



MANCHESTER  
CITY COUNCIL

2023 - 2024

# PARKING SERVICES ANNUAL REPORT

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

# Foreword

Welcome to the 16th Annual Parking Report covering the financial year from 1 April 2023 to 31 March 2024.

Since 1999, when parking enforcement powers were devolved to local authorities by both the Police and Central Government, the Council's Parking and Bus Lane Services have been at the forefront of managing parking regulations across Manchester. Our enforcement activities are governed by legislation, necessitating a Traffic Regulation Order before any on-street parking enforcement can be executed.

The Parking Service plays a crucial role in the effective and efficient management of kerbside space throughout Manchester. Implementing parking controls is vital to ensuring our vibrant city remains navigable, while also delivering an effective parking enforcement solution. Our primary goal is to make Manchester a safer city for drivers, enhance motorist standards, alleviate traffic congestion, reduce carbon emissions, and improve air quality.

Our core objective is to enforce prohibited parking and safeguard designated bus lanes and gates, thereby ensuring a smooth flow of traffic and enhanced road safety for all users, including cyclists and pedestrians.

In striving for excellence, the service is committed to providing prompt, accurate, and cost-effective solutions that align with the Council's aims and best practices. We directly support the city's transport strategy while ensuring that our roads remain safe and accessible.

The key priorities of our service include:

- Effectively managing on-street parking enforcement throughout the city.
- Maintaining residents' parking schemes, including the issuance and administration of parking permits.
- Taking decisive action against fraud and misuse of the Blue Badge scheme.
- Delivering prompt, efficient, and accurate responses to all enquiries within our established policies and performance frameworks.
- Fostering strong operational and strategic relationships with both internal and external partners.
- Actively responding to customer feedback and utilising it to enhance our services.
- Addressing challenges and appeals fairly and consistently.

This report highlights our ongoing efforts in parking management and enforcement in Manchester, displaying our year-on-year improvements and the positive impacts our parking policies and enforcement activities have had on overall compliance for both parking and moving traffic.

To facilitate easy access for both residents and visitors, Manchester City Council's website features the newly launched Online Case Management system, enabling users to request information, make payments, and challenge Penalty Charge Notices. Customers can also track the status of outstanding Penalty Charge Notices in real-time.

Our debt recovery service remains vigilant in pursuing persistent evaders, collaborating with the Vehicle Pound and Enforcement Agencies to recover debts owed to the Council.

The service is dedicated to continual improvement and excellence, with our team embodying the values and behaviours that define Our Manchester.

# Our Manchester Strategy

The Our Manchester Strategy 2016–2025 outlines the vision for the future of Manchester. It specifies the collective goals that our city's diverse stakeholders – including public, private, voluntary, community organisations, and residents – will pursue together to elevate Manchester to the forefront of global cities by 2025.

At the midpoint of the original Strategy, we reassessed our priorities for the remaining years leading up to 2025. While recognising current challenges, we chose to look beyond them to ensure the city fulfils its aspirations. This reassessment was informed by over 3,800 responses from consultations conducted in the summer of 2020.

The 2020 reset was guided by the Our Manchester Forum, a strategic partnership board comprising key stakeholders from across the city, who also played a crucial role in developing the original strategy in 2015 and monitoring its progress ever since.

Manchester continues to be characterised by its diversity, vibrancy, and creativity. As we strive for a more equitable and sustainable future, we remain committed to our tradition of innovation and proactive problem-solving.

We have witnessed significant physical transformations across the city, resulting in new housing that accommodates more residents. Increased business investments have led to greater job opportunities for people in all neighbourhoods. Residents enjoy enhanced connectivity through improved transportation and a rich cultural and leisure scene. As we move towards a zero-carbon future, we are increasing our recycling efforts and improving our parks for everyone to enjoy.

The State of the City report assesses our progress and evaluates whether we are on track to meet the goals outlined in the Our Manchester Strategy. Between 2015 and 2020, Manchester made remarkable gains, with our population growing at twice the rate of the average in other UK areas. Educational standards improved across all levels, from primary schools to further education, and job opportunities expanded, attracting more businesses, students, and visitors until the impact of COVID-19 in 2020.

Despite this progress, many challenges identified in the original strategy persisted, requiring sustained attention up to 2025. Community input highlighted the need for a renewed focus on youth, the economy, health, housing, environment, and infrastructure.

Our original goal remains steadfast: for Manchester to be among the world's leading cities by 2025, featuring a robust economy and a highly skilled workforce. We aim to be well-connected while addressing climate change, ensuring that every resident feels safe and thrives in an attractive, welcoming city.

To realise this vision, we have realigned our focus on core priorities. Central to each priority is Manchester's commitment to fostering a more equal, inclusive, and sustainable city for all individuals who live, work, volunteer, study, and recreate here. By collaborating, we can achieve our priorities and make Manchester:

- A thriving and sustainable city
- A highly skilled city
- A progressive and equitable city
- A liveable and zero-carbon city
- A connected city

Achieving our ambition as a city requires strong partnerships and collaboration. In pursuing the Forward to 2025 priorities, Manchester embraces the 'Our Manchester' approach, relying on the collective knowledge, skills, efforts, and passion of our people and organisations.

We must continue to prioritise the needs of our residents, actively listen, learn, and respond; celebrate the strengths of individuals and communities; and work together to build meaningful relationships and foster constructive conversations.



# Enforcement in the city

## Aims and Objectives:

- To be a parking service that delivers customer excellence.
- To deliver an equitable neighbourhood focused parking service based on local priorities.
- Delivery of a safe and sustainable transport.
- To have a reasonable and proportionate approach to parking enforcement.
- To improve the environmental quality of life for Manchester's residents and visitors to the city.
- To be a progressive and outward facing unit and one that is welcoming of positive change.

## Purpose:

- Effective parking enforcement supports free flow of traffic and reduces congestion.
- Enforcement of parking restrictions contributing to road safety.
- Ensure designated spaces for blue badge holders, loading zones, and other priority areas are available for those who need them, promoting accessibility and equity in the city.
- Enforcement of parking restrictions through Penalty Charge Notices, encourages drivers to adhere to the restrictions, promoting a culture of responsible parking.
- Revenue recovered through parking enforcement contributes to the local economy, i.e. to fund Highways, infrastructure, and transports improvements.

Civil Enforcement Officers in Manchester are essential for maintaining order and safety by enforcing parking restrictions. Their key roles include:

1. Ensuring appropriate parking to prevent traffic obstructions.
2. Enhancing safety for pedestrians, cyclists, and drivers.
3. Keeping designated parking spaces available for those in need, promoting inclusivity.
4. Encouraging compliance with traffic regulations by issuing Penalty Charge Notices.
5. Effectively managing local parking enforcement areas like time-limited zones and residential schemes.
6. Educating drivers about parking rules and improving public awareness.

CEOs undergo initial and ongoing training, with opportunities to gain a City and Guilds Qualification that includes customer relations skills.

Easily identifiable in their Manchester City Council uniforms, they are deployed daily and can use free public transport while on duty, thanks to partnerships with Transport for Greater Manchester (TFGM).

They utilise handheld devices with high-definition cameras to issue PCNs efficiently. CEO performance isn't tied to salary, allowing them to focus on public service, which includes directing visitors and reporting public issues. Manchester deploys approximately 55 active CEOs each day, and they frequently identify contraventions in specific locations throughout the city.



**Patricia Wilkinson**  
Head of Parking Services

# Parking - The Service

The Manchester City Council back-office team is designed to provide comprehensive operational support and ensure efficient service delivery across several key areas, including debt recovery and technical support. The structure is comprised of various roles that work collaboratively to manage processes, streamline operations, and enhance departmental effectiveness.

As Head of Service, I lead the back-office team, overseeing all operational activities and strategic initiatives. This role is pivotal in ensuring that services align with the council's objectives and user needs. I am responsible for high-level decision-making, resource allocation, and setting the overarching vision for the team.

The 2 Operations Managers are responsible for the day-to-day management of their respective operational areas. They coordinate the activities of various teams, ensure compliance with policies, and drive improvements in service efficiency and quality.

The Business Analyst plays a critical role in analysing data and providing insights to inform decision-making processes. Our analyst assesses current operational performance, identifies areas for improvement, and supports the development of strategic initiatives aimed at enhancing back-office functions.

The Debt Recovery Team Leader oversees the Debt Recovery Officers, managing the processes involved in recovering outstanding payments. The Debt Recovery Team Leader ensures that the team operates effectively, adheres to regulations, and delivers optimal recovery rates while maintaining customer relations.

The 3 Correspondence Team Leaders manage the teams handling customer correspondence, ensuring timely and accurate responses to enquiries, complaints, and feedback. They focus on improving customer service standards and the efficiency of correspondence processes.

Parking Services Support Officers provide specialised support within the team, focusing on the maintenance and improvement of technical systems related to operations. They both ensure that technological solutions are effectively integrated into back-office processes. Officers support the smooth operation of parking-related functions.

Technical Officers provide support within the 3 correspondence teams, focusing on the quality of responses issued to the customer. They support the Correspondence Team Leaders with the training and development of Parking Services Officers.

Debt Recovery Officers work under the guidance of the Debt Recovery Team Leader, focused on pursuing outstanding debts and providing customer service to those in arrears. Their role and the 6 officers are critical in promoting financial responsibility and ensuring recovery processes are fair and effective.

Parking Services Officers are responsible for the acknowledgement, investigation and responses of challenges and appeals presented to the service. Our 30 officers are the core of our operations and are trained to take a fair, consistent and ethical approach. Officers are also responsible for the reviewing of permit applications, suspension and dispensation requests, plus the maintenance of lines and signs in and around Manchester.

Business Support Officers assist in various administrative and operational tasks, helping to maintain efficient workflows within the back office. Their responsibilities include managing documentation, supporting team activities, and enhancing service delivery.

# Bus Lanes

A bus lane is a designated section on the road specifically for buses and, in some cases, other vehicles such as taxis or bicycles.

The primary purpose of bus lanes is to improve public transport efficiency and reliability by allowing the free flow of traffic.

This can help reduce travel time for bus passengers plus encouraging the use of public transport whilst alleviating congestion.

Bus lanes can vary in terms of operation:

1. **Dedicated Bus Lanes:** These are solely for buses and are always typically in effect.
2. **Restricted Bus Lanes:** These lanes may allow other vehicles during off-peak hours or are enforced only during specific times (e.g., peak commuting hours).
3. **Bus Gates:** Some streets are designated exclusively for buses, often found in city centres.

Within Manchester we have 47 Bus lanes/Gates active within the city centre and surrounding areas.

Bus lanes are identifiable with road markings and signage on the approach and at the entry point of a restricted area. Signage will inform the driver of the specific restrictions in place at a particular site and the times of operation (if applicable).

Enforcement is undertaken with the use of camera surveillance to ensure compliance by all vehicles.

The offence of driving within a bus lane is Contravention 34. The charge for a Bus lane contravention is now a maximum of £70.00.

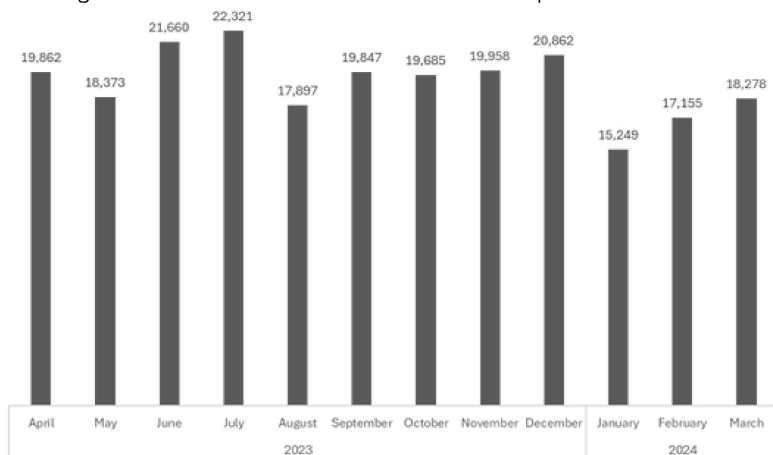


# Bus Lane Data

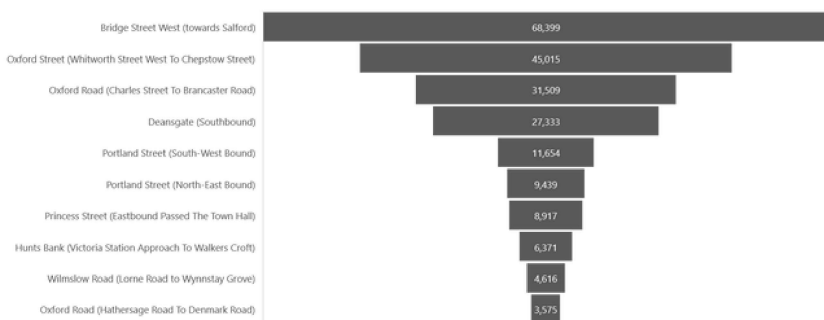
During 2023-24 Bus Lane Penalty Charge Notices (PCNs) have generated £6,897,502.27 of revenue.

231,147 Bus Lane Penalty Charge Notices were issued.

On average 19,627 PCNs were issued per month. The chart below provides and insight to the number of Bus Lanes PCNs issued per month.



The Top 10 locations for Bus Lane PCN issuance has been provided below:



A breakdown of the contraventions for Bus Lane PCN issuance has been provided below:

229,492 PCNs Issued - **Contravention 34**  
Being in a bus lane (during the hours of operation of the bus lane)

1,655 PCNs Issued - **Contravention 34w**  
Bus lane Warning







# On-Street

As a service, we oversee parking management in the city centre to ensure a steady turnover of parking spaces, making it accessible for residents, shoppers, visitors, and workers.

On-street parking is available in pay and display bays from 8 AM to 8 PM, every day of the week across all zones. In Zone 4, the same timing applies, but you can pay for parking covering the entire weekend on Saturdays and Sundays.

Between 8 PM and 8 AM the following day, using our on-street parking bays is free (subject to existing parking restrictions). However, if a vehicle is left unattended overnight and not collected or paid for after 8 AM, a PCN may be issued.

There are no parking charges on Bank Holidays, and Blue Badge holders enjoy free on-street parking throughout the city centre. The controlled parking zone encompasses the area within the inner relief road, also operating from 8 AM to 8 PM, every day.

Within the controlled parking zone, pay and display bays are free on Bank Holidays unless specified otherwise. Manchester offers parking for blue badge holders at 15 designated locations in the city centre.

## Parking charges:

Zone 1 are applicable from Monday to Sunday, 8am to 8pm.

The maximum stay in this zone is two hours, with the following charges:

- Up to 30 minutes: £1.50
- Up to 1 hour: £3.00
- Up to 1 hour 30 minutes: £4.50
- Up to 2 hours: £6.00

Zone 2 are applicable from Monday to Sunday, 8am to 8pm.

The maximum stay is two hours, with the following charges:

- Up to 30 minutes: £1.45
- Up to 1 hour: £2.90
- Up to 1 hour 30 minutes: £4.30
- Up to 2 hours: £5.80

Zone 3 are applicable from Monday to Sunday, 8am to 8pm..

The maximum stay in this zone is three hours, with the following charges:

- Up to 30 minutes: £0.60
- Up to 1 hour: £1.25
- Up to 1 hour 30 minutes: £1.85
- Up to 2 hours: £2.50
- Up to 2 hours 30 minutes: £3.10
- Up to 3 hours: £3.70

In Zone 4 are applicable from Monday to Sunday, 8am to 8pm.

The maximum stay is 10 hours (except on weekends). with the following charges:

- Up to 30 minutes: £0.50
- Up to 1 hour: £1.00
- Up to 3 hours: £2.50
- Up to 6 hours: £5.00
- Up to 10 hours: £7.50
- All weekend (Saturday and Sunday): £10.00

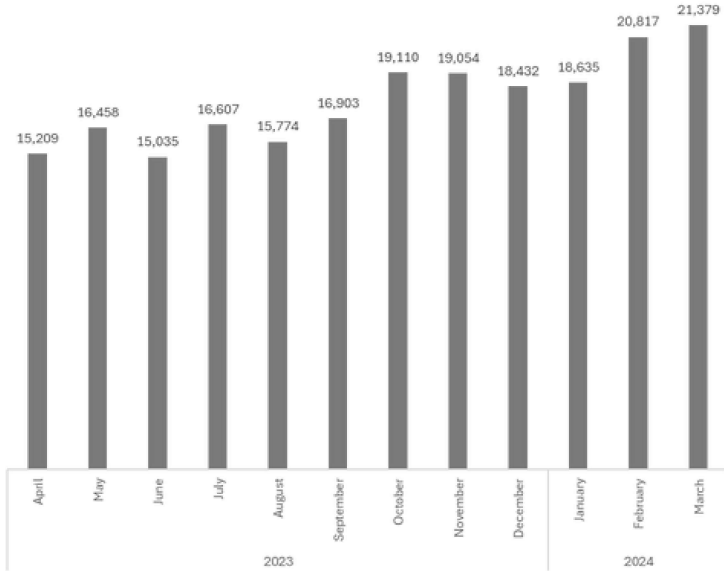
During 2023-24, £6,128,221.67 was generated in pay and display revenue within the city centre zones.

# On-Street Data

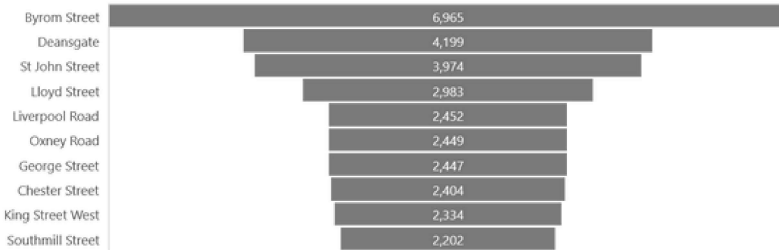
During 2023-24, on-street PCNs have generated £6,854,025.73 of revenue.

213,413 Penalty Charge Notices (PCNs) were issued on-street.

On average 17,784 PCNs were issued per month. The chart below provides and insight to the number issued on-street PCNs issued per month.



The Top 10 locations for On Street PCN issuance has been provided below:



The Top 5 Contraventions for on-street PCN issuance has been provided below:

60,300 PCNs Issued - **Contravention 01**

Parked in a restricted street during prescribed hours

48,575 PCNs Issued - **Contravention 06**

Parked without clearly displaying a valid pay and display ticket (or voucher)

21,809 PCNs Issued - **Contravention 12**

Parked in a residents or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place

21,633 PCNs Issued - **Contravention 05**

Parked after the expiry of paid for time

12,144 PCNs Issued - **Contravention 23**

Parked in a parking place or area not designated for that class of vehicle



# Off-Street

When parking in Manchester's city council car parks, payment is required upon arrival. You can process your parking transaction through various cashless options, including the PayByPhone app, RingGo, APCOA Connect app, Just Park, or directly at the ticket machines. It is important to remember that all transactions are entirely cashless, ensuring a swift and efficient experience.

The majority of car parks located within the city centre operate 24 hours a day, seven days a week, including all bank holidays. This provides great flexibility for those who need to park at different times throughout the week.

## Car Parks

### Multi-Storey Car Parks:

- Arndale
- King Street West
- Northern Quarter
- Piccadilly Gardens

### Surface Car Parks:

- Bloom Street
- Bridge Street
- Bridgewater Hall
- Chepstow Street
- China Town
- Garden Centre
- Golf Car Park
- Grey Mare Lane
- Hall Car Park
- Hulme Street
- Lake and Lake Overflow
- School Lane (North )
- School Lane (South )
- Sheffield Street
- St Margaret'S
- Stone Street
- Thurloe Street
- Wythenshawe Forum

Blue badge holders are exempt from parking charges if parked in designated disabled bays, making car parks more accessible.

If you are a frequent user of Manchester's car parks, consider purchasing a season ticket for a specific location.

The cost of a season ticket can vary based on the duration and specific car park you choose, with prices ranging from £296.25 to £2,200. This can be a cost-effective solution for regular visitors and helps ensure you always have parking available.



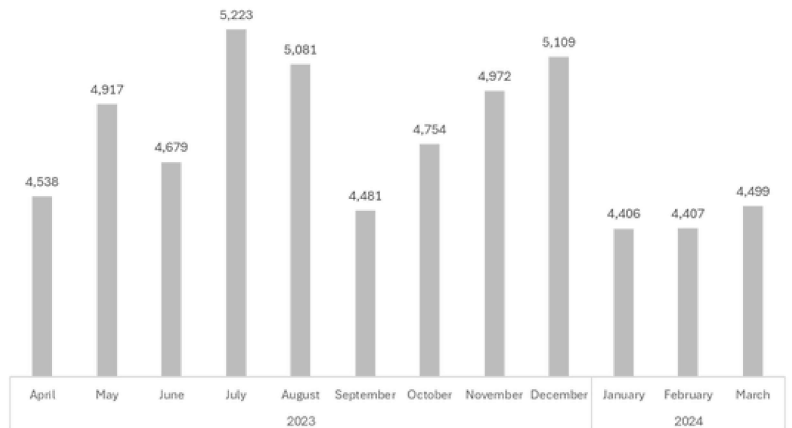


# Off-Street Data

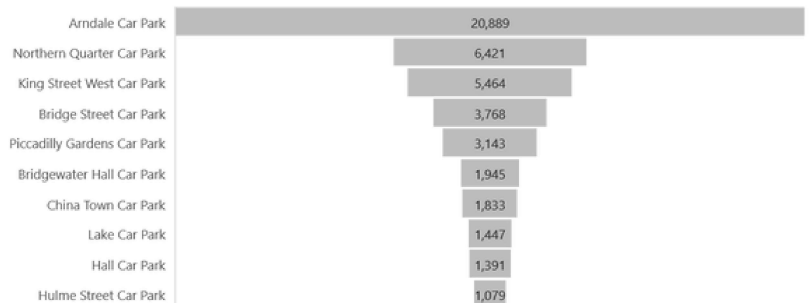
During 2023-24, Off-Street Penalty Charge Notices (PCNs) have generated £1,091,872.17 of revenue.

57,066 PCNs were issued Off-Street.

On average 4,756 PCNs were issued per month. The chart below provides and insight to the number issued Off-Street PCNs issued per month.



The Top 10 locations for Off-Street PCN issuance has been provided below:



The Top 5 Contraventions for Off-Street PCN issuance has been provided below:

45,408 PCNs Issued - **Contravention 73**

Parked without payment of the parking charge (car park)

3,977 PCNs Issued - **Contravention 86**

Not parked correctly within the markings of the bay or space (car park)

3,038 PCNs Issued - **Contravention 82**

Parked after the expiry of paid for time (car park)

2,327 PCNs Issued - **Contravention 83**

Parked in a car park without clearly displaying a valid pay and display ticket, voucher or parking clock

1,668 PCNs Issued - **Contravention 87**

Parked in a designated disabled person's parking space without displaying a valid blue badge in the prescribed manner (car park)



# Moving Traffic

Manchester City Council is now implementing enforcement measures for Moving Traffic Contraventions. With the acquisition of these powers, our aim is to target key areas throughout the city to:

- Enhance road safety for pedestrians and cyclists
- Alleviate congestion
- Improve journey times
- Elevate air quality in alignment with our zero carbon objectives
- Increase safety and promote cleaner air near schools, as camera enforced school streets have demonstrated positive outcomes

## Moving Traffic Contraventions

**Banned Turns:** Drivers who disregard signage indicating permitted turning directions pose a safety risk, potentially leading to accidents.

**Yellow Box Junctions:** These crisscross markings on roadways facilitate the smooth flow of traffic and ensure that emergency vehicles can navigate without obstruction.

## Target Areas

Although the newly granted enforcement powers can be utilised citywide, we will concentrate our efforts on the most problematic areas. A thorough two-week camera survey was conducted at 15 locations based on the following criteria:

- **Key Routes:** Priority is given to locations on major traffic networks
- **Traffic Flows:** Heavily trafficked areas receive increased attention
- **Accident Data:** Sites with a significant history of accidents are prioritised to enhance road safety
- **Public Transport Routes:** Locations along public transport corridors are given preference
- **Bee Network Routes:** Areas critical for cyclist safety are prioritised
- **Proximity to Schools:** Areas close to schools are weighted more heavily to safeguard children

As a result of this survey, we have identified seven target areas for enforcement:

- Stockport Road at the junction with Dickenson Road and Stanley Grove
- Cheetham Hill Road/Elizabeth Street
- Ashton Old Road/Chancellor Lane/Fairfield Street
- Palatine Road/Princess Parkway
- Great Ancoats Street/Oldham Road/Oldham Street
- Kirkmanshulme Lane/Mount Road
- M56 Junction 6/Wilmslow Road

To see how a yellow box junction works and to understand what we are enforcing against, watch this short video. - [Moving Traffic Contraventions Stockport Road with Stanley Grove and Dickinson Road](#)



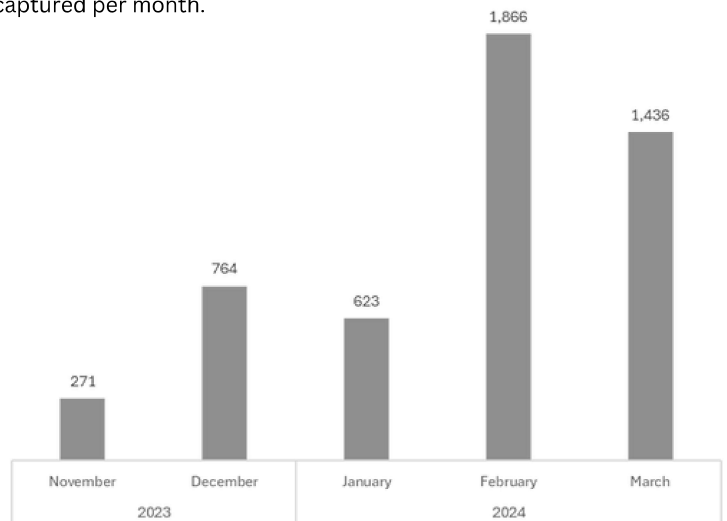
# Moving Traffic Data

During 2023-24 Moving Traffic Penalty Charge Notices (PCNs) have generated £2,345.00 of revenue.

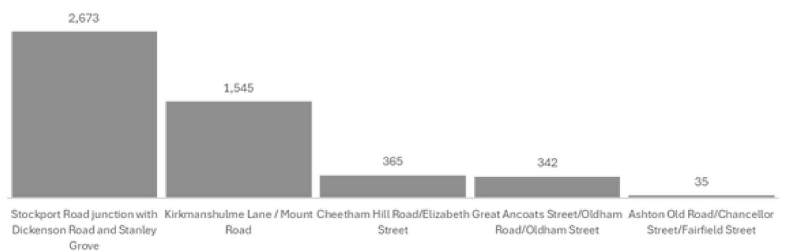
4,962 Moving Traffic contraventions were captured and 136 PCNs were issued.

Warning notices are issued for each first contravention within a 6 month period, on each location.

On average 992 contraventions were captured per month. The chart below provides an insight to the number of Moving Traffic contraventions captured per month.



The contraventions captured per location has been provided below:



A breakdown of the Moving Traffic contraventions captured has been provided below:

3,373 PCNs Issued - **Contravention 50R**

Performing a prohibited right turn

1,589 PCNs Issued - **Contravention 31**

Entering and stopping in a box junction when prohibited



# Resident Permit Scheme

In Manchester a resident permit scheme is implemented to regulate parking and other services in specific areas, particularly where demand for parking exceeds availability. A resident permit scheme aims to balance the needs of residents, local businesses, and visitors while promoting efficient use of public space.

The primary purposes of such a scheme include:

1. **Managing Parking Demand:** By requiring residents to obtain a permits, parking spaces for residents can be prioritised over non-residents, helping to alleviate congestion and competition for parking in busy areas.
2. **Protecting Local Residents:** Resident schemes helps to ensure that local residents have access to parking close to their homes, particularly in areas with high visitor traffic or commercial activity.
3. **Encouraging Responsible Parking:** By limiting parking availability for non-residents, the schemes encourage better parking practices and compliance with local regulations.
4. **Reducing Carbon footprint:** Resident schemes can help promote walking, cycling, and public transport use while managing car use in heavily populated areas.

Within the city 12 main Resident Permit Schemes that allow residents to apply for permits, enabling them to park near their properties within the designated areas.

The locations include:

- Ancoats
- Ardwick
- Christie
- City Centre
- Crumpsall (North Manchester General Hospital)
- Eastlands
- Four Acres
- Grove Village
- Hathersage Road
- Hulme
- Rusholme and Moss Side
- Shadowmoss

These schemes prioritise parking for residents, their visitors, and local businesses. The specifics of each scheme differ based on location; some are only enforced during local events while others are enforced daily.

Recently introduced schemes implement an E-Permit system, which allows permit holders to park without displaying a physical permit. Once a successful application is completed, the vehicle registration information is entered into handheld devices used by parking enforcement officers. Permit holders can manage their permits, update personal or vehicle information, and add visitor details. This system provides residents and businesses with the flexibility to log in and issue permits to visitors as needed. Schemes located outside of the city centre are free of charge.

For more information, please visit:

[https://www.manchester.gov.uk/info/500347/resident\\_parking\\_scheme](https://www.manchester.gov.uk/info/500347/resident_parking_scheme)



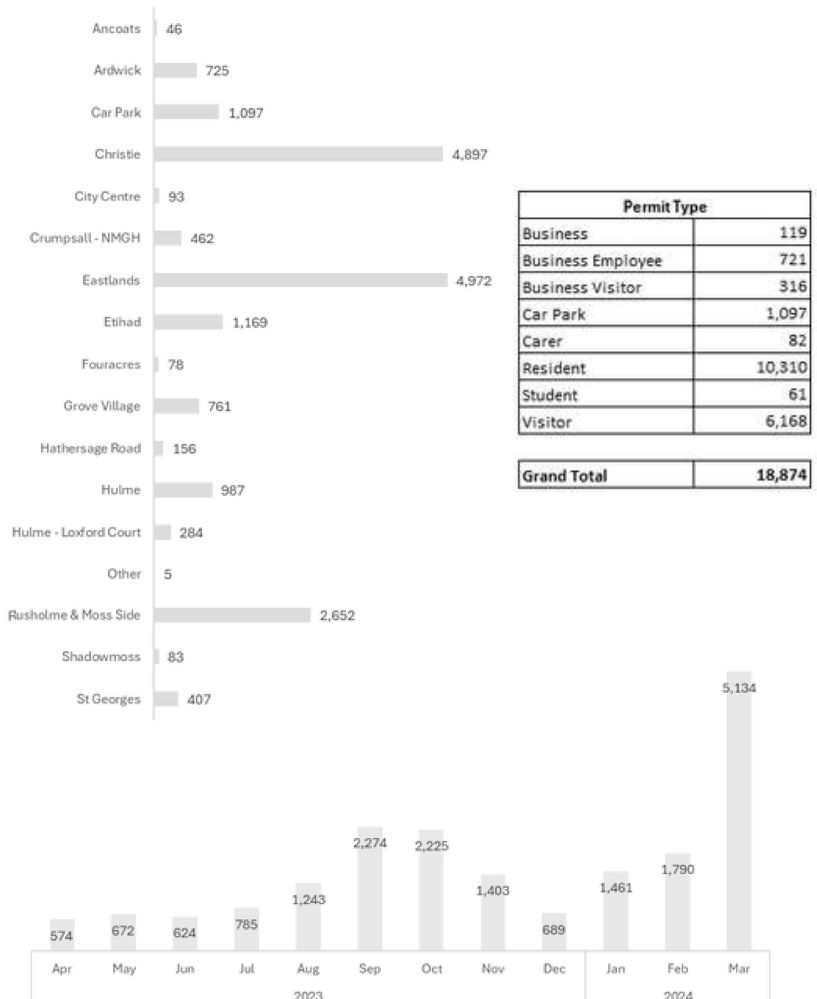
# Resident Permit Data

During 2023-24 the service approved and issued 18,874 permit applications.

Key events during this year:

- Christie resident scheme was expanded
- Zones within the Etihad scheme were merged and additional streets included to create the Eastlands scheme.
- Rusholme and Moss Side scheme introduced

On average 1,573 permits were processed per month.





# School Enforcement

The council acknowledges the significance of road safety around our schools for children, parents, and teaching staff. To enforce parking restrictions, Civil Enforcement Officers (CEOs) are deployed to schools daily.

These officers make use of the council's CCTV vehicles alongside mobile CEOs to enhance compliance with parking regulations.

The council collaborates closely with schools to promote road safety and advocate for the advantages of walking and cycling. Each ward in Manchester, excluding the City Centre, has its own network of schools, with multiple schools located within each ward.

The accompanying table presents data regarding CEO visits and Penalty Charge Notices (PCNs) issued within each ward. For additional information, please visit: [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	Number of Schools	Enforcement Visits	PCNs
Ancoats and Beswick	6	145	113
Ardwick	8	38	28
Baguley	6	5	2
Brooklands	3	2	1
Burnage	6	93	79
Charlestown	7	34	22
Cheetham	8	42	16
Chorlton	4	77	71
Chorlton Park	6	41	38
Clayton and Openshaw	7	8	1
Crumpsall	7	35	30
Didsbury East	6	80	68
Didsbury West	2	60	41
Fallowfield	2	53	37
Gorton and Abbey Hey	8	29	26
Harpurhey	9	22	5
Higher Blackley	7	187	155
Hulme	6	40	34
Levenshulme	6	41	35
Longsight	8	29	32
Miles Platting and Newton Heath	7	36	20
Moss Side	4	17	7
Moston	6	27	21
Old Moat	2	10	3
Rusholme	4	13	36
Sharston	5	35	73
Whalley Range	5	56	122
Withington	4	7	3
Woodhouse Park	4	7	6



# Contravention Codes

Code	Description	Charge
1	Parked in a restricted street during prescribed hours	£ 70.00
2	Parked or loading/unloading in a restricted street where waiting & loading/unloading restrictions are in force	£ 70.00
5	Parked after the expiry of paid for time	£ 50.00
6	Parked without clearly displaying a valid pay & display ticket (or voucher)	£ 50.00
7	Parked with payment made to extend the stay beyond initial time (meter feeding)	£ 50.00
11	Parked without payment of the parking charge	£ 50.00
12	Parked in a residents or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	£ 70.00
16	Parked in a permit space or zone without clearly displaying a valid permit	£ 70.00
19	Parked in a residents or shared use parking place or zone either displaying an invalid permit or voucher or pay & display ticket, or after the expiry of paid for time	£ 50.00
21	Parked wholly or partly in a suspended bay or space	£ 70.00
22	Re-parked in the same parking place within one hour of leaving	£ 50.00
23	Parked in a parking place or area not designated for that class of vehicle	£ 70.00
24	Not parked correctly within the markings of the bay or space	£ 50.00
25	Parked in a loading place during restricted hours without loading	£ 70.00
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway & not within a designated parking place	£ 70.00
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	£ 70.00
30	Parked for longer than permitted	£ 50.00
31	Entering and stopping in a box junction when prohibited	£ 70.00
34	Being in a bus lane (during the hours of operation of the bus lane)	£ 60.00
34w	Bus lane Warning	£ -
40	Parked in a designated disabled person's parking space without displaying a valid disabled person's badge in the prescribed manner	£ 70.00
45	Parked on a taxi rank	£ 70.00
46	Stopped where prohibited (on a Red Route or Clearway)	£ 70.00
47	Stopped on a restricted bus stop or stand	£ 70.00
47J	Stopped on a restricted bus stop or stand	£ 70.00
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	£ 70.00
48J	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	£ 70.00
50R	Performing a prohibited right turn	£ 70.00
50L	Performing a prohibited left turn	£ 70.00
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	£ 70.00
73	Parked without payment of the parking charge (car park)	£ 50.00
80	Parked for longer than the maximum period permitted	£ 50.00
81	Parked in a restricted area in a car park	£ 50.00
82	Parked after the expiry of paid for time (car park)	£ 50.00
83	Parked in a car park without clearly displaying a valid pay & display ticket, voucher or parking clock	£ 50.00
86	Not parked correctly within the markings of the bay or space (car park)	£ 50.00
87	Parked in a designated disabled person's parking space without displaying a valid disabled person's badge in the prescribed manner (car park)	£ 70.00
99	Stopped on a pedestrian crossing or crossing area marked by zig zags	£ 70.00

# Penalty Charge Notice

## Notice

If you have received a Penalty Charge Notice (PCN) and wish to appeal, it is important to do so within 28 days. If you submit your appeal within 14 days of the PCN's issue date, the discount rate will be available again if your appeal is denied.

### Submitting an Appeal

If your initial appeal is rejected and you intend to appeal again, you must wait to receive the 'Notice to Owner' (NtO) before proceeding.

### Notice to Owner (NtO)

Upon receiving the NtO by mail, you have two options: you can either pay the Penalty Charge Notice or submit a representation. If you choose to represent, you must do so within 28 days of receiving the NtO. We will consider your reasons and will communicate our decision in writing.

### Notice of Rejection (NoR)

If your representation is unsuccessful, you will receive a Notice of Rejection (NoR). You can still appeal this decision, but the appeal must be submitted to the Traffic Penalty Tribunal (TPT) within 28 days of receiving the NoR. The TPT operates independently and will review your appeal.

### Charge Certificate

If you receive a Charge Certificate, you can no longer appeal the original charge. You may either pay the fine at the current rate or wait to receive an Order of Recovery (OfR).

### Order of Recovery (OfR)

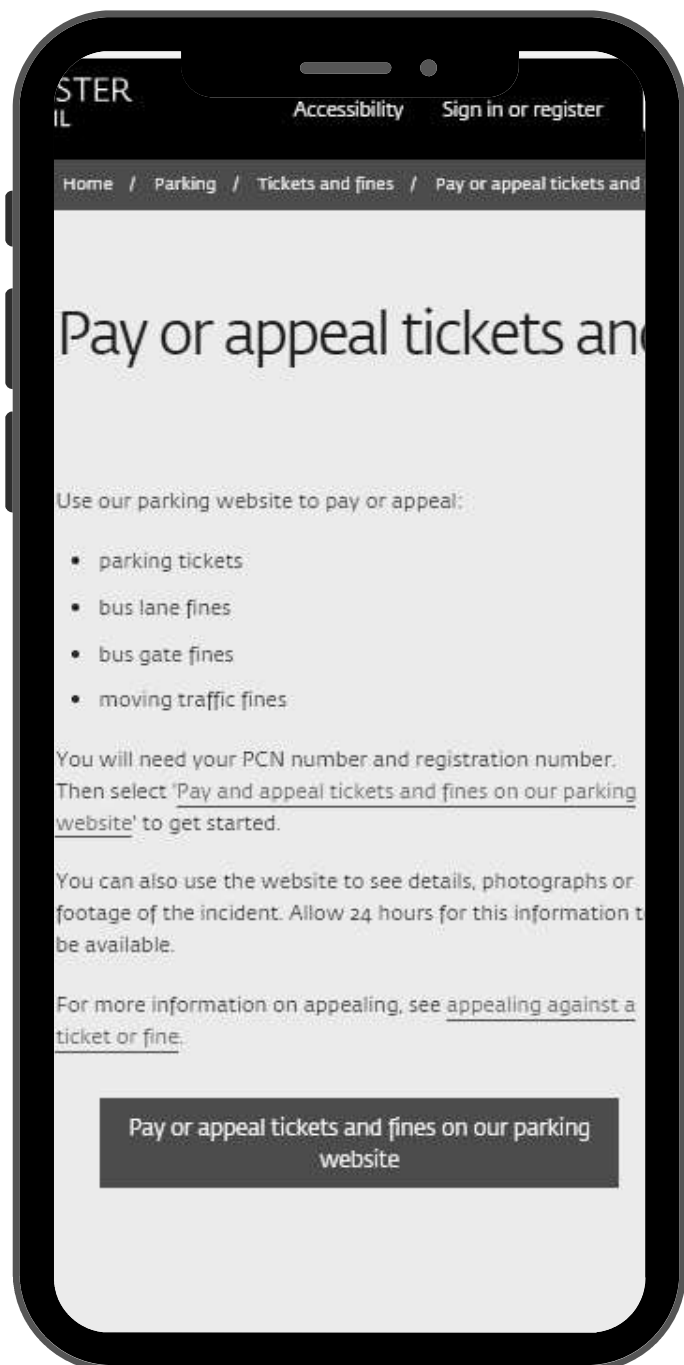
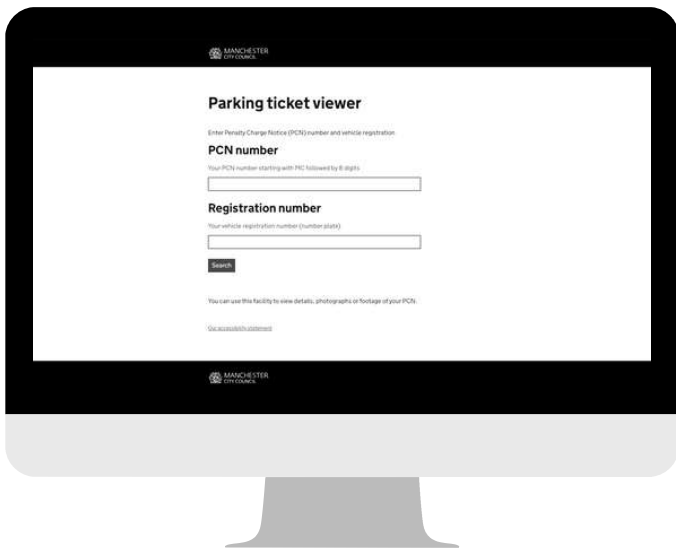
Upon receiving the OfR, your options remain the same; you can either pay at the current rate or submit a witness statement to the Traffic Enforcement Centre (TEC). You can make a witness statement to the TEC based on one of the following four grounds:

- You did not receive the PCN or NtO.
- You made representations but did not receive a response.
- You appealed to the TPT and did not receive a response.
- You have already paid the PCN.

### Enforcement Agents

If your PCN has been transferred to enforcement agents (formerly known as bailiffs), you will need to communicate directly with them or consult the TEC for assistance.





# Challenge

The Online Case Management (OCM) provides a convenient and streamlined way for customers to review and monitor the status of their Penalty Charge Notice (PCN) through a digital platform. One of the standout features of OCM is that customers do not need to create an account or go through a complicated setup process. Instead, they can easily access information related to their PCN by entering their PCN reference number and their Vehicle Registration Mark (VRM).

Once they have provided this information, customers can instantly access a wealth of details, including the exact location of the contravention displayed on an interactive map, photographs taken at the time of the incident, and the total value of the Penalty Charge Notice. Additionally, the current status of the PCN in its lifecycle is clearly presented, allowing users to see where their case stands at a glance.

For those who have submitted a representation through OCM, it becomes even more user-friendly. Customers can track the progress of their representations and understand which stage they are currently in, which significantly minimises the need for follow-up inquiries. The implementation of OCM has notably enhanced the overall customer experience post-PCN issuance, leading to fewer requests for further information and resulting in swifter processing times as cases reach the payment stage.

Additionally, to further improve customer convenience, QR codes have been incorporated into all our Statutory Notices. These QR codes grant customers quick and easy access to our online payment portal. Given that mobile phones are now the primary device for accessing web content, these codes enable users to scan and complete payments online without having to manually enter a lengthy URL. This innovation not only simplifies the payment process for our customers but also encourages timely compliance with PCN obligations.

# Enquiries, Representations and Appeals

During 2023-24, the service received 163,108 items of correspondence. Each enquiry, challenge or representation is investigated on its own merit.

The 163,108 is a combination of;

- 67,494 items of correspondence relating to Bus Lane PCNs
- 64,638 items of correspondence relating to On-Street PCNs
- 30,909 items of correspondence relating to Off-Street PCNs
- 67 items of correspondence relating to Moving Traffic PCNs

A monthly average of 6,273 items of correspondence.





# Traffic Penalty Tribunal

An appeal to the Traffic Penalty Tribunal is a formal step that can only be initiated after the registered keeper or driver has made formal representations regarding a Penalty Charge Notice (PCN) and has not received a satisfactory outcome. This occurs when the service issues a Notice of Rejection of Representations, which serves as a detailed notification to the appellant. The Rejection Notice outlines the necessary steps and procedures for submitting an appeal to the Traffic Penalty Tribunal, providing essential guidance on how to proceed with the appeal process.

It is important to note that the volume of cases referred to the Traffic Penalty Tribunal is low when compared to the total number of Penalty Charge Notices issued. This suggests that the majority of disputes regarding Penalty Charge Notices are resolved at earlier stages of the enforcement process, whether through successful representations or settlements reached directly with the issuing authority.

Once an appeal notification is received from the Traffic Penalty Tribunal, it is the responsibility of a dedicated Parking Services Officer to acknowledge the appeal and update the notice processing system—known as Taranto. This update is crucial, as it places the associated Penalty Charge Notice on hold, effectively halting any further enforcement actions until the adjudication process is complete.

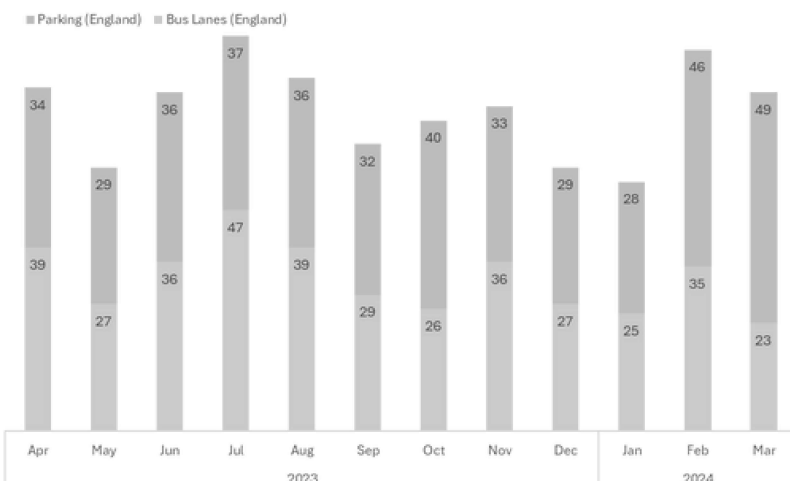
The Parking Services Officer will closely review the details of the appeal to determine whether the service will contest it or not. If the Parking Services Officer identifies any procedural impropriety during their review—which may include issues related to the issuance of the PCN or insufficient evidence—the appeal will not be contested. In such cases, the service will acknowledge the issue and may choose to withdraw the Penalty Charge Notice altogether.

Conversely, if the appeal is deemed valid and contestable, the Parking Services Officer will prepare to challenge the appeal on behalf of the service. This contested appeal will then be submitted to the Traffic Penalty Tribunal, where an independent adjudicator will oversee the proceedings. The adjudicator's role is to impartially review the arguments and evidence presented by both parties—the appellant and the issuing authority.

After considering the case, the adjudicator has the authority to either allow the appeal, resulting in the cancellation of the Penalty Charge Notice in favour of the appellant, or to dismiss the appeal, thereby upholding the original enforcement action and allowing the Penalty Charge Notice to remain in effect. The outcome of this process serves not only to resolve individual disputes but also to uphold the integrity of parking enforcement practices.

Below is a breakdown of the appeals registered per month, split between Parking (On-street and Off-Street) and Bus Lane. The Moving Traffic contraventions have not progressed to this stage at this point.

Of the 818 appeals: The council won 47%, loss 11% however did not contest 42%.



# Debt Recovery

Our dedicated back-office debt recovery team is tasked with overseeing and actively pursuing unpaid Penalty Charge Notices (PCNs). This involves managing the debt registration process, which incurs a fee of £9.00 levied by the Traffic Enforcement Centre (TEC). This charge is subsequently passed on to the registered keeper or driver of the vehicle to which the PCN was issued.

As part of the recovery process, a statutory notice known as the Order for Recovery is generated. This notice serves as an additional opportunity for the individual to settle the outstanding PCN before further action is taken, which could involve obtaining a warrant of execution and engaging Enforcement Agents to recover the debt.

During 2023-24, a total of 36,318 unpaid PCNs were registered as debts with the Traffic Enforcement Centre (TEC), at a cost of £326,862.00. Initially, between April 2023 and September 2023, authorised warrants were exclusively allocated to two enforcement agencies: Newlyn's and Jacobs. However, from October 2023 onward, the distribution of warrants was expanded and allocated equally among four enforcement agencies: CDER, Jacobs, Marston's, and Newlyn's.

The table below presents a detailed breakdown of the performance metrics for each of the four enforcement agents, highlighting their efficiency in recovering outstanding debts.

EA	Warrants Exported	Recovered	Compliance Stage	Enforcement Stage	Disposal	
CDER	3,599	1,490	£142,746.29	568	872	50
Jacobs	10,881	4,473	£445,889.84	2,602	1,814	57
Marston	3,877	1,190	£116,993.00	524	638	28
Newlyn's	10,931	4,231	£426,125.13	2,016	2,183	32
Total	29,288	11,384	£1,131,754.26	5,710	5,507	167



# Immobilise and Remove

The Council has the authority to immobilise a vehicle if it meets any one of the following four specific criteria:

1. The vehicle is associated with a known repeat evader.
2. The vehicle has accrued a significant number of Penalty Charge Notices (PCNs).
3. The vehicle is not officially registered with the Driver and Vehicle Licensing Agency (DVLA).
4. The vehicle has not been taxed.

To release a vehicle that has been immobilised, an immediate fee of £40 will be charged in addition to any relevant Penalty Charge Notices that have been issued.

Additionally, the Council reserves the right to remove a vehicle under certain circumstances, such as when it is causing an obstruction, appears to be abandoned, or remains in place after a Penalty Charge Notice has been issued.

In cases of removal, a fee of £105 will apply, along with any outstanding Penalty Charge Notices. During 2023-24:

- 65 Vehicles were reported as abandoned and removed.
- 435 Vehicles were removed due to unpaid Penalty Charge Notices
- 7,005 Vehicles were immobilised for no tax, of which 1,236 removed.

Vehicles that are stored in the impound for more than one day, specifically past midnight of the day they were removed, will incur a daily storage fee of £12.

Incurred fees must be settled in full before their vehicle can be reclaimed. Should the registered keeper fail to retrieve their vehicle within a reasonable timeframe, it will be subject to disposal or auction.

During 2023-24 £583,600 has been generated in revenue from clamping plus £150,753.65 from auctioned vehicles.







# Blue Badge Enforcement

The Blue Badge scheme is a valuable initiative that provides individuals with disabilities or mobility challenges the ability to park in closer proximity to their destinations.

This convenience is essential for those who may struggle with long distances or accessibility issues. Civil Enforcement officers (CEOs) actively monitor parking throughout the Manchester to ensure compliance with the guidelines and to address any instances of abuse or misuse of the Blue Badge Scheme.

For those interested in applying for a Blue Badge, the process can be completed online at the following link:

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

It is important to note that Blue Badges are the property of the Council. Consequently, the Council retains the authority to confiscate or revoke a badge if it is determined that the holder is not using it appropriately.

Instances of misuse include, but are not limited to the following:

- Allowing another individual to use your Blue Badge.
- Using a counterfeit or modified Blue Badge while a vehicle is parked.
- Nonadherence to parking restrictions, which may involve parking in restricted areas such as clearways or on zebra crossings.

It is crucial for Blue Badge holders to adhere to the guidelines established by the scheme to maintain its integrity and to ensure that these essential parking privileges continue to benefit those in need.

During 2023-24 the enforcement team identified and investigated 157 cases, due to fraudulent or misuse. Of the 157 cases, 37 led to prosecution and £19,045.32 recovered from paid fines.



# Suspension and Dispensation

The council has the authority to temporarily suspend the use of on-street pay and display parking bays for a variety of specific circumstances.

This suspension is applicable under the following conditions:

- **Building Operations:** When undertaking construction or renovation work.
- **Domestic Removals:** For instance, when moving household items in or out of a residence.
- **Special Events:** This includes occasions such as weddings, funerals, or other significant gatherings.
- **Extended Deliveries:** When the delivery of goods exceeds the standard time limit.
- **Filming Activities:** Limited to essential vehicles, such as those required for lighting, generators, and prop transport during production shoots.

The fee for suspending a parking bay is set at £30 per day for each bay.

In addition to suspending parking bays, member of the public may also apply for a dispensation. This allows a designated vehicle to park on single or double yellow lines during restricted hours within a specific location and for a predetermined duration.

To utilise this dispensation, a certificate will be issued, which must be displayed prominently in the vehicle to avoid a Penalty Charge Notice.

Similar to the suspension of parking bays, the cost for obtaining a dispensation is also £30 per vehicle, per day.

During 2023-24 The service approved 1,090 Suspensions and 1,371 Dispensation applications, generating £287,270 of revenue.

For further details and to access the application process, please visit: [https://secure.manchester.gov.uk/info/500345/parking\\_restrictions/692/suspensions\\_and\\_dispensations](https://secure.manchester.gov.uk/info/500345/parking_restrictions/692/suspensions_and_dispensations)

# Lines and Signs

Our service is dedicated to the upkeep and repair of road markings and signage throughout the city. Residents and users of our highways have the opportunity to submit reports regarding a variety of issues, which include the following:

## Signs

- Missing or damaged road signs
- Road signs that are in poor condition
- Non-compliant road signs that do not adhere to regulations

To report an issue related to road signage, users may utilise the following online portal:

[Report a faulty street light, or bollard or road sign \(verintcloudservices.com\)](https://verintcloudservices.com)

## Lines

- Missing road markings
- Faded or damaged road markings
- Non-compliant road markings that do not meet standard guidelines

We specifically address reports concerning road markings in Manchester, which may include:

- White lines (such as lane markings)
- Yellow lines (indicating restrictions)
- Parking and loading bays
- Bus lanes and cycle lanes

For issues pertaining to road markings and signage, we encourage users to report through our online form available at:

[Road marking problem \(verintcloudservices.com\)](https://verintcloudservices.com)

Feedback is essential in helping us maintain the safety and efficiency of our roadways, and we welcome reports to ensure the in keeping our city well-marked and well-maintained. During 2023-24 the service received 276 reports related to lines and signs.



# Income and Expenditure

<b>EXPENDITURE</b>	23/24
Employees	£1,726,852
Premises	£4,764
Transport	£1,123
Supplies & Services (inc CEO Deployment)	£9,222,309
Internal Charges	£171,053
<b>TOTAL EXPENDITURE</b>	<b>£11,126,101</b>
<b>INCOME</b>	
Income	£17,464,358
Less Central Recharges	£649,334
Transfer to Reserve	£5,688,923
<b>RESERVE</b>	
Opening Balance at April 2022	£7,178,972
<b>INCOME</b>	
Income from Revenue	£5,688,923
<b>EXPENDITURE</b>	
Environmental Improvements & Grounds Maintenance (Arboricultural & Neighbourhood Delivery)	£8,107,100
<b>Balance of Parking Reserve at 31st March 2024</b>	<b>£4,760,795</b>





# Complaints and Feedback

We prioritise our customers and value feedback on our service, whether you are a resident, business, or visitor in Manchester. Your input on our performance both positive and constructive helps us enhance parking services for everyone.

## Our Commitments:

When you share your feedback, we promise to:

- Listen to your concerns.
- Treat you fairly and politely.
- Provide timely assistance and advice.
- Respect your privacy and individual needs.
- Keep you updated on relevant matters.
- Act to improve our service when possible.

## Complaint Procedure:

Complaints must be submitted within one year of the incident, although this period can be extended in certain situations.

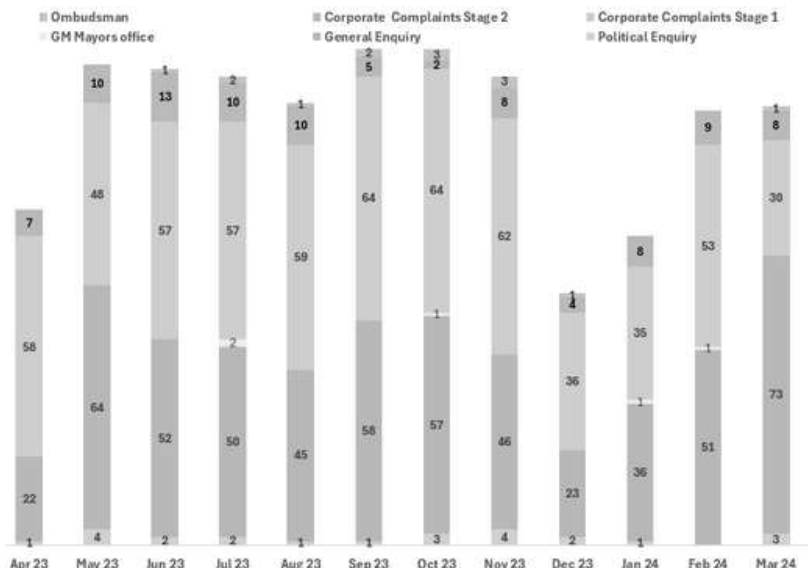
We follow a structured process to ensure timely and fair resolutions:

- **Informal Stage:** We aim to resolve issues directly. If unsatisfied, you can proceed to a formal complaint.
- **Formal Stage One:** A senior team member addresses your complaint. If not resolved, you can escalate it to stage two.
- **Formal Stage Two:** The Manchester Feedback and Complaints Service independent of parking services will handle your concern.

## Response Timeline:

- We will acknowledge your complaint within three working days.
- You will receive a comprehensive response within 10 working days or an explanation if it takes longer.
- We will inform you about the investigator and their decision and guide you on further steps if you remain dissatisfied.

Throughout 2023-2024, we have recorded a combined 1,337 enquiries and complaints. Of which 35 have been upheld. Below is a monthly breakdown of the 1,337 received:



# Road Map to 2025

Ancoats, Miles Platting and Collyhurst Residents Parking Scheme - Due Spring 2025:

The neighbourhoods of Miles Platting, Collyhurst and Ancoats contain numerous residential properties, with more homes under construction. However, parking is a significant issue for residents, as many drivers, including those heading into Manchester, use these areas for parking. This influx adds traffic and complicates life for locals and businesses, a situation likely to worsen with the opening of the Co-op Live Arena at the Etihad Campus.

To address these challenges, we plan to implement parking zones aimed at prioritising the needs of residents and local businesses. Our objectives include:

- Providing secure parking for residents near their homes.
- Encouraging considerate parking among drivers.
- Reducing the number of people using the area solely for parking to access the city.

The specifics of these zones will reflect the primary concerns in each area and align with existing parking schemes in neighbouring regions. Visitor and employee permits will still be available for parking.

For more information, visit the Manchester City Council's website on the proposed residents parking scheme or email [ancoatsandmilesplattingrps@manchester.gov.uk](mailto:ancoatsandmilesplattingrps@manchester.gov.uk)

## Moving Traffic Enforcement Locations

1. Stockport Road/Dickenson Road/Stanley Grove (Enforcement started November 2023): Right turns from Stockport Road into Dickenson Road and Stanley Grove are prohibited, and a yellow box junction prevents traffic congestion at the intersection.
2. Great Ancoats Street/Oldham Road/Oldham Street (Enforcement started January 2024): Blocking the yellow box junction can significantly delay buses traveling from the northeast of the city to Piccadilly.
3. Cheetham Hill Road/Elizabeth Street (Enforcement started February 2024): This busy arterial route sees an average of 32,453 vehicles daily. Prohibited right turns reduce effective lane use, leading to congestion affecting nearby signal junctions at Manchester Fort and Queens Road.
4. Kirkmanshulme Lane/Mount Road (Enforcement started February 2024): Enforcement targets prohibited use of the yellow box junction and compulsory left turn orders, which can cause delays at the Hyde Road junction.
5. Ashton Old Road/Chancellor Street/Fairfield Street (Enforcement started March 2024): This junction, connecting the Mancunian Way and Great Ancoats Street, suffers capacity issues due to prohibited right turns and yellow box contraventions.
6. Palatine Road/Princess Parkway (Enforcement started May 2024): Enforcement focuses on yellow box violations, which obstruct vehicles exiting the slip road, causing significant tailbacks that can affect major routes and have led to serious accidents in the area.
7. M56 Junction 6/Wilmslow Road (Enforcement started June 2024): Prohibited right and U-turns are being enforced to improve traffic flow from Manchester Airport to the M56, as breaches cause delays and increased congestion at this roundabout.





# Stakeholders

NSL has been appointed to manage the council's parking enforcement both on and off the street. As one of the UK's top providers in this field, NSL leverages highly trained professionals and advanced technology to meet the council's parking enforcement goals while enhancing compliance.

To support their efforts, NSL utilise Penalty Charge Notice processing software from Taranto Systems, a market leader with over 20 years of experience in traffic enforcement. Taranto collaborates with Manchester City Council to deliver comprehensive solutions that streamline traffic management and improve air quality.

The council also partners with Flowbird for the installation and upkeep of payment machines in the city, offering convenient pay and display stations that accept cash, cards, and mobile payments. Visitors can pay for parking through various methods, including payment apps like PaybyPhone, RingGo, or APCOA.

Payments for Penalty Charge Notices are securely processed through CivicaPay, which enhances income management and minimises fraud risks, leading to streamlined operations.

Yunex Traffic equips the council with intelligent traffic systems for enforcing moving traffic offenses, utilising innovative mobility solutions and AI-powered technologies.

The council collaborates with various enforcement agencies, including Newlyn, Jacobs, Marstons, Equita, and CDER, to recover unpaid Penalty Charge Notices, and operates under devolved powers from the DVLA.



# Website Links

Manchester City Council:

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

Parking Services:

<https://www.manchester.gov.uk/info/100011/parking>

Pay or appeal a parking ticket:

<https://manchester.tarantoportal.com/>

Apply for a resident permit:

<https://manchester.tarantoportal.com/>

Suspension and Dispensation requests:

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

Parking Data for public use:

[https://www.manchester.gov.uk/open/downloads/91/parking\\_account](https://www.manchester.gov.uk/open/downloads/91/parking_account)

Traffic Penalty Tribunal:

<https://www.trafficpenaltytribunal.gov.uk/want-to-appeal/>







# Contact Us

General enquires please contact us on;

[Parking@manchester.gov.uk](mailto:Parking@manchester.gov.uk)  
0161 234 5000

Permit enquires please contact us on;

[Parking.permits@manchester.gov.uk](mailto:Parking.permits@manchester.gov.uk)  
0161 234 5589

Head of Parking Services:

[Patricia.wilkinson@manchester.gov.uk](mailto:Patricia.wilkinson@manchester.gov.uk)

2023 - 2024

END OF REPORT