



Annual parking and enforcement report 2014

December 2014



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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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, PATAS, and administration of the London Lorry Control Scheme.
NTO	Notice to owner
PATAS	Parking and Traffic Appeals Service
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 2014. 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:

<http://www.rbkc.gov.uk/parkingtransportandstreets.aspx>

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 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) - 97
Blue Badge Disabled Bays - 180
Car Club Bays - 169
Diplomatic Bays - 129
Doctor's Parking Bays - 17
Electric Vehicle Charging Bay - 2
Hospital Permit Bays (Monday to Friday only) - 12
Loading Bay - 16
Pay & Display Bays - 4,569 (plus 109 bays that are Antique Dealer bays or Hospital Permit bays on some days of the week)
Residents' permit bays - 28,000
Residents' Motorcycle Bays - 100
Personalised Disabled Bays - 148
Police Bay - 25
Solo Motorcycle Bays - 198
Taxi Rank bays - 39

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 28,000 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 1,504 referrals concerning possible permit misuse
- withdrawn and cancelled 671 permits to which people were no longer entitled
- physically recovered 405 of these permits
- taken legal action against two permit holders for making fraudulent applications, both resulting in prosecution
- issued bans to six permit holders for permit abuse or misuse
- referred 65 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 2,253 purple badge holders.

We take fraudulent use of disabled badges very seriously and employ dedicated officers to investigate and prosecute offenders. Between 1 April 2013 and 31 March 2014, we successfully apprehended 28 offenders who have had appropriate sanctions applied and carried out 12 seizures, 12 cautions and four 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
- 198 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 £100 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, with over 7,000 members.

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 4,500 publicly available cycle parking spaces in the borough with the vast majority of these located on pavements. We are in the process of retrofitting cycle hoops onto our sign posts in those streets where the pavements are too narrow for traditional cycle parking, thereby creating over 1,100 cycle parking spaces on our sign posts. 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 205 secure spaces since the beginning of April 2013 bringing the total spaces on housing estates to over 750.

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 merging of the parking services from the Royal Borough and Hammersmith & Fulham into a joint bi-borough service has extended and strengthened the way we work with our neighbours.

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 with two break points for consideration of contract extensions, the maximum contract period is ten years.

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.

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 Parking and Traffic Appeals Service (PATAS). 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.parkingandtrafficappeals.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 2013/14, we have:

- introduced four new Blue Badge disabled bays
- created 52 extra residents parking spaces
- created five new motorcycle bays and converted four residents' motorcycles bays to visitor motorcycle bays
- converted 33 pay and display bays to other uses
- created 22 new pay and display bays
- introduced three new mandatory school keep clear markings
- converted 886 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 are considering making changes to the diesel surcharge over the next couple of years, as the Euro 6 standard replaces Euro 5.

We review the cost of residents' permits each year.

In April 2014, we increased the charge for residents' permits by 3.2 per cent, which was recorded as being the annual rate of Retail Price Index (RPI).

Parking Appeals

The 2013/14 statistics from the Parking and Traffic Appeals Service (PATAS) show that the Council won 61 per cent of appeals which is the same result as 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 station with a capacity to handle over 2,000 bikes. Over two thirds of the borough is now covered by the Cycle Hire Scheme. We hope that TfL will eventually extend the scheme further north of the Westway to cover the whole borough.

Changes to parking operations and permit administration

In the past year, we made the following changes to the way we administer the parking system:

- we stopped clamping all illegally parked vehicles except persistent evaders
- we extended the on-street notice period for parking suspensions because residents told us they wanted more notice
- we no longer issue permits to residents with foreign registered vehicles as this goes against legislation governing vehicle licensing requirements
- we introduced a width restriction of 220 centimetres (7 feet 3 inches) for new vehicles joining the residents' parking permit scheme
- we stopped issuing Weekend Only residents' permits
- we redesigned all our application forms, our parking guide and the website to make them clearer and easier to understand
- we introduced a Permit Appeals Panel that considers applicants that have been refused a permit or disqualified from the permit scheme

Council Savings

In 2013/14, we created a shared Parking Service serving the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham. This came into effect on 1 April 2014 and the new arrangements are on course to achieve significant savings in officer costs whilst retaining in-house staff. The structure ensures both boroughs' sovereignty is maintained and the Parking Enforcement Service in Kensington and Chelsea continues to be delivered in a professional manner that revolves around the needs of our residents.

We introduced a new Pay and Display machine maintenance contract that generated savings for the Royal Borough.

In 2013/14, we started a new long-term lease arrangement for the Town Hall car park. Historically this has been a managed service however we believe leasing the car park will provide greater benefits to residents, visitors and the Council.

The successful company, Vinci Park UK, are investing circa £650,000 at the outset of the lease in improving the car park and will include areas such as deep cleaning, lighting, improving line markings and signage, as well as investing in new IT equipment and infrastructure to ensure effective CCTV coverage and remote support. All of this will provide a better environment and experience for users of the car park, be more eco friendly by adopting new and more efficient services, and provide a more secure source of income to the Council in a fluctuating market.

Suspensions

We have increased the notice we require to suspend residents' parking bays to ten working days. This means that it is much less likely that a bay will be suspended while residents are on holiday.

We now have QR codes on our suspension signs, which appear as an array of small, black and white squares. People with smart phones can scan the code and view full details about the suspension on the Council's website.

In the future

Procurement and contracts

We are procuring a new IT system to manage Penalty Charge Notices, residents' parking permits and parking bay suspensions, which we expect to go live in the middle of 2015.

We are jointly procuring, with Hammersmith and Fulham, the outsourced services of printing and dispatch of statutory documents and the processing of postal Penalty Charge Notice payments and scanning related correspondence.

We are considering the feasibility of moving to a single bailiff service contract with Hammersmith & Fulham, which will enable both Councils to benefit from economies of scale.

We are reviewing the efficiency and effectiveness of the Car Pound Service at Lots Road.

Pay-by-phone

We have received several requests for alternative methods of payment in pay and display bays. So, in early 2015, we will begin a six-month trial of pay-by-phone parking in 124 Pay and Display bays near Kensington High Street and 129 Pay and Display bays in Redcliffe Ward. If the trial is successful, the service will be rolled out to cover the whole borough.

The pay and display machines which are currently on-street will remain active during this trial, so those who wish to pay by cash for their parking can continue to do so.

Access to DVLA data

Work is underway nationally to review how local authorities access DVLA's data services. The Department for Communities and Local Government are developing a nationwide business case to allow local authorities greater access to vehicle registration details. This will make local authorities' services more accessible in regard to digitalised services giving residents the opportunity to transact when and where is most convenient to them and on a device of their choosing.

KCTMO managed estates and roads

A relatively new law has affected property owners' ability to control illegal parking on their private land. Amongst other things, the Protection of Freedoms Act 2012 banned clamping on private land, including housing estates.

Consequently, the control of illegal estate parking has been 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. This is widely seen across the London boroughs as the best way forward given the law change.

Without an order, KCTMO is unable effectively to restrict parking to residents, their visitors and contractors. In time, this could result in the estates effectively becoming areas of free parking available to the general public, contrary to the Council's transport policies and likely resulting in resident dissatisfaction.

As a result, we are proposing to begin the statutory procedures which would lead to the introduction of traffic management orders on most KCTMO roads and car parks (including private land that lies behind gates). These roads and car parks are not all of the estates managed by KCTMO, but are the estates whose residents did not raise any objections to either of the two informal consultations carried out by KCTMO.

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 2013/14 totalled £45.2 million, and the expenditure to provide the on-street service was £12.4 million. The surplus of £32.8 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	2013/14	2012/13	2011/12
Pay And Display	19,622	18,603	18,780
Residents Permits	5,897	5,750	5,584
Parking Suspension Income	7,533	6,491	5,336
PCN Income	10,579	9,770	9,365
Clamping and Removals Income	1,448	1,883	1,858
Other Income	121	143	42
Total Income	45,200	42,640	40,965
Expenditure	2013/14	2012/13	2011/12
In House Staff	2,241	2,364	2,712
Premises Related Costs	240	240	230
Transport Related Costs	40	42	30
Pay and Display and Carriageway Markings	746	808	762
Adjudication and Court Registration	311	334	322
Parking Enforcement Contracted Services	5,461	5,579	5,625
Central and Departmental Support	2,777	3,028	3,521
Other Costs	632	645	657
Total Expenditure	12,448	13,040	13,859
Surplus	32,752	29,600	27,106

Off-street Account			
	£'000	£'000	£'000
	2013/14	2012/13	2011/12
PCN Income	0	16	24
Total Income	0	16	24
Expenditure	0	6	8
Total Expenditure	0	6	8
Surplus	0	10	16

Note: Holland Park Car Park is now accounted for as On Street Parking and the Kensington Sports Centre Car Park has been closed due to redevelopment

Total On and Off-street Accounts			
	£'000	£'000	£'000
	2013/14	2012/13	2011/12
Income	45,200	42,656	40,989
Expenditure	12,448	13,046	13,867
Surplus	32,752	29,610	27,122

Clamping and removal sub account			
	£'000	£'000	£'000
	2013/14	2012/13	2011/12
ON-STREET			
Income			
Clamping Income	102	521	575
Removals Income	1,346	1,362	1,283
Total Income	1,448	1,883	1,858
Total Expenditure	1,889	2,171	2,187
Deficit	441	288	329

Note: PCN income from clamping and removals is accounted for in PCN income

Application of parking surplus			
	£'000	£'000	£'000
	2013/14	2012/13	2011/12
Surplus (Deficit)	-32,752	-29,600	-27,106
Brought Forward	-23,646	-24,220	-30,118
Concessionary fares	9,227	8,600	8,099
Taxicard	308	500	487
Welfare transport	942	913	985
School permits	11	16	22
Special needs and youth transport	1,958	1,920	1,860
Off Street parking costs	1,124	993	981
Lighting, traffic signs, pedestrian crossings	2,262	2,177	2,073
Carriageway and footways, street trees, traffic management, safety and transportation	7,285	7,827	14,648
Parks, open spaces and street cleansing	10,333	7,228	3,849
Carried forward	-22,948	-23,646	-24,220

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

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 2011/12, 76 per cent in 2012/13 and 77 per cent in 2013/14.

PCNs issued on-street			
	2013/14	2012/13	2011/12
No. Higher level Issued	115,050	110,433	109,924
No. Lower level Issued	75,672	67,978	70,337
Total number of PCNs paid	153,028	142,951	142,149
No. of PCNs paid at discount	111,205	105,733	104,280
No. of PCNs paid at face value	37,246	32,409	31,566
No. of PCNs paid at Charge Certificate	1,941	1,982	2,840
No. of PCNs where a representation was made	45,280	43,853	43,391
No. of PCNs cancelled as a result of representation (mitigation)	13,531	16,703	13,699
No. of PCNs cancelled for other reasons	3,347	3,012	4,134
No. of representations that are rejected	28,402	24,138	25,558
No. of vehicles clamped	1,609	7,965	8,685
No. of vehicles removed	6,495	6,504	6,299

PCNs issued off-street			
	2013/14	2012/13	2011/12
No. Higher level Issued	0	30	52
No. Lower level Issued	120	354	640
Total number of PCNs paid	101	262	498
No. of PCNs paid at discount	78	214	376
No. of PCNs paid at face value	19	38	86
No. of PCNs paid at Charge Certificate	1,941	4	9
No. of PCNs where a representation was made	20	71	154
No. of PCNs cancelled as a result of representation (mitigation)	5	27	32
No. of PCNs cancelled for other Reasons	1	13	20
No. of representations that are Rejected	14	31	102
No. of vehicles clamped	2	27	53
No. of vehicles removed	0	2	0

Appeals and adjudication			
	2013/14	2012/13	2011/12
No. Of Appeals Received	1,306	1,492	1,454
Ratio of Appeals to PCNs issued	0.7%	0.8%	0.8%
Appeals not contested	161	160	213
Appeals allowed by Adjudicator	372	519	569
Appeals refused by Adjudicator	894	801	924

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.

	2013/14	2012/13	2011/12
KPI : Staff retention	97.80%	98.73%	96.30%
KPI : Street visit percentage	241%	220%	285%
KPI : CEO errors percentage	0.31%	0.41%	0.39%
KPI : Complaint handling	100%	100%	100%
KPI : Crime awareness incidents	43	26	54
KPI : PCNs issued with photos	99%	99%	98%

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

	2013/14	2012/13	2011/12
Code red	38	23	48
Code yellow	5	3	6