

Public Space Protection Order (PSPO) Nuisance vehicles - Stakeholder Survey

Consultation report and findings September 2021

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Introduction

Background

The Public Spaces Protection Order (PSPO) was originally created to manage a minority of drivers in and around the Knightsbridge area whose driving habits create a nuisance to the local community and environment, affecting the quality of life of both residents and those working in the area.

The current PSPO was renewed in 2018 and is due to expire on the 26 November 2021.

Alongside the extension of the PSPO for a further three years, expansion is being considered in response to the significant number of anti-social activities complaints received about nuisance vehicles from wards across the borough.

Methodology and report

The survey was developed with colleagues from the Council's Waste and Street Enforcement Team and was promoted via the Council's communication channels, such as e-newsletters and social media.

The survey closed on 22 August 2021 and 473 online submissions were received. The key findings of the survey can be seen on the next pages of this report. Where graphs are shown, percentages are used.

Appendix

The appendix contains details of all themed comments made by respondents in relation to the consultation. All other responses and data are in the report. The appendices report is available upon request.

Acknowledgements

The Council would like to thank all respondents that took the time to take part in the exercise and gave their views.



Results at a glance – Public survey findings

- **Most common antisocial activities:** The most common antisocial activities caused by vehicles considered by respondents were **revving of engine** (97 per cent), **speeding** (95 per cent) and **sudden/rapid acceleration** (94 per cent). The least frequent were **performing stunts with motor vehicles** (53 per cent), **obstruction on a public highway** (59 per cent) and **driving in convoy** (70 per cent).
- **Streets with frequent antisocial activities:** The top three streets with the highest sightings of frequent antisocial activities were listed as **Holland Road** (53), **Fulham Road** (50) and **Brompton Road** (48).
- **Frequency of all antisocial activities:** A total of 65 per cent of respondents said antisocial activities caused by vehicles **occurred daily** in the locations they listed in the previous question.
- **Antisocial activities during the week:** A total of 89 per cent of respondents said the **evening (6pm to midnight)** was the most common time for antisocial activities caused by motor vehicles to be an issue. This was followed by 61 per cent of respondents who selected **overnight (midnight to 6am)**.
- **Antisocial activities during the weekend:** A total of 89 per cent of respondents said the **evening (6pm to midnight)** was the most common time for antisocial activities caused by motor vehicles to be an issue. This was followed by 66 per cent of respondents who selected **overnight (midnight to 6am)**.
- **Antisocial activities by motor vehicles:** A total of 36 per cent of respondents said they **yes**, had witnessed the same vehicle causing antisocial activities more than once.
- **Antisocial activities witnessed first hand:** Nearly nine in ten (89 per cent) respondents said **yes**, they had witnessed antisocial activities caused by a motor vehicle first hand.



Results at a glance – Public survey findings

- **Ward locations:** The Ward where respondents had witnessed the highest number of nuisance vehicles was **Brompton & Hans Town** (144). Followed by **Holland** (94) and **Earl's Court** (81). The Wards where respondents had witnessed the lowest number of nuisance vehicles were **Dalgarno** (10) and **Golborne** (10) followed by **St Helen's** (11) and **Norland** (19).
- **Overall support for the PSPO:** The majority (97 per cent) of respondents said they would **strongly support** or **support** a PSPO in relation to nuisance vehicles in the Ward they live or work in.
- **Proposed options for the PSPO:** Over three quarters (85 per cent) of respondents selected **option 2 - Extend the PSPO that covers the Knightsbridge area for another three years and also expand the order to cover all 18 wards**, as their preferred option. This was followed by **option 1** (10 per cent) and then **option 3** (two per cent).
- **Concerns about the PSPO:** The top three concerns about the PSPO were listed as **the fines are not strong enough/not regularly enforced** (20), the **PSPO can't work alone** (12) and the **PSPO needs to focus on all vehicles** (5).
- **Further comments:** When asked if respondents had any further comments regarding the PSPO the top three themes were, that they **agreed with the PSPO** (22), further concern was raised around **excessive noise** (19) and **specific roads requested PSPO enforcement** (16).
- **Residential status:** Of the 473 respondents, **residents of Kensington and Chelsea** made up 96 per cent. Responses came from all 18 Wards within the borough.



Most common antisocial activities

Respondents were asked which, if any, of the activities listed below create undue noise, nuisance, annoyance, danger or harm to them or a property.

Revving of engine	Idle engine (stationary vehicle)
Speeding	Performing stunts with motor vehicles
Driving on convoy	Sounding horns (as to cause a public nuisance)
Racing	Obstruction on a public highway
Sudden/Rapid acceleration	Playing music (as to cause a public nuisance)

For each activity listed respondents could select 'yes, frequently', 'yes, occasionally' or 'no, never'.

- When combining the answers 'yes, frequently' and 'yes, occasionally', the most common antisocial activities caused by vehicles considered by respondents were revving of engine (97 per cent), speeding (95 per cent) and sudden/rapid acceleration (94 per cent).
- The least frequent, based on those where residents selected 'no, never', were performing stunts with motor vehicles (35 per cent), obstruction on a public highway (28 per cent) and driving in convoy (20 per cent).
- The graph on the next page shows the full breakdown of the respondents answers.

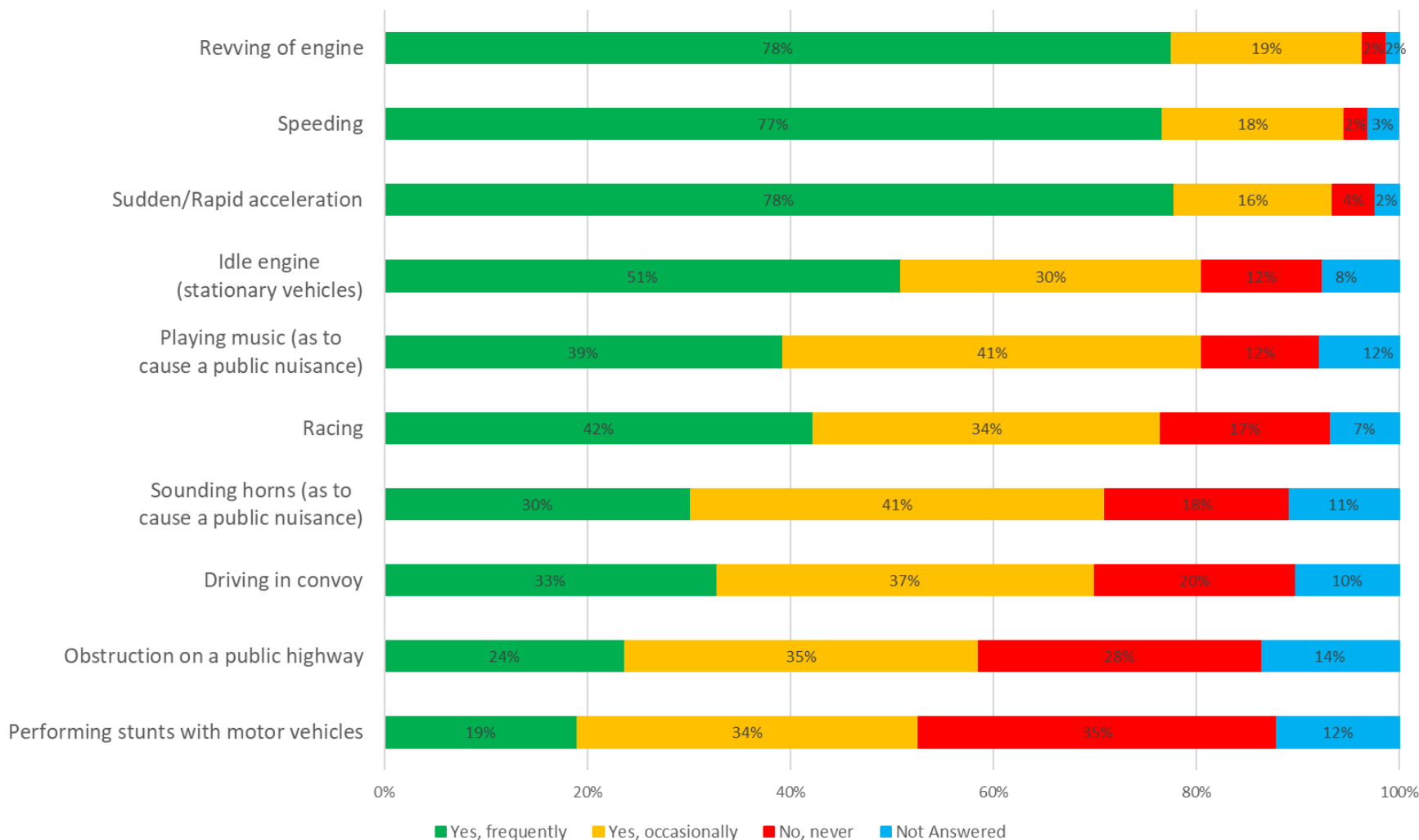
Base: 473 (all respondents)



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Most common antisocial activities

Do any of the following activities caused by a motor vehicle create undue noise, nuisance, annoyance, danger or harm to you or a property?



Base: 473 (all respondents)

Most common antisocial activities – *Other comments*

Respondents were given the opportunity to share any other type of antisocial activities caused by motor vehicles in addition to those listed on the previous page of this report.

There were a total of 196 'other' responses to this question. The comments made have been themed and those with six or more comments are summarised in the table below.

Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.

Theme	Count
Modified engine/exhaust	41
Speeding	37
General disregard for the highway code	19
Parking/obstructions on a public highway	17
Excessive noise	14
Revvng of engine	14
Idle engine (stationary vehicles)	11
Driving on pavements	10
Sudden/Rapid acceleration	9
Non vehicle - aggressive language/road rage	8
Driving in convoy	7
Playing music (as to cause a nuisance)	7
Sirens from emergency vehicles	6

**Themes shown with 6 or more comments*



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Most common antisocial activities – *Other comments*

“Motorbikes without proper mufflers make a huge impact as you can hear them from far away and the noise is very disturbing.”

Modified engine/exhaust

“Cars, lorries and buses routinely go through a red light at the north side of Battersea Bridge, travelling south to north. This makes this perilous crossing even more dangerous and frightening for pedestrians. There is literally no time when it is safe for a pedestrian to cross. Vehicles hoot at pedestrians as they attempt to cross the road.”

General disregard for the highway code

“Lorries and limousines double parking or parking on corners and double yellow lines, obstructing traffic, especially at intersections and narrow roads, and/or a clear view of oncoming traffic.”

Parking/Obstructions on a public highway



“Mopeds on my cul-de-sac driving illegally through a pedestrian alley and over the pavement is dangerous.”

Driving on pavements

“Delivery motorbikes make too much noise. They are not going away as home deliveries are part of the future, but they could be encouraged to switch to electric like some of the recently established companies (eg Getir).”

Excessive noise

“Drivers of motorbikes in particular seem to be able to cause their exhausts to 'back fire' in quick succession causing an awful, loud, frightening sound, in fact sounds as if a bomb is going off. The sounds are in quick succession. Extreme Noise Violence.”

Modified engine/exhaust



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Streets with frequent antisocial activities

Respondents were asked if they have experienced antisocial activities from vehicles, to share the street names where they have experience it.

The responses to this question have been themed. There were a total of 1099 street names submitted in response to this question referencing 317 unique street names. The 10 street names with the highest number of mentions are summarised in the table below with the full list of street names found in the appendices report.

Theme	Count
Holland Road	53
Fulham Road	50
Brompton Road	48
King's Road	47
Cromwell Road	34
Old Brompton Road	34
Sloane Street	31
Warwick Road	22
Kensington High Street	15
Holland Park Avenue	14

**Top 10 of 317 street names listed where antisocial activities from vehicles has been experienced*

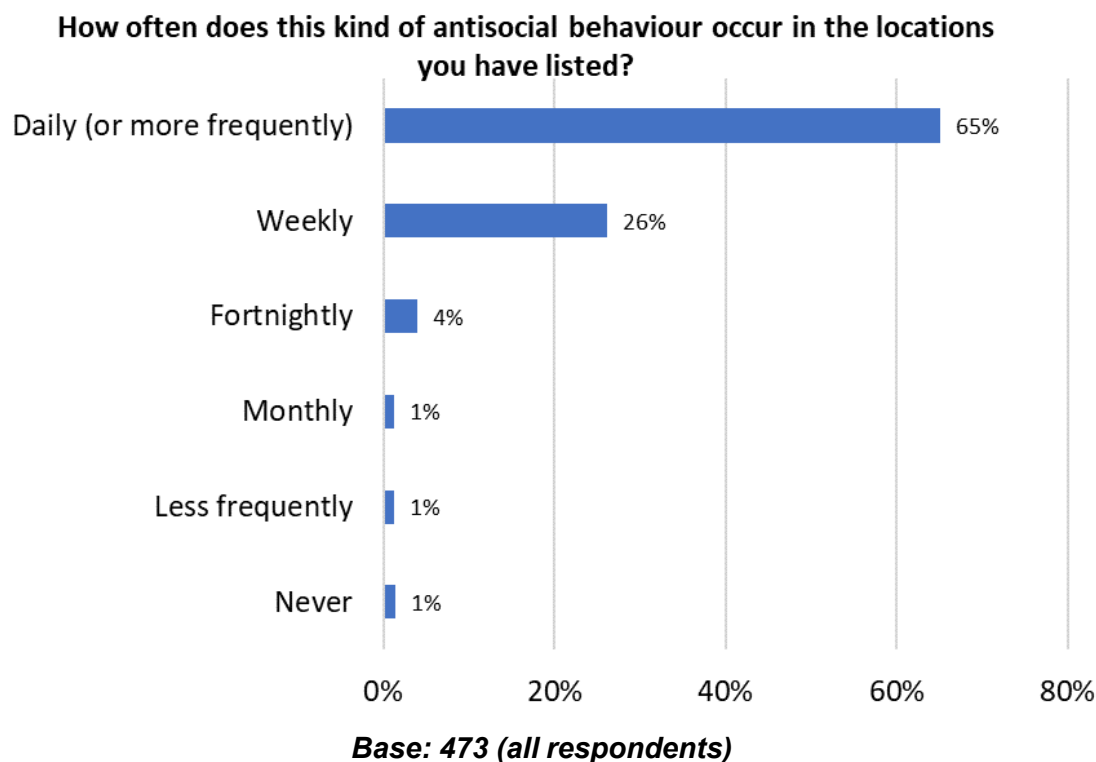


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Frequency of all antisocial activities

Respondents were asked how often any antisocial activities caused by vehicles occurred in the locations they listed in the previous question.

- Almost two thirds (65 per cent) of respondents said antisocial activities caused by vehicles occurred daily in the locations they listed in the previous question.
- A total of 26 per cent of respondents said antisocial activities caused by vehicles occurred weekly, four per cent said antisocial activities caused by vehicles occurred fortnightly and three per cent of respondents said this activities occurred less than fortnightly.



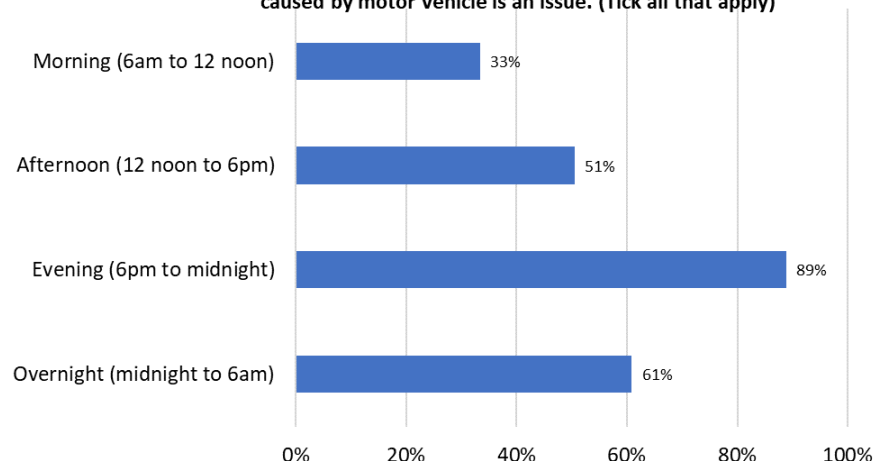
Antisocial activities during the week and weekend

Respondents were asked what time of the day antisocial activities caused by motor vehicles is an issue during the week (Monday – Friday) and the weekend (Saturday and Sunday).

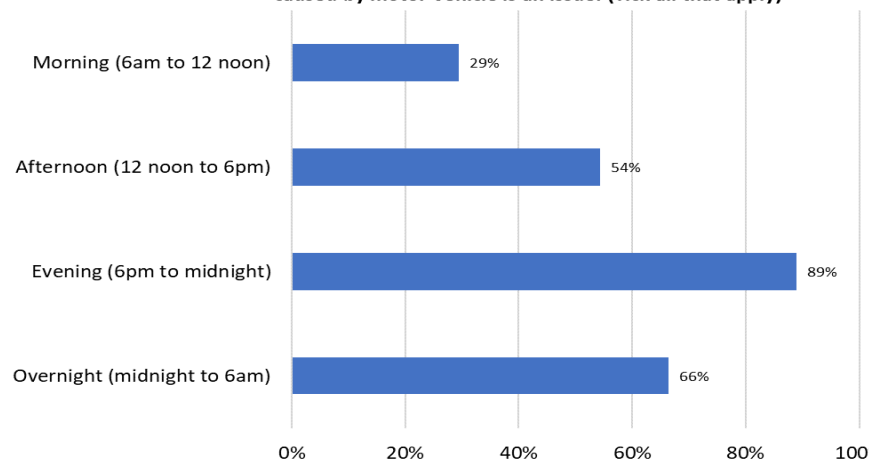
Respondents were able to select all times that applied.

- Nearly nine in ten respondents (89 per cent) said the evening (6pm to midnight) was the most common time for antisocial activities caused by motor vehicles to be an issue for both weekdays and weekends..
- This was followed by 61 per cent of respondents who selected overnight (midnight to 6am) for weekdays and 66 per cent for weekends.
- Respondents reported that the morning (6am to 12 noon) was the least likely time for antisocial behaviour to be an issue on weekdays with 33 per cent and 29 per cent for weekends.

During the week (Monday to Friday) please indicate when antisocial behaviour caused by motor vehicle is an issue. (Tick all that apply)



At weekends (Saturday and Sunday) please indicate when antisocial behaviour caused by motor vehicle is an issue. (Tick all that apply)

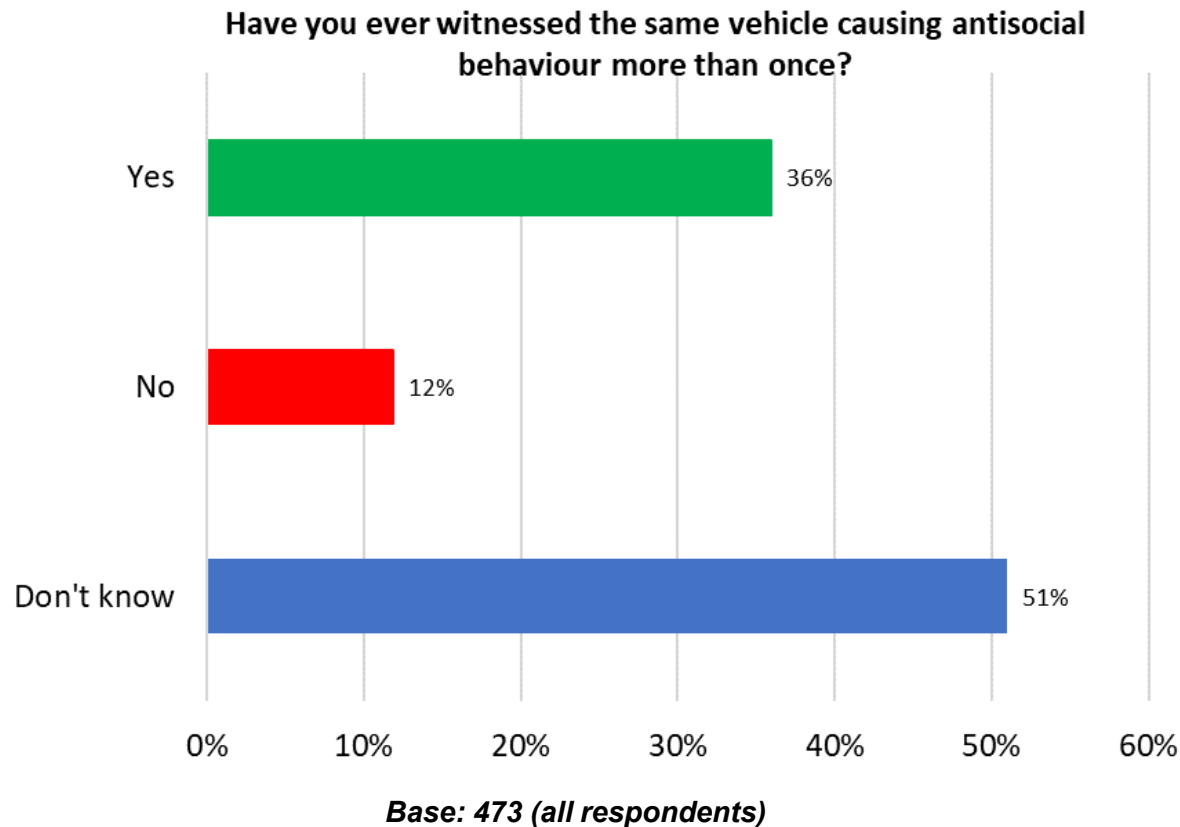


Base: 473 (all respondents)

Antisocial activities by motor vehicles

Respondents were asked if they have ever witnessed the same vehicle causing antisocial activities more than once.

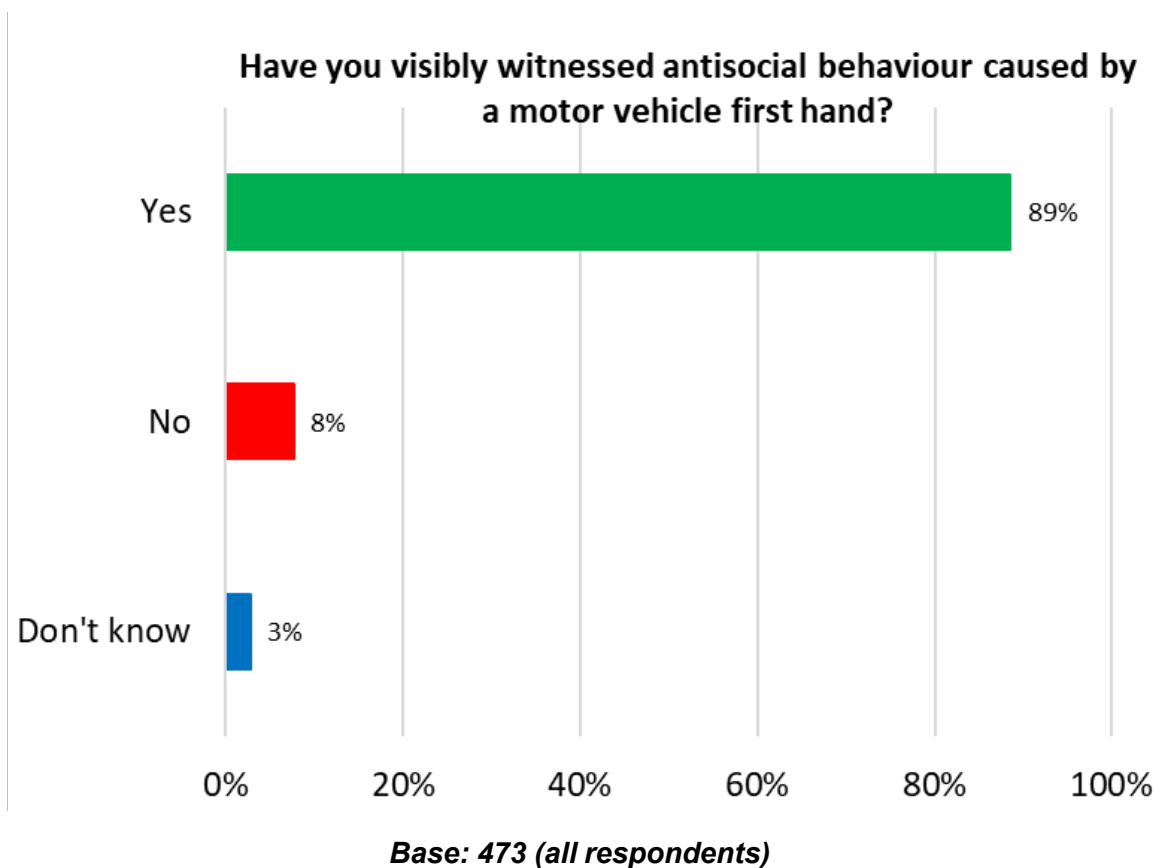
- More than half of the respondents (51 per cent) did not know if they had witnessed the same vehicle causing antisocial activities more than once.
- A total of 36 per cent of respondents said they had witnessed the same vehicle causing antisocial activities more than once and 12 per cent said they had not.

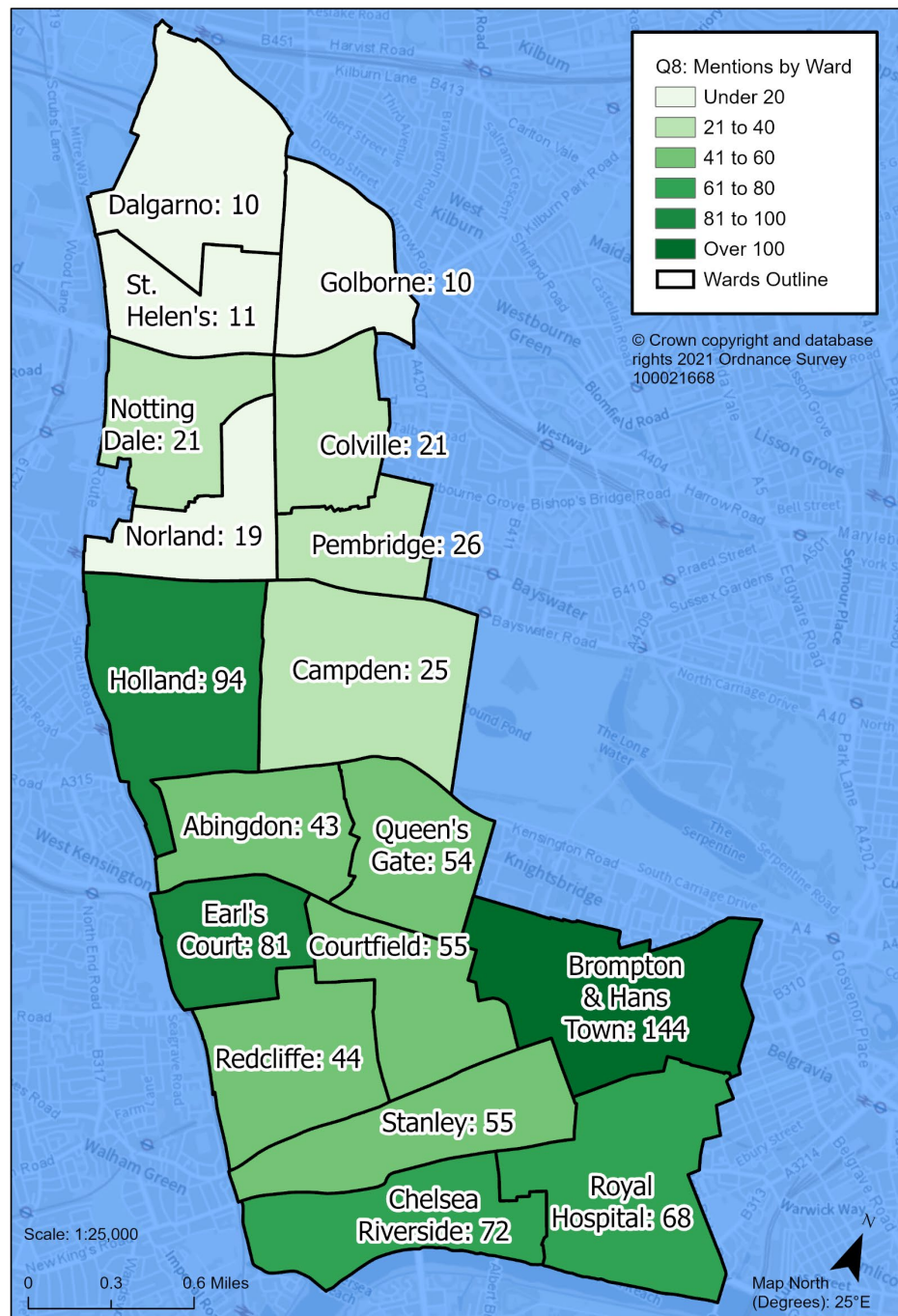


Antisocial activities witnessed first hand

Respondents were asked if they had visibly witnessed antisocial activities caused by a motor vehicle first hand.

- Nearly nine in ten (89 per cent) said yes, they had witnessed antisocial activities caused by a motor vehicle first hand.
- A total of eight per cent of respondents said no, they had not witnessed antisocial activities caused by a motor vehicle first hand.





Ward locations

Respondents were asked which Ward(s) they have witnessed nuisance vehicles in. Respondents were able to select all wards that applied.

There were a total of 853 responses to this question referencing all 18 Wards within Kensington and Chelsea.

- Generally, nuisance vehicles were witnessed in the south of Kensington and Chelsea more than the north.
- The Ward where respondents had witnessed the highest number of nuisance vehicles was Brompton & Hans Town (144). Followed by Holland (94) and Earl's Court (81).
- The Wards where respondents had witnessed the lowest number of nuisance vehicles were Dalgarno (10) and Golborne (10) followed by St Helen's (11) and Norland (19).

Base: 473 (all respondents)

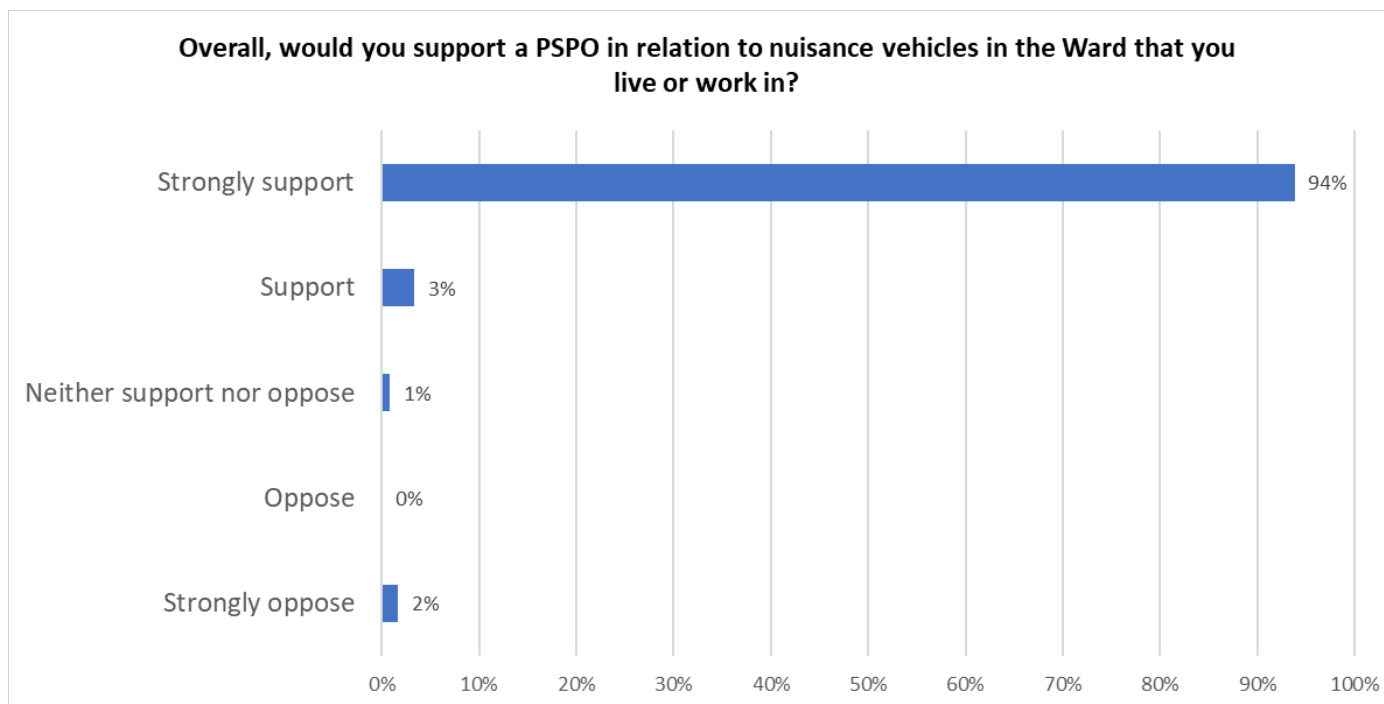


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Overall support for the PSPO

Respondents were asked if they would support a PSPO in relation to nuisance vehicles in the Ward they live or work in.

- The majority (97 per cent) of respondents said they would 'strongly support' or 'support' a PSPO in relation to nuisance vehicles in the Ward they live or work in.



Base: 473 (all respondents)



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Proposed options for the PSPO

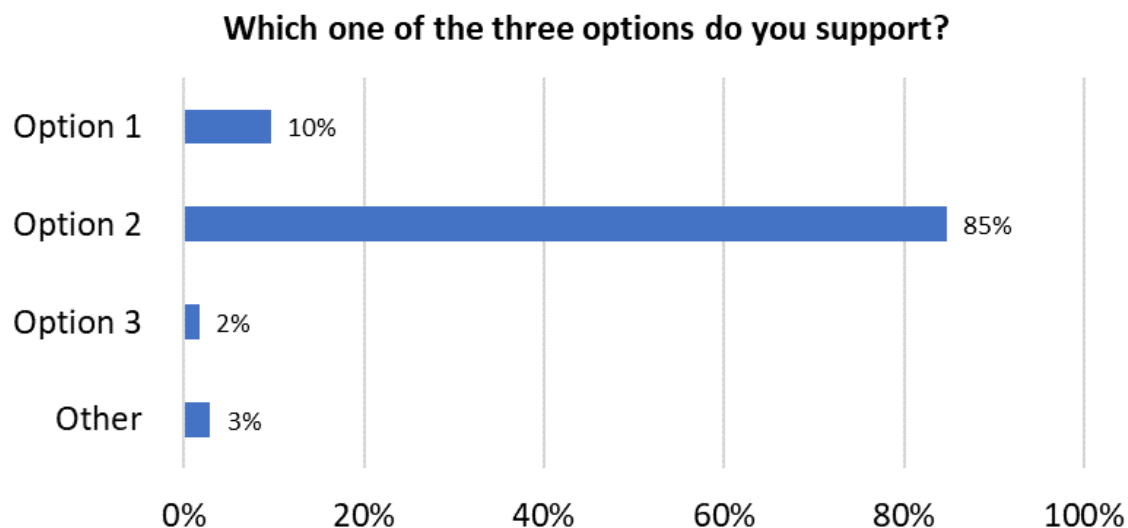
Respondents were given three proposed options for the future of the PSPO in Kensington and Chelsea. These options were:

Option 1: Extend the current PSPO that covers the Knightsbridge area for another three years.

Option 2: Extend the PSPO that covers the Knightsbridge area for another three years and also expand the order to cover all 18 wards.

Option 3: Allow the current PSPO to expire and not replace the order

Over three quarters (85 per cent) of respondents selected option 2 as their preferred option. This was followed by option 1 with 10 per cent and option 3 with two per cent.



Base: 473 (all respondents)



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Proposed options for PSPO – *Other comments*

Respondents were given the opportunity to share if there are any other options they would like to put forward for the future of a PSPO in Kensington and Chelsea.

There were a total of 39 'other' responses to this question. The comments made have been themed and are summarised in the table below. Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.

Theme	Count
Option 2: Extend the PSPO that covers the Knightsbridge area for another three years and also expand the order to cover all 18 wards	17
Needs stronger punishments	8
Make option 2 permanent	3
It should be decided by residents	2
Start with a small number of wards and gradually increase	2
Addresses local issue for example particular gateways or junctions	1
Ban the importation of cars	1
Option 3: Allow the current PSPO to expire and not replace the order	1
The PSPO should be nationwide	1

Base: 473 (all respondents)



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Proposed options for PSPO – Other comments

“Use of acoustic cameras to ensure offenders are actually punished. At present it does not appear there are any consequences for this activities.”

Needs stronger punishments

“If residents in all 18 boroughs wish the PSPO to extend to cover their areas then they should be supported in this wish.”

It should be decided by residents

“Option 1 and Stanley, Royal Hospital and Chelsea Riverside also, but not all 18 wards at the same time as it is better to tackle this problem in the south first, because it has been going on for such a long time.”

Start with a small number of wards and gradually increase



“Strengthen it. Suggest law forbidding cut-out motors.”

Needs stronger punishments

“Ban sports cars shipped over , especially from Middle East over summer....an absolute nuisance!”

Ban the importation of cars



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Concerns about the PSPO

Theme	Count
The fines are not strong enough/not regularly enforced	20
PSPO can't work alone	12
PSPO needs to focus on all vehicles	5
PSPO is not needed in the area	3
Car owners boost the local economy	2
Cost implications	2
It will drive away classic cars	2
The impact of noise on health	2
Moving offenders	1
PSPO signage cannot be seen	1
The current PSPO cameras have had limited impact	1

Respondents were asked to share details of any concerns they might have about the introduction of a PSPO in relation to nuisance vehicles.

There were a total of 89 response to this question. The comments made have been themed and summarised in the table on this page.

Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.



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Base: 473 (all respondents)

Concerns about the PSPO

“The introduction and policing of PSPOs is costly and oppressive; that investment of time and money would be better employed shaping users' activities and ameliorating the things that cause frustration to road users.”

PSPO can't work alone

“I have never witnessed any of the anti-social behaviour described above. I understand it is an issue around Harrod's but have never experienced it in Notting Hill or Holland Park. As a classic car lover I'm also concerned they will be used to drive noisier engines off our streets. I will strongly oppose this in anyway I can.”

It will drive away classic cars

“Cost - to install PSPO systems, to analyse information they capture, and to pursue violators.”

Cost implications



“The Council must take steps to prevent these activities which robs residents of a good night's sleep and harms children who are school aged. There must be more severe consequences for breaches and more acoustic cameras in the affected areas.”

The fines are not strong enough/not regularly enforced

“The PSPO should not be focussed exclusively on the notorious racing of high-performance cars from Knightsbridge. There are now convoys of standard BMWs, Mercedes, even Minis that have been customised so the engines are EXTREMELY loud.”

PSPO needs to focus on all vehicles

“I have concerns that the existing PSPO signs are barely visible unless you're on the top deck of a bus; they're much too high to be seen by car drivers and motorcyclists. So they're ignored.”

PSPO signage cannot be seen



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Further comments

Theme	Count
Agree with the PSPO	22
Excessive noise	19
Specific road mentioned for PSPO	16
PSPO needs to focus on all vehicles	15
PSPO can't work alone	12
Safety	12
Any rules need to be enforced correctly	9
Speeding	9
General disregard for the highway code	8
Idle engine (stationary vehicles)	8
Tougher fines/punishments	8

Respondents were asked if they had any further comments in relation to antisocial activities from vehicles.

There were a total of 246 response to this question. The comments made have been themed and those with eight or more comments are summarised in the table on this page.

Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.



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Base: 473 (all respondents)

Further Comments

“Please introduce these measures without delay as they will assist in reducing the noise levels within the borough and curb aggressive and anti-social driving.”

Agree with the PSPO

“Linking noise to speed is only a temporary solution. When electric becomes commonplace there will still be plenty of speed but less noise. Speed humps and cameras are the best deterrent.”

PSPO can't work alone

“The problem is created by motor cycles as well as cars and in all cases their exhausts have been modified to enable various kinds of extreme noise to be made.”

PSPO needs to focus on all vehicles



“Now the lockdown is coming to an end, the noise level caused by aggressive drivers playing music on powerful systems late at night and early morning is greatly increasing.”

Excessive noise

“Aside from the noise, I just don't feel safe walking the streets anymore. I can't tell you how many bicycles and motorcycles I have JUST MANAGED to dodge. Some of the taxis are just as reckless. It's their power entitlement and their pleasure in scaring people. It is not amusing.”

Safety

“The super car problem has been severe for over 10 years. It persists because laws are not being enforced. Inadequate enforcement conveys to those engaging in this mayhem a sense of impunity, which in turn attracts others to participate. Enforce the law and stop this persistent nonsense from recurring.”

Any rules need to be enforced correctly

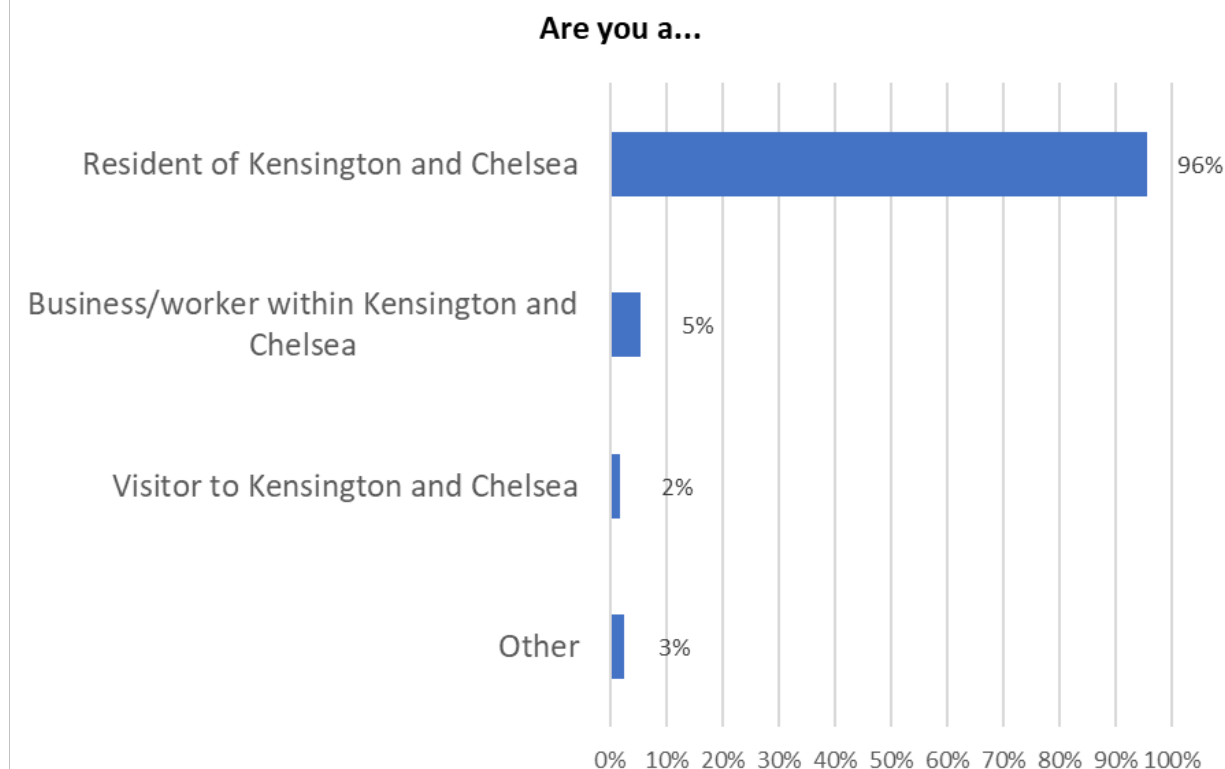


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Residential status

Respondents were asked if they were a resident of Kensington and Chelsea, a business/worker within Kensington and Chelsea or a visitor to Kensington and Chelsea.

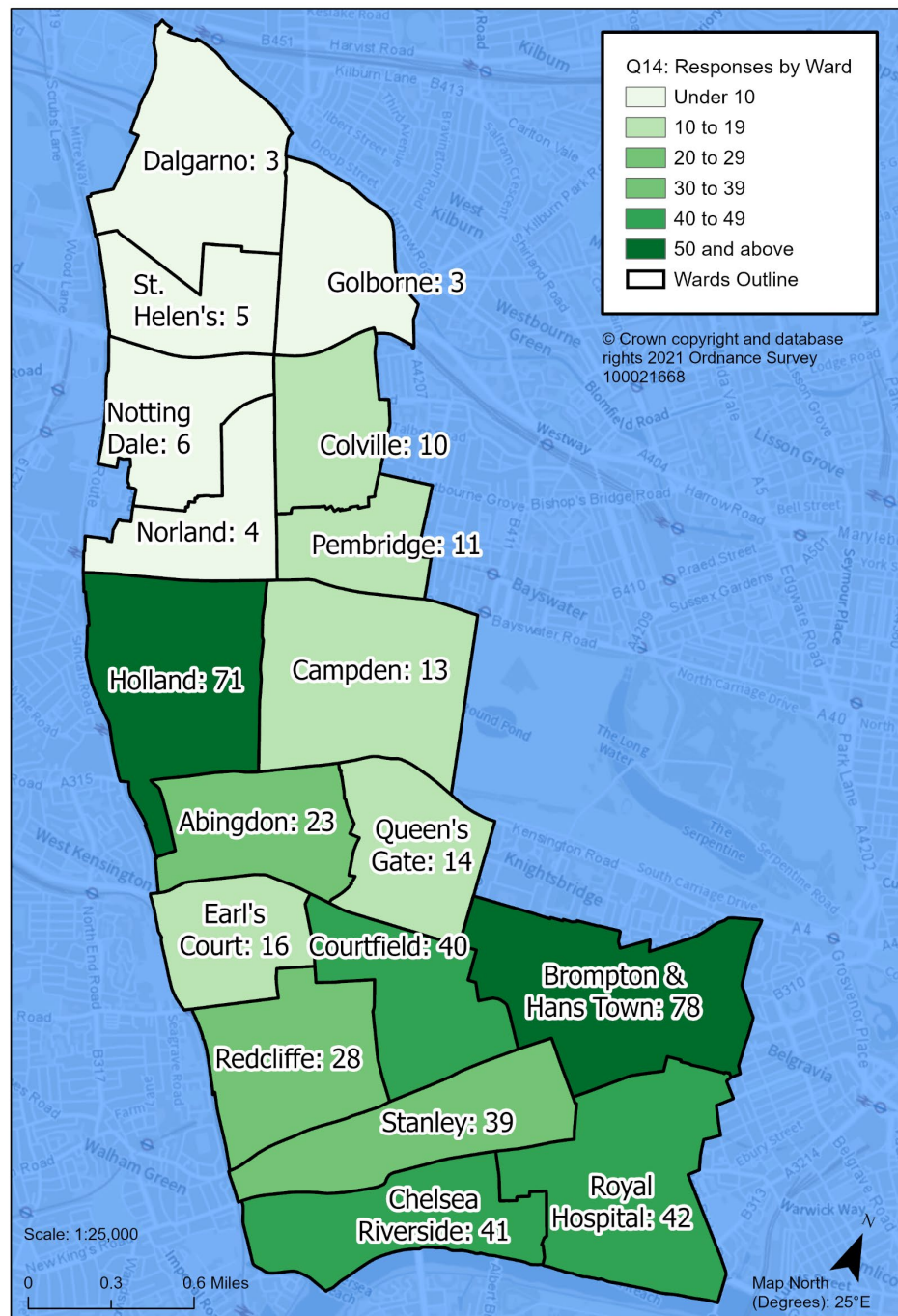
- The majority (96 per cent) of respondents said they were a resident of Kensington and Chelsea.
- A total of 5 per cent of respondents were a business/worker within Kensington and Chelsea and 2 per cent were visitors.
- Those who answered 'other' include residents of neighbouring boroughs, Resident Association Chairs and Ward Councillors



Base: 473 (all respondents)



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Respondents locations

Respondents were to share their full postcode. This information has been shorted into borough Wards and has been used to understand the views of respondents from across the borough and beyond.

There were a total of 473 response to this question. A total of 26 responses came from neighbouring boroughs with the remaining 447 responses covering all 18 Wards within Kensington and Chelsea.

- The two Wards with the highest number of responses to this survey were Brompton & Hans Town (78) and Holland (71).
- The Wards with the least number of respondents to this survey were Dalgarno and Golborne both with three responses.

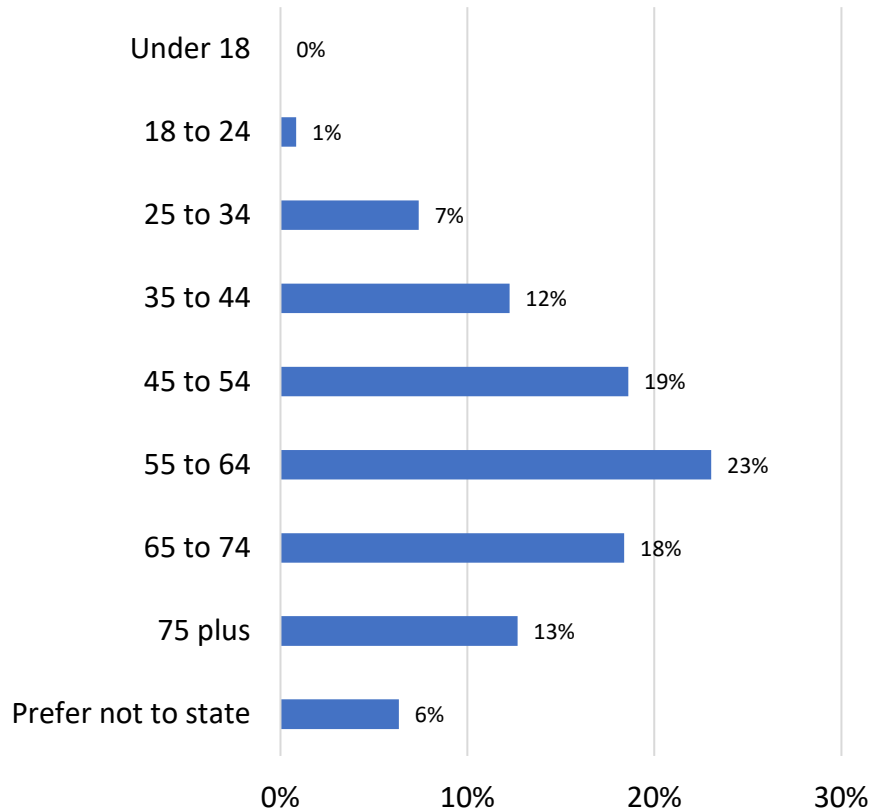
Base: 473 (all respondents)



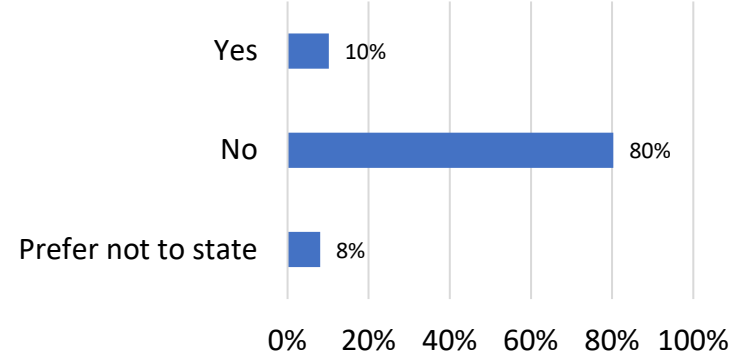
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About respondents: Demographic Breakdown

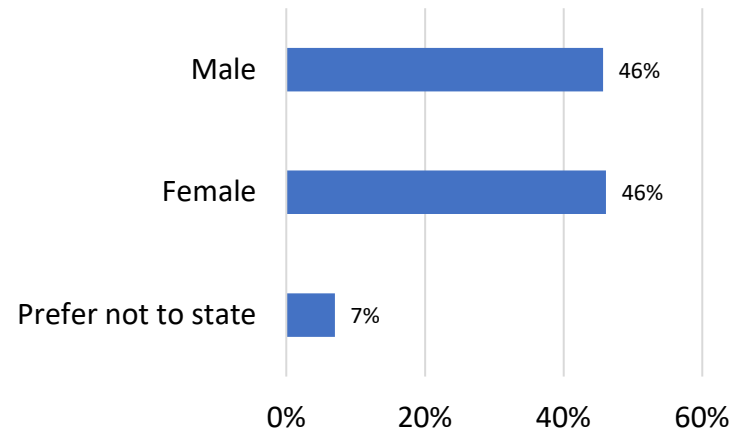
Which age group do you belong to?



Do you have a long-term illness, health problem or disability which limits your daily activities?



What is your sex?



About respondents: Demographic Breakdown

How do you describe your ethnic origin?

