

# Westminster Annual Parking Report

2023/24



# Foreword

This year's Parking Annual Report shows the progress we have made to ensure that Westminster continues to be an accessible, sustainable, and forward-looking city. As Cabinet Member for City Management and Air Quality, I am proud of the work we have done over the past year.

The introduction of virtual permits has modernised how residents interact with our parking services. By digitising permits, we've eliminated the need for physical documentation, making the process faster, more secure, and environmentally friendly. This move aligns with our ambition to prioritise sustainable practices and reduce inefficiencies through improving our systems and services.

In April 2023, we launched new parking contracts which enable Westminster City Council to work with industry-leading providers, ensuring service quality is consistently high. By structuring contracts around specific services, we've enhanced accountability and operational efficiency.

Our commitment to environmental sustainability means providing the infrastructure that allows residents to make greener choices wherever possible. Westminster now hosts nearly 2,450 on-street electric vehicle (EV) charge points—the largest network of its kind in the UK – to support the growing number of EV owners in the City. By upgrading to faster charging points and increasing capacity, we're ensuring our residents have the resources needed to embrace greener transportation choices, helping us tackle air pollution and move closer to our net-zero carbon goals.

This year also marked a significant step in traffic management with the enhancement of our Traffic Enforcement Camera Strategy. By installing new cameras at key locations, we've improved

compliance with traffic rules, reducing congestion and enhancing safety. Our use of technology to promote safer streets extends to the School Streets programme, which has transformed areas around a number of local schools into safer, low-traffic zones that encourage active travel, while cleaning up the air around our schools.

Cycling infrastructure has been a priority for the council. With demand for secure cycle storage growing, so we have now installed over 250 cycle hangars and launched a new online management system to streamline the rental process. These changes make it safer, easier, and more convenient to cycle around our borough.

We remain committed to delivering a Fairer Westminster, with fair, easy, and transparent parking service for all who live, work, and visit our City. By investing in innovative solutions and listening to the needs of our residents, we are ensuring that Westminster's parking services lead by example in sustainability, accessibility, and efficiency.

I hope this report provides insight into our progress and our vision for the future. As always, we value your feedback and invite you to share your thoughts with us through our online channels.



**Cllr Paul Dimoldenberg**  
Cabinet Member for City Management and Air Quality



## Introduction

**Westminster's Parking Service is the largest in Europe providing over 45,000 parking spaces, catering for all road users and vehicle types. It is responsible for providing, managing, and enforcing on-street parking facilities and controls throughout the whole of Westminster that includes approx. 2,000 streets and some 600 miles of kerbside.**

This annual report provides information on the activities of the Westminster Parking Service during Financial Year 2023/24. It details achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities.

Westminster City Council's Parking Service aims to be at the forefront of new and relevant parking initiatives. We aim to promote best practice and continual qualitative improvement across the service and within the parking industry as a whole.

The report also includes parking and enforcement statistics, plus financial information with comparative data from previous years.

## Fair Parking

Our commitment to our residents, businesses and visitors is to make it fair, easy, and safe to park in Westminster.

- We will seek to make it as easy as possible for those who need to park in Westminster to find and pay for their parking space.
- We will continue to be open and transparent about how much income is generated from the parking service, where we invest the surplus, and how much on-street parking services cost.
- We will seek to limit fraud and take appropriate action against those who use disabled badges or residents parking permits fraudulently.
- We know that around 94% of people who park in Westminster comply with the parking rules. Our On-Street Enforcement Officers (Marshals) are there to help and not just enforce parking restrictions. They will advise on where to park and how to pay.
- Through our White Badge Scheme, we remain committed to helping residents or workers who have a disability to park without charge or time limit in on-street parking bays.
- We know that the city, particularly the West End, is a uniquely busy place and, with our partners, we shall continue to seek ways to manage parking in a way that keeps the city moving.
- Our Marshals will continue to monitor vehicles parked on Westminster streets and will report any suspicious behaviour, vandalism, or theft to the local police.



## Compliance

The introduction of simpler and more convenient ways for motorists to pay-to-park has resulted in high level of compliance throughout the city. On average, around 6% of drivers do not comply with the rules, which demonstrates a better understanding of restrictions on street.

The average overall compliance throughout Westminster in 2023/24 stood at 94.02%, which represents a 0.57% decrease from the previous year (94.59%). Compliance is at its lowest during the daytime, with the majority of contraventions occurring within parking bays. There are some daytime variations by zone: however, compliance within zones B, D, and G are below average.

The majority of contraventions during the day are generally non-payment of Pay to Park charges followed by those arising from waiting restrictions. The continued reduction in compliance has contributed to the increase in PCN issues. Please note that there is currently only daytime compliance data available for Zones C and D.

Zone	Daytime	Evening	Overnight	Sunday	Average
A <b>Knightsbridge, Belgravia, Pimlico</b>	95.41%	97.02%	99.06%	99.01%	95.63%
B <b>Bayswater and Maida Vale (S)</b>	93.94%	97.95%	98.76%	96.66%	96.83%
C <b>Harrow Road, Queens Park, St John's Wood, Maida Vale (N)</b>	96.29%				95.29%
D <b>Victoria, Westminster, Millbank</b>	94.28%				94.28%
E <b>Mayfair and St. James's</b>	96.52%	95.70%	83.67%	88.41%	91.08%
F <b>Hyde Park, Marylebone, Fitzrovia</b>	95.23%	97.40%	94.64%	97.96%	96.31%
G <b>Soho, West End, Covent Garden</b>	92.96%	89.86%	70.39%	91.52%	86.16%
<b>Average</b>	<b>94.95%</b>	<b>97.02%</b>	<b>94.03%</b>	<b>95.51%</b>	<b>94.02%</b>

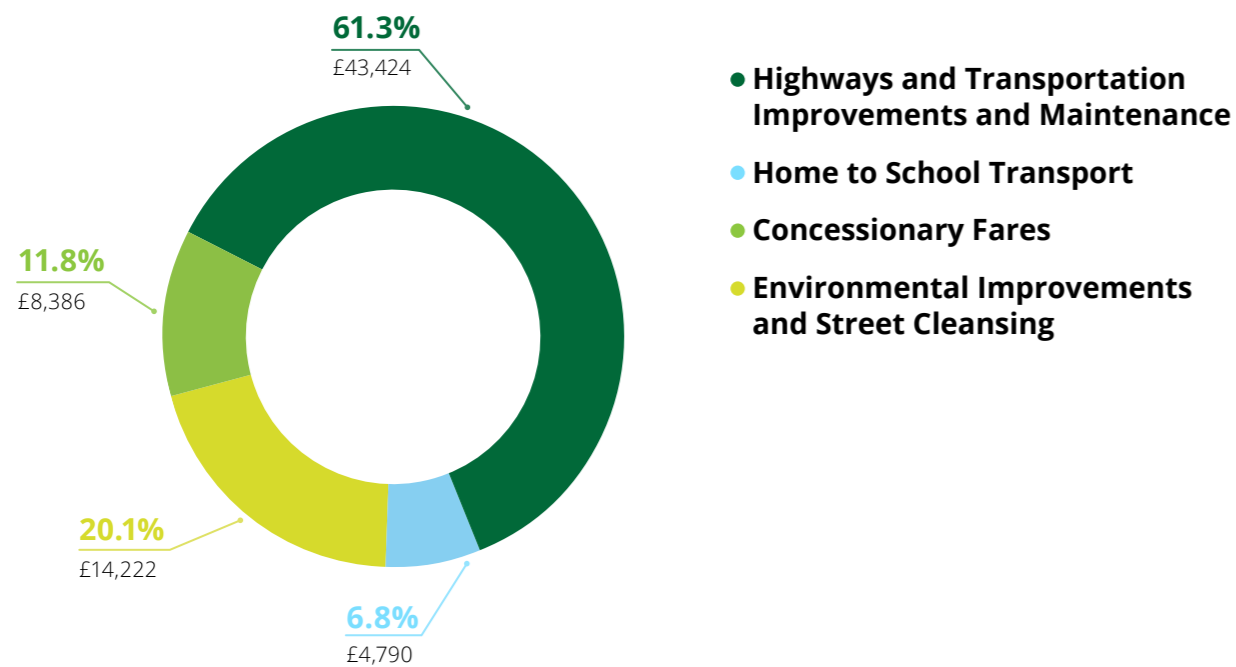
## How we reinvest the income

The Parking Service is accounted for differently to other areas within the council.

While the income and expenditure sits within the council's General Fund and contributes to the overall financial position, Westminster City Council (WCC) is bound by legislation to re-invest any surplus made from parking services in prescribed transport related activities only. This is recorded through a memorandum statement, the Parking Places Reserve Account (PPRA), which details the Parking surplus and

how it has been reinvested. In 2023/24 the four main areas of funding were Highways & Transportation Improvements/Maintenance (£43.4m), Environmental Improvements & Street Cleansing (£14.2m), Concessionary Fares (£8.4m) and Home to School transport (£4.8m).

### What the PPRA Contributed to in 2023/24 (£,000)



## Parking Initiatives 2023/24

### Implementation of New Parking Contracts

In April 2023 the Parking Service went live with its new contracts. Over the course of the previous year council Officers completed a detailed procurement process for the whole of the Parking Service. The previous suite of just two contracts, People & Resources (On-Street Enforcement) and Business Processing & Technology (back office), performed adequately throughout their contract term but upon re-procurement were not considered as being the most effective method of service delivery moving forward. The new contracts bring more services into direct contractual relationships with the council, rather than being managed through sub-contracting arrangements.

The new contractual relationships include greater mechanisms of control for the council and enabled procurement of best-in-class providers in each area of the service. There are now separate contracts for the delivery of on-street enforcement, back-office operations (including engagement with service-users and residents), the provision and maintenance of moving-traffic enforcement cameras, provision of cashless "Pay-to-Park" services, the management of abandoned vehicles and vehicle relocations, and the design and supply of our bespoke Parking IT systems.

The new contracts have supported an improved structure for delivery of the service and enabled IT changes that have made it possible to improve how the council services are delivered to both residents and other service-users. The quality of the services delivered is closely managed by dedicated Contract Managers who are charged with ensuring our residents benefit fully from the highest standards of service.

### Emissions-Based Charging

During 2023/24, Parking Services obtained Cabinet Member approval to develop and implement emissions-based charging schemes (EBC) for both pay-to-park and resident permits in 2024/25. Under EBC, the payment structure uses banded charges based primarily upon vehicles' individual tailpipe emission levels of Carbon Dioxide, meaning the least polluting vehicles pay the least and the most polluting the most. However, an

additional diesel surcharge for pre-2015 diesel vehicles is also then applied to address the issue of the emission of Nitrogen Oxides.

EBC aims to encourage the use of low-polluting vehicles and to prompt those who park regularly in Westminster to think about their choices regarding vehicle use and ownership. These aims align with the council's Fairer Westminster strategy and complement a number of corporate environmental policies, strategies and commitments, such as the council's Climate Emergency Declaration. The improvement of air quality is an important priority for the council.

In January 2024, a 6-week consultation exercise was conducted to gauge opinion of the proposed schemes. The public consultation ran from 25th January to 14th February 2024. All comments, representations and objections received were collated and presented to the City Council for consideration. The Consultation Report, which includes all submissions received as part of the formal consultation and the council's consideration of those responses, was then published online as well as sent to those who submitted a representation or objection. By the end of 2023/24, the council was in a position to implement EBC in the first quarter of financial year 2024/25: in April (Pay to Park) and June (Residents Permit) respectively.

### Virtual Permits

From April 2023, our resident permit scheme became digital, or 'virtual'. This meant that for all new resident permit applications, renewals, replacements and changes from this date, WCC began to issue only virtual permits instead of physical, paper ones. The only difference this has made to permit holders is that upon the issue of a new, renewed, or amended permit, there is no longer a new paper resident permit to display in the vehicle. Instead, the new permit is issued digitally, and Marshals on-street are able to distinguish whether a vehicle has a valid permit from the database held on their handheld devices. Residents still received confirmation of the issue of their new permit, and expiry and renewal reminders are still issued to permit holders in advance of their permit's expiry date.



The council chose to do this to enable us to provide better customer service, in order for permits to be available and usable instantly. It also increases efficiencies, minimizes the potential for permit fraud, reduces cost to the council, such as the printing and posting of permits, as well as helping to reduce our carbon footprint.

Many of our other existing permit types have been virtual for some time, such as trade permits, motorcycle permits, yellow line dispensations etc. Virtual permits are also commonplace in many other London boroughs, such as in our immediate neighbours of Brent, Camden and the Royal Borough of Kensington and Chelsea.

### Expansion of On-Street Electric Vehicle (EV) Charging

Westminster now has nearly 2,450 on-street EV charge points (incorporating lamp post points for residents, fast charge points and also rapid chargers) on the public highway, from three different competing suppliers. As of March 2023, there were approx. 7,400 EVs owned by residents in the City representing a 23% increase upon the previous year and our expectations are that this number will continue to grow as time goes on.

The City of Westminster published the Electric Vehicle Charging Infrastructure Strategy 2020-2025 in March 2020 setting out a five-year plan for the expansion of EV charging infrastructure in the City. The strategy aims to significantly increase the number of available on-street charge points in Westminster, setting targets for growth each year, in order to drive the continued transition away from fossil fuelled vehicles and minimise the impact from traffic on air quality. The strategy set a roll out target of 1,000 on-street charging points by April 2021, with an indicative annual target of 200 each year thereafter. The City Council has since significantly exceeded this target giving residents throughout Westminster the confidence to make the transition to EV in the knowledge that there is an abundance of local infrastructure on hand to support them. The ratio of EVs with a resident parking permit to charge points in the City is currently 3:1 and noting that eight hours charging from a lamp column charge point provides approximately 140 miles of driving, which is the weekly national average, Westminster is very well provisioned. We will continue to monitor this ratio as well

as charge point utilisation levels to make sure that the network that we have in Westminster is appropriate to satisfy the demand from users.

Over the past year the City Council has completed the fourth round of resident, lamp column fitted, charge points with now over 2,200 available for use. In addition, we have been upgrading a large part of the fast charger network, resulting in more dedicated bays and approximately 75% of the network delivering a 22kW output. Otherwise, we will continue to expand the rapid charger network and plan to procure a contract that doubles their number on the public highway. We will also continue to monitor this rapidly changing market to ensure that we are able to see continued growth in infrastructure to complement transition towards a situation where all traffic in the City is carbon neutral as per the council's neutrality targets.

### Westminster Car Club

The Westminster Car Club was launched in 2009 to provide an alternative to private vehicle ownership, principally to residents, in response to the growing pressure on resident parking and to help tackle congestion and poor air quality. It offers 'pay as you go cars' to those who only use a car occasionally or don't want the expense of owning and running their own vehicle.

Since then, the service has seen significant development. The roundtrip car sharing service, where vehicles operate from dedicated car club only bays and require the return of the vehicle to its bay at the end of the hire, operates from 185 bays throughout the City. Through the contract procured in 2023, Zipcar have committed to full EV transition of the roundtrip fleet within the timeframe of the contract duration. Flexible car sharing also continues to operate in Westminster with approximately 65 to 70 vehicles on average available to members throughout the City. Flexible car sharing allows the driver to start their hire from one location and end it at another, including in different participating boroughs. There are 15 boroughs in London that operate the scheme, including Westminster, and there is now EV representation of approximately 90% of the fleet. Zipcar UK Ltd provides both the Roundtrip and Flexible car sharing services in Westminster.

### Traffic Enforcement Camera Strategy

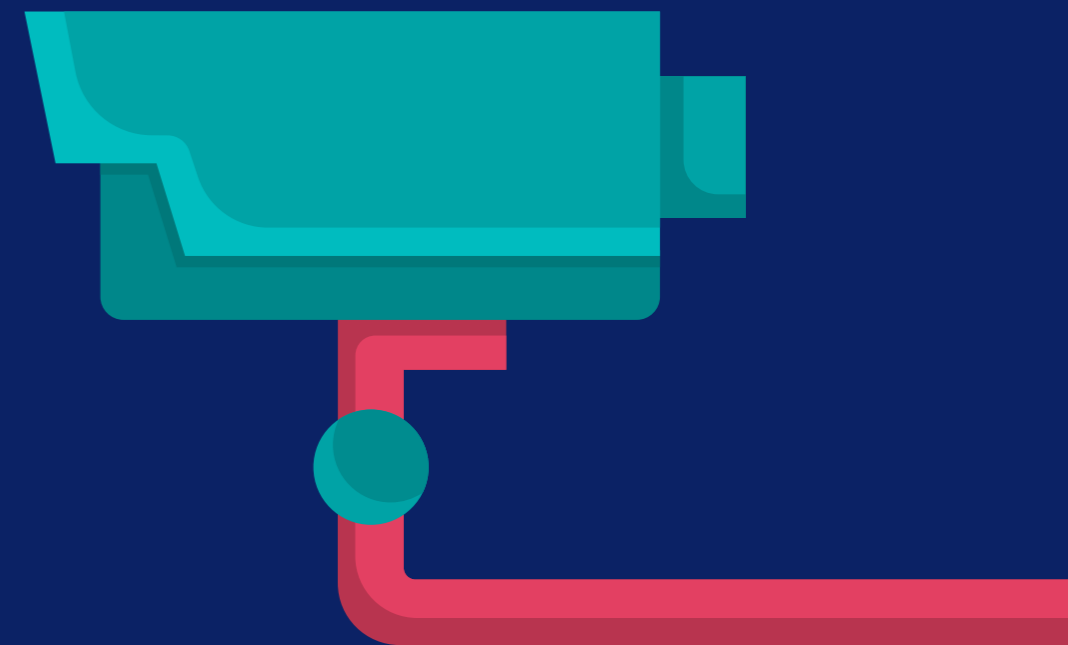
Since 2005, WCC has enforced moving traffic contraventions through the use of an unattended Traffic Enforcement Camera system under powers bestowed by the London Local Authorities & Transport for London Act 2003. At time of writing, Westminster enforces nine different moving traffic contraventions by camera at 58 different locations within the borough. Westminster will consider the installation of cameras where there is a clearly identified and evidenced issue, in terms of non-compliance with traffic management regulations at that specific location; and the use of traffic enforcement cameras is the most effective and appropriate intervention to address that issue. Our camera network complements the on-street operation of Marshals. Cameras are often the only means available to deter drivers from carrying out dangerous manoeuvres on WCC's roads, improve safety and reduce congestion. Such contraventions cannot be enforced by on-street marshals.

As part of Westminster's Traffic Enforcement Camera Strategy, the council will install cameras at new locations where issues have been identified, and during 2023/24 a further nine

traffic cameras were earmarked for installation. These were to be installed in two phases: the first seven were installed in November 2023, however due to difficulties experienced in siting the remaining two cameras, these had to be held back until 2024/25. The additional cameras were in locations that had issues of low compliance flagged by members of the public and other stakeholders such as councillors.

Throughout 2023/24, Westminster City Council continued to use moving traffic camera enforcement to support the School Streets scheme. The School Streets scheme aims to create safer spaces around schools during school drop-off and collection times, to encourage pupils to walk, cycle and scoot on school journeys. There are currently nine active cameras across six School Street locations with further sites being planned in the future. Through the use of moving traffic camera enforcement, vehicle movements are reduced during the operating times so that school children, parents, carers, and other visitors will have more space to walk, cycle, or scoot.

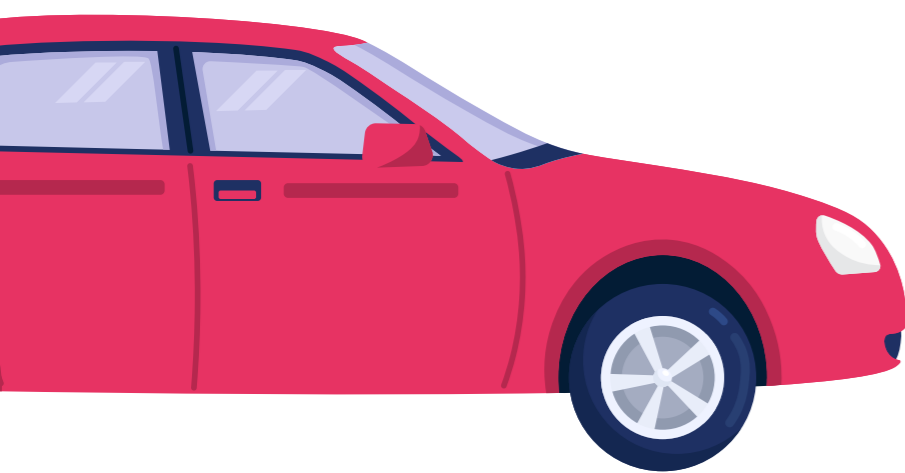
The Parking service continues to seek out new locations for potential camera installations where levels of compliance with moving traffic regulations is deemed to be low or where road safety is an issue.



## Westminster Cycle Parking

The Westminster Cycle Parking team manages the council's stock of secure cycle storage units (hangars), located throughout the borough in housing estates and on-street locations. Residents can rent spaces within the units for an annual fee and the team manage all aspects of the rentals including processing applications, payments, annual renewals, waiting lists, issuing keys and dealing with resident enquiries. Demand for secure cycle storage has continued to grow with over 1,300 residents registering interest in the scheme during the last financial year, a marked increase from 800 registrations in 2022/23. To meet this demand, there is a rolling annual programme for installing additional storage in targeted locations across the borough. This resulted in 36 new cycle hangars being installed during the year, with enough space for an additional 212 bicycles. By the end of the year the team were managing rentals across 223 storage units in total and over 1,300 individual spaces. With this increased capacity, over 1,500 offers of a space were made to residents on waiting lists, with 435 new allocations completed during the year.

The team also began working with Parking Services' technology provider, to create a new bespoke online system for managing cycle hangar rentals. The new system will allow residents to create accounts for managing all aspects of their subscription online, including annual renewal payments, cancellations and raising general enquiries. The system will also allow residents interested in the scheme to easily add or remove themselves from hangar waiting lists and check their current position. The system launched in the first quarter of 2024/25.



## Parking Fraud

The Corporate Anti-Fraud Service (CAFS) is responsible for investigating all types of internal or general fraud perpetrated against the council, including parking-related fraud. Westminster Council takes fraudulent use of disabled badges and resident permits very seriously and employs officers specifically to investigate and prosecute offenders.

Throughout 2023/24 CAFS continued to investigate the misuse of disabled parking badges and fraudulently claimed resident parking permits and these investigations resulted in 38 positive outcomes, ten involving Resident Permits and 28 involving Disabled Badges. An investigation is considered to have a positive outcome if it results in a criminal prosecution, permanent seizure of a disabled badge, cancellation or retrieval of a parking permit, or some other sanction.

In respect of the 28 positive outcomes relating to disabled badges, two related to successful prosecutions under the Road Traffic Act 1984, where individuals were proven to have misused a disabled badge. A further 14 were the permanent seizure of disabled badges previously declared stolen or lost, preventing further misuse, and where possible Penalty Charge Notices (PCNs) were issued. Finally, in ten of the disabled badge cases, simple cautions for disabled badge misuse were administered. A simple caution (once known as a formal or police caution) is a formal warning that may be given to persons aged 18 or over who admit to committing an offence.

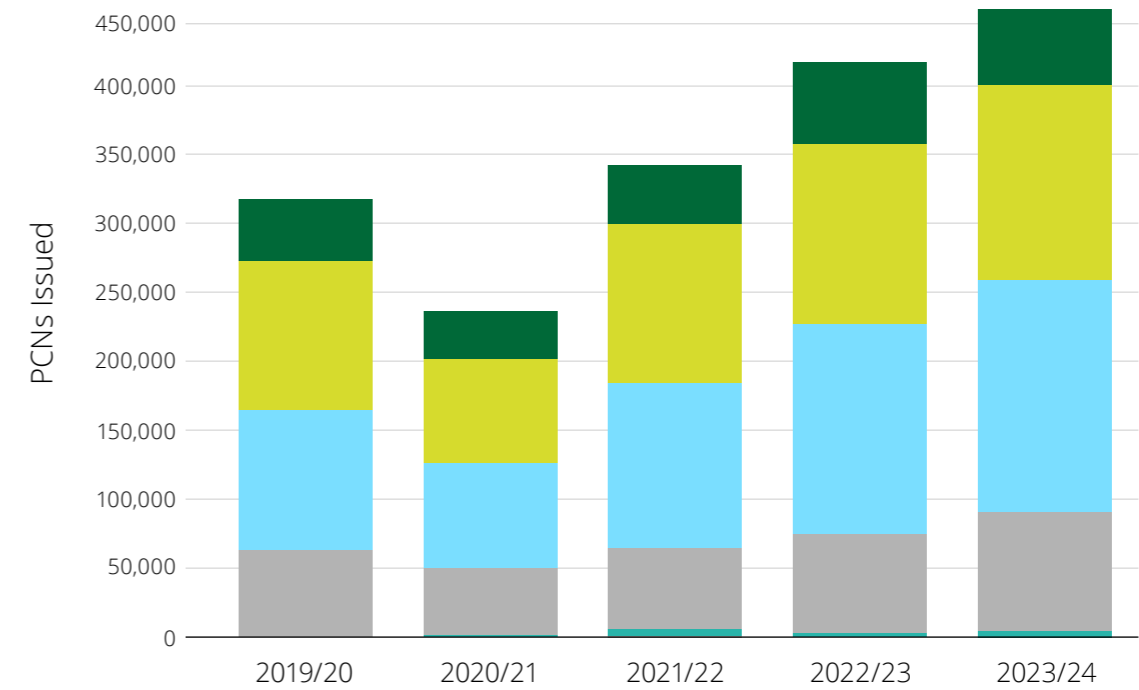
The ten positive outcomes in respect of resident's parking related to permits which were cancelled as a result of it being determined that the permit holder no longer resides within Westminster.

## Penalty Charge Notices (PCNs)

PCNs issued on-street by Marshals within Westminster are either £80 or £130 depending on the severity of the alleged contravention.

All Moving Traffic Contravention (MTC) PCNs recorded by traffic enforcement cameras and issued by post are £130.

## PCNs Issued by Contravention

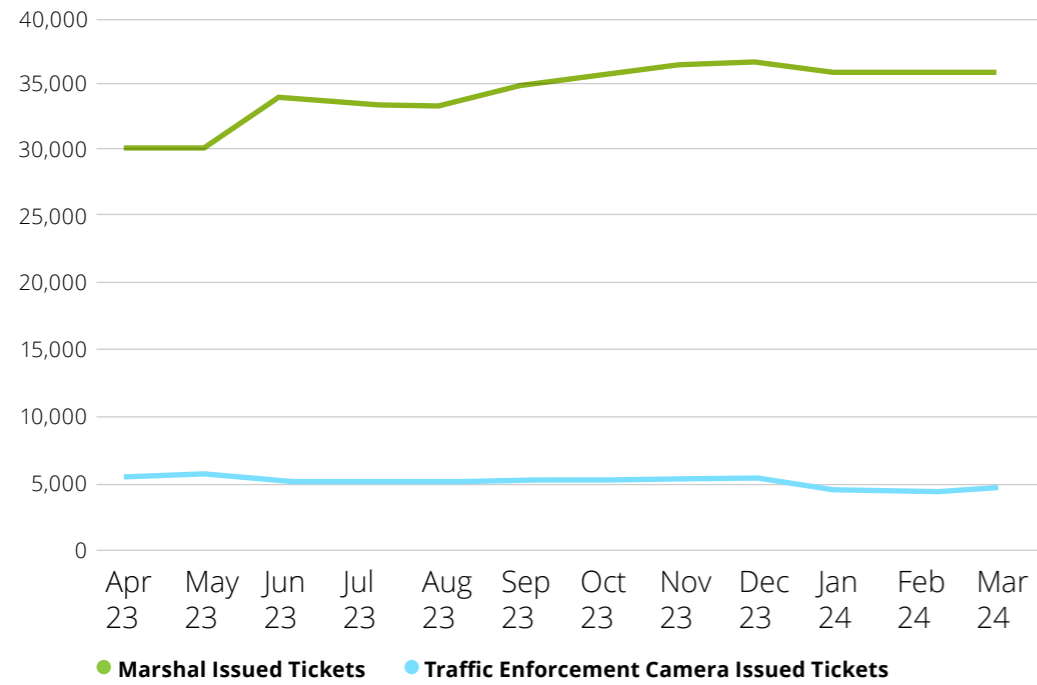


	2019/20	2020/21	2021/22	2022/23	2023/24
● Estate Parking	0	116	607	417	525
● Moving Traffic	43,952	37,827	38,523	63,002	61,922
● Yellow Lines	105,979	69,001	111,450	129,472	144,459
● Permit Bay	102,603	77,622	121,656	151,869	173,878
● Paid for Parking	64,708	51,742	69,271	78,107	88,421

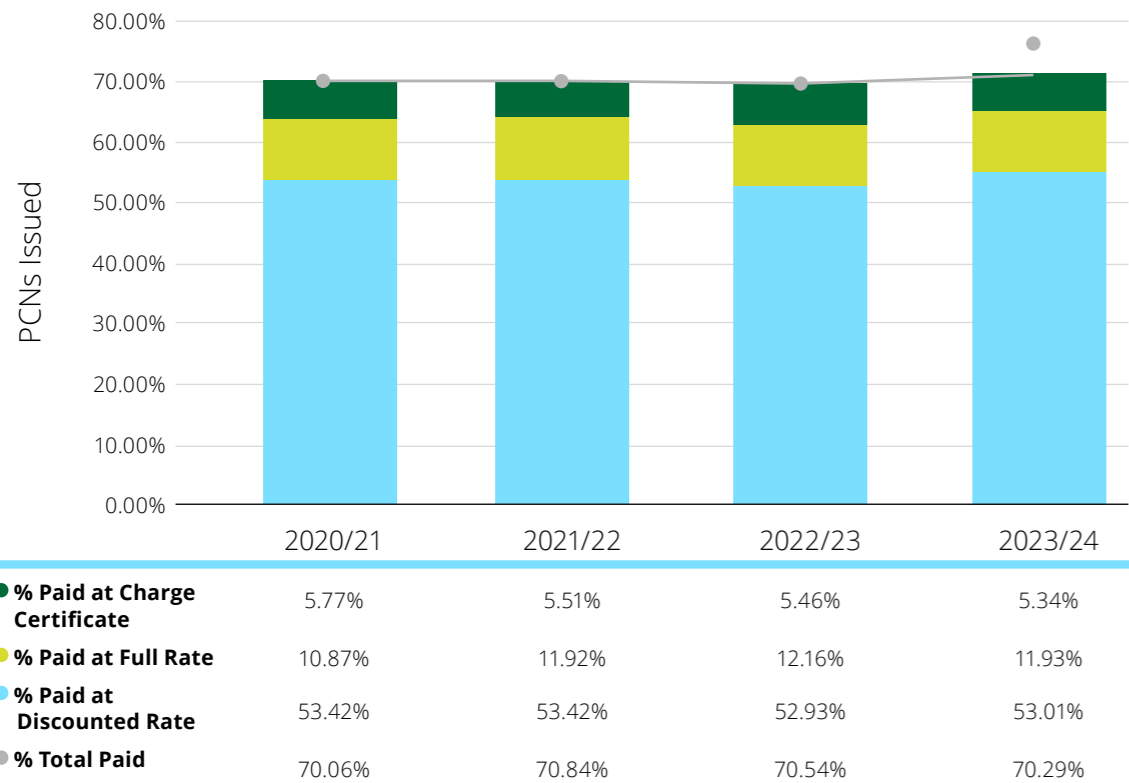
2023/24 saw PCN issue rise by 11% over 2022/23 levels with increases seen across all main categories, namely Permit Bays (14%), Yellow Lines (12%) and Pay to Park Bays (13%). From June 2023 onwards improvements were made to intelligence-led systems that helped to deploy additional marshals to key areas of parking non-compliance, in a more targeted way in order to attempt to drive-up compliance. Additionally, observation periods for commercial vehicles continue to be reduced in what are deemed 'Traffic Sensitive' streets to alleviate known issues at hot-spot areas caused by delivery drivers waiting for their next delivery jobs.

Although additional cameras were installed throughout 2023/24, Traffic Camera-issued PCNs had a 2% year on year decrease. This was due to a number of Highways-led difficulties experienced throughout the year such as major roadworks and issues over signage. However, this number was still significantly higher than pre-2022/23 due to the increase in camera stock on street. Further sites have been identified for installation in 2024/25 as part of our ongoing Traffic Enforcement Camera Strategy.

### PCNs Issued by Month 2023/24



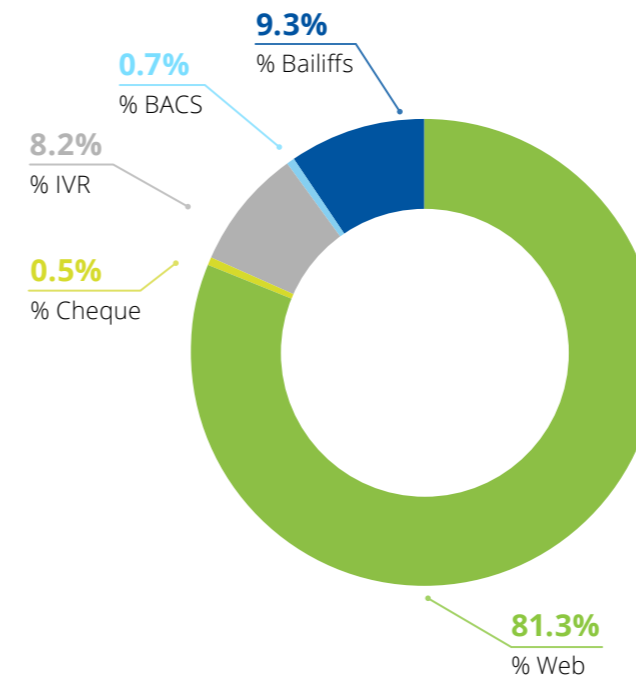
### PCN Payments Against Issued



To encourage prompt payment all PCNs are offered at a 50% discounted rate for the first 14 days of issue, after which they will need to be paid at the full charge.

Figures for 2023/24 show that 53% of motorists still opt to pay within the discounted period which is an increase on the previous year.

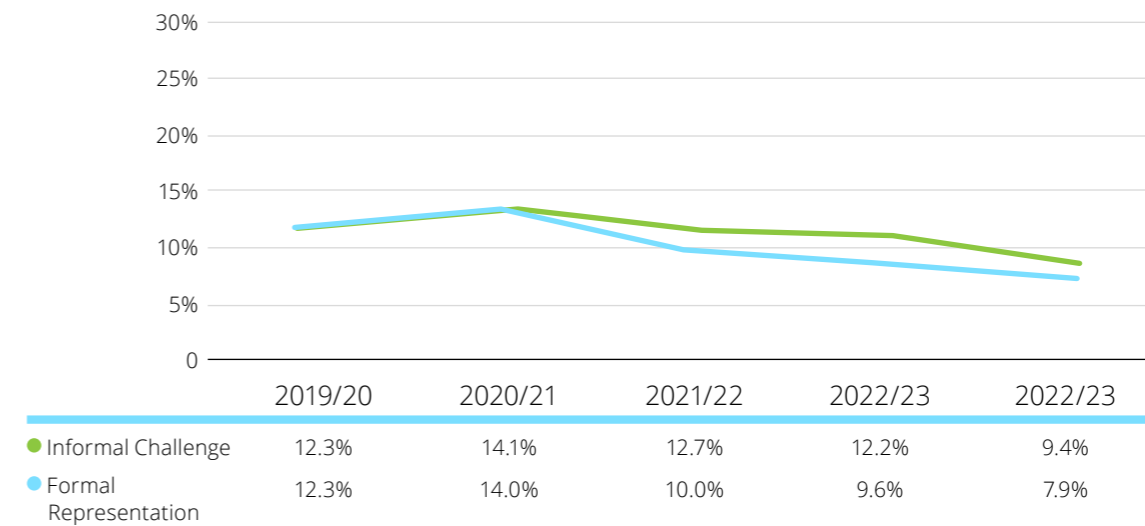
### PCN Payments Breakdown 2023/24



The quickest and most convenient way of paying for a PCN is by debit/credit card via the online parking portal on the Westminster website. This is evident by it accounting for 81.3% of all payments received which has increased again on 2022/23 levels. Telephone payment (IVR) accounts for the next most common method at 8.2%. Although still an accepted payment channel, payments made by cheque and through post offices continue to decline and account for less than 1% of payments made.

The average overall PCN recovery rate for 2023/24 was 70.3%, slightly down from 70.5% the previous year, while the average value per PCN was £77. However, PCN revenue had a further 13% year on year rise as a result of both the increase in ticket issue and the continued efforts of our debt contractor in the collection of outstanding PCN debt.

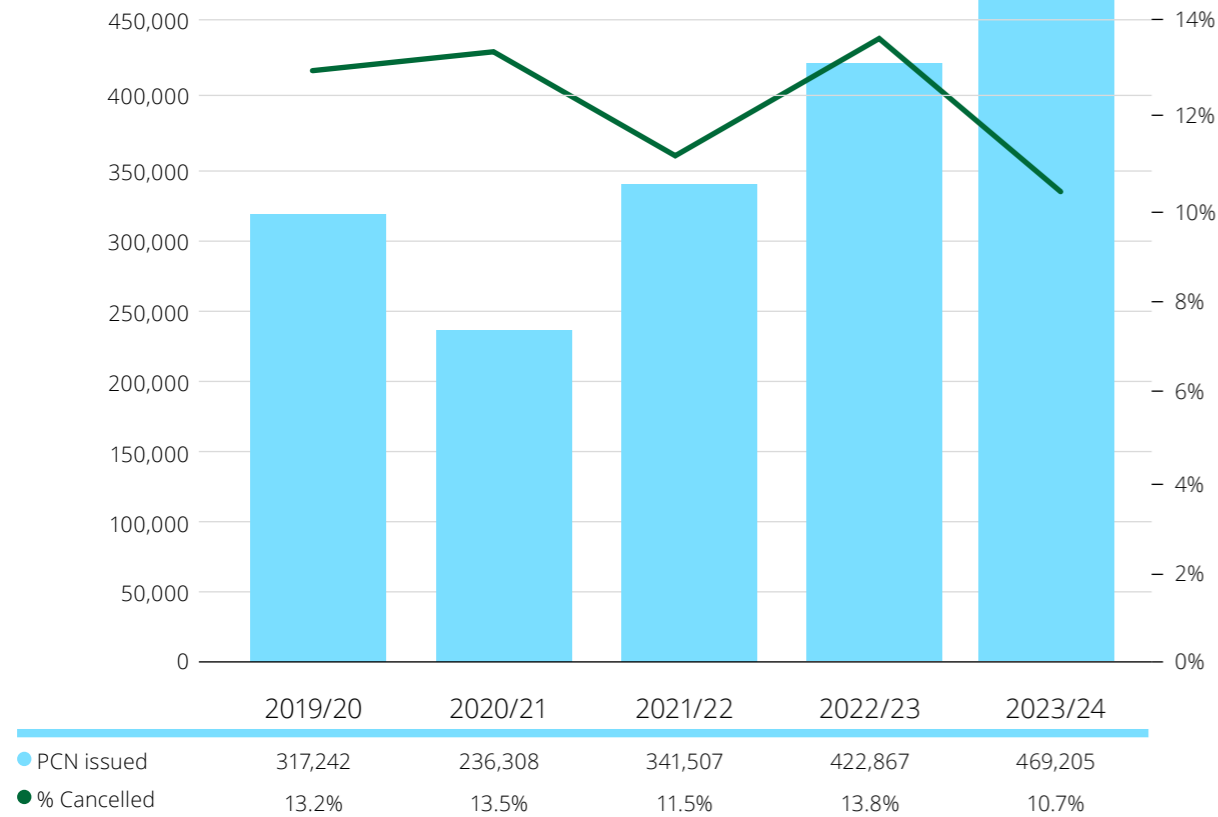
### PCNs Challenges Against Issued



If a PCN issued on-street by a Marshal is contested, an 'informal' representation can be submitted prior to the issue of a formal Notice to Owner, which can be issued no sooner than 28 days after PCN issue. Although the number of PCNs subject to informal challenges rose considerably during 2023/24 due to the increase

in ticket issue, challenges as a percentage of PCNs issued reduced to 9.4% (from 12.2% in 2022/23) For formal representations, which include both Marshal and traffic camera issued PCNs, the reduction can be attributed a continual improvement in the quality of tickets issued.

### PCNs Cancelled vs Issued



The percentage of PCNs cancelled against total issued decreased on the previous year from 13.8% to 10.7%. Reviewing and communicating the council's approach to handling cases of mitigation where the motorist has made a

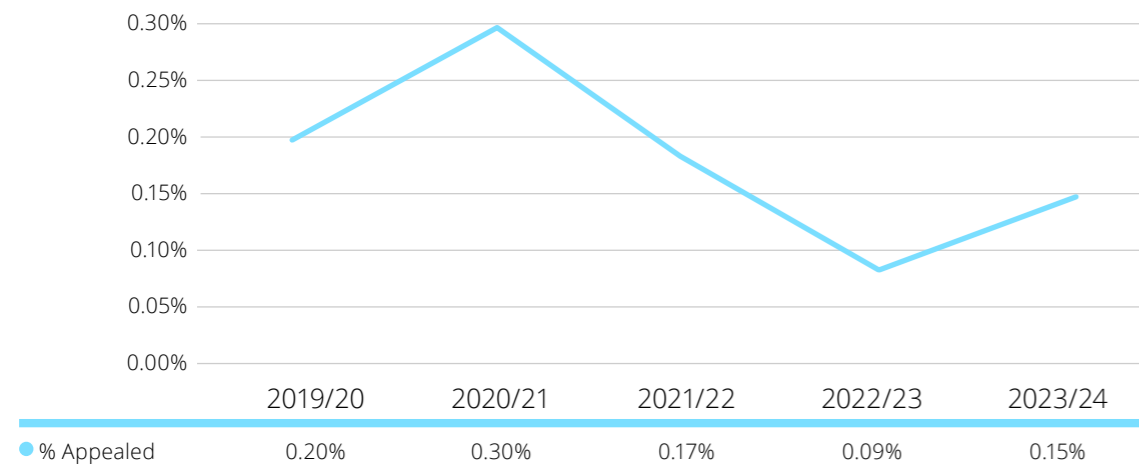
genuine mistake plus continual improvement in the quality of tickets issued have all led to reductions in PCN cancellations even when the volume of tickets issued has increased.

### Appeals

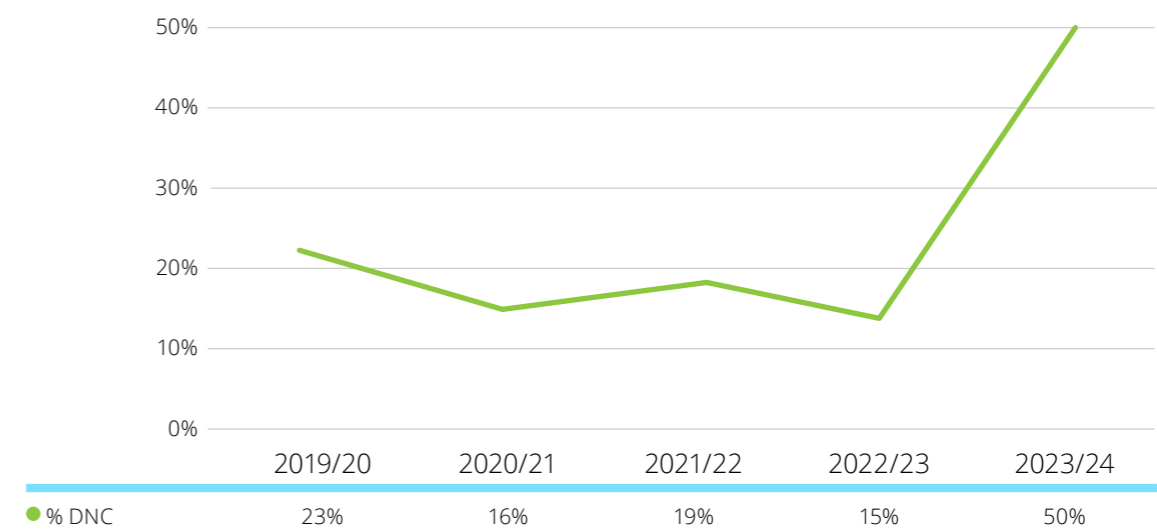
The volume of appeals heard by Independent Environment and Traffic Adjudicators at London Tribunals (formally known as the Parking and Traffic Appeals Service) saw a large increase of 76% in 2023/24 over the previous year (682 in 2023/24 from 386 in 2022/23). The number of appeals as a percentage of PCNs issued also increased year on year to

0.15% in 2023/24. This was mainly caused by the move to the new back office IT systems which lead to a backlog in cases at Informal stage. The delays experienced meant more motorists were sent a 'Notice of Rejection' which, in turn, led them down the appeals route earlier in order to submit further evidence.

### PCN Appeals



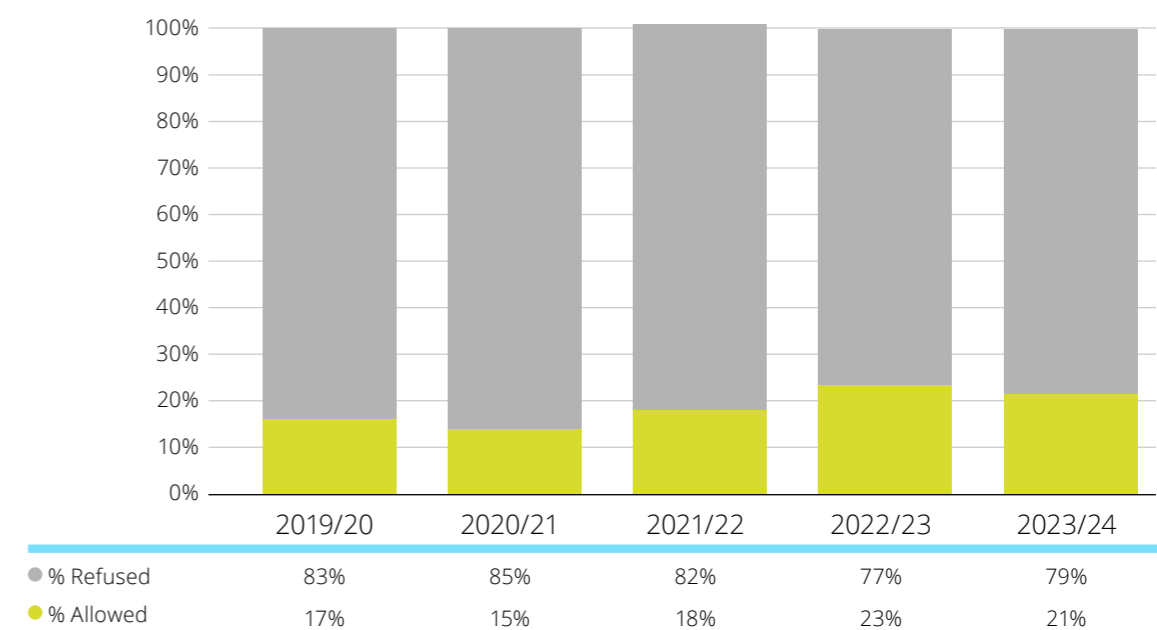
### Appeals (% Do Not Contest)



The volume of appeal cases 'not contested' by the council increased considerably to 50% in 2023/24. On-going delays experienced at the beginning of the financial year in the processing of Formal Representations within

normal timescales due to the on-boarding of our new IT and back office contracts led to the increase in 'Do Not Contest' decisions as greater discretion was exercised in certain cases where appropriate.

### Appeal Outcome



Although the percentage of 'Do Not Contest' cases did rise, there was also an increase in 2023/24 to 79% in those cases that were heard at appeal where adjudicators found in favour of the council (Refused). Although remaining under 80% for the second consecutive year,

there is still a clear indication of Westminster's commitment to providing quality, robust evidence at appeal stage. Individual case feedback was also delivered back into the operation in order to strengthen future work.

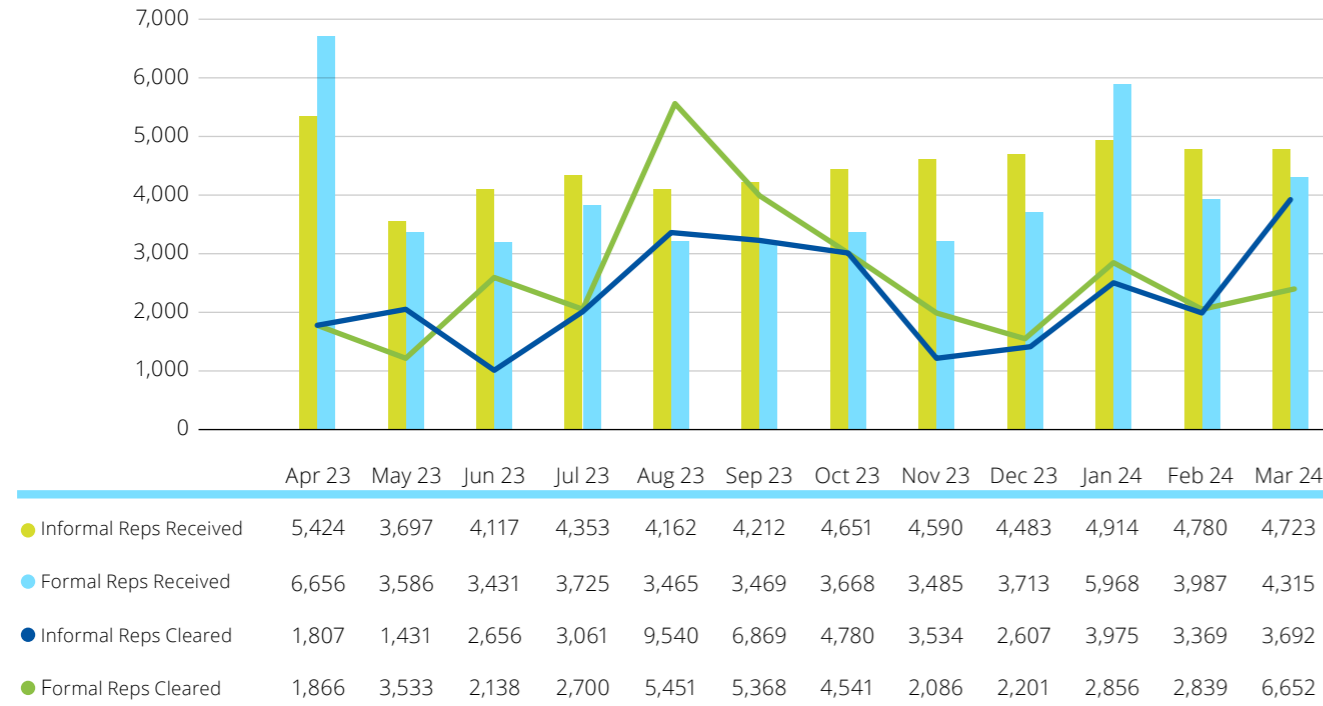


## Service Performance

Throughout 2023/24, we strived to meet our aims of responding promptly to all correspondence whilst ensuring we provide

a quality service. The following graphs show performance against our key indicators.

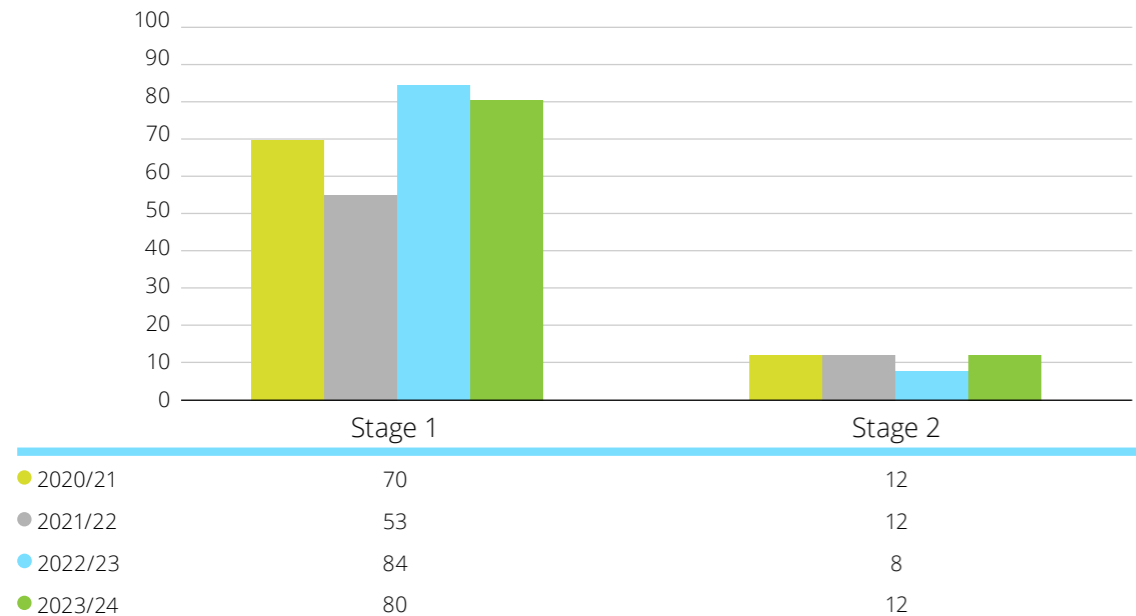
### Correspondence Received/Completed 2023/24



The graph above displays the number of cases where we have responded to both informal and formal PCN challenges against those received. Where possible each were completed within five days for informal representations and eight days for formal representations as stipulated

by our key performance indicators. The cleared number of both informal and formal representations were a little lower in the first quarter of 2023/24 due to the introduction of the new IT system resulted in an initial backlog.

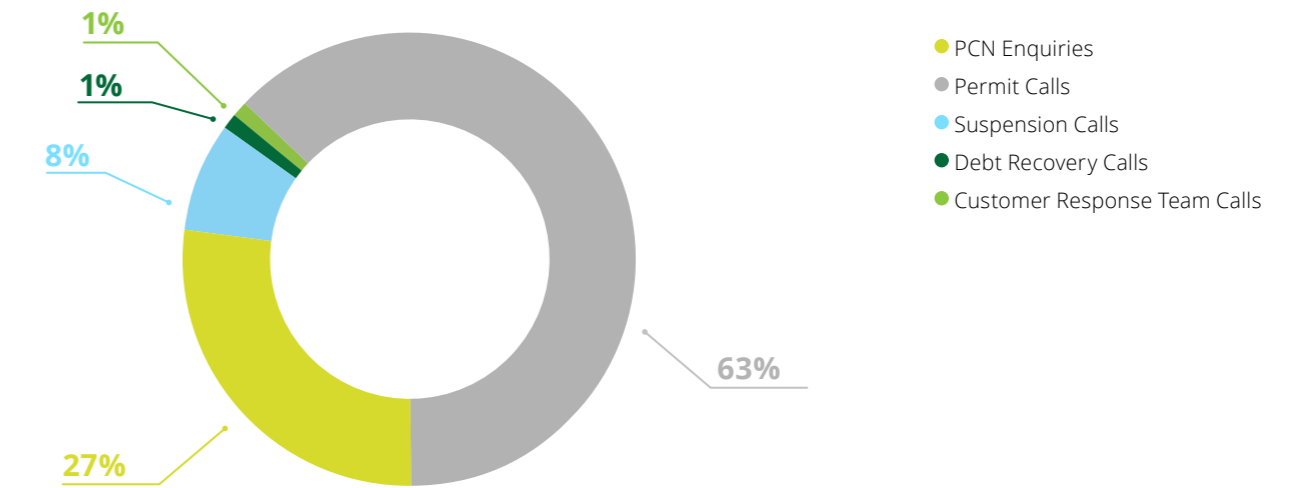
### Complaints at Stage



Westminster operates a two stage complaints procedure whereby a Stage 1 complaint will initially come through directly to the service and be handled by our Customer Relations Team. If a resolution cannot be made it then may progress to Stage 2 and be handled by Westminster's Corporate Complaints Team. In 2023/24 there were 80 Stage 1 complaints answered, a decrease of 5% over the previous year. 50% of all Stage 1 complaints were PCN related due to increased ticket issue

and motorists objecting to challenges being rejected. The application of Westminster's parking consideration guidelines underpins our approach to the handling of complaints. These promote common sense decisions through the identification of genuine mistakes, the applying of mitigation, the use of discretion and the application of proportionality. Of the 80 stage one complaints 30 (37.5%) were upheld and 22 partially upheld (27.5%). Of the twelve parking stage 2 complaints, four were upheld.

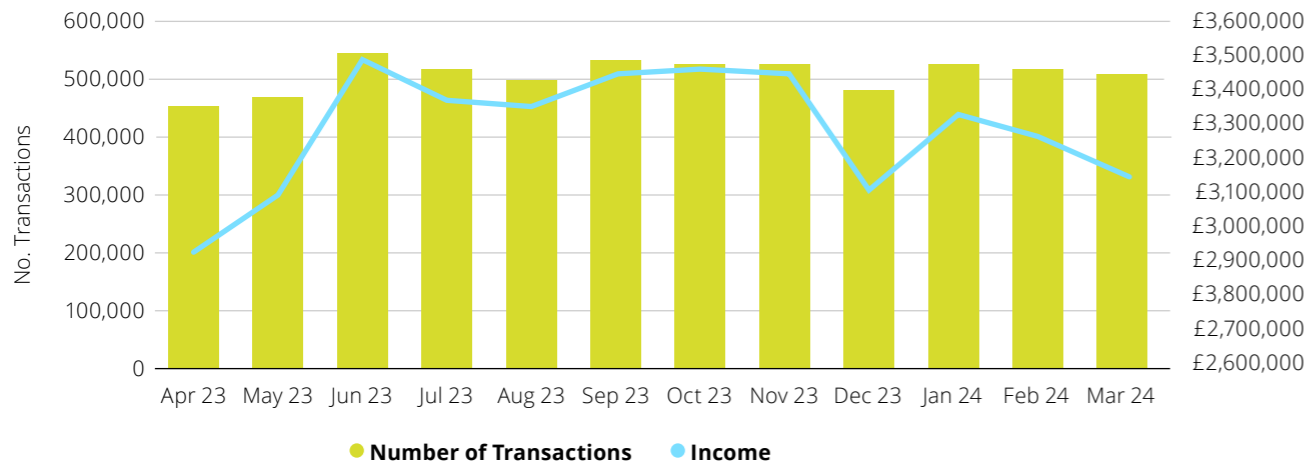
### Telephony Volumes 2023/24



In 2023/24 27% of calls received by our Customer Contact Centre were PCN related, commonly customers enquiring about payment. However, calls regarding Permit enquiries had a 9% year on year increase, accounting for 63% of the total calls received. A new permit application portal was launched in April 2023 leading to an increase in enquiries from residents as well preparation for the move over to EBC permitting from 2024/25 onwards.

# Pay to Park

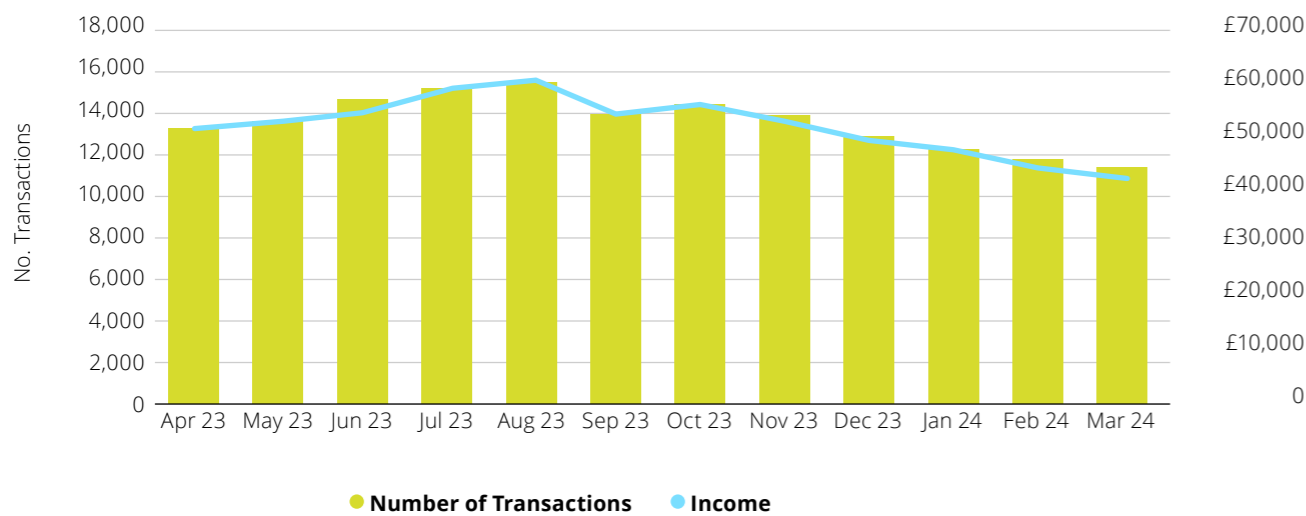
## Pay to Park Income vs Transactions 2023/24



With a total of 6.16m, the overall number of pay to park transactions for the year fell slightly by 0.5% on 2022/23 levels, however this number had been falling since the before the beginning of the Covid pandemic in 2020. Although the number of transactions fell, the total revenue

generated for 2023/24 saw an increase of 3.1%. This can be attributed to the full year of SMS charging that had been introduced in July 2022 which generated additional revenue of £1.44m, plus tariff increases that had come into effect in late February 2023.

## Diesel Surcharge Income vs Transactions 2023/24



The Diesel Surcharge has been a city-wide initiative since 2019. The policy imposes a 50% surcharge on top of the standard pay-to-park charges for pre-2015 diesel vehicles. Initially this accounted for around 7.2% of total pay-to-park revenue but has gradually fallen over time to 1.6% by the end of 2023/24. This reduction has proven the success of the scheme, although this trend was expected as affected vehicles age and over time form a smaller percentage

of those coming into the City. The extension of the ULEZ that was introduced in October 2021 placed further pressures on the use of these vehicles and as such it is expected that this percentage will continue to reduce further in future years. Although now a diminishing income stream, the Diesel Surcharge still provided additional revenue of £625.5k during 2023/24.

# Resident Parking Permits

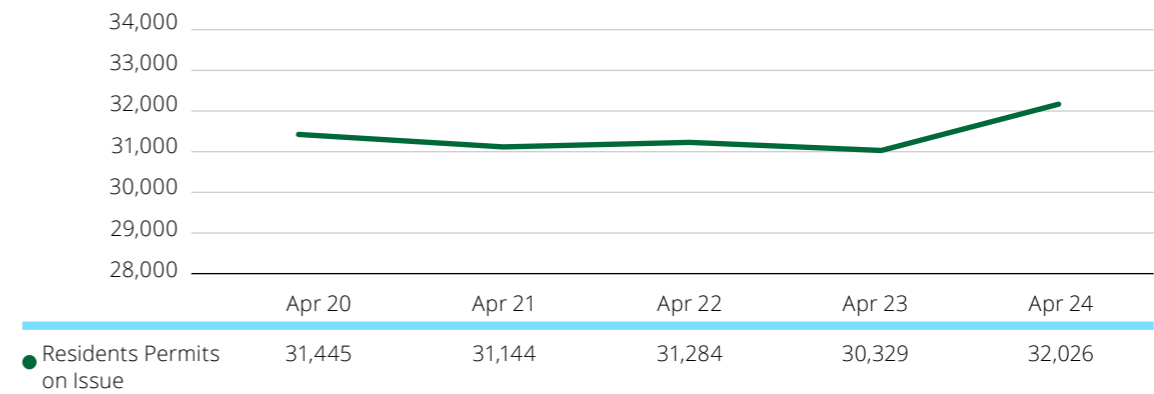
## Residents Permits

In 2023/24, Resident permit charges continue to be differentiated by engine size (< and >1200cc) and vehicle type (motorcycle and 'eco' vehicle), with specialist permit types, such as Doctors and Hospital, being a single set charge by type. Charges apply primarily to manage/restrain demand as the resident permit scheme has traditionally been over-subscribed, which is more acute in certain parking zones within Westminster. A significant overhaul of Resident Permits to an EBC model is planned for the first quarter of 2024/25.

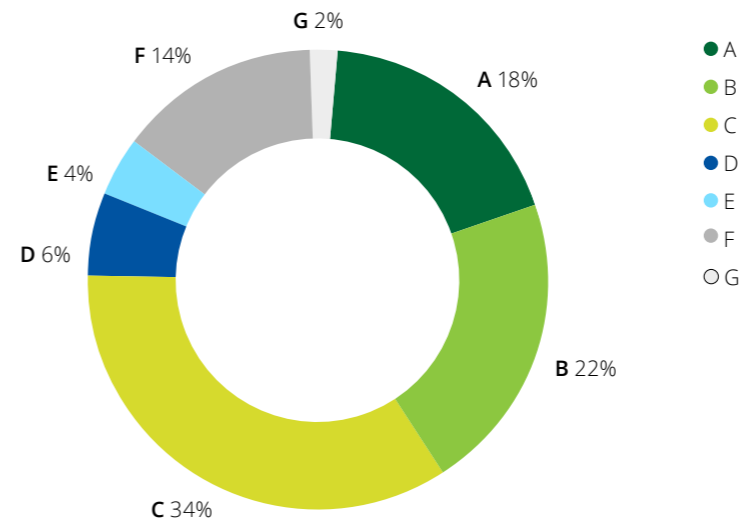
Issue of 'Eco' permits continued to rise in popularity, particularly as they remained free of charge to residents. The distinct shift in people's transport patterns over the last few years has seen people moving away from Internal Combustion Engine (ICE) cars with a view to choosing more greener options such as cycling and public transport. This along with increased car club membership shows that residents are adopting a different view on car ownership which is also evident in the increase in 'Eco' permits.

As at April 2024, there were 32,026 residents permits on issue across the city which is a 5.6% increase on 2022/23 levels. The increase can be attributed to the new virtual permit initiative and the IT system introduced with the commencement of the new Technology contract in April 2023, whereby each vehicle being recorded as a separate permit as opposed to multiple vehicles being registered under a single permit record on the previous system.

We operate a fully integrated online system for resident permits, and online transactions account for the majority of applications and renewals. There is now only a small number of permits processed by post or by emailing applications to Westminster Parking. In addition, for those who don't have internet access at home, iPads and PCs are available in Westminster libraries that allows customers to apply online.



## Resident Permit on Issue 2023/24



A map detailing each of these zones can be found on our website at [www.westminster.gov.uk/parking-zones-and-prices](http://www.westminster.gov.uk/parking-zones-and-prices)

## Vehicle Relocations Service

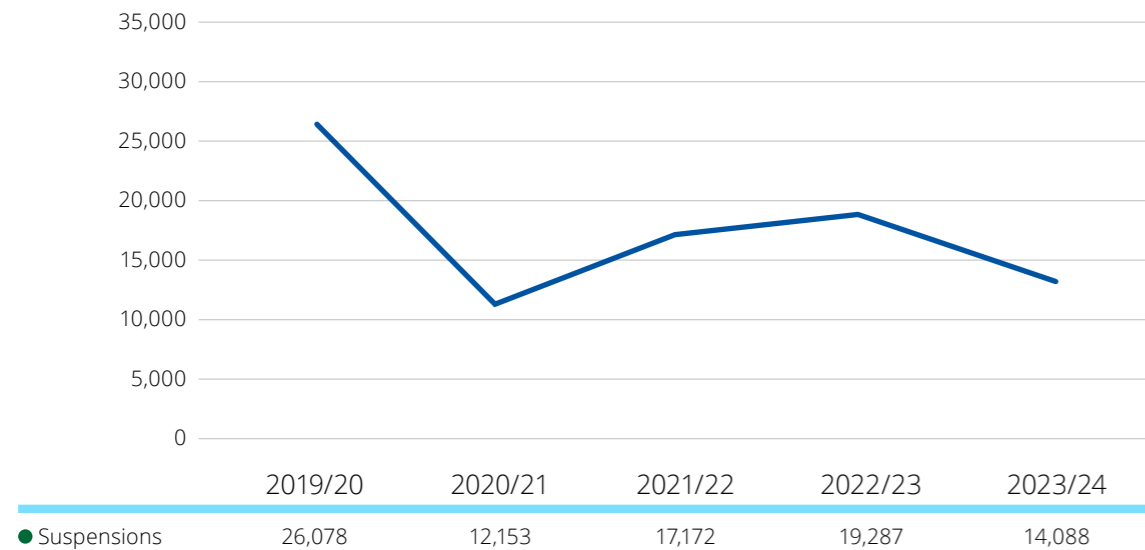
The Westminster vehicle relocations service provides a dedicated relocation vehicle between 08.30 and 14.00 Monday–Saturday. This can be used to relocate vehicles parked in contravention or in such a way that they are preventing access to the kerbside.

In 2023/24, 1,088 vehicles were relocated within Westminster by our relocation service.

The vehicle relocation service also supports other Westminster Council departments with their on-street activities such as the City Promotions, Events and Filming, and Highways and Horticulture teams. During 2023/24 there were 88 relocations attributed to Events and Filming plus a further 226 vehicles relocated on behalf of the council's Arboriculture Team for tree pruning.

## Bay Suspensions

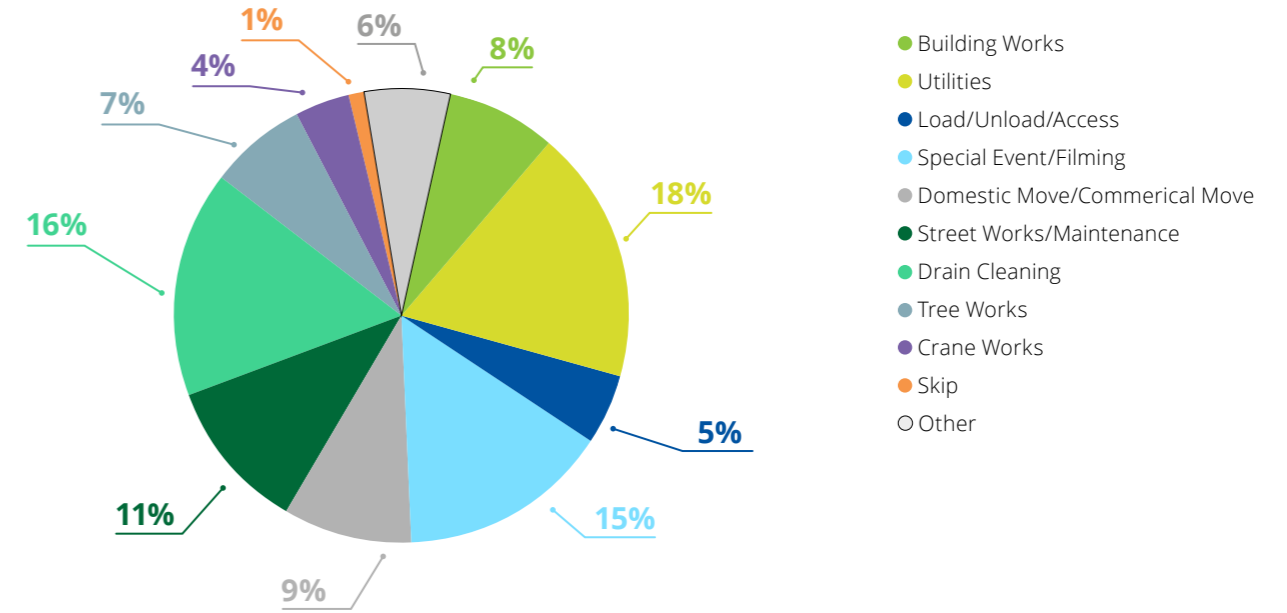
### Suspensions – Volume of Applications



Parking bays can be suspended for utility/highways works, building works, home and office moves and special events. We operate a tiered tariff structure where charges increase by duration of the suspension, which aims to discourage and deter unnecessary suspensions in order to manage kerbside demand more effectively. Charges also differ dependent upon location with a premium charged in areas of high parking stress. The volume of applications appeared to fall by 27% during 2023/24, however the new IT booking system introduced in April 2024 allowed for multiple suspensions to be combined under one single application with the same reference number, when booked at the same time, either by self-serve customers or through the back office.

Total revenue generated for 2023/24 had a year on year increase of £526k (2.4%). Commercial building works, which include loading/unloading access, tend to be for the longer term and account for 66% of the total revenue generated from bay suspensions. The back office team also continued to chase down outstanding debts, totalling £3.2m, on unauthorised bay occupation. Unauthorised bay occupation is where more space is used than has been booked, where a bay remains occupied for longer than booked for or where no suspension has been booked at all when it should have been. On average 81% of total suspensions booked are for five days and below which indicates that the tiered structure continues to be successful in maximising available kerbside space.

## Suspension Requests 2023/24 – Breakdown by Reason

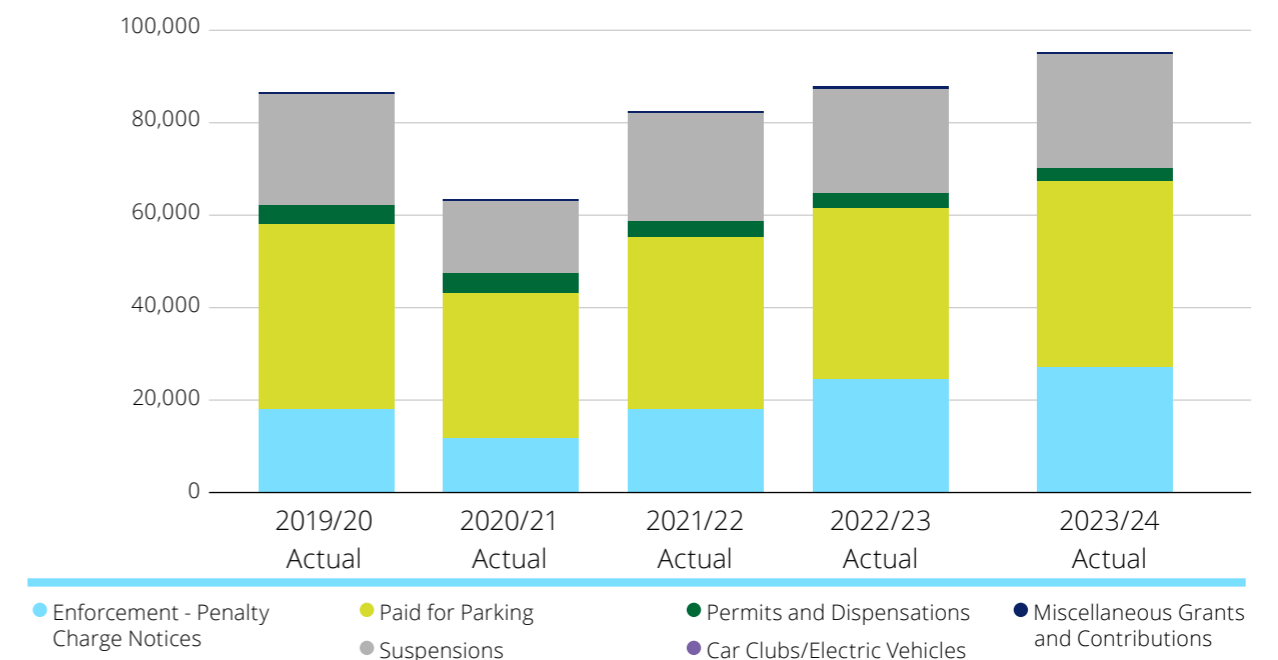


### Financial Information

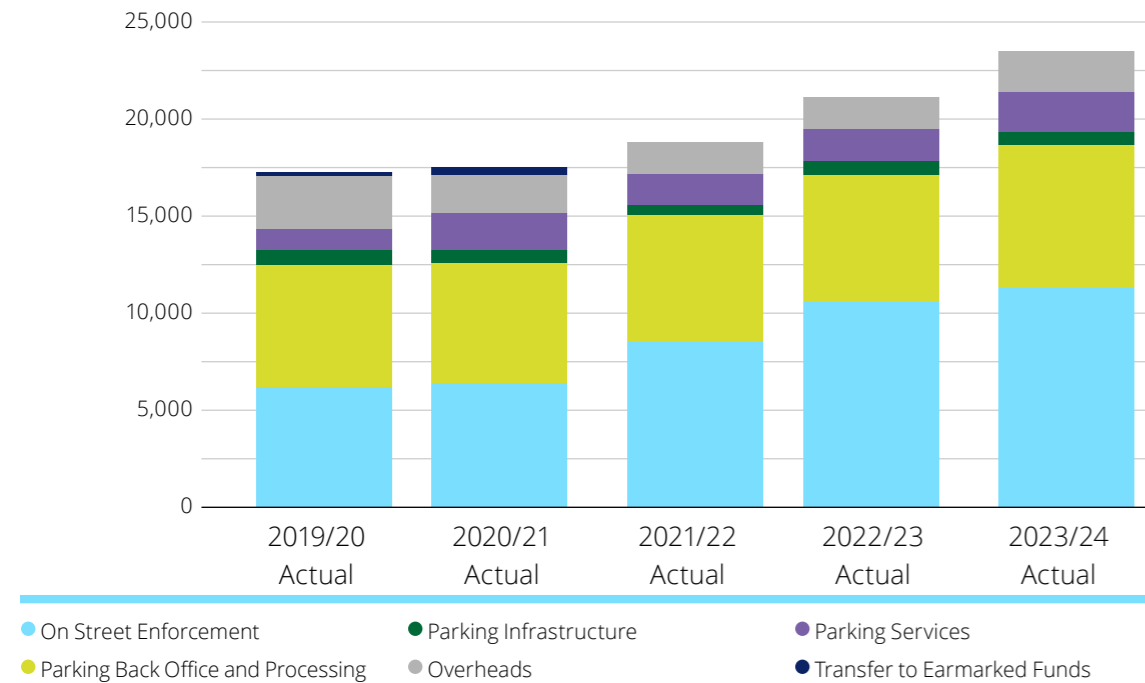
The reported level of revenue generated from the Parking Service for 2023/24 was £94.9m, an overall increase of 5.2% over the previous year. PCN revenue increased by 13.2% in line with the increase in on-street marshal issued tickets. The continued high level of kerbside permissions saw suspension revenue increase by 2.4% on 2022/23 levels.

Although there was a marginal decrease (0.5%) in Pay to Park transactions, additional revenue generated from the first full year rollout of SMS charging resulted in a year on year increase of 3.1%. A fall in the overall number of Residents Permits on issue contributed to a 1.4% year on year reduction in permit revenue.

### On-Street Parking Revenue (£'000)



## On-Street Parking Expenditure (£'000)

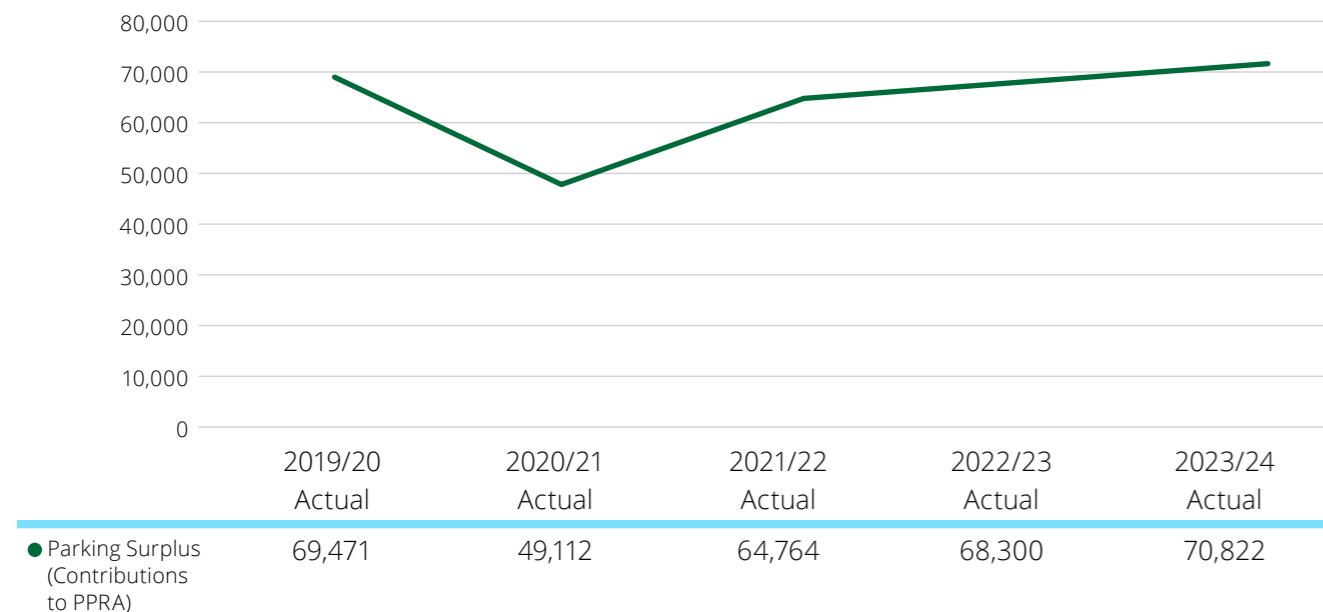


Total expenditure, for 2023/24 increased by 10% on 2022/23 to £24.1m. Similarly, as seen the previous year, increases in variable staffing cost of the additional Marshals on-street contributed to a 5% rise in Enforcement expenditure. There was also an uplift of 17.2% on Back office and Processing costs, mainly a consequence of increased PCN issue as some of these are activity-led, such as debt registration and payment processing. However, the short-term solution put in place for Cashless Parking saw transactional costs further contribute to

the rise in Back Office and Processing costs as they had previously been integrated within the old Business Processing & Technology contract.

The surplus generated for 2023/24 was 3.7% higher than that reported the previous year which was reflected in a £2.52m increase in available funding to the Parking Places Reserve Account (PPRA). This figure represents the highest available contribution since 2017/18, although operating costs have seen a significant increase since then.

## Parking Surplus-Contribution to PPRA (£'000)



## Parking Income and Expenditure Statement (£'000)

Revenue	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Actual
Enforcement - Penalty Charge Notices	17,646	12,473	18,655	23,264	<b>26,336</b>
Paid for Parking	39,366	30,850	37,571	38,958	<b>40,173</b>
Suspensions	24,194	17,564	21,013	21,563	<b>22,089</b>
Permits and Dispensations	5,499	5,570	5,693	5,219	<b>5,148</b>
Car Clubs	837	710	787	728	<b>896</b>
Miscellaneous (Inc. Grants and Contributions)	273	269	386	484	<b>293</b>
<b>Total Revenue</b>	<b>87,815</b>	<b>67,436</b>	<b>84,105</b>	<b>90,216</b>	<b>94,935</b>
Expenditure	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Actual
On Street Enforcement	7,313	7,348	8,870	10,483	<b>11,047</b>
Parking Back Office and Processing	5,980	5,773	6,243	6,880	<b>8,064</b>
Parking Infrastructure	973	943	675	865	<b>770</b>
Parking Services	1,455	1,593	1,633	1,771	<b>1,870</b>
Overheads	2,373	1,917	1,917	1,917	<b>2,362</b>
Transfer to Earmarked Funds	250	750	-	-	
<b>Total Revenue</b>	<b>18,344</b>	<b>18,324</b>	<b>19,338</b>	<b>21,916</b>	<b>24,113</b>
Expenditure	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Actual
<b>Parking Surplus (Contributions to PPRA)</b>	<b>69,471</b>	<b>49,112</b>	<b>64,767</b>	<b>68,300</b>	<b>70,822</b>



