.

We will look at a new parking suspension IT system that has a customer portal, which will simplify the process for customers wishing to reserve a space on-street for domestic removals, large deliveries or to facilitate construction work, etc.

We will look at a new IT system, which will support the Resident Parking Permit Scheme and make the process of applying for new permits, renewals or changes to existing payments, easier and introduce the ability to pay monthly.

### Contracts and Supplies

We will commence a three-year Contract extension between the Council and NSL Services Ltd for parking enforcement services, vehicle removals and car pound management. We will also review the contract that exists between the Council and PayByPhone for the digital pay-to-park service that we operate. Both reviews are standard exercises and fall in line with the terms and conditions agreed at the outset.

## Statistics, financial information, reviews and monitoring

### Financial statistics

Parking income (from both charges and fines) should be used to fund the cost of administering the parking service in the first instance. If the amount of income raised exceeds the cost of administering the service in the current or previous year, this creates a "parking surplus". Section 55 of the Road Traffic Regulation Act 1984 specifies that this surplus can be rolled forward (i.e. transferred to the Parking Reserve) to fund the cost of future parking controls, or it can be used to fund specific purposes. The Traffic Management Act 2004 extended the purposes to which surplus income may be applied to funding local environmental improvements, which is defined in a broad sense to encompass recreational or scenic improvements. The surplus can therefore be used as follows: -

- a. To meet costs relating to off-street parking provision
- b. Where the local authority deems there to be sufficient off-street parking already, parking income can fund:
  - Public passenger transport costs
  - Road or highway improvements

- Environmental improvements (reduction of environmental pollution, improving or maintaining the appearance or amenity of roads and public open land, the provision of outdoor recreational facilities available to the general public without charge)
- The costs of road maintenance (including street name plates, lighting and bridges) or the London Transport Strategy (applicable to London local authorities only)

Any accumulated balance on the Parking Reserve can only be applied to projects that fall within these specific statutory purposes.

The Finance department undertakes a detailed exercise each year to apply any “parking surplus” to eligible expenditure (both capital and revenue) and the application of this surplus is included in Table I – On-street Account, below. Any unapplied surplus is placed in the Parking Reserve.

#### Parking income and expenditure

Income from the on-street operation in 2021/22 totalled £50.7 million, and the expenditure to provide the on-street service was £13.9 million. The income from last year has come back to around pre-pandemic levels, as shown in the table below. The highest proportion of income (45 per cent) is from visitor parking reflecting the high demand for these facilities.

Although the Council sets the level of permit and visitor parking charges, the level of penalty charge notices, clamping, and removal fees are set by the Transport and Environment Committee of the London-wide body called London Councils.

**Table I: On-street Account**

	£'000	£'000	£'000
	2021/22	2020/21	2019/20
<b>Income</b>			
Visitor parking (PaybyPhone and pay and display)	22,765	11,711	22,406
Residents permits	6,135	5,508	6,090
Parking Suspension Income	9,887	8,481	9,282
PCN Income *	11,521	6,811	13,746
Clamping and Removals Income	281	69	430
Other Income (including payments for services provided)	76	135	292
<b>Total Income</b>	<b>50,665</b>	<b>39,015</b>	<b>52,246</b>
<b>Expenditure</b>			
In-House Staff	2,180	2,183	2,207
Premises Related Costs	49	87	65
Transport Related Costs	33	34	38
Pay and Display and Carriageway Markings	455	331	1,043
Adjudication and Court Registration	119	111	156
Parking Enforcement Contracted Services	4,748	5,149	4,903
Central and Departmental Support	3,302	2,910	2,152
Other Costs *	3,019	2,537	4,031
<b>Total Expenditure</b>	<b>13,905</b>	<b>13,342</b>	<b>14,595</b>
<b>Surplus</b>	<b>36,760</b>	<b>25,673</b>	<b>37,651</b>

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

**Table 2: Removal and Relocation Sub Account**

<b>Removal and Relocation Sub Account</b>			
	£'000	£'000	£'000
	2021/22	2020/21	2019/20
<b>ON-STREET</b>			
<b>Income</b>			
Clamping Income	0	0	0
Removals Income	281	69	429
Other Income (rent from car pound)	77	76	267
<b>Total Income</b>	<b>358</b>	<b>145</b>	<b>697</b>
<b>Expenditure</b>	109	108	113
In-House Staff	2	0	0
Premises Related Costs	0	0	0
Transport Related Costs	34	25	18
Adjudication and Court Registration	852	893	850
Parking Enforcement Contracted Services	79	69	51
Central and Departmental Support	3	3	6
<b>Total Expenditure</b>	<b>1,079</b>	<b>1,098</b>	<b>1,039</b>
<b>Deficit</b>	<b>721</b>	<b>953</b>	<b>342</b>

### 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<sup>16</sup>. Under this legislation, the application of any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways improvement schemes, highway maintenance, public passenger transport services and certain other service categories.

**Table 3: Application of parking surplus**

<sup>16</sup> <https://www.legislation.gov.uk/ukpga/1984/27/section/55/1993-07-05>

Application of Parking Surplus			
	£'000	£'000	£'000
	2021/22	2020/21	2019/20
Surplus	-36,760	-25,675	-37,651
Bought Forward	-19,412	-23,522	-24,386
SFC Compensation Scheme **	-447 <sup>17</sup>	-6,741	
Concessionary Fares	7,401	8,644	8,555
Taxicard	75	9	72
Welfare Transport	469	456	2,436
School Permits, Special Needs and Youth Transport	2,195	1,791	2,436
Off-street Parking Costs	162	493	584
Highways and Street Lighting	12,531	11,783	12,809
Parks, Open Spaces and Street Cleansing	12,481	13,349	13,459
On-street Parking Costs	519 <sup>18</sup>	0	0
Carried Forward	-19,893	-19,413	-23,522

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

We had an in-year surplus of £36,760k in 2022 and we spent £36,280k of that, so the difference (£480k) was added to our Parking Reserve, which rose from £19.412m to £19.893m

### Parking suspensions and dispensations

We suspend bays, on request, for a wide variety of reasons if to continue allowing people would park would create unacceptable hazards, risks or issues for other highway users or for frontages. For this service we a suspension fee per day and per space, with fees increasing to discourage long term suspensions. In 2021/22, the fee per space was £58 for each of the first 5 days, then £87 daily from day 6 to day 42 and £116 daily from day 43 upwards.

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

<sup>17</sup> Adjustment to revise the compensation figure reported in the prior year. The originally reported compensation to be received through the government scheme was based on an estimate; actual compensation eventually received was lower and the adjustment is shown in the following year so that the total actual amount received overall is captured

<sup>18</sup> Costs of internal recharges for parking bay suspensions incurred by Council departments (largely related to suspensions by third-parties contracted by the Council to undertake capital improvement works on Kensington and Chelsea Council owned properties) and one-off Highways feasibility study costs

**Table 4:** Number of parking suspensions and dispensations

Number of Parking Suspensions			
	2021/22	2020/21	2019/20
1 to 5 days	9,984	7,922	9,136
6 to 42 days	2,152	1,693	1,053
43 of more days	1,086	355	395
Total Number of Suspended Bays	38,445	29,481	30,613
Total Number of Bay-days suspended	158,868	120,823	90,766
Number of Parking Dispensations			
	2021/22	2020/21	2019/20
Total Number of Dispensations	52	10	28
Total Number of Bay-days for Dispensations	102	19	98

### Penalty charges

The amount a council may charge for a PCN is set by London Councils' Transport and Environment Committee, agreed by the Mayor of London and ratified by the Secretary of State. The whole of Kensington and Chelsea is in parking charge band A.

There are two levels of penalty; higher level penalties apply to contraventions which are considered more serious, such as parking on yellow lines or where an obstruction is caused. Lower level penalties apply generally where parking is permitted but the regulations are contravened, such as overstaying on visitor parking bay.

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 Council's recovery rates were: 76 percent in 2019/2020, 76 percent in 2020/21 and 80 percent in 2021/22.

**Table 5:** Number of PCNs issued

PCNs Issued			
	2021/22	2020/21	2019/20

No. Higher level issued	109,038	65,902	121,257
No. Lower level issued	73,991	40,381	76,199
Total number of PCNs issued	183,029	106,283	197,456
Total number of PCNs paid	144,744	80,800	150,706
No. of PCNs paid at discount	116,235	64,720	119,624
No. of PCNs paid at face value	20,568	11,278	23,318
No. of PCNs paid at charge certificate	2,580	1,549	3,257
No. of PCNs where a representation was made	46,149	16,635	41,843
No. of PCNs cancelled as a result of representation (mitigation)	15,226	9,175	17,749
No. of PCNs cancelled for other reasons	2,460	6,968	2,031
No. of representations that are rejected	10,480	7,375	23,266
No. of vehicles clamped	0	0	0
No. of vehicles removed to the pound	1,360	359	2,057

## Appeals and Adjudication

**Table 6:** Appeals and Adjudication

<b>Appeals and Adjudication</b>			
	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
No. of appeals received <sup>19</sup>	384	210	554
Ratio of appeals to PCNs issued	0.20%	0.20%	0.28%
Appeals not contested	91	72	107
No. of cases considered by London Tribunals	306	234	461
Appeals allowed by adjudicator	139	120	246
Appeals refused by adjudicator	167	114	215
Percentage of appeals considered which were refused <sup>20</sup>	78	70	61

## Key Performance Indicators

Our parking contractors, NSL, work to five Key Performance Indicators:

<sup>19</sup> The number of appeals received do not necessarily match the number of appeals considered, due to the time delay between when the case is heard and when the appeal is registered

<sup>20</sup> Percentage of appeals considered which were won = [Appeals Refused / (No. cases considered - Appeals not contested)] x100%

- Staff retention is the level of CEO absenteeism and CEO staff turnover
- CEO errors percentage is the number of PCNs cancelled as a direct result of an error of the service provided
- Complaint Handling is the level of complaints that have been received
- Crime awareness Incidents are the formulation and adherence to the Police protocol for assistance to CEOs (these are the code red and code yellow below)
- PCNs issued with photos relate to the quality of the digital photo that was taken by the service provider

**Table 7: Number of Transactions and Income from Visitor Parking:**

<b>Visitor Parking</b>			
	<b>2021/22</b>	<b>2020/21<sup>21</sup></b>	<b>2019/20</b>
Transaction Volumes:	1,814,736	1,182,097	N/A <sup>22</sup>
Diesels	3,787,763	2,286,501	
All Vehicles	48%	52%	N/A <sup>21</sup>
% Diesels			
Net parking Income:			
Diesels	£12,345,647.92	£8,071,709.68	N/A <sup>21</sup>
All Vehicles	£21,226,244.24	£13,057,012.35	£20,469,906.22
% Diesels	58%	62%	N/A <sup>21</sup>

**Table 8: Key Performance Indicators**

<b>Key Performance Indicators</b>			
	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
KPI: Staff Retention	99%	99%	99%
KPI: CEO Errors Percentage	0.46%	0.46%	0.43%
KPI: Complaint Handling	100%	100%	100%
KPI: Crime Awareness Incidents	5	5	13
KPI: PCNs Issued with Photos	99%	99%	99%

#### Annual statistics on civil enforcement officers' safety

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.

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.

<sup>21</sup> The significant lower volumes in 2020/21 would have been due to the COVID pandemic

<sup>22</sup> There was no breakdown of fuel type in the data before 2020/21

- 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
- 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

**Table 9:** Civil enforcement officers' safety

<b>Civil Enforcement Officers' Safety</b>			
	2021/22	2020/21	2019/20
Code Red	6	4	12
Code Yellow	0	0	1