



Annual parking and enforcement report 2010

November 2010

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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.
Decriminalisation	This is the process whereby local authorities take up enforcement powers from the Police. The Royal Borough of Kensington and Chelsea has taken up powers to enforce parking. We have not taken up the powers to enforce bus lanes and certain moving traffic contraventions (such as banned turns).
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.
NOx	this term refers collectively to the oxides of nitrogen, pollutants that can arise from vehicle emissions.
NTO	Notice to owner
PA	Parking attendant; from 23 July 2007 known as a civil enforcement officer
PATAS	Parking and Traffic Appeals Service
PCN	Penalty charge notice
Persistent evader	A persistent evader is defined as the registered keeper of a vehicle with three or more unpaid penalty charge notices that have progressed to the charge certificate stage and which are not the subject of a representation or appeal.

Charge certificates are issued to evaders that have not paid penalty charge notices and continue not to respond to further calls to pay PCNs after a notice to owner has been sent to the vehicle's registered keeper. See section 6.1 of the *Parking and Enforcement Report* for the stages leading up to the Charge Certificate stage.

PM10

PM10 refers to particles measuring 10µm or less; 1µm is a 'micrometre' - a millionth of a metre). Particulate matter can cause health problems especially in combination with other pollutants. The PM10 standard was designed to identify those particles likely to be inhaled by humans, and PM10 has become the generally accepted measure of particulate material in the atmosphere in the UK and in Europe. The main source of primary PM10 is road transport.

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.

TLRN

Transport for London Road Network - This is the 'GLA Road' network as defined and brought into being by the Greater London Authority Act 1999.

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.

VED

Vehicle exercise duty – the annual 'car tax'.

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 2010. 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/environmentandtransport/parking.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 owners.

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, bicyclists, 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. When allocating space the needs of residents for car parking spaces are the Council's primary consideration. Where possible, we cater for a minimum basic demand for visitor parking, after providing for residents and loading requirements.

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

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. In the past year our Miscellaneous Parking Matters Key Decisions have:

- introduced 16 new Blue Badge disabled bays
- created 85 extra residents' parking spaces
- redesignated 13 motorcycle bays
- 22 pay and display bays converted to other use
- introduced four new taxis ranks
- converted 1700 metres of single yellow line to double yellow lines

This document focuses on broader 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 making its parking operation open and transparent. 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 within the borough are controlled as part of a CPZ (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:-

- residents
- disabled badge holders
- motorcycles
- doctors
- diplomatic vehicles
- pay and display
- car clubs
- taxis
- bicycles
- Mayor of London's Bicycle Hire Scheme
- buses

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.

We note that the DfT is currently reviewing the *Traffic Signs Regulations and General Directions 2002* and we have offered support and suggestions to move towards a simpler and more flexible set of regulations in the future.

Residents' parking

There has always been pressure on parking in Kensington and Chelsea. The Council's CPZ covers the entire borough and, with approximately 28,000 permit holders' parking bays and over 38,000 parking permits issued, competition 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.

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 and full time students. 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 2,860 purple badge holders.

We take fraudulent use of disabled badges very seriously and employ dedicated officers to investigate and prosecute offenders.

In May 2008 the four central London boroughs funded and launched 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

The Council carried out a comprehensive review of motorcycle parking across the borough in 2008. We increased the amount of free visitor motorcycle parking and introduced additional dedicated bays for resident motorcycle owners, currently we have:-

- 143 resident motorcycle permit bays with space for around 950 motorcycles
- 147 visitor motorcycle bays with space for around 1,360 motorcycles

We offer resident motorcyclists three choices when parking on-street; a permit that allows them to park in any residents' bay (including car parking), a permit for the residents' motorcycle bays or free parking in the visitors' motorcycle bays.

A survey of motorcycle bays earlier this year showed that instead of purchasing a motorcycle permit (at £35 per year) resident motorcyclists prefer to park in the borough's visitors motorcycle bays for free or buy a full parking permit (at £88 per year) which allows them to park in both car and motorcycle bays. To encourage resident motorcyclists to park in motorcycle bays rather than alongside cars in residents' bays we will not charge for permits for residents' motorcycle bays from 1 December 2010.

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. In 2002, the Royal Borough led a consortium of London boroughs in

establishing the London City Car Club. At this time, the car club concept was new to the UK.

The car club is an alternative to car ownership that gives members of the club access to vehicles when needed. It has been described as a pay as you go form of car ownership, whereby you pay only when you are using the car.

We have encouraged the growth of the local car club market by progressing to a multiple operator method of operation and now have nearly 200 on-street car club locations and over 24 off-street car club bays around the borough.

Our charges for permits for car club operators are priced to encourage the use of environmentally friendly vehicles.

Bicycle parking

The provision of secure bicycle parking is important in encouraging greater bicycle use. We have an established programme of providing bicycle parking at main attractions, shopping areas and in response to individual requests. We have nearly 2,400 publicly available bicycle parking spaces in the borough with the vast majority of these, over 2,160, located on pavements.

The Council insists that all new residential developments must have safe and secure storage for at least one bicycle per dwelling unit and those of ten or more dwellings should also provide visitor bicycle parking.

Boundary streets parking agreements

The Royal Borough has an agreement with the City of Westminster that allows resident permit holders to park on either side of a boundary road.

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.

Partners in Parking

Initially the Partners in Parking (PiP) project was funded by the London Centre for Excellence and comprised seven central London boroughs and Transport for London. The aim and objective of PiP is that by working collaboratively local authorities can harmonise systems, controls and practices and have greater buying power as a group. The Royal Borough is an active and founder member of PiP which has now expanded to 12 London Authorities with more interest expressed from prospective new partners across England.

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 CEOs, to enforce parking place and 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 and faults with parking equipment. 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

Removals

In general, vehicles are removed to keep the highway safe and free of obstruction and to allow parking spaces to be used for the purpose for which they were intended. The Council's policy allows the removal of vehicles parked where parking is prohibited, such as on yellow lines and in suspended bays.

We have recently reviewed our removals policy and have introduced a system which prioritises the removal of vehicles into four categories. The top priority category includes those likely to evade payment of the PCN, vehicles without registration plates, those displaying fraudulent blue badges or permits and vehicles parked where they are causing an obstruction or are a danger to other road users. At night, we remove only "very high priority" offences to minimise the inconvenience to drivers.

Simplification of residents' permit renewal

In July 2009 we introduced a system of online parking permit renewals. We offered this service to residents, renewing their permits for at least the second consecutive year, living in a single permit household and not changing any personal and vehicle details.

As well as improving the service offered to residents the new system has made savings in staff resources in the Customer Service Centre. We will be extending this service to residents renewing for the first time later this year.

Bicycle parking in the carriageway

Bicycle use has increased by 70% since 2000 with over 15,000 bicycle trips being made daily from the borough. We regularly receive requests for more bicycle parking and it is becoming increasingly difficult to find more pavement space. In December 2008 we converted four parking bays to bicycle parking on an experimental basis. Following the success of this initiative we have converted a further nine bays and a length of yellow line. We also introduced bicycle parking on the carriageway, between pay and display bays and residents' bays, in ten locations.

Bicycle hire scheme

The Barclays Cycle Hire scheme was launched by the Mayor of London on 30 July 2010. Users are able to pick up a bicycle from one of 400 docking stations, use it, and dock it back at any station at the end of their journey. In the Royal Borough, there are 47 docking stations, where users can collect or return bicycles. All of these docking stations have associated traffic management orders and are enforceable by CEOs.

In the future

Electric vehicles

The Mayor of London has made it clear that he supports electric vehicles and intends to deliver a large scale increase in electric vehicle usage. Through his Electric Vehicle Delivery Plan he intends to introduce 25,000 charging points across London by 2015. Only 500 of these will be on-street with the vast majority of points being located in car parks.

The Council is keen to support this initiative and recognises the positive effects on air quality that electric vehicles offer. We believe efforts should be focused on completing a network of off-street charging points, so as to meet the Mayor's ambition that nowhere should be more than a mile from a charging point. We will ask car park owners to install off-street charging points wherever possible and will continue to require electric charging points in all new developments.

There are six charging points in the Town Hall car park that offer free parking for the three hours and charge £1 for electricity.

Congestion Charging Western Extension

In February 2007, the Congestion Charging Western Extension was introduced across much of the borough. The presence of the Western Extension has meant that those who want to drive into the Royal Borough pay an £8 surcharge on top of any parking fee. The Mayor of London has indicated that subject to the outcome of the statutory consultation which was undertaken in the summer of 2010, he is minded to remove the Western Extension. When the Western Extension is removed, this will inevitably make driving and parking in the borough relatively more attractive than it is at present. The Western Extension has reduced traffic in the borough by around 30,000 vehicles each day (around eight per cent). TfL expect that the removal of the Western Extension will lead to a six per cent to 12 per cent increase in current traffic levels. We will carry out occupancy surveys in 2011, after the removal of the Western Extension.

Reviewing pay and display charges

Every year, we review our pay and display parking charges. For many years, we have not increased these charges because public transport fare inflation was low and in February 2007, TfL introduced the Congestion Charging Western Extension across much of the borough. The current economic climate means that bus fares and tube fares are likely to increase by greater than inflation for the foreseeable future. In addition, the removal of the Western Extension will have an impact on traffic congestion. From January 2010 we will be increasing pay and display parking charges.

Suspensions

We suspend parking bays for a variety of reasons including facilitating building works, furniture removals, utility and highways works, filming and special events. Long term suspensions cause a nuisance to some residents and occupy a disproportionate amount of officer time dealing with frequent complaints and information requests.

In 2011 we will be introducing a new charging structure for suspensions. Longer suspensions will be charged at a higher daily rate than shorter ones. We expect this new system to encourage applicants to give more consideration to the actual number of bays and days that are needed to carry out the works.

Joint working

As part of the ongoing joint-working arrangements between the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham, we are undertaking a review of our PCN processing operation.

In June 2009 Capital Ambition, London's regional Improvement and efficiency partnership funded an investigation into the potential of creating a shared service between the two boroughs. Following on from this work, a further comparison is being made with the London Borough of Islington prior to the publication of options later in 2010.

Other projects which will be investigated during 2010/2011

- further improving information about parking suspensions on the internet
- investigating ANPR technology to identify vehicles without valid permits
new equipment with GRPS and GPS tracking
- introduction of Parkmap – a map-based inventory of parking regulations

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 only be spent 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 2009/10 totalled £36.0 million, and the expenditure to provide the on-street service was £14.8 million. The surplus of £21.2 million was transferred to the Council's Car Parking Reserve and used mostly to fund parking, public transport and other transport 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 short term 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
	2009/10	2008/09	2007/08
Income			
Pay And Display	15,171	16,123	16,741
Residents Permits	5,322	4,774	4,617
Business Permits	0	0	0
Parking Suspension Income	3,277	3,677	2,935
PCN Income	10,370	11,014	12,555
Clamping and Removals Income	1,862	1,842	2,495
Other Income	17	43	161
Total Income	36,019	37,473	39,504
Expenditure	2009/10	2008/09	2007/08
In House Staff	2,942	3,409	3,589
Premises Related Costs	238	232	228
Transport Related Costs	25	26	40
Pay and Display and Carriageway Markings	810	830	1,167
Adjudication and Court Registration	357	349	483
Parking Enforcement Contracted Services	5,946	6,292	6,069
Central and Departmental Support	3,804	3,470	3,295
Other Costs	674	667	895
Total Expenditure	14,796	15,275	15,766
Surplus	21,223	22,198	23,738

Off-street Account			
	£'000	£'000	£'000
	2009/10	2008/09	2007/08
PCN Income	23	26	32
Clamping and Removal Income	0	0	0
Total Income	23	26	32
Expenditure	7	7	7
Clamping and Removal Expenditure	0	0	0
Total Expenditure	7	7	7
Surplus	16	19	25

Total On and Off-street Accounts			
	£'000	£'000	£'000
	2009/10	2008/09	2007/08
Income	36,042	37,498	39,536
Expenditure	14,803	15,281	15,722
Surplus	21,239	22,217	23,764

Clamping and removal sub account		
	£'000	£'000
	2009/10	2008/09
ON-STREET		
Income		
Clamping Income	576	555
Removals Income	1,286	1,287
Total Income	1,862	1,842
Expenditure		
In House Staff	283	418
Premises Related Costs	202	202
Transport Related Costs	1	1
Adjudication and Court Registration	103	134
Parking Enforcement Contracted Services	1,439	1,439
Central and Departmental Support	175	188
Other Costs	83	106
Total Expenditure	2,286	2,488
Deficit	424	646

Application of parking surplus			
	£'000	£'000	£'000
	2009/10	2008/09	2007/08
Surplus (Deficit)	-21,223	-22,197	-23,738
Brought Forward	-37,687	-38,503	-39,596
Concessionary fares	4,233	4,346	4,687
Taxicard	796	762	757
Welfare transport	926	903	821
School permits	42	48	63
Special needs and youth transport	2,067	1,876	1,658
Other community transport	39	64	69
Off Street parking costs	1,031	1,012	1,028
Lighting, traffic signs, pedestrian crossings	1,963	2,145	2
Carriageway and footway improvements, street trees and verges, town centres	8,873	8,354	11,383
Traffic management, safety and transportation	6,853	3,194	2,327
Parks and open spaces	263	309	0
Carried forward	-31,824	-37,687	-38,503

Penalty charges

The amount a Council can charge for a PCN is set by London Councils, agreed by the Mayor of London and ratified by the Secretary of State. This is reviewed every four years. London Councils reviewed the level of penalty charge and other charges during the summer of 2010. We expect that any new charges will come into effect on 1 April 2011.

London Councils and boroughs take account of various factors when setting charges, such as local traffic conditions, evidence about the effectiveness of charges and inflation. 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.

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; 72 per cent in 2007/08, 69 per cent in 2008/09 and 70 per cent for 2009/10.

PCNs issued On-street			
	2009/10	2008/09	2007/08
No. Higher level Issued	120,362	148,992	196,014
No. Lower level Issued	76,045	84,664	66,564
Total number of PCNs paid	151,332	164,142	190,096
No. of PCNs paid at discount	111,917	126,217	136,446
No. of PCNs paid at face value	33,695	37,949	53,678
No. of PCNs paid at Charge Certificate	2,451	2,034	5,727
No. of PCNs where a representation was made	47,795	63,202	79,639
No. of PCNs cancelled as a result of representation (mitigation)	10,369	27,669	31,416
No. of PCNs cancelled for other reasons	21,709	6,123	8,848
No. of representations that are rejected	15,717	5,005	7,988
No. of vehicles immobilised	8,804	8,415	13,355
No. of vehicles removed	6,462	6,621	8,247

PCNs issued Off-street			
	2009/10	2008/09	2007/08
No. Higher level Issued	3	0	0
No. Lower level Issued	433	757	874
Total number of PCNs paid	322	491	575
No. of PCNs paid at discount	254	295	374
No. of PCNs paid at face value	54	172	173
No. of PCNs paid at Charge Certificate	6	24	28
No. of PCNs where a representation was made	108	26	31
No. of PCNs cancelled as a result of representation (mitigation)	15	5	10
No. of PCNs cancelled for other reasons	56	184	257
No. of representations that are rejected	37	22	21
No. of vehicles immobilised	29	38	81
No. of vehicles removed	8	4	4

Appeals and Adjudication			
	2009/10	2008/09	2007/08
No. of Appeals Received	1,941	1,636	2,224
Ratio of appeals to PCNs issued	0.99%	0.70%	0.80%
Appeals not contested	323	431	727
Appeals allowed by Adjudicator	991	889	1,443
Appeals refused by Adjudicator	950	621	909

Performance statistics

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

	2009/10	2008/09	2007/08
KPI : Staff retention	96.3%	96.10%	93.40%
KPI : Street visit percentage	249%	159.00%	119.00%
KPI : CEO errors percentage	2.5%	2%	2.90%
KPI : Complaint handling	51	74	73
KPI : Crime awareness incidents	82	91	98
KPI : PCNs issued with photos	96%	89%	79%

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

	2009/10	2008/09	2007/08
Code Red	61	77	102
Code Yellow	21	32	31