

Annual parking and enforcement report 2024



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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 Annual Parking and Enforcement Report.
CC	Charge certificate.
CCTV	Closed-circuit Television
CEO	Civil Enforcement Officer.
CPZ	Controlled Parking Zone. All public highways in 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.
London Tribunals	The parking and traffic appeals service
NtO	Notice to Owner.
PCN	Penalty Charge Notice.
Recovery rate	The percentage of PCNs issued that have been paid. The most common reasons for PCNs going unpaid are the Council not being able to obtain the keeper details from the DVLA (Driver and Vehicle Licensing Agency) or not being able to trace the person reported by the DVLA as being the vehicle keeper.
TMA	Traffic Management Act 2004
VDA	Vehicle drive away

Introduction and context

Overview

The Royal Borough assumed the powers of 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.

In March 2008 Government introduced the Traffic Management Act 2004 (TMA)

to improve public perceptions of parking enforcement by providing greater consistency of nationwide parking regulations and providing a fairer and more transparent system. Under section 87 of the TMA, the Secretary of State for Transport has published statutory guidance recommending that enforcement authorities produce an annual report about their parking enforcement activities.

This is that report. Whilst it does not extend to our civil enforcement of moving traffic contraventions under the London Local Authorities and Transport for London Act 2003, for transparency, financial data relating to this is also included.

More information on parking in Kensington and Chelsea is available on our website at:

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

Parking income and expenditure

Table 1: On-street Account (£'000)

Income	2023/24	2022/23	2021/22
Pay-to-park visitor parking	23,195	23,729	22,765
Residents Permits	6,666	6,187	6,135
Parking Suspension Income	10,028	10,034	9,887
Penalty Charge Income	14,887	12,984	11,521
Vehicle Removals Income	360	355	281
Other Income (incl. payments for services provided)	94	160	76
Total Income from Parking	55,230	54,249	50,665
PCN Income from moving traffic contraventions	853	800	–

Expenditure	2023/24	2022/23	2021/22
In-House Staff	2,307	2,344	2,180
Premises Related Costs*	15	49	49
Transport Related Costs	33	23	33
Pay and Display and Carriageway Markings	504	701	455
Adjudication and Court Registration	111	98	119
Parking Enforcement Contracted Services	5,983	4,972	4,748
Central and Departmental Support	3,665	3,403	3,302
Bank charges	1,103	807	951
Printing	135	106	80
Subscriptions / court fees	157	185	144
Impairment allowance for bad debt**	3,922	2,739	1,527
Amortisation of intangible assets	0	120	120
Other costs, incl. internal service charges, equipment costs and promotions / advertising.	158	189	197
Total Expenditure	18,094	15,735	13,905
Surplus	37,136	38,513	36,760

* The Premises cost in 2023/24 was offset by a £75k electricity credit relating to previous years

** The 2023/24 impairment allowance for bad debt includes a one-off accounting adjustment of £1.659 million. This adjustment increased the reported PCN income and created an equivalent increase in expenditure within Other Costs. As the increase in income was matched by an increase in expenditure, there was no overall impact on the parking surplus reported for the year

Table 2: On-Street Removal and Relocation Sub Account (£'000)

Income	2023/24	2022/23	2021/22
Removals Income	360	355	281
Other Income (LBHF rent of car pound spaces)	91	85	77
Total Income	451	440	358

Expenditure	2023/24	2022/23	2021/22
In-House Staff	93	109	109
Premises Related Costs	0	0	2
Transport Related Costs	0	0	0
Adjudication and Court Registration	43	44	34
Parking Enforcement Contracted Services	1,065	889	852
Central and Departmental Support	85	81	79
Other Costs	11	12	3
Total Expenditure	1,297	1,135	1,079

Net Deficit	2023/24	2022/23	2021/22
	846	695	721

Application of surplus

The cost of administering the parking service is less than the income we receive from on-street charges and on- and off-street fines. Section 55 of the Road Traffic Regulation Act 1984 specifies what we can spend this surplus on.

Table 3: Application of Parking Surplus (£'000)

	2023/24	2022/23	2021/22
Surplus	-37,136	-38,513	-36,760
Brought forward	-22,375	-19,893	-19,412
SFC Compensation Scheme*	0	-44,719	-6,741
Concessionary fares	5,577	5,377	7,401
Taxi card**	-144	99	75
Welfare transport	703	554	469
School, special needs and youth transport	3,106	2,947	2,195
Off-street parking costs	192	177	162
Highway maintenance and enforcement of environmental, street, noise & nuisance regulations	13,155	13,026	12,531
Parks, open spaces, trees, street cleansing, CCTV	15,106	12,347	12,481
On-street parking costs additional to those listed in Table 1	0	398	519
Carried forward	-21,816	-22,375	-19,893

* SFC stands for Sales, Fees and Charges – a government scheme to compensate the Council for income lost from sales, fees and charges due to the Covid pandemic. Figures for 2021/22 and 2022/23 were previously reported as estimates. The actual compensation that was received in those years is reported in Table 3 by way of an adjustment in the following year so that the total actual amount received overall is captured

** The taxi card spend for 2023/24 was offset by a credit in respect of prior years leading to a net -£144k position.

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. As an inner-London borough, 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 still applied for the whole of 2023/24.

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: 80 percent in 2021/22, 81 percent in 2022/23 and 81 percent in 2023/24.

PCN Challenges

Someone wishing to challenge a PCN they have received must do so by first making a representation to us. If we consider that their grounds are valid then we will cancel the PCN.

Table 4: Number of PCNs Issued

	2023/24	2022/23	2021/22
No. higher level PCNs issued	129,478	116,390	109,038
No. lower level PCNs issued	81,340	85,030	73,991
Total number of PCNs issued	210,818	201,421	183,029
Total number of PCNs paid	167,866	161,499	144,744
No. of PCNs paid at discount	135,154	130,196	116,235
No. of PCNs paid at face value	22,963	22,048	20,568
No. of PCNs paid at Charge Certificate	2,486	2,863	2,580
No. of PCNs where a representation was made*	14,818	13,730	13,006
No. of PCNs cancelled as a result of representation*	1,696	1,528	1,492***
No. of PCNs cancelled for other reasons	19,925**	2,990	2,460***
No. of representations that were rejected*	4,110	7,469	10,480
No. of vehicles removed to the pound	1,745	1,736	1,360

* The data for representations and cancellations relate to PCNs issued for both parking and moving traffic offences.

** Until 2023/24 this figure comprised only PCNs that were cancelled without a representation having been received, yet still relating to mitigating factors. From 2023/24 this figure includes every PCN that was cancelled after issue.

***The figures for 2021/22 have been corrected since the 2022 report. There was an error in the split between 'No. of PCNs cancelled as a result of representation' and "No. of PCNs cancelled for other reasons"

Penalty charges - Appeals and Adjudication

If we reject a representation from someone wishing to challenge a PCN, they may appeal to London's parking adjudication service.

Table 5: Appeals and Adjudication

	2023/24	2022/23	2021/22
No. of appeals received	264	445	384
Ratio of appeals to PCNs issued	0.13%	0.20%	0.20%
No. of cases to London Tribunals	199	281	306
No. of cases to London Tribunals that RBKC did not contest	82	117	91
Percentage of appeals that RBKC did not contest	41%	42%	30%
No. of cases considered by London Tribunals	117	164	215
No. of appeals allowed by Adjudicator excluding those which RBKC did not contest	17	34	48
Percentage of appeals London Tribunals considered which were allowed	15%	21%	22%
No. of appeals refused by Adjudicator	100	130	167
Percentage of appeals London Tribunals considered which were refused	85%	79%	78%

Note:

There are time lags (a) between an appeal being registered and London Tribunals deciding if there is a case to answer and (b) between then and a case being heard. Accordingly, a proportion of the above appeals are recorded as cases in the following year.

Parking suspensions and yellow line dispensations

We suspend parking bays, on request, for a wide variety of reasons if to continue allowing people to park would create unacceptable hazards, risks or issues for other highway users or for properties fronting the highway. For this service we apply a suspension fee per day and per space, with fees increasing to discourage long term suspensions. In 2023/24, the fee per space was £44 for each of the first 5 days, then £66 daily from day 6 to day 42 and £88 daily from day 43 upwards.

We also offer yellow line dispensations. These are temporary permissions that allow specific vehicles to park on a specific section of yellow line where parking would normally be prohibited. We grant these for activities that cannot reasonably be carried out from a legal parking place, such as building works, removals, deliveries, utility works, and crane operations.

In 2023/24, yellow line dispensations were charged at the same rate as parking suspensions for each five-metre length of yellow line.

Table 6: Number of Parking Suspensions and Yellow Line Dispensations

Number of parking suspensions

	2023/24	2022/23	2021/22
1 to 5 days	12,570	10,235	9,984
6 to 42 days	1,963	1,596	2,152
43 or more days	706	1,034	1,086
Total number of suspended bays	15,239	35,321	38,445
Total number of bay-days suspended	231,818	125,268	158,868

Number of yellow-line dispensations

	2023/24	2022/23	2021/22
Total number of dispensations*	Unavailable	31	52
Total number of bay-days for dispensations*	Unavailable	102	–

* Data for parking dispensations in 2023/24 is unavailable due to a cyber incident affecting Council systems in November 2025, which disrupted access to the system used to record this information. The system remains unavailable at the time of writing.

Table 7: Number of Transactions and Income from Paid-for Parking Sessions

	2023/24	2022/23	2021/22
Transaction Volumes (No.)			
Diesels	1,654,999	1,733,756	1,809,535
All Vehicles	4,053,722	4,061,432	4,074,053
% Diesels	41%	43%	44%
Income (£)			
From diesels	11,910,446	£12,573,825	£12,464,029
From all Vehicles	22,889,088	£23,629,291	£22,831,215
% Diesels	52%	53%	55%

Key Performance Indicators

Our parking contractor, NSL, was monitored against five key performance indicators (KPI). Table 8 summarises NSL's performance against each of these.

Table 8: Key Performance Indicators

	2023/24	2022/23	2021/22
KPI 1 – Effective Parking Enforcement	100%	100%	100%
KPI 2 – Good Quality, Motivated and Informed Staff	100%	100%	100%
KPI 3 – Issue of Good Quality PCNs	99.40%	99.45%	99.46%
KPI 4 - The full and timely reporting of all defective / missing items of street furniture and other items	100%	100%	100%
KPI 5 - Quality of Service Provision	100%	100%	100%

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.

Sadly, CEOs are subject to high levels of abuse and assault, both verbal and physical, while carrying out their duties. When this happens, CEOs are instructed to send an alarm on their personal radio to the contractor control room.

- 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

	2023/24	2022/23	2021/22
Code red	10	3	6
Code yellow	0	0	0