

Virtual Parking Permits Proposals

Analysis of stakeholder consultation

February 2022

Putting Communities First Team
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Introduction

Background

Over the past year and a half, Kensington and Chelsea Council has introduced virtual (paperless) parking permits as a temporary measure in response to the Covid 19 pandemic.

This has had benefits for the environment and for customers, so the Parking Service consulted on whether the Council should move permanently to issuing virtual parking permits.

Consultation methodology

This survey ran from 13 December 2021 – 23 January 2022. The survey link was shared with all email addresses associated with parking permits, placed on the Council's Consultation and Engagement HUB and also shared via the Council's social media and newsletter channels.

Respondents were asked to provide their car registration to ensure the Council are hearing from those who the proposals will impact the most. However, it was important to hear from those who do not also have a permit to ensure the Council are listening to everyone's views. We have counted those who have provided their registration number as **permit holders** and those who did not provide their car registration are referred to as **non-permit holders**.

Report

A total of 4,624 surveys were returned by the closing date of 23 January 2022. This report contains an analysis of survey responses. Where graphs are shown, percentage of responses are used.

A separate appendices document is also available on request, containing data tables (appendix one), all comments made by respondents to the survey (appendix two), as well as all email responses (appendix three).

Acknowledgements

The Council would like to thank all respondents that took the time to feedback their views.



Results at a glance

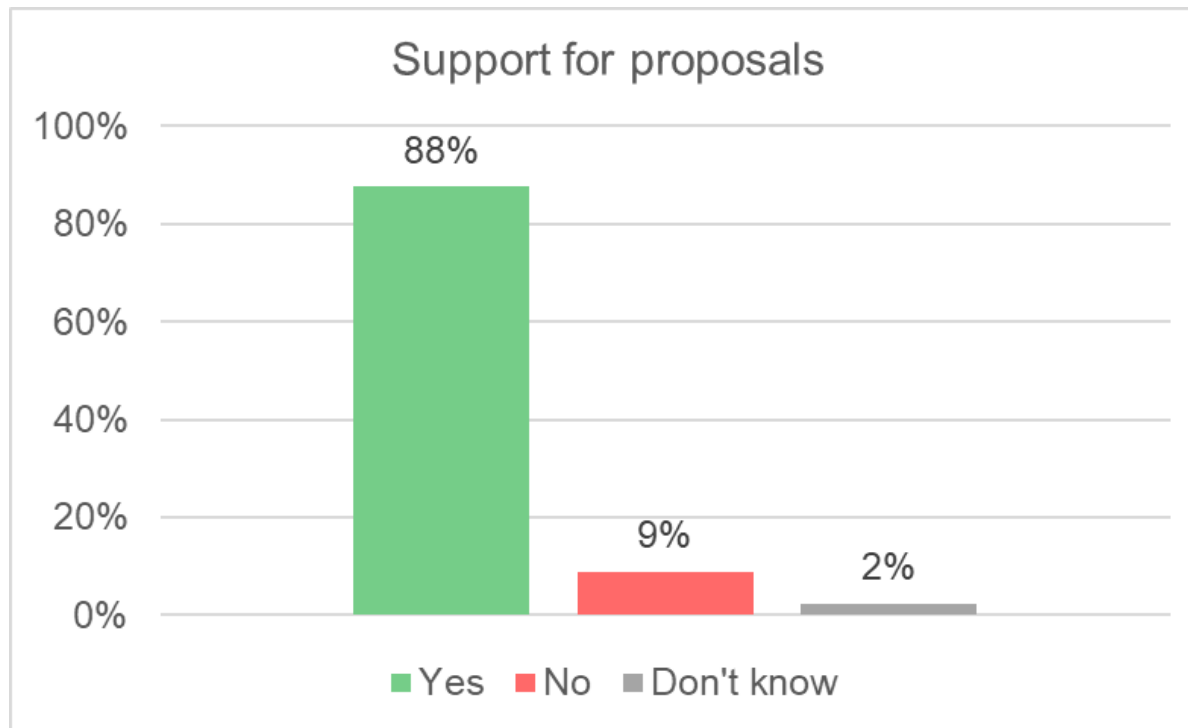
- **Support for Proposals:** The majority of all respondents (88 per cent) outlined that they **did** support the permanent adoption of the virtual parking permits. A total of nine per cent of all respondents outlined that they **did not** support the permanent adoption of the virtual parking permits
- **Support for proposals by parking permit status:** The majority of both cohorts (88 per cent permit holders and 68 per cent non-permit holders) outlined that they **did** support the permanent adoption of the virtual parking permits. A total of nine per cent of permit holders outlined they **did not** support the permanent adoption of the virtual parking permits, however this increased to 20 per cent amongst non-permit holders.
- **Provision of a PDF of the permit:** A total of 48 per cent of respondents outlined they think the Council should **'Send a PDF of the permit to everyone who obtains a permit'**. Whilst a total of 44 per cent of respondents outlined that they think the Council should **'Send a PDF of the permit only to those who request it'**.
- **Support for making online resident permit services easier:** The vast majority (97 per cent) of respondents outlined that they **did** support making online resident permit services easier. A total of two per cent of respondents outlined that they **did not** support making online resident permit services easier.
- **Support the proposals by long-term health problem/illness:** The majority of both cohorts (88 per cent *non-long term health problem/illness* and 81 per cent *long term health problem/illness*) outlined that they **did** support the permanent adoption of the virtual parking permits. A total of nine per cent of *non-long term health problem/illness* respondents outlined they **did not** support the permanent adoption of the virtual parking permits, however this slightly increased to 13 per cent amongst residents with a *long term health problem/illness*.
- **Final comments about the service:** The most commented on themes were in relation to **'supports the scheme'** (667 comments) and **'remind permit holders before permit is due to expire via post/email'** (311).



Support for the proposals

Respondents were asked if they supported the permanent adoption of the virtual parking permit proposals:

- The majority of respondents (88 per cent) outlined that they **did support** the permanent adoption of the virtual parking permits.
- A total of nine per cent of respondents outlined that they **did not support** the permanent adoption of the virtual parking permits.

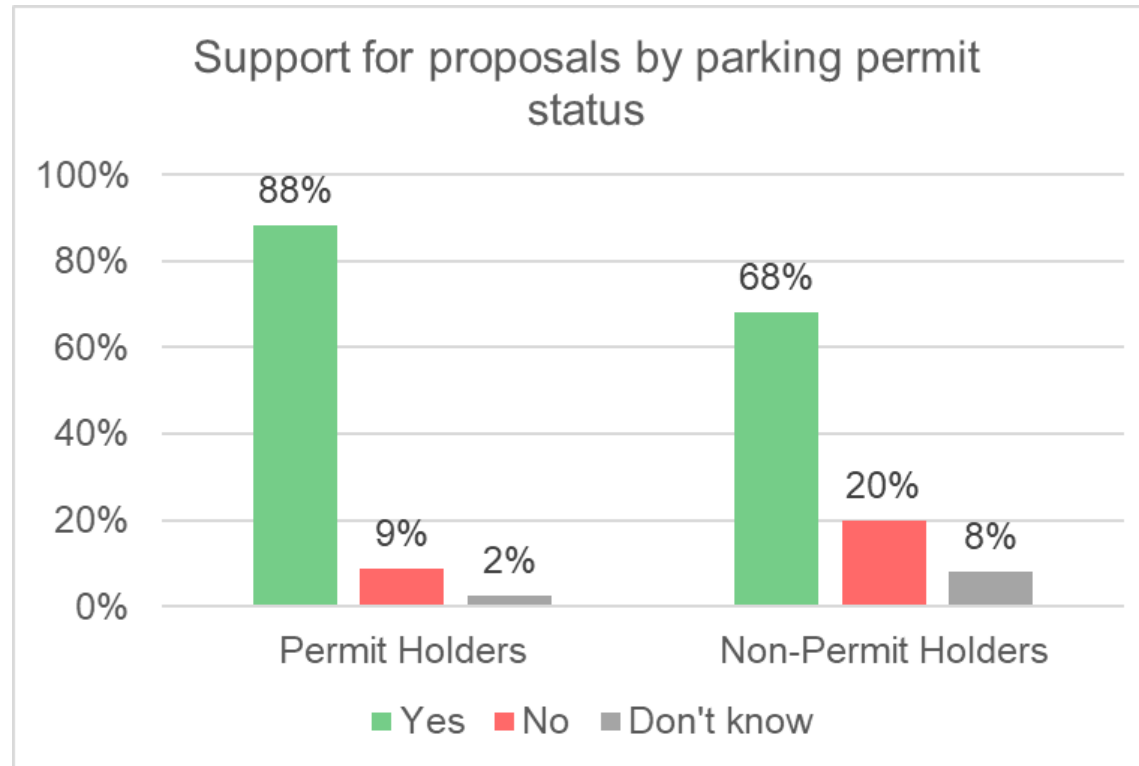


Base: All responses (4,624)

Support for the proposals by parking permit status

Respondents were asked if they supported the permanent adoption of the virtual parking proposals:

- The majority of both cohorts (88 per cent *permit holders* and 68 per cent *non-permit holders*) outlined that they **did support** the permanent adoption of the virtual parking permits.
- A total of nine per cent of *permit holders* outlined they **did not support** the permanent adoption of the virtual parking permits, however this increased to 20 per cent amongst *non-permit holders*.



Base: Permit Holders (4,475) | Non-Permit Holders (147)

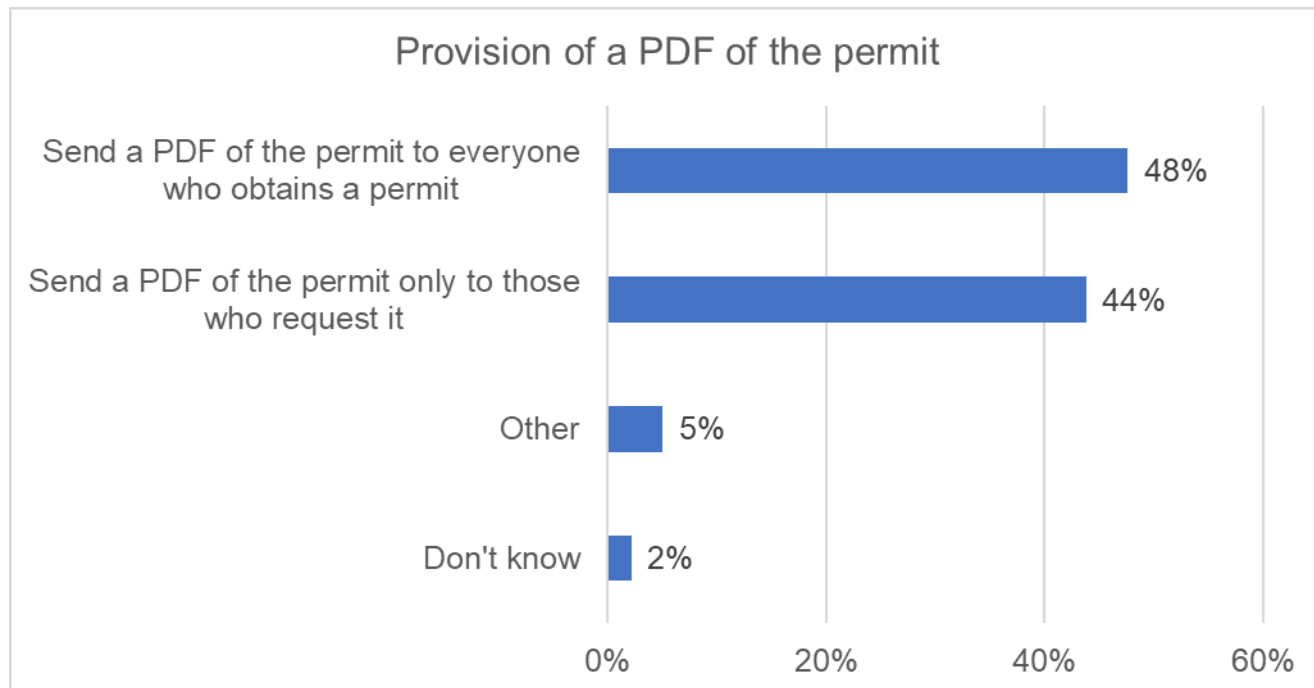


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Provision of a PDF of the permit

Respondents were asked their preference on whether to send a PDF of the permit to everyone who obtains a permit, or only send a PDF to those who request it:

- A total of 48 per cent of respondents outlined they think the Council should ***'Send a PDF of the permit to everyone who obtains a permit'***
- Whilst a total of 44 per cent of respondents outlined that they think the Council should ***'Send a PDF of the permit only to those who request it'***
- A total of five per cent of respondents selected ***'Other'*** – the themes of the comments provided can be seen overleaf.



Base: All responses (4,624)



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Provision of a PDF of the permit – Other comments

Respondents who selected '**Other**' when asked their preference on the provision of a PDF version of the permit were offered the opportunity to provide further comments. Comments made have been themed and are summarised in the table below. Examples of comments made can be seen overleaf. The full list of themes and comments made can be found in appendix two of the appendices document. We received 491 comments in total. The most commented on themes were in relation to '**Keep the permits virtual only**' (122 comments) and '**Vehicles should have to display a permit**' (113 comments).

Theme	Comments
Keep the permits virtual only	122
Vehicles should have to display a permit	113
Supports an option to have a paper permit for those who want it	106
PDF provides reassurance	56
Can't tell who is allowed to park and who isn't	20
Remind permit holders of expiry date	16
Concerns over fraudulent PDFs	11
Co-ordinate better with Westminster	10
Concerns of digital exclusion	8
Whatever keeps costs low	4

All comments (491)



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Provision of a PDF of the permit – Examples

“It is more cost effective and better for the environment to make the process entirely paperless, I would recommend not to provide an option (paperless only).”

Keep the permits virtual only

“All vehicles should display a permit if they are entitled to park. Everyone should be able to know if a vehicle has a valid permit.”

Vehicle should have to display a permit

“A PDF by email is useful and acts as a reminder to refer back to and customers can choose to print it at home if they want.”

PDF provides reassurance



“I consider that parking should go fully paperless. Given the focus on sustainability it seems pointless to have a paper system concurrently.”

Keep the permits virtual only

“I think people should have the option to choose if they want a digital or paper permit.”

Supports an option to have a paper permit for those who want it

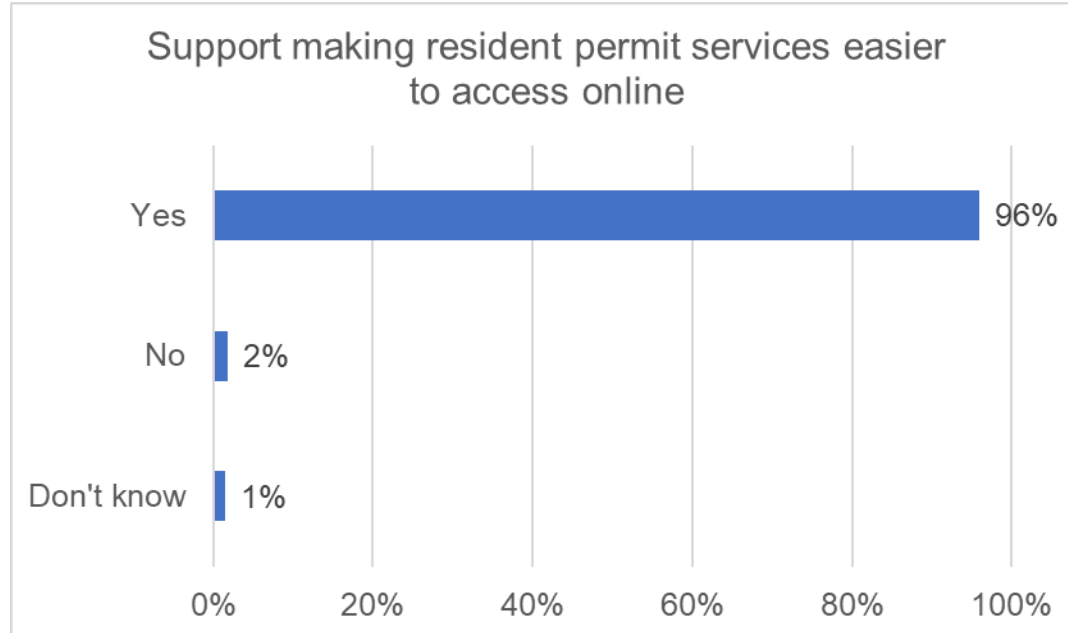
“I don't know if people parking in my street have a permit. We have been inundated with works vans parking in our street and they never get a ticket. If I could see they have no permit I could ask them to move and without the permit th possible.”

*Can't tell who is allowed to park
isn't*

Support for making online resident permit services easier

Respondents were asked if they supported making online resident permit services easier:

- The vast majority (96 per cent) of respondents outlined that they **did** support making online resident permit services easier.
- A total of two per cent of respondents outlined that they **did not** support making online resident permit services easier.



Base: All responses (4,624)

Final comments about the proposals

Respondents were offered the opportunity to provide any final, additional comments about the proposals to introduce virtual parking permits. Comments made have been themed and are summarised in the table below. Examples of comments made can be seen overleaf. Due to the high number of comments, only themes with 20 or more comments can be seen in the table below. The full list of themes and comments made can be found in appendix two of the appendices document. We received 1,805 comments in total. The most commented on themes were **‘supports the scheme’** (667 comments) and **‘remind permit holders before permit is due to expire via post/email’** (311).

Theme	Comments
Supports the scheme	667
Remind permit holders before permit is due to expire (post/email)	311
Could allow illegal parking due to no visual permit	201
Provide residents with a choice of paper or virtual permits (help digitally excluded, prefer in-person contact at the town hall)	101
Preferred previous system	70
Agrees with provision of PDF	48
Improve the existing application/renewal process	41
Concerns of parking in shared Westminster bays	40
Easier than paper permits	30
Paper permits easier for parking attendant to visually check	29
Good for the environment	23

All comments (1,805)



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Final comments about the proposals - Examples

“Great way to move us into the future. Thanks for taking this action during the pandemic and keeping it going!”

Supports the scheme

“I think it is really great. Very fast and efficient way to top of permits as well without the stress of waiting for paperwork.”

Supports the scheme



“Apart from sending reminders to renew my parking permit via the post, it would be good if reminders were sent via email.”

Remind permit holders before permit is due to expire (post/email)

“I am concerned that it will only increase the likelihood of people parking who don’t have a permit at all, especially work vans and vehicles which is a real problem which doesn’t seem to be being tackled harshly enough.”

Could allow illegal parking due to no visual permit

“At least, those who want to return to paper based forms and permits, should have that option. I like physical paper copies of all my applications and documents. There is no easy way to print out screenshots using an internet browser. I don’t like the internet at times.”

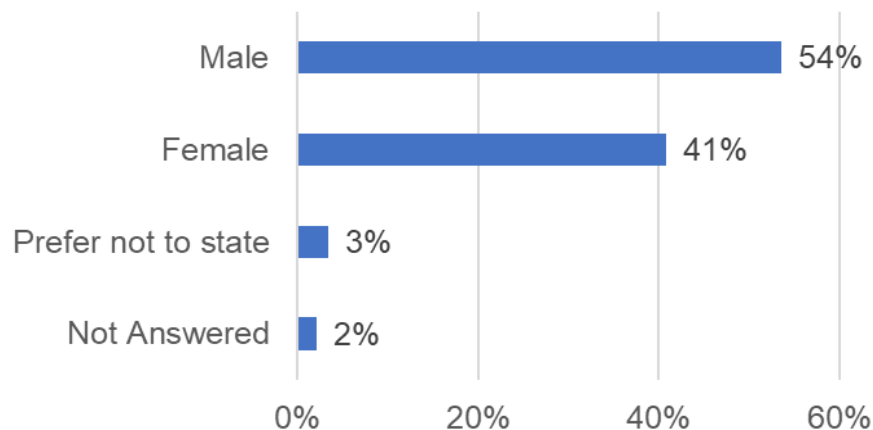
Provide residents with a choice of paper or virtual permits (help digitally excluded, prefer in-person contact at the town hall)

“I don’t like the virtual parking permit, this should be returned back to how it was previously where permits are

Preferred previous sy:

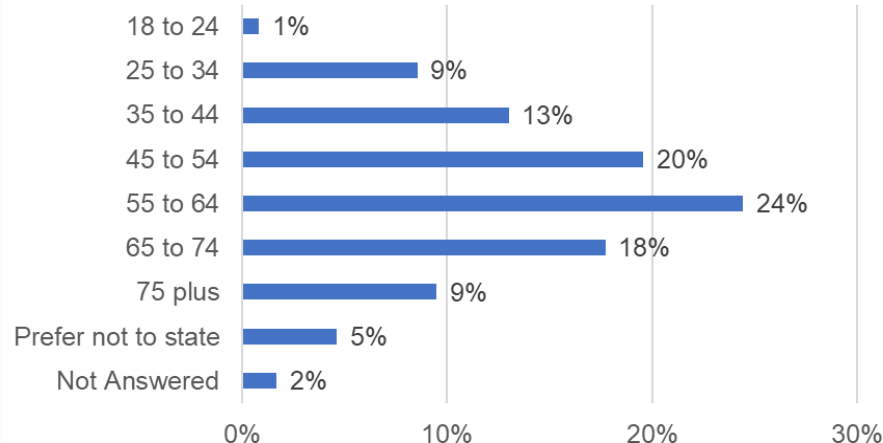
Demographic questions – Sex, Age, Religion

What is your sex?



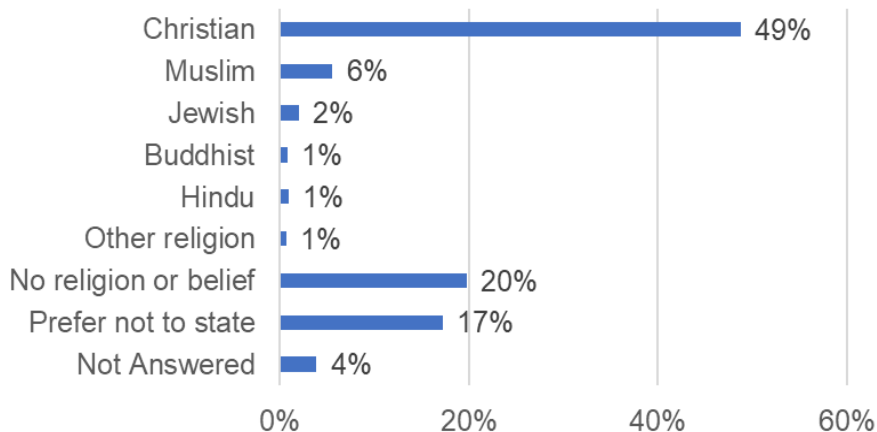
Base: All responses (4,624)

What is your age group?



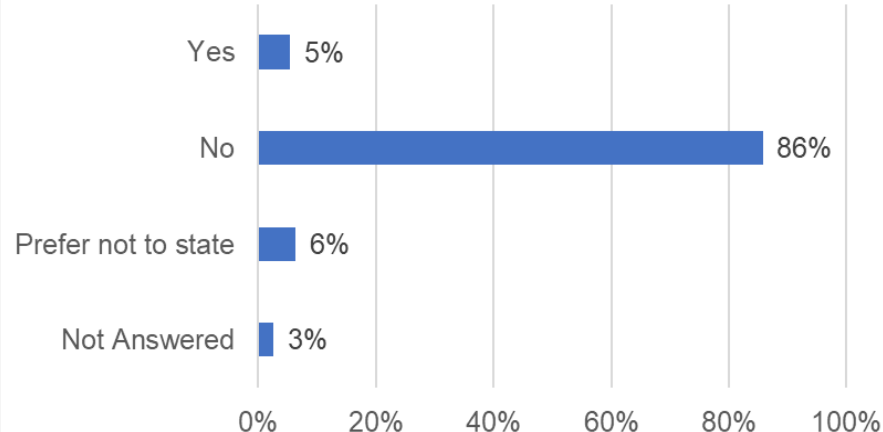
Base: All responses (4,624)

What is your religion?



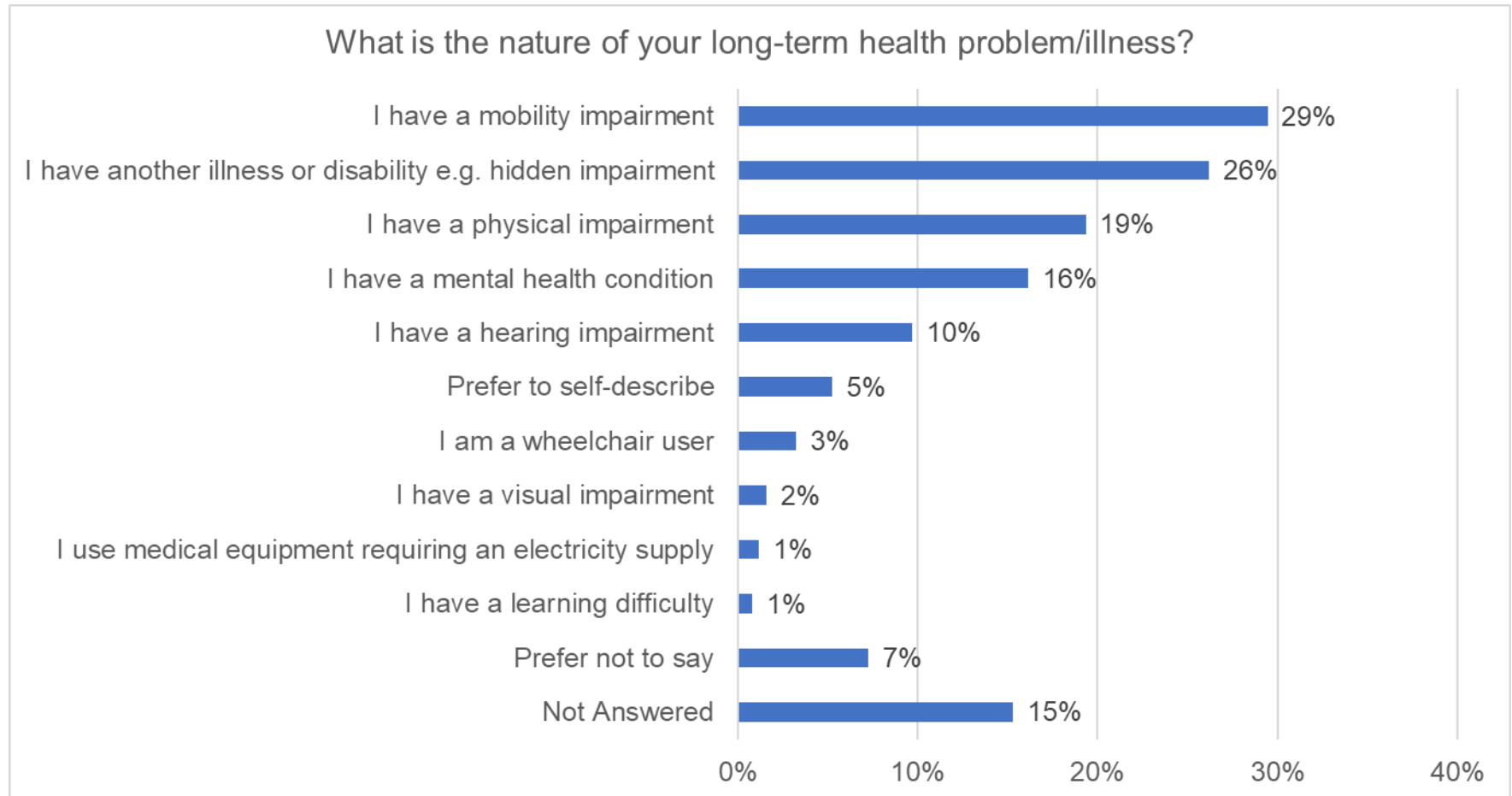
Base: All responses (4,624)

Do you have a long-term health problem/illness?



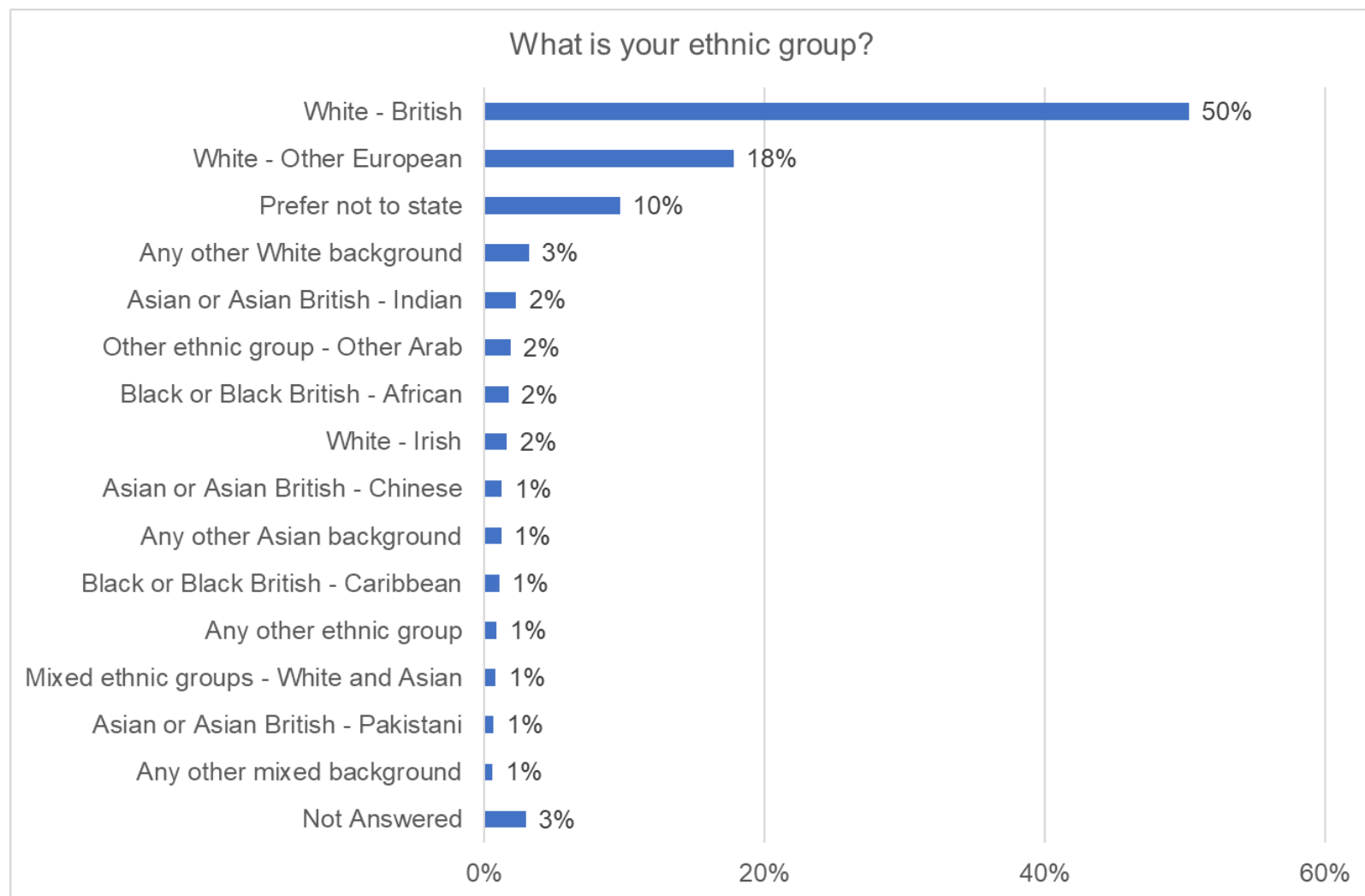
Base: All responses (4,624)

Demographic questions – Long-term health problem/illness type



Base: All respondents who outlined that they had a long-term illness, health problem or disability (248)

Demographic questions - Ethnicity



Base: All responses (4,624)



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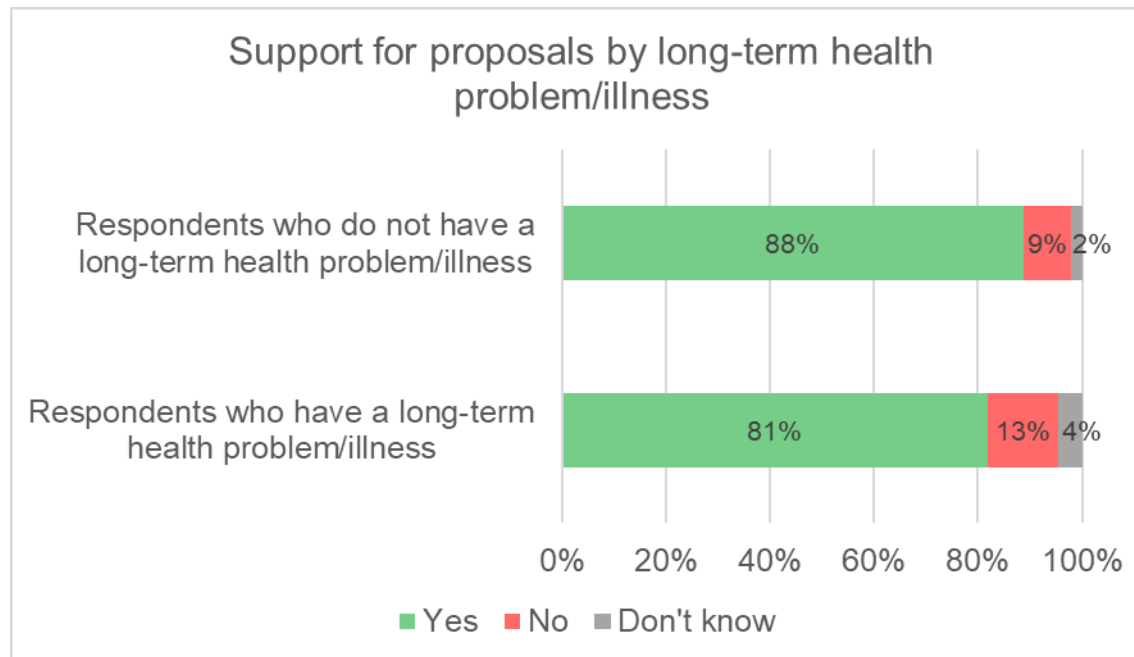
Section 2: Support for proposals - broken down by demographic information



Support for the proposals by long-term health problem/illness

Respondents were asked if they supported the permanent adoption of the virtual parking proposals, and this has been broken down by those who said they did have a long-term health problem/illness, and those who did not have a long-term health problem/illness:

- The majority of both cohorts (88 per cent *non-long term health problem/illness* and 81 per cent *long term health problem/illness*) outlined that they **did support** the permanent adoption of the virtual parking permits
- A total of nine per cent of *non-long term health problem/illness* respondents outlined they **did not support** the permanent adoption of the virtual parking permits, however this slightly increased to 13 per cent amongst residents with a *long term health problem/illness*.



Base: *Non-long term health problem/illness* (4,376) | *Long term health problem/illness* (248)

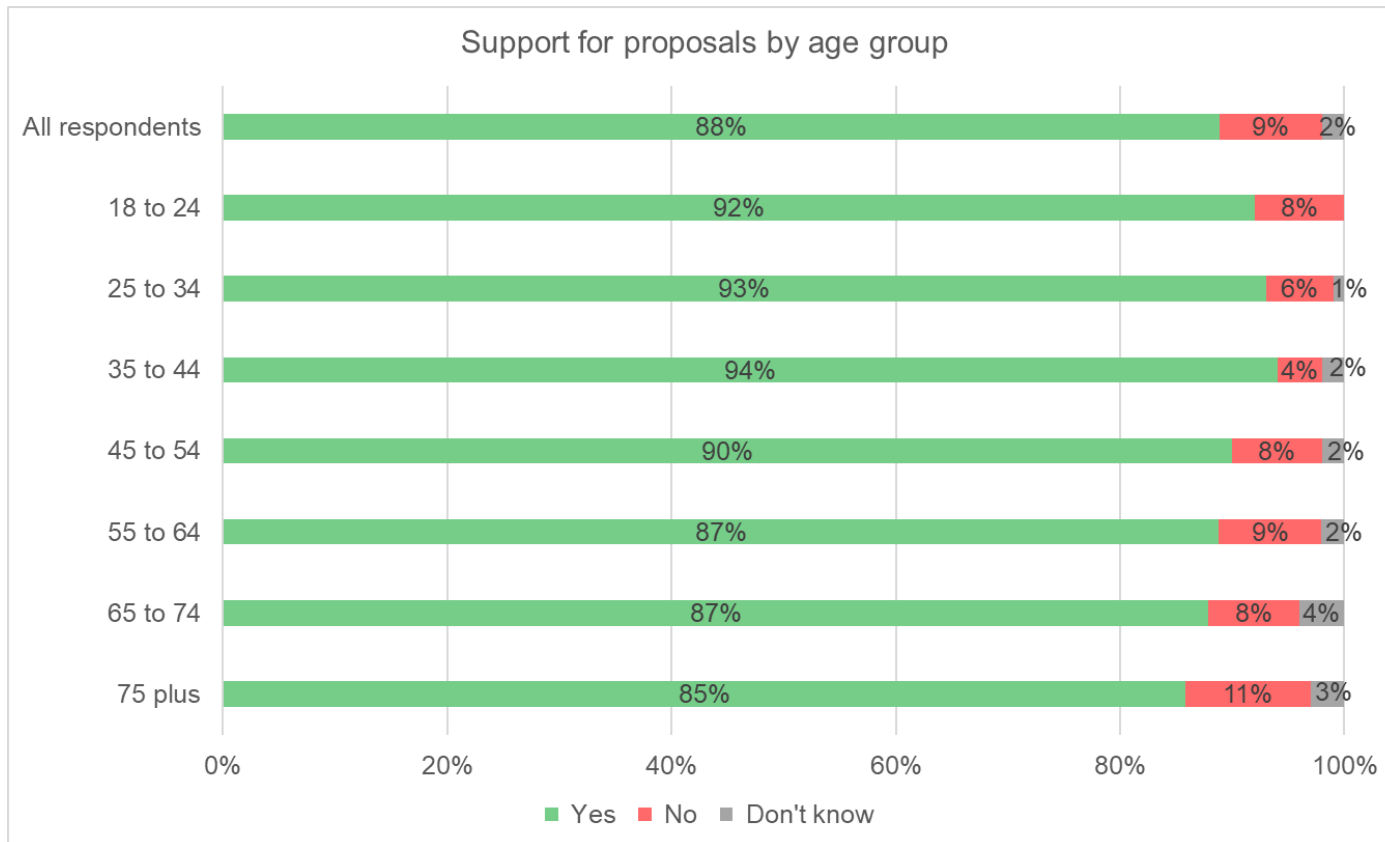


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Support for the proposals by age group

Respondents were asked if they supported the permanent adoption of the virtual parking proposals, and this has been broken down by age group:

- The majority of all age cohorts outlined that they **did support** the permanent adoption of the virtual parking permits
- A total of 94 per cent of respondents aged '**35-44**' **supported** the proposals, and four per cent **did not support** them; whilst 85 per cent of respondents aged '**75 plus**' **supported** the proposals, and 11 per cent **did not support** them.



Base: All respondents (4,623) | 18-24 (39) | 25-34 (395) | 35-44 (599) | 45-54 (899) | 55-64 (1,118) | 65-74 (814) | 75 plus (434)

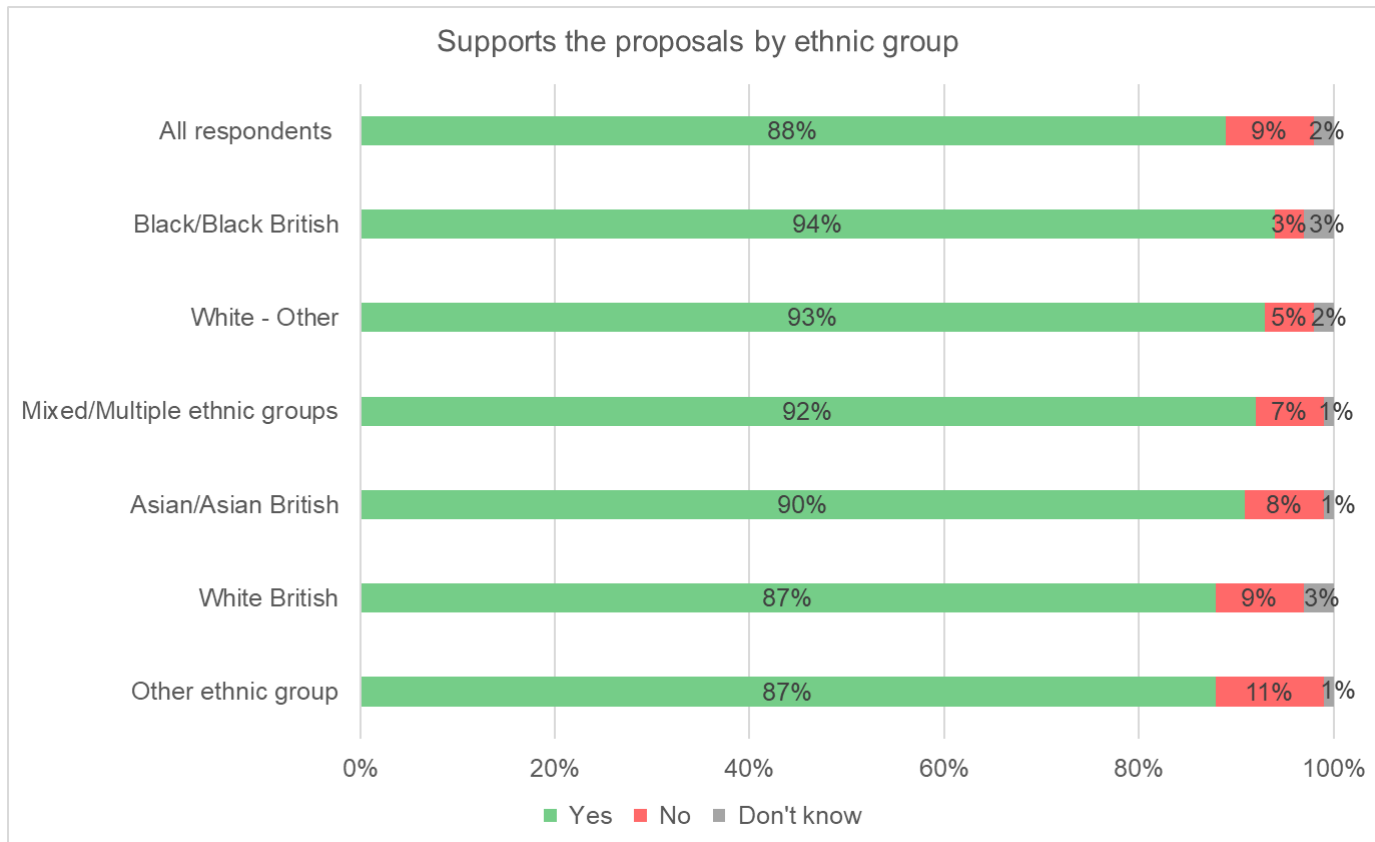


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Support for the proposals by ethnic group

Respondents were asked if they supported the permanent adoption of the virtual parking proposals, and this has been broken down by age group:

- The majority of respondents from all ethnic groups outlined that they **did support** the permanent adoption of the virtual parking permits
- A total of 94 per cent of **'Black/Black British'** respondents **supported** the proposals, and three per cent **did not support** them; whilst 87 per cent of **'Other ethnic group'** respondents aged **supported** the proposals, and 11 per cent **did not support** them.



Base: All respondents (4623) | Black/Black British (144) | White Other (1046) | Mixed/Multiple ethnic groups (106) | Asian/Asian British (260) | White British (2325) | Other ethnic group (158) |



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Section 3: Emails



Email submissions

As part of the consultation process, the Parking team received a number of direct emails related to the consultation. The Parking team analysed the emails and sorted them into '**yes**' (supports the proposals); '**no**' (doesn't support the proposals); '**don't know**' (no clear indication of support). These breakdowns have been included in the table below, with some sample comments from some of the emails overleaf.

Option	Number	Percentage
Yes	95	64%
No	33	22%
Don't know	21	14%

Base: All emails (149)



Email submissions: sample comments

Sample comments from some of the emails can be seen below. This have been split between emails that supported the proposals, and emails that did not support the proposals.

Support the proposals

"I would be happy to continue with the virtual parking permits as you incorporate into your proposal the possibility of printing the permit and also that you will be advising residents of the approaching expiry date. Thank you for your assistance and for seeking the views of residents."

"I will definitely vote to keep virtual parking permit to be permanent. Its best for the environment and keep the car windshield clear of obstruction. So please make it permanent."

"My husband and I are happy with the new parking arrangements and all the proposals you set out seem very sensible. Thank you for asking."

"Thanks. I think paperless is good, but I do agree having a paper pdf copy to keep in the car to remind oneself of the expiry date is a good idea! All working fine for me anyway."

Doesn't support the proposals

"Our household in which there are 4 permit holders has studied the pros and cons of the argument and we are still firmly in favour of Physical Permits."

"The present temporary system of virtual permits make it impossible for residents to know if the parking spaces are being used by legitimate permit holders."

"I live in <Road name removed> and am aware that some of the cars parked in the road are commercial ve If vehicles had to have a permit it would deter this on mosque days for example. I also use the joint parking edge of Westminster and did not realise there was a problem. I would prefer to have a paper permit on the windscreen. I also find the expiry date a useful reminder."

Section 4: Geographical Breakdown



Response per ward

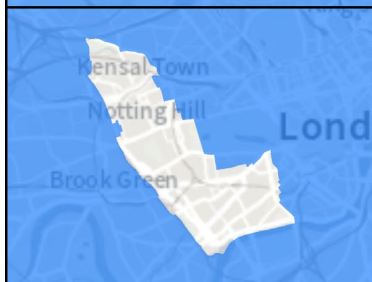
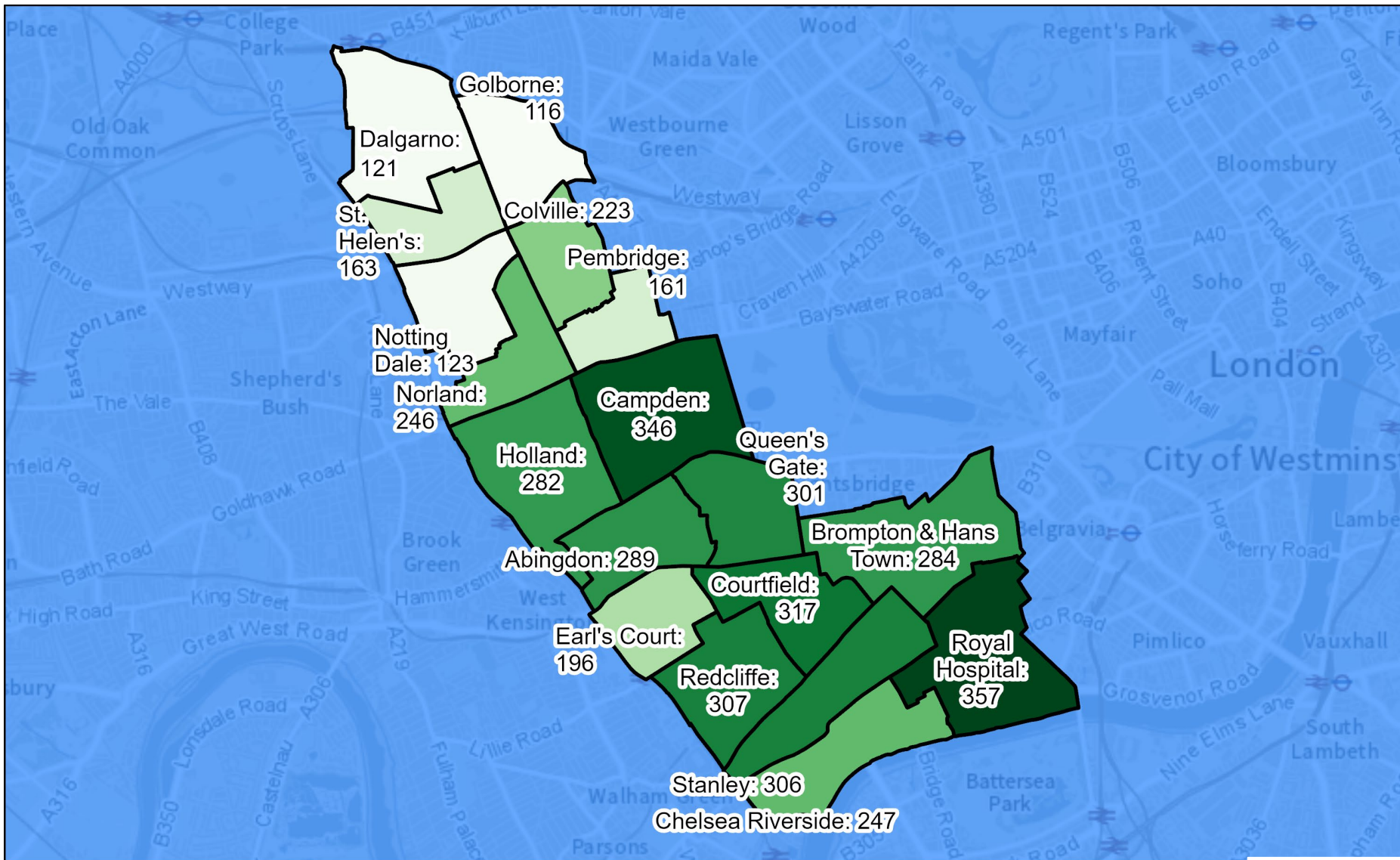
Respondents were asked what postcode they are responding from and were allocated into wards where the provided postcode matched our lookup tables. Postcodes that did not match or from outside of RBKC are not shown and figures include all responses, regardless of if a number plate was provided.

Wards	Non-permit holders	Permit holders
Abingdon	7 (2.4%)	282 (97.6%)
Brompton & Hans Town	7 (2.5%)	277 (97.5%)
Campden	8 (2.3%)	338 (97.7%)
Chelsea Riverside	6 (2.4%)	241 (97.6%)
Colville	3 (1.3%)	220 (98.7%)
Courtfield	6 (1.9%)	311 (98.1%)
Dalgarno	3 (2.5%)	118 (97.5%)
Earl's Court	5 (2.6%)	191 (97.4%)
Golborne	5 (1.8%)	277 (98.2%)
Holland	5 (2.0%)	241 (98.0%)
Norland	4 (3.3%)	119 (96.7%)
Notting Dale	6 (3.7%)	155 (96.3%)
Pembridge	7 (2.3%)	294 (97.7%)
Queen's Gate	9 (2.9%)	298 (97.1%)
Redcliffe	3 (0.8%)	354 (99.2%)
Royal Hospital	5 (3.1%)	158 (96.9%)
St. Helen's	9 (2.9%)	297 (97.1%)
Stanley	5 (1.8%)	277 (98.2%)

Q1 by ward

Respondents were asked if they support (paperless) parking permits and this was matched to the provided postcodes. Postcodes that did not match or from outside of RBKC are not shown and figures include all responses, regardless of if a number plate was provided.

Wards	Support	Do not support
Abingdon	254 (88.5%)	24 (8.4%)
Brompton & Hans Town	250 (89.6%)	25 (9.0%)
Campden	313 (91.0%)	26 (7.6%)
Chelsea Riverside	218 (89.0%)	18 (7.3%)
Colville	209 (93.7%)	12 (5.4%)
Courtfield	276 (87.6%)	32 (10.2%)
Dalgarno	102 (84.3%)	15 (12.4%)
Earl's Court	176 (90.3%)	11 (5.6%)
Golborne	102 (90.3%)	8 (7.1%)
Holland	241 (85.8%)	33 (11.7%)
Norland	222 (91.4%)	17 (7.0%)
Notting Dale	105 (86.8%)	14 (11.6%)
Pembridge	142 (89.9%)	12 (7.6%)
Queen's Gate	271 (90.9%)	25 (8.4%)
Redcliffe	257 (83.7%)	38 (12.4%)
Royal Hospital	310 (88.1%)	27 (7.7%)
St. Helen's	147 (90.2%)	15 (9.2%)
Stanley	265 (87.2%)	33 (10.9%)



Virtual Parking Permits Survey

Responses per provided postcode

Author: Putting Communities First Team

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Coordinate System: British National Grid

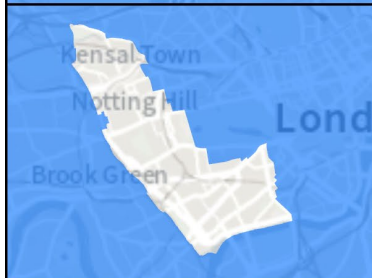
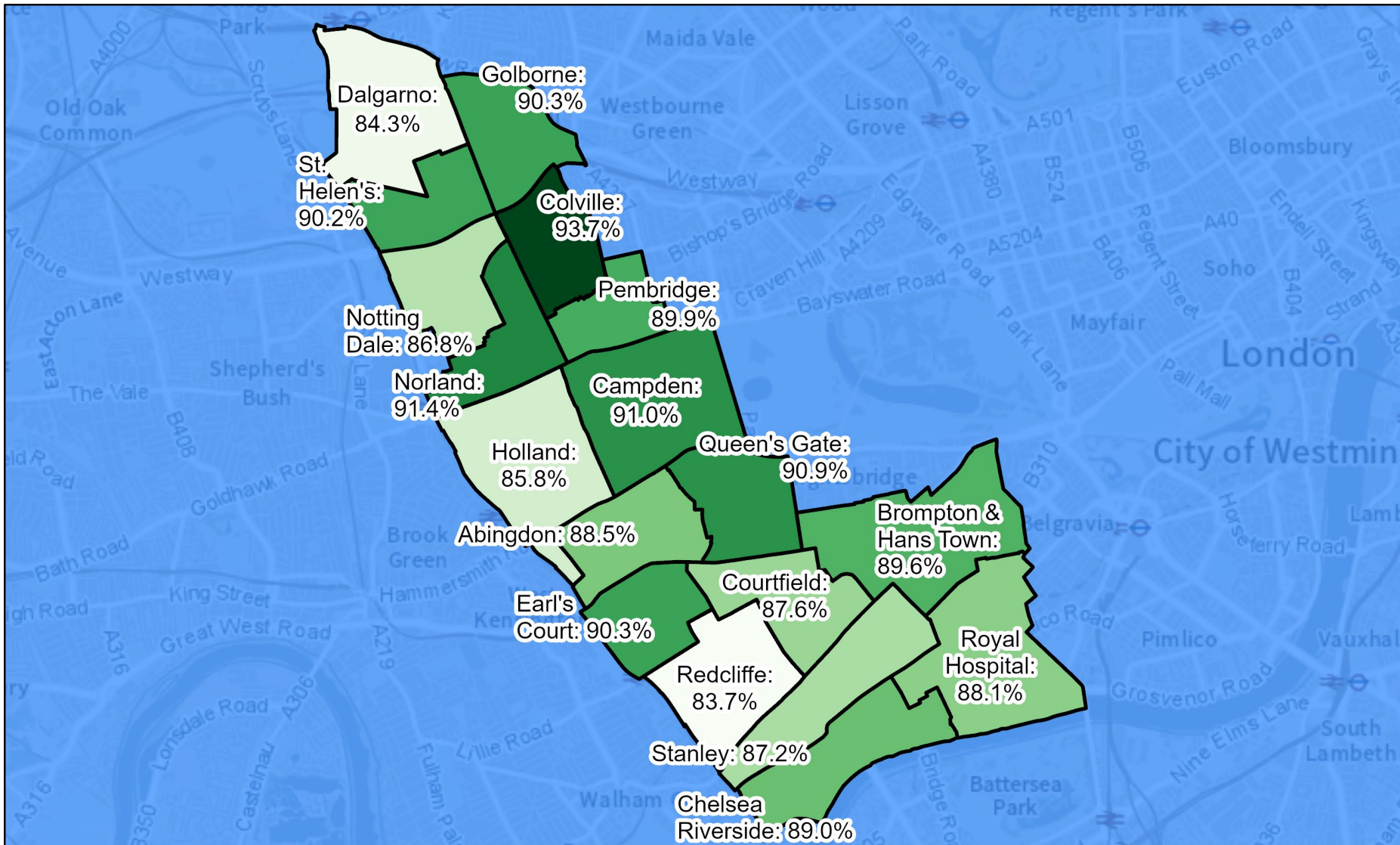
Responses per
postcode

120

360

Wards

0



Virtual Parking Permits Survey

Percentage supporting Q1 per ward

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Coordinate System: British National Grid

Percentage supporting Q1

94%

84%

Wards

0