

2021-22



# PARKING SERVICES ANNUAL REPORT



MANCHESTER  
CITY COUNCIL

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# Forward



**Councillor Tracey Rawlins**  
Executive Member for Environment  
and Transport

Welcome to the 14th Annual Parking Report which covers the Financial year 1st April 2021 to 31 March 2022.

The Council's Parking & Bus Lane Services have been enforcing parking restrictions throughout Manchester since 1999, when these powers were devolved to Local Authorities by both the Police and Central Government. Parking Services are bound by Legislation when undertaking enforcement, which requires a Traffic Regulation Order to be in place before enforcement can be undertaken for on-street parking.

The Parking Service is responsible for the effective and efficient management of the kerbside space throughout Manchester. Parking controls are essential to keep our growing City moving, as well as the delivery of an effective parking enforcement service. We aim to make Manchester a safer City in which to drive, improve motoring standards, reduce traffic congestion, and contribute to reducing carbon emissions and improving air quality.

The overriding objective of the Service is the enforcement of illegal parking and to maintain designated bus lanes/gates, this is to ensure the flow of traffic around the city and to improve road safety for all road users, including cyclists and pedestrians.

In addition, the service aims to provide prompt, accurate and efficient services that are good value for money and meet the Council's aims and objectives by following recognised best practice. The service directly supports the transport strategy for the City and keeps the City's roads moving and safe.

The priorities of the service are to:

- Maximise the collection of money to the Council from on street and off-street parking and bus lane enforcement.
- Deal with challenges and appeals in an equitable and consistent way.
- Effective enforcement of on street parking spaces throughout the city.
- Maintain residents' parking schemes across the city, including the provision and management of residents parking permits.
- Take effective action, including prosecution in cases of fraud and misuse of the disabled Blue Badge scheme.

# Forward



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- Provide a prompt, efficient and accurate response to all enquiries within our policy and performance frameworks.
- Have an effective operational and strategic relationship with both internal and external partners
- Respond to customer feedback in a constructive way and use this to improve our services.

This report provides an overview of parking management, including parking and traffic enforcement in Manchester. It draws together the year-on-year improvements we have made in our services, and the effect our parking policies and enforcement activity have had in achieving high levels of both parking and traffic compliance.

Manchester City Councils website has provided easy access to both residents and visitors wishing to request information, make a payment or challenging a Penalty Charge Notice through the newly launched Online Case Manager system. Customers can also now see the live position of any outstanding Penalty Charge Notices.

We continue to develop more innovative ways for our customers to pay, developing a National Parking Platform which has the capability of democratising digital payments within our car parks. In addition to this we are developing how we capture data through ANPR technology, this will help us understand parking trends and enable the council to develop its policy in real time.

Our debt recovery service continues to proactively pursue persistent evaders, working with the Vehicle Pound and our Enforcement Agencies to collect the debt that is owed to the Council.

The service is committed to service excellence and continuous improvement and our staff live the Our Manchester values and behaviours.

# Manchester

Manchester is the largest of the ten Greater Manchester Authorities.

According to the 2021 census, the resident population is estimated to be 552,000

It is the third most visited city in the country after London and Edinburgh.

Manchester is a young city with population growth driven by young people living in the city for work purposes.

Manchester is an ethnically diverse city the only other UK city outside of London which has all ethnic groups on census in its population.

This Annual Report provides details of performance and initiatives undertaken in 2021/2022.

\*Please note due to the Global Pandemic caused by Coronavirus our services have been impacted and adapted in accordance with the Government advice.



# Partnerships



NSL have been contracted to undertake the councils parking enforcement activity both On street and Off street.

NSL is one of the UK's leading provider of parking enforcement services and provide highly trained frontline parking professional to deliver the council's parking enforcement aims and objectives.



NSL are supported by Penalty Charge Notice Processing software provided and managed by Taranto Traffic Enforcement Systems.



The Council work in partnership with Flowbird for the installation and maintenance of our Payment machines located in and around the city. Visitors to the city have the option to pay for parking using cash, contactless payment or using the PaybyPhone app.



The payment of a Penalty Charge Notices is processed and transferred to Taranto using CivicaPay



Under the umbrella of Siemens, Yunex provide the council with intelligent traffic systems supporting the enforcement of moving traffic offences



Devolved powers partnership with the DVLA



Newlyn, Jacobs, Marstons, Equita and CDER and are the councils Enforcement partners who undertake the recovery of unpaid Penalty Charge Notices.





# Enforcement

The purpose of Parking Enforcement is defined by our Aims and Objectives:

## Aims

- To have a reasonable and proportionate approach to parking enforcement
- To improve the environmental quality of the life for Manchester's residents and visitors to the city
- To be progressive and outward facing unit and one that is welcoming of positive change

## Objectives

- To be a parking service that believes in and delivers customer excellence
- Joined-up working with other street-based services to collectively contribute towards improving the overall quality of life for Manchester's residents and visitors to the city
- Provision of a safe and sustainable transport system as being central to the achievement of its wider social, economic and environmental objectives as outlined in our Regional Centre Transport Strategy
- To deliver an equitable neighbourhood focused parking service based on local priorities

## Contraventions Enforced across Manchester

Code	Description
1	Parked in a restricted street during prescribed hours
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
5	Parked after the expiry of paid for time
6	Parked without clearly displaying a valid pay and display ticket or voucher
7	Parked with payment made to extend the stay beyond initial time
11	Parked without payment of the parking charge
12	Parked in a residents or shared use parking place without clearly displaying either a permit or pay and display ticket issued for that place
16	Parked in a permit space without displaying a valid permit
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket
21	Parked in a suspended bay/space or part of bay/space
22	Re-parked in the same parking place within one hour of leaving
23	Parked in a parking place or area not designated for that class of vehicle
24	Not parked correctly within the markings of the bay or space
25	Parked in a loading place during restricted hours without loading
26	Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated parking place
27	Parked adjacent to a dropped footway
30	Parked for longer than permitted
34	Being in a bus lane (during the hours of operation of the bus lane)
40	Parked in a designated disabled persons parking place without clearly displaying a valid disabled persons badge
45	Stopped on a taxi rank
46	Stopped where prohibited (on a Red Route or Clearway)
47	Stopped on a restricted bus stop or stand
47J	Stopped on a restricted bus stop or stand (CCTV Vehicle)
48	Stopped in a restricted area outside a school
73	Parked without payment of the parking charge
80	Parked for longer than permitted
81	Parked in a restricted area in a car park
82	Parked after the expiry of paid for time
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock
86	Parked beyond the bay markings
87	Parked in a disabled persons parking space without clearly displaying a valid disabled persons badge
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags.

# Enforcement Requests

The council have an active Customer Relationship Management (CRM) platform to allow residents to report illegal or obstructive parking. This includes reports of abandoned vehicles.

Below is a summary of all CRM requests received during 2021-22:

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Abandoned, Untaxed or Unwanted Vehicle	34	27	38	38	37	32	23	29	14	27	27	42
Blue Badge/Disabled Parking Abuse	1		2	2		1	1	1				
Parking Enforcement	38	45	64	54	43	46	45	79	51	79	61	78
Parking Schemes and Residential Permits	21	20	18	19	7	9	11	7	3	7	7	9
Pay and Display Issues	20	17	14	7	9	7	11	28	23	14	20	13
Penalty Charge Notice and Bus Lane Enforcement	2,114	2,270	1,977	2,049	1,778	1,327	1,241	1,373	1,616	1,636	1,731	1,816
Suspension or Dispensation of Parking Restrictions	7	8	5	3	7	4	2	2	4	4	3	3
<b>Grand Total</b>	<b>2,235</b>	<b>2,387</b>	<b>2,118</b>	<b>2,172</b>	<b>1,881</b>	<b>1,426</b>	<b>1,334</b>	<b>1,519</b>	<b>1,711</b>	<b>1,767</b>	<b>1,849</b>	<b>1,961</b>

## **Enforcement within Manchester City is undertaken by Civil Enforcement Officer employed by our enforcement partner NSL.**

CEOs are highly skilled and provided with specific training to carry out their role's. The council are committed to training and encourage CEOs to gain National Vocational Qualification which include skills in customer relations.

Officers are easily identified by their Manchester City Council uniforms and are deployed around the city and all district wards on a daily basis to enforce parking restrictions.

Officers are provided with the latest handheld computer devices to ensure Penalty Charge Notices are issued promptly and in line with legislation. In addition, these devices provide high-definition cameras to support PCNs issued.

Manchester City Council ensure that CEOs act as the eyes and ears of the Council across a range of services, from reporting defective pavements and environmental issues, to meeting and greeting visitors.

On average 58 CEOs were deployed across the city and its district wards each day.





# Blue Badge Enforcement



The Blue Badge scheme allows the holder to park closer to their destination. Officers patrol the city observing vehicles and enforce against motorists who abuse or misuse the Blue Badge scheme.

Blue Badge can be applied for via:

<https://www.manchester.gov.uk/bluebadge>

Blue Badges remain the property of the Council, who have the power to confiscate or withdraw an existing badge should the badge be misused.

Forms of misuse include:

- Allowing someone else to use your blue badge
- Using a fake or altered blue badge while your vehicle is being driven or parked
- Disobeying UK parking regulations such as parking in a clearway or on a zebra crossing

During 2021-22, Manchester City Council recorded 31 Blue Badge Misuse cases. The table below provides a breakdown of the 31 cases per month.

	Fraudulent Cases	Misuse Cases	Vehicles Removed	Removal Income	Prosecutions	Prosecutions Income	Caution	No Further Action	Total
Apr-21	0	1	0	£0.00	0	£0.00	0	1	1
May-21	2	0	2	£270.00	2	£957.00	0	0	0
Jun-21	5	5	4	£550.00	0	£0.00	0	2	2
Jul-21	7	3	4	£530.00	7	£2444.00	1	4	5
Aug-21	1	5	2	£260.00	1	£300.00	0	1	1
Sep-21	3	10	0	£0.00	5	£3027.00	0	4	4
Oct-21	5	1	0	£0.00	0	£0.00	0	1	1
Nov-21	4	13	1	£140.00	0	£0.00	0	3	3
Dec-21	2	16	1	£140.00	0	£0.00	0	7	7
Jan-22	5	9	1	£140.00	0	£0.00	0	4	4
Feb-22	2	11	1	£140.00	3	£1034.00	0	0	0
Mar-22	2	10	2	£280.00	0	£0.00	0	3	3
<b>Total</b>	<b>38</b>	<b>84</b>	<b>18</b>	<b>£2207.00</b>	<b>15</b>	<b>£6605.00</b>	<b>1</b>	<b>30</b>	<b>31</b>

# School Enforcement



The council recognise the importance of road safety surrounding our schools for children, parents and teaching staff and deploy CEOs daily to enforce parking restrictions.

The council utilises its CCTV vehicles when enforcing school surroundings. The CCTV vehicles are used in conjunction with mobile CEOs to increase compliance of parking restrictions.

The council work closely with schools to promote road safety and encourage the benefits of walking and cycling.

During the 2021/22 financial year enforcement action and visit occurred at 170 Schools.

- The table provides data on CEO visits and PCN issued within each ward. Further information can be found via: [https://www.manchester.gov.uk/info/500345/parking\\_restrictions/328/restrictions/12](https://www.manchester.gov.uk/info/500345/parking_restrictions/328/restrictions/12)

Ward	Visits	PCNs
Ancoats & Beswick	162	86
Ardwick	267	76
Baguley	1	1
Brooklands	4	9
Burnage	55	28
Charlestown	9	7
Cheetham	13	7
Chorlton	86	61
Chorlton Park	45	30
Clayton and Openshaw	4	5
Crumpsall	37	22
Didsbury East	151	96
Didsbury West	38	9
Fallowfield	52	94
Gorton & Abbey Hey	16	4
Harpurhey	32	14
Higher Blackley	215	162
Hulme	103	26
Levenshulme	60	57
Longsight	9	1
Miles Platting & Newton Heath	55	32
Moss Side	35	15
Moston	7	4
Northenden	7	1
Old Moat	84	35
Rusholme	75	51
Sharston	65	96
West Didsbury	14	33
Whalley Range	76	136
Withington	116	63
Woodhouse Park	12	8

# Resident Schemes

Around the city are 12 primary Resident Permit Schemes allowing residents to apply for permits that enables them to park in the local vicinity of their property, within surrounding boundaries.



The schemes provide priority for residents, their visitors, and local businesses.

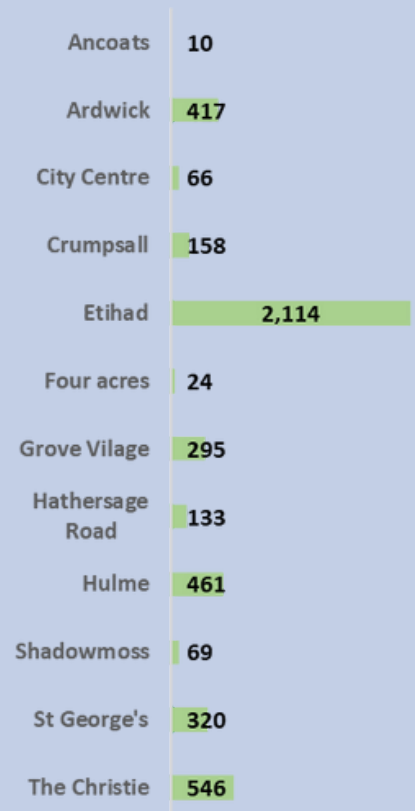
Schemes vary dependant on location in the city. Some are enforceable during local events only and others are enforceable every day.

Newly introduced schemes require an E-Permit therefore allowing the permit holder to park without the need to display a physical permit.

On completion of a successful application, active permit data including the vehicle registration mark is loaded onto the CEO hand-held devices.

The Permit holder is then able to control the permit, amend personal or vehicle details and update visitor details. This system gives residents and businesses the freedom to log on to the system and issue their visitor with a permit as and when required.

Further details can be found via: [https://www.manchester.gov.uk/info/500347/resident\\_parking\\_schemes](https://www.manchester.gov.uk/info/500347/resident_parking_schemes)



Scheme	Resident	Business	Business Visitor	Carer	City Centre	Student	Visitor	Total
Ancoats	5						5	10
Ardwick	351						66	417
City Centre					66			66
Crumpsall	140						18	158
Etihad	1,107	1	34	1			971	2,114
Four acres	20						4	24
Grove Village	248						47	295
Hathersage Road	72		1	4		15	41	133
Hulme	329	5	8				119	461
Shadowmoss	47	5	5				12	69
St George's	270			4		3	43	320
The Christie	443		1	1			101	546
Grand Total	3,032	11	49	10	66	18	1,427	4,613

# Car Parks



Manchester Council operate and enforce 25 car parks located throughout the city. The car parks vary from multi storey and surface level.

15 Car Parks now operate on a cashless "Pay on arrival" basis.

The council piloted the National Parking Platform (NPP), The pilot improved the customer journey by providing one of 3 digital payment options; Apcoa Connect, Paybyphone or RingGo using just one unchanged location code.

Several of the council's car parks provide the facility of 3,6 and 12 month season tickets.

- The table provides data on the number of PCNs issued and number of bays available within each car park.

Car Park	PCNs Issued	Parking Bays
Arndale Car Park	21,063	1,383
Bloom Street Car Park	508	64
Bridge Street Car Park	3,683	73
Bridgewater Hall Car Park	1,002	288
Chepstow Street Car Park	384	16
China Town Car Park	1,439	78
Deansgate Car Park	1,387	331
Garden Centre Car Park	315	59
Golf Car Park	688	85
Grey Mare Lane Car Park	14	1
Hall Car Park	1,669	87
Hulme Street Car Park	1,220	114
King Street West Car Park	4,525	554
Lake Car Park	1,617	263
Lake Overflow Car Park	64	1,500
Northern Quarter Car Park	5,875	700
Park Street (Car Park)	2	1
Piccadilly Gardens Car Park	3,423	712
School Lane (North Carpark)	293	18
School Lane (South Carpark)	413	18
Sheffield Street Car Park	765	160
St Margaret'S Car Park	471	126
Stone Street Car Park	385	12
Thurloe Street Car Park	682	35
Wythenshawe Forum Car Park	170	234

# Suspension & Dispensations

We suspend the use of on-street pay and display bays for specific reasons, which can be found at:

[www.manchester.gov.uk/info/500345/parking\\_restrictions/692/suspensions\\_and\\_dispensations](http://www.manchester.gov.uk/info/500345/parking_restrictions/692/suspensions_and_dispensations)

The cost is £30 per day, per bay.

A dispensation allows a specified vehicle to park on single or double yellow lines during restricted hours in a particular location, for a specific time. A certificate is issued which must be displayed clearly in the vehicle.

The cost is £30 per vehicle, per day

The service processed 134 Dispensation and 559 Suspension requests during 2021-22.

A breakdown has been provided below:

	Dispensation Requests	Suspension requests
Apr-21	14	41
May-21	4	52
Jun-21	8	43
Jul-21	6	31
Aug-21	15	64
Sep-21	11	30
Oct-21	18	74
Nov-21	18	58
Dec-21	4	28
Jan-22	13	34
Feb-22	3	34
Mar-22	20	60
<b>Total</b>	<b>134</b>	<b>559</b>





# Events

The Council are responsible for the organising of key public events throughout the year. Parking Services contribute to the Operational plans by ensuring parking is available and restrictions are adhered to throughout the events. CEOs are commonly used as a guide for visitors at key events. The events Parking Services contribute to are listed below:

- Football Matches
- Etihad Events
- Mega Mela
- Firework Displays
- Park Life
- Speedway Events
- Airport Open Days
- Caribbean Carnival
- Sky Ride
- St Georges Day Parade
- St Patricks Day Parade
- Football Victory Parades
- Christmas Light Switch on
- Manchester 10K
- Political Party Conferences
- Manchester Day Parade
- Remembrance Sunday
- Manchester Pride
- Chinese New Year
- Christmas Markets
- Olympic Parade



# PCN Data

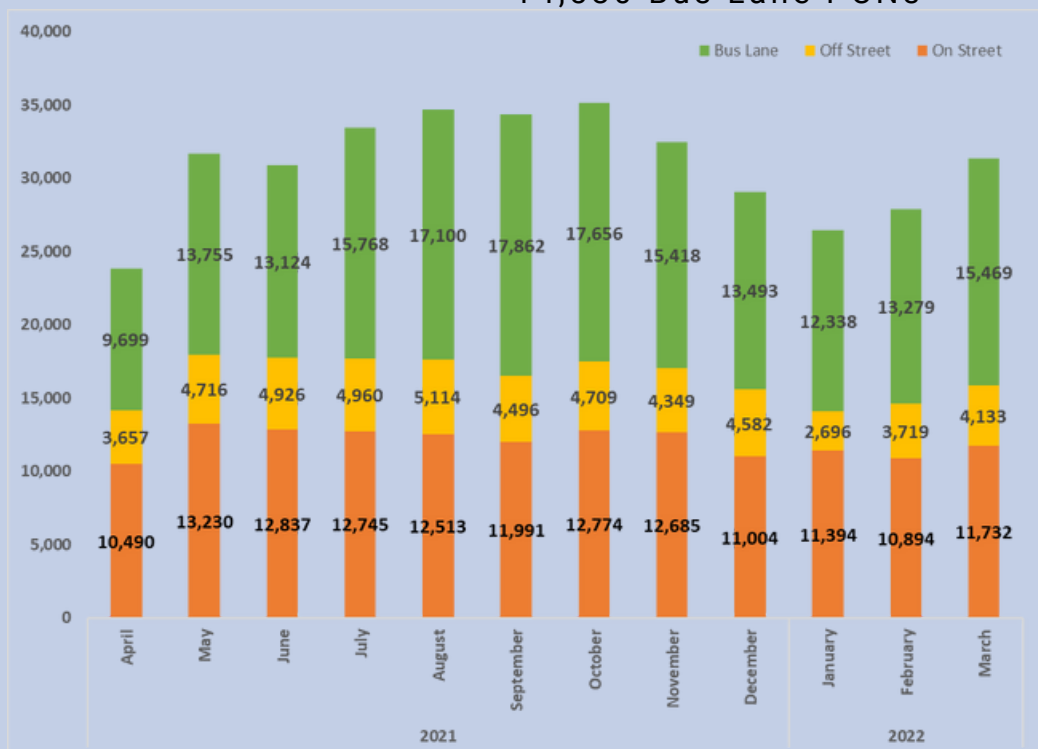
PCNS Issued	On Street	Off Street	Bus Lane
April-21	10,490	3,657	9,699
May-21	13,230	4,716	13,755
June-21	12,837	4,926	13,124
July-21	12,745	4,960	15,768
August-21	12,513	5,114	17,100
September-21	11,991	4,496	17,862
October-21	12,774	4,709	17,656
November-21	12,685	4,349	15,418
December-21	11,004	4,582	13,493
January-22	11,394	2,696	12,338
February-22	10,894	3,719	13,279
March-22	11,732	4,133	15,469
<b>Grand Total</b>	<b>144,289</b>	<b>52,057</b>	<b>174,961</b>

During 2021/22 371,307 Penalty Charge Notices (PCNs) were issued within Manchester.

This has been split into 3 Enforcement areas: On Street, Off Street and Bus Lanes.

As a service we issued a monthly average of:

12,024 On Street PCNs  
4,338 Off Street PCNs  
14,580 Bus Lane PCNs



	On Street	Off Street	Bus Lane
<b>Total Issued</b>	<b>144,289</b>	<b>52,057</b>	<b>174,961</b>
Higher Level PCNs	82,915	1,568	174,961
Lower Level PCNs	61,374	50,489	
<b>Total Paid PCNs</b>	<b>116,304</b>	<b>35,047</b>	<b>146,838</b>
Paid at Discount	84,335	26,969	123,191
Paid at Full Rate	31,969	8,078	23,647
<b>Total Cancelled PCNs</b>	<b>9,128</b>	<b>13,415</b>	<b>8,044</b>

The table provides data on the PCN level issued, Paid and Cancelled.

On average 80.3% Of PCNs issued are Paid

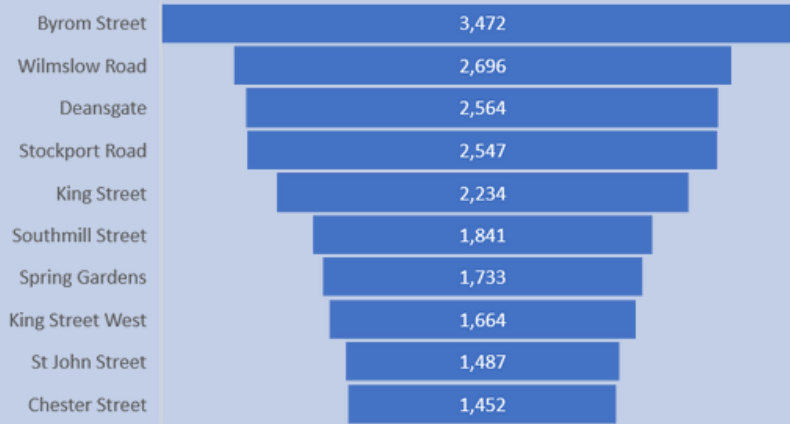
Of Which 78% are paid at Discount rate.

8.2% of PCNs are cancelled.

# PCN Data

The top 10 locations for PCN issuance have been provided below plus the top 5 Contravention Codes:

## On Street



**39,740 PCNs Issued – Contravention 01**  
Parked in a restricted street during prescribed hours

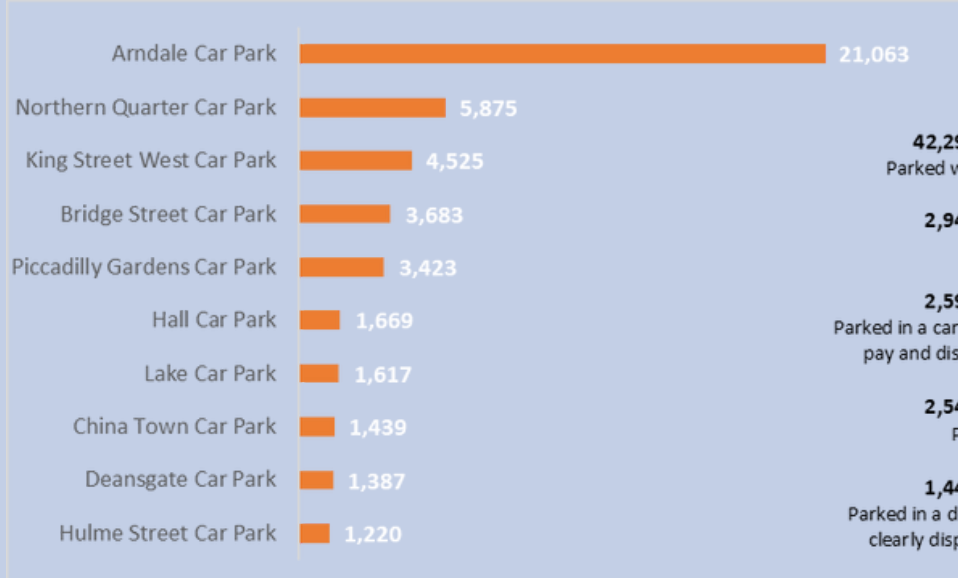
**11,482 PCNs Issued – Contravention 02**  
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

**18,203 PCNs Issued – Contravention 05**  
Parked after the expiry of paid for time

**37,131 PCNs Issued – Contravention 06**  
Parked without clearly displaying a valid pay and display ticket or voucher

**8,400 PCNs Issued – Contravention 23**  
Parked in a parking place or area not designated for that class of vehicle

## Off Street



**42,290 PCNs Issued – Contravention 73**  
Parked without payment of the parking charge

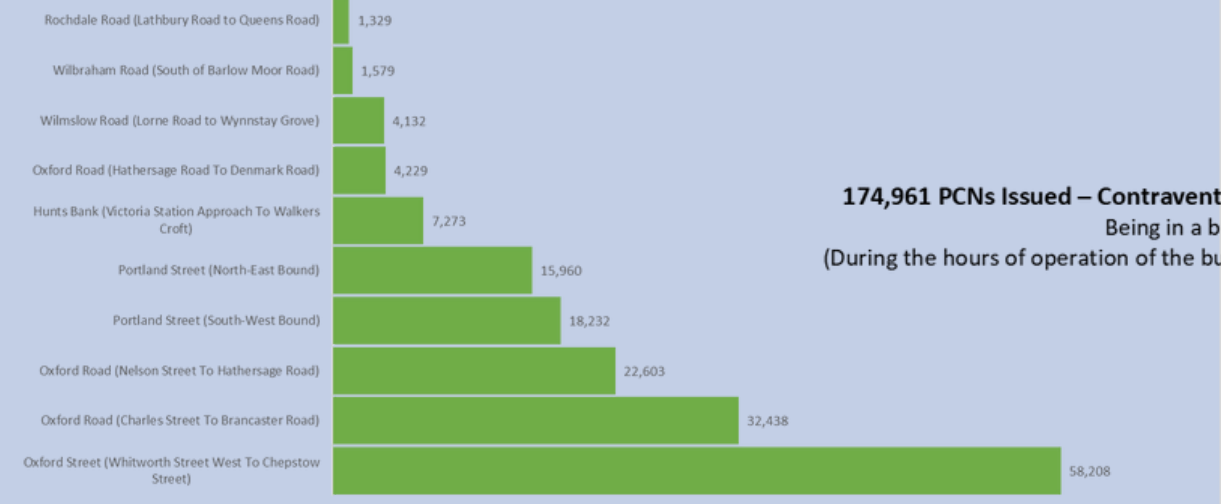
**2,940 PCNs Issued – Contravention 86**  
Parked beyond the bay markings

**2,591 PCNs Issued – Contravention 83**  
Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock

**2,547 PCNs Issued – Contravention 82**  
Parked after the expiry of paid for time

**1,442 PCNs Issued – Contravention 87**  
Parked in a disabled persons parking space without clearly displaying a valid disabled person's badge

## Bus Lane

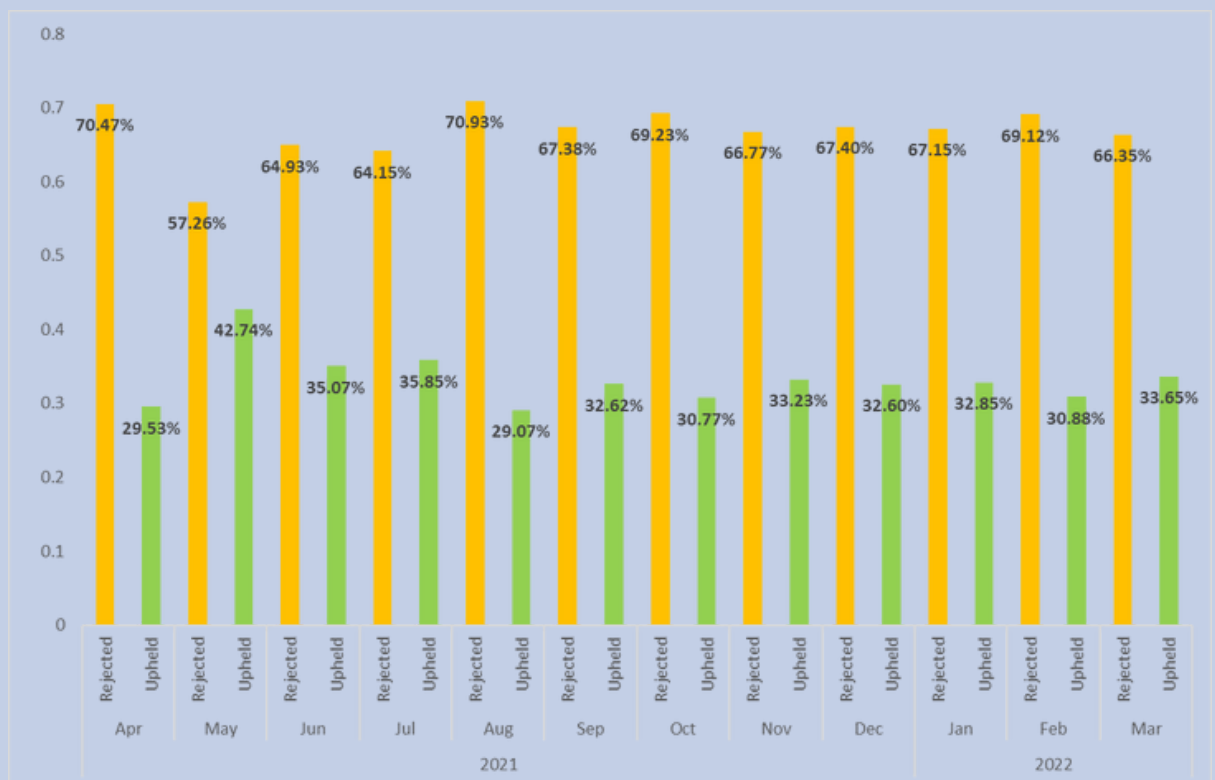


**174,961 PCNs Issued – Contravention 34**  
Being in a bus lane  
(During the hours of operation of the bus lane)

# Correspondence

Challenges Received	On Street	Off Street	Bus Lane	Grand Total
April-21	3,250	1,799	2,749	7,798
May-21	3,295	2,328	2,348	7,971
June-21	4,039	2,853	3,219	10,111
July-21	3,929	2,723	5,601	12,253
August-21	3,645	2,757	3,590	9,992
September-21	3,614	2,554	4,251	10,419
October-21	3,390	2,370	4,089	9,849
November-21	3,369	2,316	3,867	9,552
December-21	2,866	2,164	3,290	8,320
January-22	3,129	1,810	3,394	8,333
February-22	3,463	2,201	3,628	9,292
March-22	3,932	2,991	4,428	11,351
Grand Total	41,921	28,866	44,454	115,241

The back-office team consists of 34 Parking Officers. The primary responsibility of the officers is to acknowledge, investigate and respond to all challenges made. During 2021/22 the team received a combined number of 115,241 challenges to action. A monthly average of 9,603.



The service deal with challenges and appeals in a equitable and consistent manner.

During 2021/22 we upheld **33%** of all challenges and appeals made.

# TPT Appeals

	Closed - Not Contested	Case Lost	Case Won	Grand Total
2021/22	221	253	240	714
2020/21	310	272	346	928

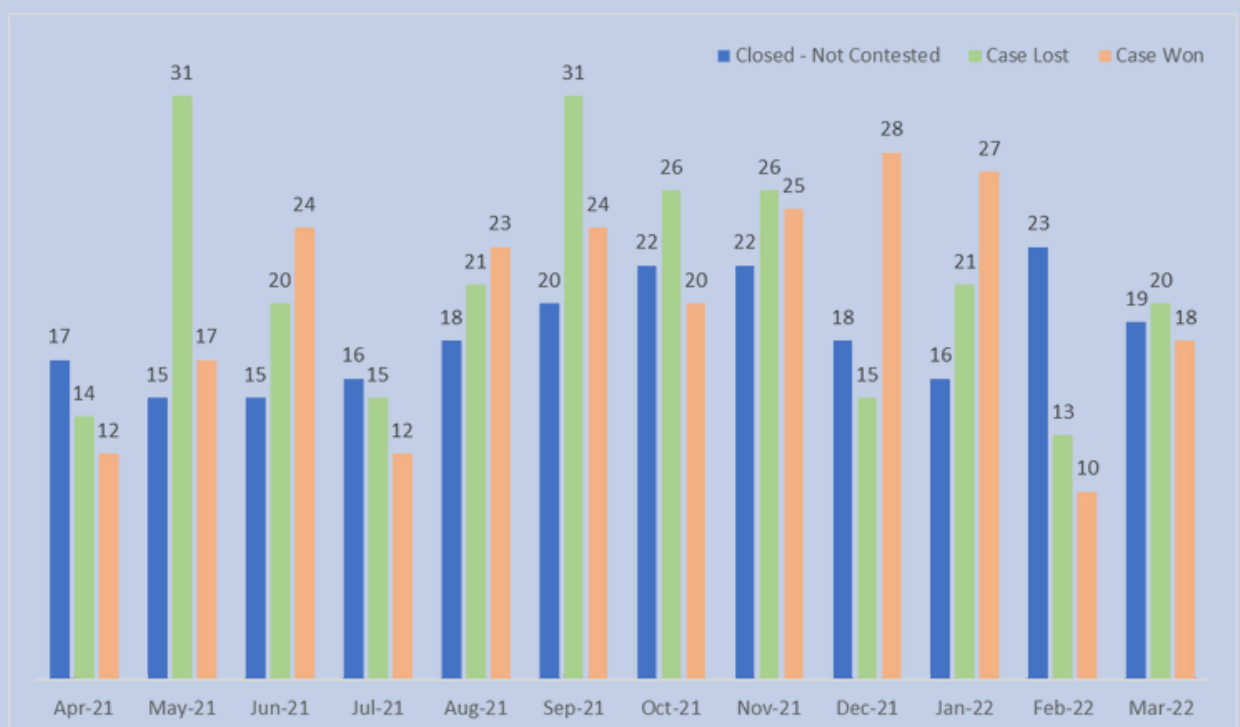
An appeal to the Traffic Penalty Tribunal can only be made once a Registered Keeper / Driver has made formal representations and has been unsuccessful.

At this point the service will issue the Registered Keeper / Driver with a Notice of Rejection of Representations. The Rejection Notice will provide details of how to submit an appeal to the Traffic Penalty Tribunal. The number of cases referred to the Traffic Penalty Tribunal are relatively low when compared to the number of Penalty Charge Notices issued.

A Parking Officer is responsible for acknowledging an appeal notification from the Traffic Penalty Tribunal. Reflecting the appeal notification on Taranto to ensure the Penalty Charge Notice is on hold, preventing it from progressing until the Traffic Penalty Tribunal appeal is concluded.

The Officer will review the appeal and decide to contest the appeal or not contest. An appeal will not be contested should the officer highlight a procedural impropriety during the review. A contested appeal would be submitted to Traffic Penalty Tribunal on behalf of the service pending an independent adjudicator to review the appeal and both parties' case.

The adjudicator may Allow the appeal or Cancel the Penalty Charge Notice in favour of the appellant. However, a decision may be made to Dismiss the appeal and/or Enforce the Penalty Charge Notice.





# Debt Recovery

Our back-office Debt Recovery team have a responsibly to monitor and pursue Penalty Charge Notice which remain unpaid. The team will process the debt registration request. This process incurs a new cost of £9.00 (effective from 30 September 2022) by the Traffic Enforcement Centre (previously £8.00).

A charge which is passed onto the Registered keeper / Driver. A further statutory notice is produced, the Order for recovery which provides an additional opportunity to resolve the unpaid Penalty Charge Notice, prior to a Warrant of Execution being requested and Exported to an Enforcement Agent.

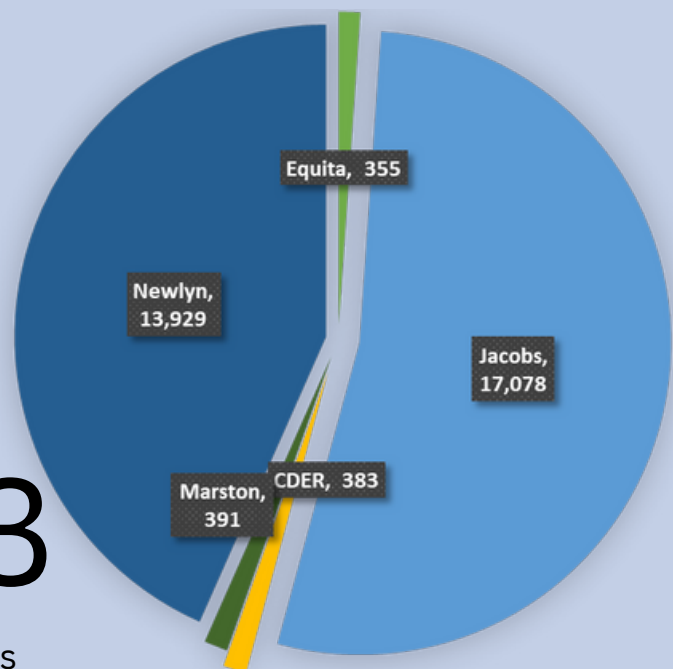
During 2021/22, 31,131 unpaid PCNs were registered as debts with the County Court Bulk Centre.

## £265,710

Spent on Debt Registrations

On Street	Off Street	Bus Lane	Total
13,723	2,636	14,772	31,131

Newlyn's and Jacobs Enforcement agencies to predominantly undertake the Enforcement Process. Warrants returned by Newlyns & Jacobs with a minimum of 6 months remaining on the warrant lifecycle are recycled to Marstons, Equita and CDER Enforcement



## £939,813

Recovered By Enforcement Agents

EA	Total Warrants	Recovered		Compliance	Enforcement	Disposal
Newlyns	13,929	4,493	£452,451.00	1,964	2,462	67
Jacobs	17,078	4,929	£487,362.93	2,918	1,982	29
<b>Combined Total</b>	<b>31,007</b>	<b>9,422</b>	<b>£939,813.93</b>	<b>4,882</b>	<b>4,444</b>	<b>96</b>

# Clamps & Removals

The Council have the power to immobilise a vehicle should the vehicle meet 1 of 4 criteria:

1. The vehicle is linked with a persistent offender
2. The vehicle is of interest due to the number of PCNs registered
3. The vehicle is not registered with the DVLA
4. The vehicle is untaxed.

The charge to release a clamp from your vehicle is £40 plus the Penalty Notice Charge.

The council may remove a vehicle should it be causing an obstruction, abandoned or remains in a location following a PCN being issued. A removal fee of £105 is payable plus the Penalty Notice Charge. Vehicle which remains in the vehicle pound beyond midnight of the removal day incur a £12 daily storage fee.

The total charges must be paid before your vehicle is released. If you do not claim your vehicle, the vehicle will be disposed.

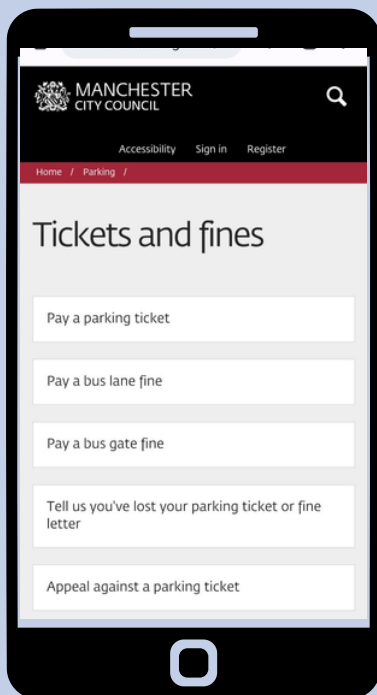
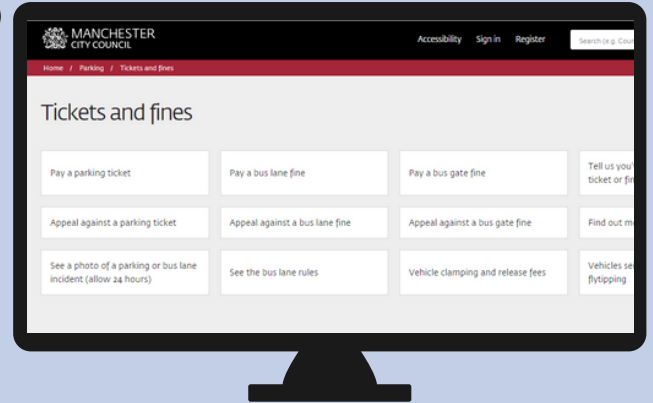
Abandoned Vehicles						Parking Offences				
Month	Abandoned vehicles removed	Paid releases	Revenue from releases	Vehicles Sent For Disposal	Revenue From Disposals	Vehicle removed	Paid Releases	Revenue from releases	Vehicles Send for Disposal	Revenue From Disposals
Apr-21	4	0	£ -	4	£ 520.00	70	49	£ 6,914.00	21	£ 2,730.00
May-21	14	2	£ 465.00	12	£ 1,560.00	80	62	£ 9,546.00	18	£ 2,340.00
Jun-21	10	6	£ 1,650.00	4	£ 640.00	103	81	£ 12,863.00	22	£ 2,860.00
Jul-21	5	1	£ 180.00	4	£ 640.00	95	74	£ 10,679.00	21	£ 2,730.00
Aug-21	1	0	£ -	1	£ 130.00	68	54	£ 8,089.00	14	£ 1,820.00
Sep-21	13	4	£ 1,545.00	9	£ 1,170.00	107	97	£ 14,858.00	10	£ 1,300.00
Oct-21	9	1	£ 135.00	8	£ 1,040.00	62	53	£ 7,512.00	9	£ 1,170.00
Nov-21	9	1	£ 240.00	8	£ 1,040.00	87	72	£ 10,438.00	15	£ 1,950.00
Dec-21	8	0	£ -	4	£ 576.00	74	56	£ 8,275.00	18	£ 2,515.00
Jan-22	7	3	£ 820.00	7	£ 2,109.00	101	85	£ 12,636.00	4	£ 797.00
Feb-22	5	2	£ 480.00	7	£ 1,168.00	84	68	£ 10,007.00	11	£ 1,912.00
Mar-22	5	3	£ 720.00	2	£ 285.00	122	100	£ 16,346.00	1	£ 300.00
<b>Totals</b>	<b>90</b>	<b>23</b>	<b>£ 6,235.00</b>	<b>70</b>	<b>£ 10,878.00</b>	<b>1053</b>	<b>851</b>	<b>£128,163.00</b>	<b>164</b>	<b>£22,424.00</b>

Untaxed Vehicle							
Month	Vehicles Clamped	Paid Releases	Revenue from releases	Removed After 24 Hrs	Gone On Arrival	Vehicles Send for Disposal	Revenue From Disposals
Apr-21	452	319	£ 31,900.00	79	61	52	£ 6,760.00
May-21	499	347	£ 37,400.00	89	58	43	£ 5,590.00
Jun-21	556	288	£ 28,800.00	117	77	67	£ 8,710.00
Jul-21	611	401	£ 40,100.00	140	75	74	£ 9,620.00
Aug-21	594	430	£ 43,000.00	102	72	53	£ 6,890.00
Sep-21	489	350	£ 35,000.00	90	52	39	£ 5,070.00
Oct-21	569	423	£ 42,300.00	89	63	49	£ 6,370.00
Nov-21	643	481	£ 48,100.00	118	73	25	£ 3,250.00
Dec-21	413	311	£ 31,100.00	84	45	84	£ 17,801.00
Jan-22	415	276	£ 27,600.00	103	55	52	£ 9,348.00
Feb-22	364	279	£ 27,900.00	72	38	12	£ 1,858.00
Mar-22	350	256	£ 25,600.00	66	37	21	£ 8,793.00
<b>Totals</b>	<b>5955</b>	<b>4161</b>	<b>£ 418,800.00</b>	<b>1149</b>	<b>706</b>	<b>571</b>	<b>£ 90,060.00</b>

# Digital Innovations

Online Case Management (OCM) assists the customer review and monitor the journey of a Penalty Charge Notice (PCN) digitally. Without the need to create or setup an account, a customer is able to source the information relating to the PCN using the PCN reference and VRM. For Example: The customer can instantly see; Location of the contravention on a map, images captured at the time of contravention, the value of the ticket, alongside its stage in the PCN lifecycle. If a representation has been submitted via OCM, the customer is able to see what stage any representations are up to, reducing the requirement for any follow-up contact.

The introduction of OCM has improved customer experience following the issuance of a PCN, reduced requests for additional information and subsequently reduced the age of the PCN at payment stage.



QR codes have now been introduced on all our Statutory Notices to allow our customers easy access to our payment site.

With the use of mobile phones now the primary device used to access webpages remotely, the QR code allows customers to scan and make payment online without the need to manually type in a URL web address.

# The Journey

Manchester is continuing to grow year on year. More residents, More Schools, More Businesses, therefore more need for Traffic Enforcement.

Our service has grown during 2021/22 and will continue to with the introduction of new resident schemes, expansions of existing schemes and the change in legislation allowing local authorities to apply for powers to enforce Moving Traffic.

You may find details of future Enforcement areas below:

## **Christie residents parking zone extension**

[www.manchester.gov.uk/info/500347/resident\\_parking\\_schemes/7905/christie\\_residents\\_parking\\_zone\\_extension](http://www.manchester.gov.uk/info/500347/resident_parking_schemes/7905/christie_residents_parking_zone_extension)

## **Rusholme and Moss Side residents parking scheme**

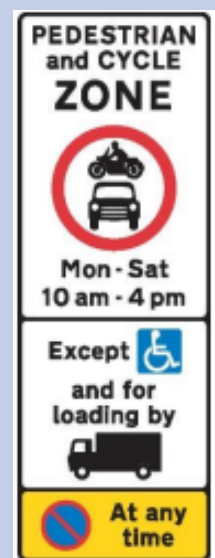
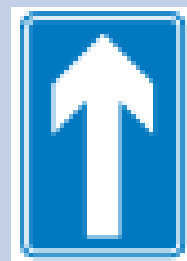
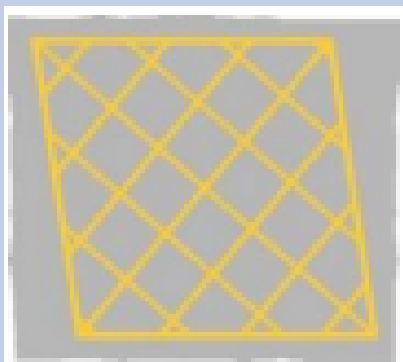
[www.manchester.gov.uk/directory\\_record/414357/rusholme\\_and\\_moss\\_side\\_residents\\_parking\\_scheme\\_consultation/category/1791/consultations\\_from\\_2021](http://www.manchester.gov.uk/directory_record/414357/rusholme_and_moss_side_residents_parking_scheme_consultation/category/1791/consultations_from_2021)

## **Eastlands resident parking scheme**

[www.manchester.gov.uk/info/200024/consultations\\_and\\_surveys/8333/eastlands\\_residents\\_parking\\_scheme\\_consultation](http://www.manchester.gov.uk/info/200024/consultations_and_surveys/8333/eastlands_residents_parking_scheme_consultation)

## **Moving Traffic Offences**

[www.manchester.gov.uk/directory\\_record/451173/moving\\_traffic\\_offences\\_consultation/category/1892/consultations\\_from\\_2022](http://www.manchester.gov.uk/directory_record/451173/moving_traffic_offences_consultation/category/1892/consultations_from_2022)



# Complaints

Parking Services has occasions where a customer wishes to provide feedback, this may be positive or negative. Feedback is welcomed to help us to continuously improve the service for the customers.

The Council's complaints procedure provides a 2-stage process at which the complaint can be investigated. However, complaint categories are dependent on where the complaint has come from.

During 2020-21, we received the following:

General Enquiry	Corporate Complaints Stage 1	Corporate Complaints Stage 2	Political Enquiry	GM Mayors office	Ombudsman	Grand Total
88	357	59	23	11	9	547



Our work has also received praise from customers

Coming into Manchester city for the first time for a meeting. I found my way to your car park at King Street West, where I came into contact with the best member of staff ever. He was most helpful in finding space to park, he helped me find where to go for my meeting, he directed me with perfect directions.

Thank you for all your help, your quick and informative answers, your precise replies and your very helpful, pleasant and friendly manner in the way you have dealt with my concerns.

I am so grateful that you were able to use discretion

Thank you for all your help, your quick and informative answers, your precise replies and your very helpful, pleasant and friendly manner in the way you have dealt with my concerns.

Thank you so much for your help,



# Finance

<b><u>EXPENDITURE</u></b>	
Employees	1,356,793
Premises	30,241
Transport	37
Supplies & Services (inc CEO Deployment)	4,851,785
Internal Charges	370,686
<b>TOTAL EXPENDITURE</b>	<b>6,609,543</b>
<b><u>INCOME</u></b>	
Income	13,555,960
Less Central Recharges	649,402
<b>Transfer to Reserve</b>	<b>6,297,015</b>
<b><u>RESERVE</u></b>	
Opening Balance at April 2021	1,533,038
<b><u>INCOME</u></b>	
Income from Revenue	6,297,015
Income from Highways	110,000
<b><u>EXPENDITURE</u></b>	
Environmental Improvements & Grounds Maintenance (Arboricultural & Neighbourhood Delivery)	3,745,317
<b>Balance of Parking Reserve at 31st March 2022</b>	<b>4,194,737</b>

# Contact Us

If further information regarding this report is required, please send your enquiry to:

[Parking@manchester.gov.uk](mailto:Parking@manchester.gov.uk)

For any enquiries relating to the data provided in the report, please refer to the council's Open Data page:

[www.manchester.gov.uk/open/site/index.php](http://www.manchester.gov.uk/open/site/index.php)



**End of Report**