



MANCHESTER
CITY COUNCIL

PARKING SERVICES ANNUAL REPORT

Manchester City Council

Parking Services

2024 - 2025

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Foreword

Welcome to the 17th Annual Parking Report covering the financial year from 1st April 2024 to 31st March 2025.

Since the devolution of parking enforcement powers from the Police and Central Government in 1999, Manchester City Council's Parking and Bus Lane Services have led the way in managing parking regulations across the city.

Our enforcement activities are underpinned by legislation, requiring a valid Traffic Regulation Order before any on-street enforcement can take place.

The Parking Service plays a pivotal role in the strategic and operational management of kerbside space throughout Manchester. The implementation of parking controls is essential to maintaining a city that is accessible, safe, and efficient. Our overarching aim is to support a safer environment for motorists, improve driving standards, ease congestion, reduce carbon emissions, and enhance air quality.

Our core responsibilities include enforcing parking restrictions and protecting designated bus lanes and gates to ensure the smooth flow of traffic and improved safety for all road users—including cyclists and pedestrians.

We are committed to delivering high-quality, timely, and cost-effective services that align with the Council's strategic objectives and best practice standards. Our work directly supports Manchester's transport strategy and contributes to the safety and accessibility of the city's road network.

Key Service Priorities:

- Effective management of on-street parking enforcement across Manchester
- Administration and maintenance of residents' parking schemes, including permit issuance
- Robust action against fraud and misuse within the Blue Badge scheme
- Timely and accurate responses to enquiries, in line with established policies and performance frameworks
- Strong operational and strategic partnerships with internal and external stakeholders
- Continuous improvement through customer feedback and service enhancement
- Fair and consistent handling of challenges and appeals

This report outlines our ongoing efforts in parking management and enforcement, highlighting year-on-year improvements and the positive impact of our policies on compliance with both parking and moving traffic regulations.

To improve accessibility for residents and visitors, our Online Case Management System via the Council's website is a platform that allows users to request information, make payments, challenge Penalty Charge Notices, and track their status in real time.

Our debt recovery team remains proactive in pursuing persistent offenders, working closely with the Vehicle Pound and Enforcement Agencies to recover outstanding debts owed to the Council however this is as a last resort.

We remain dedicated to continuous improvement and service excellence, with our team embodying the values and behaviours that define the Our Manchester approach



Councillor Tracy Rawlins
Executive Member for
Environment & Transport

Our Manchester Strategy

Our Manchester – A City with Global Ambition

Manchester is already a city to be proud of—local in spirit, global in reach. As the UK’s fastest-growing city, we continue to thrive as a welcoming, opportunity-rich hub that empowers people to gain new skills, access better jobs, and improve their lives.

We’re gaining international recognition across sectors including sport, culture, technology, education, science, creativity, and leisure. Our progress is undeniable—but this is Manchester, and we’re always striving for more.

Looking ahead, the Our Manchester Strategy 2025–2035 sets out a bold new vision for the next decade. It reflects the rising aspirations of Mancunians—for their city, their communities, their families, and themselves.

This strategy charts an exciting path toward a future Manchester that is:

- Clean and green
- Safe and well-connected
- Inclusive and diverse
- Modern and vibrant
- A city that everyone can be proud to call home—where people feel they belong, and where we all benefit from being part of something greater.

Where we’re going

To achieve the Our Manchester Strategy, we aspire to align all the elements that contribute to a better city - working collectively to help Mancunians live their best lives. Everyone has a role to play in removing barriers and creating opportunities, so that:

- Children get the best start in life, enjoying healthier, happier years
- Everyone benefits from a growing economy, with access to good jobs and career prospects
- Neighbourhoods are clean, green, and safe, offering affordable housing and quality services
- Technology enhances everyday life and improves public services
- Public transport is fast, affordable, clean, and reliable
- Manchester continues to be a must-see destination, with world-class sport, culture, and entertainment accessible to all
- Carbon emissions are reduced, and climate change is actively managed
- Mancunians feel proud and valued, celebrating their city and contributing to its success



Parking – The Service



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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 comprises 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, identify areas for improvement, and support 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 of 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.



Patricia Wilkinson
Head of Parking Services

Enforcement in the City

Manchester City Council adopts a fair but firm approach to parking enforcement, with a strong focus on delivering a high-quality service to motorists and the wider community. Our policy outlines what customers can expect from us:

- To provide a parking service committed to customer excellence
 - To deliver an equitable, neighbourhood-focused service aligned with local priorities
 - To support safe and sustainable transport solutions
 - To apply enforcement in a reasonable and proportionate manner
 - To contribute to the environmental quality of life for Manchester's residents and visitors
 - To operate as a progressive, outward-facing service that embraces positive change
- Parking enforcement in Manchester plays a vital role in supporting the city's transport and accessibility goals. Its key objectives are to:
- Maintain traffic flow and reduce congestion through effective enforcement of parking regulations
 - Enhance road safety for all users by ensuring compliance with restrictions
 - Protect priority parking areas, such as Blue Badge bays and loading zones, ensuring they remain accessible to those who need them most
 - Promote responsible parking behaviour by issuing Penalty Charge Notices (PCNs) where necessary, encouraging adherence to parking rules
 - Support the local economy, with revenue generated from enforcement reinvested into city services and infrastructure



2024 – 2025 IN NUMBERS



Bus Lane Enforcement

A bus lane is a designated section of the road reserved primarily for buses, and in some cases, other authorised vehicles such as taxis and bicycles. These lanes are designed to improve the efficiency and reliability of public transport by allowing buses to move freely, helping to reduce travel times and encourage greater use of sustainable transport options.

Bus lanes contribute to:

- Reduced congestion
- Improved journey times
- Enhanced air quality
- Safer travel for all road users, particularly near schools where camera-enforced restrictions have shown positive results

Types of Bus Lane Arrangements

Dedicated Bus Lanes: Reserved exclusively for buses and typically in operation at all times

Restricted Bus Lanes: May permit other vehicles during off-peak hours or operate only during specific times (e.g., peak commuting periods)

Bus Gates: Streets designated solely for bus use, commonly found in city centre locations

Manchester currently operates 26 active Bus Lanes and Bus Gates across the city centre and surrounding areas.

Signage and Enforcement

Bus lanes are clearly marked with road surface indicators and signage at entry points and along the approach.

Signage provides details on the specific restrictions and hours of operation for each location.

Camera enforcement is used to monitor compliance and ensure that only authorised vehicles use these lanes.

Driving in a bus lane without permission constitutes Contravention 34, which carries a maximum penalty of £70.



Bus Lane Data

Location	Number of PCN's Issued
Oxford Street (Whitworth Street West to Chepstow Street)	42,210
Bridge Street West (Towards Salford)	36,697
Oxford Road (Charles Street to Brancaster Road)	28,363
Deansgate Southbound	13,713
Princess Street (Eastbound passed the Townhall)	9,094
Portland Street (South-West Bound)	8,626
Portland Street (North-East Bound)	8,498
Wilmslow Road (Lorne Road to Wynnstay Grove)	5,751
Hunts Bank (Victoria Station Approach to Walkers Croft)	4,536
Oxford Road (Burlington St and Booth St East / Booth St West (Northbound))	3,681

During 2024 – 2025 Bus Lane Penalty Charge Notices (PCN's) have generated £5,467,064 of revenue.

177,065 Bus Lane Penalty Charge Notices were issued. A reduction of 23% year on year.

On average, 14,755 PCN's were issued per month. The table shows the top 10 locations where Bus Lane PCN's were issued throughout the financial year.

On-Street Parking

Our service is responsible for managing parking across Manchester city centre to ensure a consistent turnover of spaces, making parking accessible for residents, shoppers, visitors, and workers alike.

On-street Pay and Display parking is available daily from 08:00 to 20:00 across all zones. In Zone 4, the same hours apply, with the added convenience of being able to pay for the entire weekend on Saturdays and Sundays.

Outside of these hours—between 20:00 and 08:00—on-street parking is free of charge, subject to existing restrictions. However, if a vehicle remains parked and unpaid after 08:00, a Penalty Charge Notice (PCN) may be issued.

There are no parking charges on Bank Holidays, and Blue Badge holders are entitled to free on-street parking throughout the city centre.

The Controlled Parking Zone (CPZ) covers the area within the inner relief road and operates daily from 08:00 to 20:00.

Parked Time	Zone 1	Zone 2	Zone 3	Zone 4
Up to 30 mins	£1.50	£1.45	£0.60	£0.50
Up to 1 hour	£3.00	£2.90	£1.25	£1.00
Up to 1 hour 30 minutes	£4.50	£4.30	£1.85	-
Up to 2 hours	£6.00	£5.80	£2.50	-
Up to 2 hours 30 minutes	-	-	£3.10	-
Up to 3 hours	-	-	£3.70	£2.50
Up to 6 hours	-	-	-	£5.00
Up to 10 hours	-	-	-	£7.50
All Weekend	-	-	-	£10.00



On-Street Data

Top 5 Contraventions Reasons	Number of PCNs Issued	Average per Month
Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or Pay Display ticket issued for that place - higher level	82498	6875
Parked in a restricted street during prescribed hours	80521	6710
Parked without clearly displaying a valid pay and display ticket	49442	4120
Parked after the expiry of paid for time at a pay and display bay	24316	2026
Parked in a parking place or area not designated for that class of vehicle	15482	1290

The table above shows the top 5 contraventions for PCN issuance throughout the financial year.

During 2024 – 2025 On-Street PCN's have generated £13,626,998 of revenue.

322,905 Penalty Charge Notices (PCN's) were issued on-street. An increase of 34% year on year.

On average, 26,909 PCN's were issued per month. The table below shows the top 10 locations where On-Street PCN's were issued throughout the financial year.

Location	Number of PCNs Issued
St John Street	8,857
Byrom Street	7,394
Oxney Road	6,791
Banff Road	6,236
Grandale Street	5,981
Hibbert Street	4,954
Heald Grove	3,788
Hythe Close	3,648
Stockport Road	3,591
Lloyd Street	3,384

Off-Street Parking

When parking in Manchester City Council’s car parks, payment is required upon arrival. You can process your parking transaction through various cashless options:

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

The cost is dependant on the location and duration required but it can be a cost-efficient solution for regular visitors.

For example, a visitor to the Arndale multi-story car park who parks their vehicle twice a week for over 5 hours per visit, could save at least £195 per month with a standard 3-month season ticket.

There are currently 3 multi-story car parks managed by Manchester City Council and 12 surface car parks, a list of these can be found on the Manchester City Council website.



Off-Street Data

Contravention	Number of PCN's
Parked without payment of a parking charge	33662
Parked after expiry of paid for time	2340
Parked beyond the bay markings	1959
Parked in a disabled persons parking space without clearly displaying a valid disabled person's badge	723
Parked in a restricted area in a car park	174

The table above shows the top 5 contraventions for PCN issuance throughout the financial year.

During 2024 – 2025 Off-Street PCN's have generated £1,362,429 of revenue.

56,345 Penalty Charge Notices (PCN's) were issued off-street. A decrease of 18,207 year on year.

On average, 4,695 PCN's were issued per month. The table below shows the top 10 locations for Off-Street PCN's issued throughout the financial year.

Location	Number of PCNs Issued
Arndale Car Park	21,719
Northern Quarter Car Park	6,944
King Street West Car Park	6,803
Bridge Street Car Park	4,414
Bridgewater Hall Car Park	2,212
Hall Car Park	2,147
China Town Car Park	1,963
Lake Car Park	1,511
Hulme Street Car Park	1,464
Thurloe Street Car Park	1,409

Moving Traffic Enforcement Powers

Manchester City Council has been granted enforcement powers to address Moving Traffic Contraventions, which include:

- Entering or stopping in a box junction when prohibited
- Performing illegal left or right turns
- Executing prohibited U-turns

Between 1 April 2024 and 31 March 2025, a total of 48,068 Penalty Charge Notices (PCNs) were issued for moving traffic offences—averaging 4,006 PCNs per month. This enforcement activity generated £1,122,639 in revenue.

Impact of Enforcement

The enforcement of moving traffic regulations supports several key objectives:

- Enhancing road safety, particularly for pedestrians and cyclists
- Reducing congestion across the city
- Improving journey times for all road users
- Supporting air quality improvements in line with Manchester's zero carbon goals
- Promoting safer environments near schools, with camera-enforced school streets showing positive outcomes

Looking Ahead

In the upcoming year, 16 new moving traffic enforcement sites will be introduced, further advancing our commitment to a safer, cleaner Manchester.



Resident Permit Schemes

In Manchester, resident parking schemes are established to manage parking demand and associated services in designated areas - particularly where the need for parking exceeds available space. These schemes are designed to ensure a fair and balanced approach that meets the needs of residents, supports local businesses, and accommodates visitors, while promoting the efficient use of public space.

- Key Benefits for Residents
- Improved Parking Availability
- Easier access to parking near homes.
- Reduced Parking Congestion
- Less competition for limited spaces.
- Enhanced Safety and Accessibility
- Safer streets and better access for all users.
- Improved Quality of Life
- A more pleasant and manageable living environment.
- Wider Community Advantages
- Support for Local Businesses
- Helps maintain customer access and turnover.
- Protection of Sensitive Areas
- Preserves the character and function of key locations.
- Promotion of Responsible Parking
- Encourages considerate and lawful parking behaviour.

Currently, there are 13 resident parking schemes operating across Manchester. Between 1 April 2024 and 31 March 2025, Manchester City Council processed and approved 18,075 resident permit applications, averaging 1,506 applications per month. The highest volume of applications was recorded in April 2024, with 3,377 permit applications received.



Success Stories

“ MEAP carry out home visits across Manchester assessing our disabled citizens for equipment and adaptations. One of our biggest struggles has been parking close to the citizen’s home where parking was permits only or had restrictions to parking. I emailed the team at Parking Services for support and advice I can honestly say they have been fantastic and so helpful throughout, Ewan was particularly helpful and responded to my queries quickly, setting the team up with 40 parking permits that all our assessment and technical officers could use when visiting. Collaboration with the team has been extremely positive, they have resolved so many issues for the team, which has resulted in happy staff knowing they can park safely in the restricted zones Their continued support is greatly appreciated.

Michelle Penty
Manchester Local Care Organisation ”

“ We manage multiple properties within the Eastlands Resident scheme. Parking Services assisted us in setting up Business Employee permits for our teams and have been accommodating to our contractors during enforcement periods. Collaboration with their team has been positive, and the Eastlands resident scheme has caused minimal disruption to our community activities. Their continued support is greatly appreciated.

 Jigsaw Homes Group ”

“ We encountered an issue when our property was initially omitted from the design of the Eastlands Resident Scheme. Furthermore, the proposed plan included parking bays positioned outside our driveway, which could have restricted vehicle access. We attended a community drop-in session at Beswick Library to raise these concerns with representatives from Parking Services. This matter was particularly urgent as I was on a waiting list for medical treatment and might have needed to leave my residence at short notice. Should a vehicle be parked in the bay outside our driveway, it could have significantly hindered my ability to access necessary medical support. Parking Services advised us on how to escalate the matter to our councillor, Carmine Grimshaw, while also addressing our concerns internally. Within weeks, the parking bays were removed, and our property was incorporated into the scheme. Their team assisted us in securing our resident permit and provided consistent updates throughout the process. Our collaboration with Parking Services has been constructive, and the Eastlands Resident Scheme has resulted in minimal disruption for ourselves and our visitors. The ongoing support from their team is sincerely appreciated.

Alma Mulholland
Resident – Eastlands Resident Scheme ”

“ We hold Sunday services for over 200 people and run community sessions throughout the week. Parking Services assisted us in setting up community permits for our committee and volunteers and have been accommodating to our congregation during enforcement periods. Collaboration with their team has been positive, and the eastlands resident scheme has caused minimal disruption to our church activities. Their continued support is greatly appreciated.

Emmanuel Ajoku
World Harvest Christian Centre Manchester ”

Contravention Codes

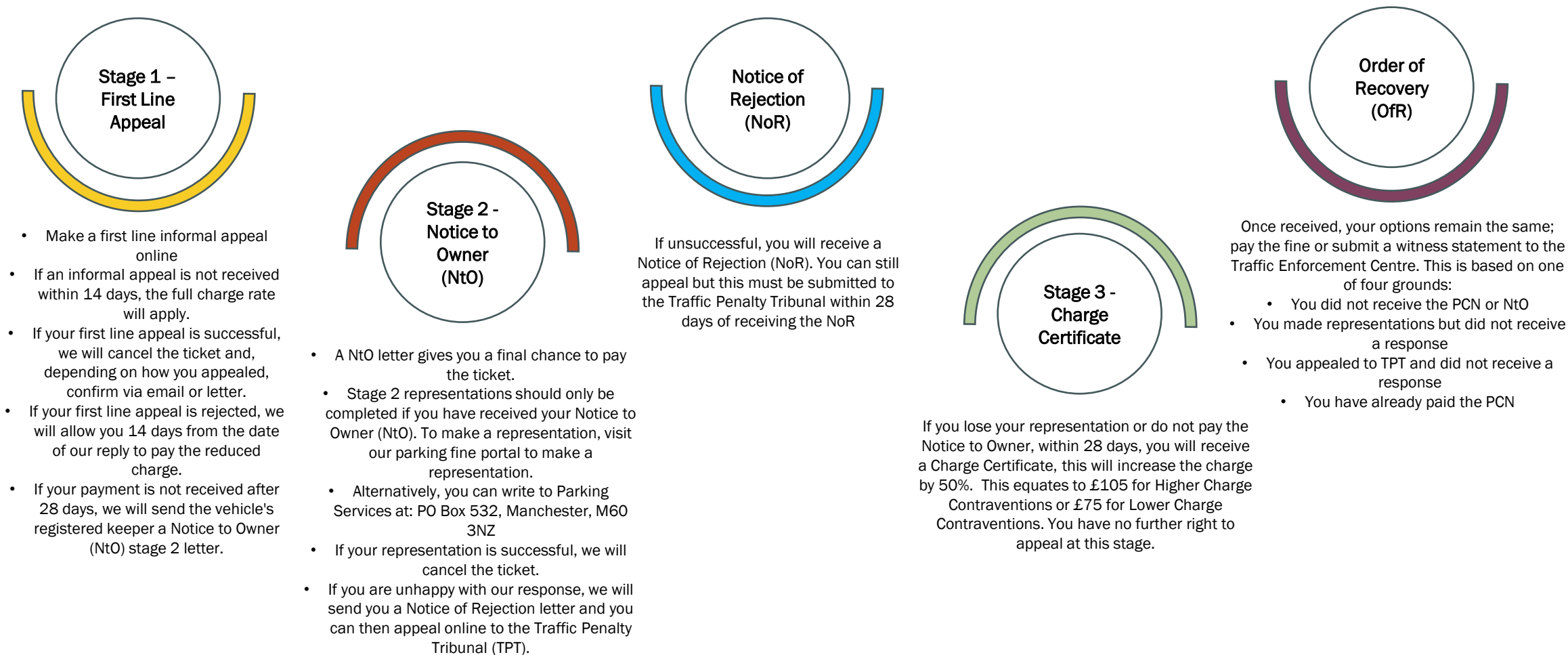
Code	On-Street Contravention Codes - Description	Charge
01	Parked in a restricted street during prescribed hours	£70
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70
05	Parked after the expiry of paid for time at a pay and display bay	£50
06	Parked without clearly displaying a valid pay and display ticket	£50
07	Parked with payment made to extend the stay beyond initial time (meter feeding)	£50
12	Parked in a residents or shared use parking place or zone without clearly displaying a permit or voucher or pay	£70
16	Parked in a permit space without displaying a permit	£70
19	Invalid pay and display ticket	£50
21	Parked in a suspended bay/space or part of bay/space	£70
22	Re-parked in the same parking place within 1 hour of leaving	£50
23	Parked in a parking place or area not designated for that class of vehicle	£70
24	Not parked correctly within the markings of the bay or space	£50
25	Parked in a loading place during restricted hours without loading	£70
26	Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place	£70
27	Parked adjacent to a dropped footway	£70
30	Parked for longer than permitted	£50
31	Entering and stopping in a box junction when prohibited	£70
34	Being in a bus lane	£70
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	£70
45	Parked on a taxi rank	£70
46	Stopped where prohibited	£70
47	Parked on a restricted bus stop/stand	£70
48	Stopped in a restricted area outside a school	£70
50	Performing a prohibited left turn	£70
51	Performing a prohibited right turn	£70
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	£70

Code	Off-Street Contravention Codes – Description	Charge
72	Parked without payment of a parking charge	£50
82	Parked after the expiry of time paid for in a pay and display car park	£50
83	Parked in a pay and display car park without clearly displaying a valid pay and display ticket	£50
86	Parked beyond the bay markings	£50
87	Parked in a disabled persons parking space without clearly displaying a valid disabled persons badge	£50

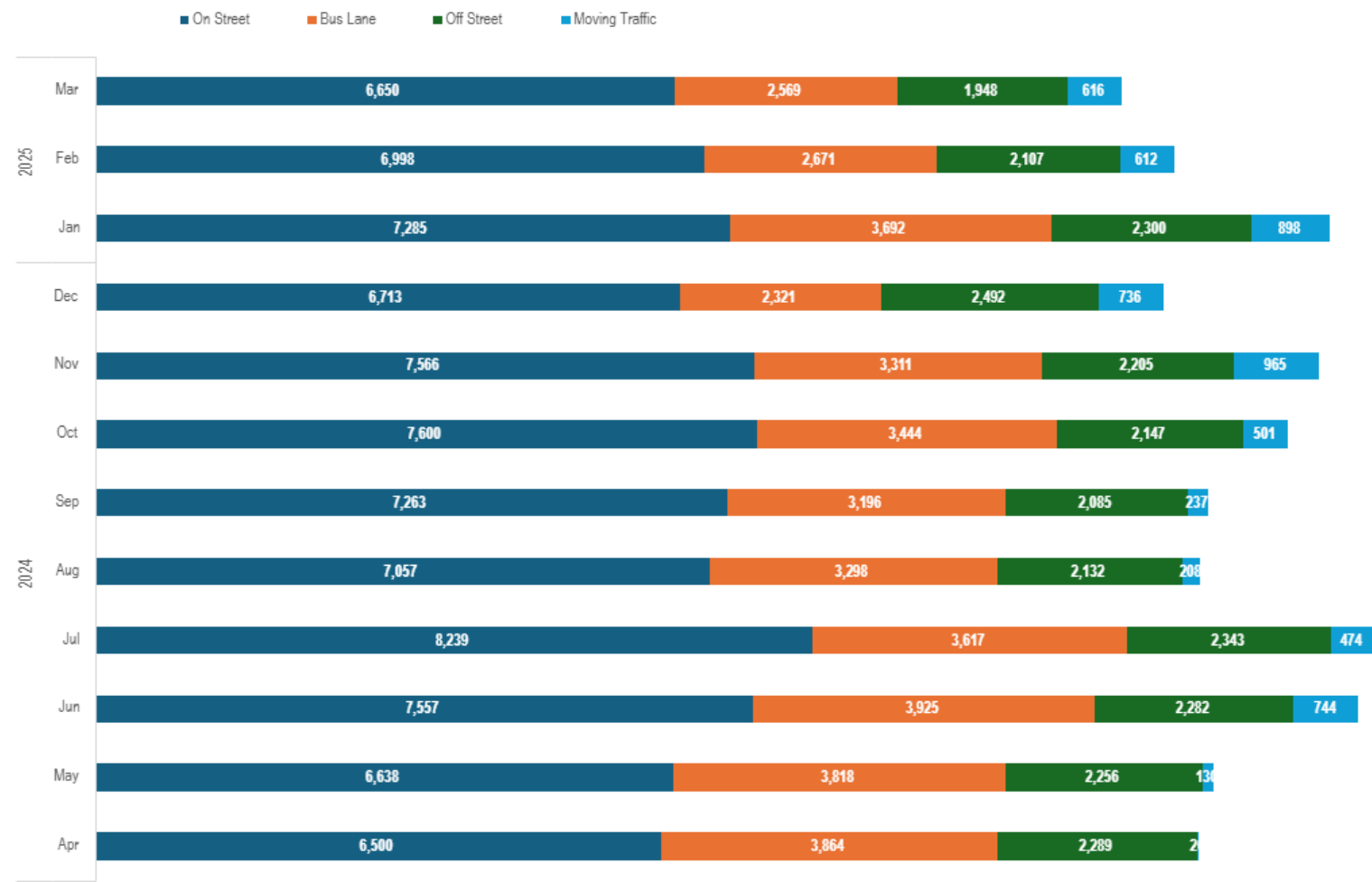


Penalty Charge Notice Appeal Lifecycle

If you have received a Penalty Charge Notice (PCN) and wish to appeal it, it is important to do so within 28 days. If you submit your appeal within 14 days of the PCN issuance date, the discounted rate will be available to you if your appeal is rejected. *Please note, this is for parking offences only



Enquiries, Representations & Appeals



During the 2024–2025 period, the service received a total of 158,525 items of correspondence. This figure encompasses a range of communications, including general enquiries, formal representations, and appeals. Each item is reviewed and assessed individually, ensuring that every case is considered on its own merits and handled with fairness and due diligence.

The monthly average number of items received is 13,210 with July 2024 being the busiest month with a total of 14,673 pieces of correspondence received.

54% of the total number of enquiries received related to On Street parking.

Debt Recovery and Enforcement Strategy

Strategic Shift in Approach

While debt recovery has long been a priority for Manchester City Council, it became evident that a more targeted and customer-focused approach was needed to improve outcomes and embed core service principles.

Establishment of the Debt Recovery Team

To address this, the Council established a dedicated Debt Recovery Team five years ago, tasked with managing outstanding debts registered with the Traffic Enforcement Centre. Since its inception, the team has significantly developed its expertise and operational capacity, resulting in a marked increase in the recovery of funds owed to the Council. In the period of 2024 – 2025, £2,137,719 of revenue has been recovered for the council by Enforcement Agents.

Guiding Principles

The team operates with a strong emphasis on understanding the customer journey. By engaging directly with individuals, they can assess financial circumstances and challenges, leading to:

Constructive dialogue and tailored support

Affordable and sustainable payment arrangements

Positive outcomes for both the debtor and the Council

This approach ensures that recovery is both ethical and effective, aligning with the Council's commitment to fairness and accountability.

Vehicle Enforcement and Detection (VED)

NSL has supported Manchester City Council for several years, including DVLA-related activities. Since 2020, their Clamp & Removal team has placed particular emphasis on identifying and recovering debt from Persistent Evaders (PEs) and Vehicles of Interest (VOIs).

Real-Time Detection and Enforcement

The VED team plays a critical role in recovering outstanding Penalty Charge Notices (PCNs) by:

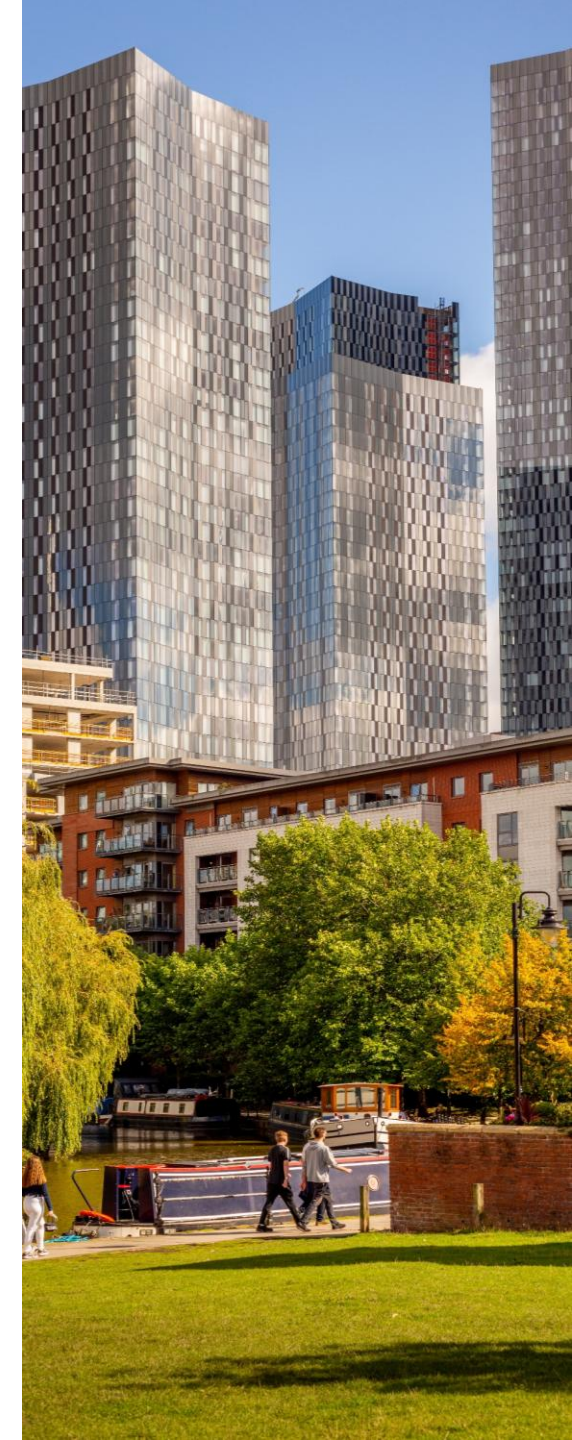
- Identifying offenders in real time
- Verifying vehicle data
- Coordinating timely enforcement actions
- Persistent Evaders

Vehicles meeting the criteria of three or more unpaid PCNs are flagged for immediate enforcement. The VED team responds swiftly, deploying resources to clamp or remove vehicles, ensuring visible and effective deterrence.

Vehicles of Interest (VOIs)

VOIs—vehicles without a registered keeper—pose unique enforcement challenges. As these fall outside the statutory PCN process, NSL may remove such vehicles to enable further investigation. This proactive approach allows the Council to:

- Identify potential owners
- Initiate contact
- Recover debts that would otherwise remain unresolved



Success Stories: Supporting Customers Through Financial Difficulty

A long-standing resident of our city, facing unexpected financial hardship in an increasingly challenging environment. He had accrued multiple unpaid parking fines, which quickly escalated due to enforcement action.

Challenge:

The resident was overwhelmed by the growing debt and felt unable to engage with the process. He feared legal consequences and was unsure where to turn for help. His situation was further complicated by limited digital access and low financial literacy.

Our Approach:

Our Parking Services team, guided by our commitment to fairness and compassion, identified the resident through our vulnerability screening process. We reached out proactively, offering a personalised payment plan and signposting him to local financial support services.

We paused enforcement action and communicated with him to understand his circumstances. Working collaboratively, we:

- Reduced his immediate financial pressure by freezing additional charges.
- Set up a manageable repayment schedule aligned with his income.
- Connected him with a local charity offering budgeting advice.

Outcome:

The resident successfully completed his payment plan within six months. He expressed deep gratitude for the respectful and human approach taken by our team.

Impact:

- Debt resolved and cleared without enforcement escalation.
- Community trust: Reinforced our reputation for ethical and supportive service delivery.



Immobilise & Remove

Manchester City Council has the authority to immobilise vehicles under specific conditions. A vehicle may be clamped if it meets any of the following criteria:

- It is linked to a known repeat offender
- It has accumulated a substantial number of Penalty Charge Notices (PCNs)
- It is not registered with the Driver and Vehicle Licensing Agency (DVLA)
- It is untaxed

To release an immobilised vehicle, a £40 release fee is payable immediately, in addition to any outstanding PCNs.

Vehicle Removal

The Council also reserves the right to remove vehicles under certain circumstances, including:

- Obstruction of the highway
- Suspected abandonment
- Failure to move following the issuance of a PCN

2024–2025 Enforcement Activity:

87 vehicles were reported as abandoned and subsequently removed

456 vehicles were removed due to unpaid PCNs

6,457 vehicles were clamped for being untaxed, of which 1,016 were removed

Storage and Disposal

Vehicles held in the impound beyond midnight on the day of removal will incur a daily storage fee of £12. All associated fees must be paid in full before the vehicle can be reclaimed.

If the registered keeper does not retrieve the vehicle within a reasonable timeframe, it may be subject to disposal or auction.

During 2024 – 25 £644,735 has been generated in revenue from clamping plus £153,695 from auctioned vehicles.



Blue Badge Enforcement

The Blue Badge scheme is a vital initiative that supports individuals with disabilities or mobility challenges by enabling them to park closer to their destinations. This accessibility is essential for those who may find it difficult to travel long distances or navigate areas with limited mobility support.

To maintain the integrity of the scheme, Civil Enforcement Officers (CEOs) actively monitor parking across Manchester, ensuring compliance and addressing any misuse.

It's important to note that Blue Badges remain the property of the Council, which retains the authority to confiscate or revoke a badge if it is found to be used improperly.

Examples of misuse include:

- Permitting someone else to use your Blue Badge

- Displaying a counterfeit or altered badge

- Parking in restricted areas such as clearways or on zebra crossings, in violation of scheme rules

Adhering to the guidelines is essential to ensure the scheme continues to benefit those who genuinely need it.

During 2024–2025, the enforcement team identified and investigated 145 cases of Blue Badge misuse or fraud.

Suspensions & Dispensations

Pay & Display Parking Bay Suspensions

The Council holds the authority to temporarily suspend on-street pay and display parking bays under various circumstances. These suspensions may be granted for the following purposes:

Building Works – Including construction, renovation, or maintenance activities.

Household Removals – For moving personal belongings into or out of a property.

Special Events – Such as weddings, funerals, or other significant gatherings.

Extended Deliveries – When deliveries exceed the usual time restrictions.

Filming Productions – For essential vehicles only, such as those used for lighting, generators, or transporting props.

The charge for suspending a parking bay is £30 per bay, per day.

In the financial year, suspensions and dispensations generated £406,629 of revenue.

Parking Dispensations

In addition to bay suspensions, individuals may apply for a dispensation, which permits a specific vehicle to park on single or double yellow lines during restricted hours at a designated location for a set period. A certificate will be issued for approved dispensations and must be clearly displayed in the vehicle to avoid receiving a Penalty Charge Notice.

The fee for a dispensation is £30 per vehicle, per day, matching the cost of a bay suspension.

For further information and details of the application process, please visit:

https://www.manchester.gov.uk/info/500345/parking_restrictions/692/suspensions_and_dispensations

Road Markings and Signage Maintenance

Our service is committed to maintaining and repairing road markings and signage across Manchester to ensure safety, clarity, and compliance on our highways. We encourage residents and road users to report any issues they encounter, which may include:

- Road Markings
- Missing or incomplete lines
- Faded or damaged markings
- Non-compliant markings that do not meet regulatory standards

Key areas of concern include:

- White lines (e.g., lane demarcations)
- Yellow lines (indicating parking or stopping restrictions)
- Parking and loading bays
- Bus and cycle lanes
- Road Signs
- Missing or damaged signage
- Signs in poor physical condition
- Non-compliant signage that fails to meet legal requirements

Public feedback is essential in helping us maintain a safe and efficient road network. We welcome all reports, which contribute directly to the ongoing upkeep of Manchester's streets and signage infrastructure.

Between 1 April 2024 and 31 March 2025, we received and processed 550 service requests related to road markings and signage.

To submit a report, please visit our website.



Complaints

Customer Commitment Statement

At Parking Services, we place our customers at the heart of everything we do. Whether you're a resident, business owner, or visitor to Manchester, your feedback is invaluable. It helps us continuously improve and deliver a service that meets the needs of our diverse community.

Our Service Commitments

We are dedicated to providing a high standard of service and pledge to:

- Listen to your concerns with empathy and attention
- Treat you with fairness, respect, and courtesy
- Respond promptly with clear advice and support
- Respect your privacy and individual circumstances
- Keep you informed about matters that affect you
- Act on feedback to enhance our services wherever possible

Complaints Procedure

We aim to resolve issues efficiently and fairly through a structured complaints process. Complaints should be submitted within 12 months of the incident, although extensions may be considered in exceptional cases.

Stages of the Process:

Informal Resolution

We encourage direct engagement to resolve concerns swiftly. If you're not satisfied, you may proceed to a formal complaint.

Formal Stage 1

A senior member of the Parking Services team will review and respond to your complaint.

Formal Stage 2

If the issue remains unresolved, it will be escalated to the Manchester Feedback and Complaints Service, an independent body separate from Parking Services.



Financial Performance

EXPENDITURE	24/25
Employees	£1,827,446
Premises	£2,203
Transport	£948
Supplies & Services (inc CEO Deployment)	£13,020,669
Internal Charges	£313,503
TOTAL EXPENDITURE	£15,164,768
INCOME	
Income	£24,212,145
Less Recharges	£649,000
Transfer to Reserve	£8,398,377
RESERVE	
Opening Balance at April 2024	£4,760,795
INCOME	
Income from Revenue	£12,649,600
EXPENDITURE	
Environmental improvements & Grounds Maintenance (Arboricultural & Neighbourhood Delivery)	£14,080,182
Balance of Parking Reserve At 31 st March 2025	£3,330,213



Strategic Partnerships

The Council’s parking operations -both on-street and off-street - are managed by NSL, one of the UK’s leading providers in parking enforcement and compliance services. NSL brings together a team of highly trained professionals and leverages advanced technology to support the Council’s objectives in promoting safe, efficient, and fair parking practices.

To enhance operational efficiency, NSL utilises Taranto Systems for Penalty Charge Notice (PCN) processing. With over 20 years of experience in traffic enforcement, Taranto is a trusted partner that also works closely with Manchester City Council to deliver integrated solutions that support traffic flow and contribute to improved air quality.

The Council also works in partnership with Flowbird for the installation and maintenance of pay-and-display machines across the city. These machines offer flexible payment options, including cash, card, and mobile transactions. In addition, motorists can pay for parking using a range of mobile apps such as PayByPhone, RingGo, and APCOA.

All PCN payments are securely processed through CivicaPay, a robust platform that enhances income management, reduces fraud risk, and supports streamlined financial operations.

For the enforcement of moving traffic offences, the Council is supported by Yunex Traffic, which provides intelligent traffic systems powered by AI and innovative mobility technologies.

To recover unpaid PCNs, the Council collaborates with a number of enforcement agencies, including Newlyn, Jacobs, Marston, and CDER. These activities are carried out under devolved powers granted by the DVLA, ensuring compliance with national standards and local accountability.



Key Deliverables in 2025 - 2026





Contact Us

For general enquiries, please contact us on;

parking@manchester.gov.uk

0161 234 5000

For Permit enquiries, please contact us on;

parking.permits@manchester.gov.uk

0161 234 5589

Head of Parking Services

Patricia.Wilkinson@manchester.gov.uk