



Parking

Annual report

2016

Contents

Chapter 1	
Introduction	Page 2
Chapter 2	
Background	Page 3
Chapter 3	
Parking enforcement	Page 3
Chapter 4	
Car parks	Page 4
Chapter 5	
Parking statistics	Page 8
Chapter 6	
Parking initiatives	Page 10
Chapter 7	
Parking financials	Page 11
Chapter 8	
Bus lane enforcement	Page 12
Chapter 9	
Blue badges	Page 14
Chapter 10	
Residents' parking zones	Page 15
Chapter 11	
Prestwich Parking Strategy	Page 19
Appendix 1	
Prestwich Parking Strategy Action Framework	

Chapter 1

Introduction

This Annual report provides an overview and insight into Parking Services and parking enforcement within the borough of Bury. It also documents financial information relating to parking income and expenditure and Penalty Charge Notices (PCN's).

In October 2002 the Council adopted powers to carry out decriminalised parking enforcement. At the time the Council appointed a contractor, NCP Ltd, to undertake the administration and processing of PCN's and the provision of civil enforcement officers to undertake the enforcement. This contract ended on 31 March 2008 and a new 5 year contract commenced on 01 April 2008.

Since this time we have entered into two further contracts. The current appointed contractor is NSL.



Chapter 2

Background

Parking Services are a team of five people who manage parking throughout the borough. Their day-to-day responsibilities include dealing with parking appeals; administration of parking and resident only permits; issuing waivers and organising suspensions; collating pay and display data; liaising with the enforcement contractor (NSL); and dealing with queries from members of the public, Councillors and other internal services.

Chapter 3

Parking enforcement

Civil enforcement officers (CEO's) are employed to carry out parking enforcement across the borough. The CEO's are employed by NSL who are the appointed contractor working on behalf of the Council.

One of the main roles of a CEO is to assist drivers and provide help and advice wherever possible. If a vehicle is parked in contravention and the driver or a passenger is present the CEO will advise them that they need to move the vehicle and will be able to provide advice on alternative places to park that aren't in contravention.

The majority of drivers do park responsibly, however, a small minority continue to park inappropriately and in contravention. By parking inappropriately drivers cause congestion, safety and visibility issues for other road users.

CEO's are responsible for enforcing all public car parks, a majority of on-street parking restrictions, residents parking zones, school keep clear markings, dropped crossings and bus lanes across the borough. They do not have the necessary powers to enforce any moving offences including cycle lanes, speed limits, red lights or yellow junction boxes. These offences still remain under the jurisdiction of Greater Manchester Police (GMP) as so some 'white-line' highway restrictions.

A lot of confusion lies around the ability to issue PCN's to vehicles parked on footways. All enforceable parking restrictions have a traffic regulation order (TRO) associated to them. Our ability to enforce on footways is dependent on what is listed within the individual TRO. If there is a parking restriction in front of the footway and the TRO covers the area to the building line or back of footway then a PCN can be issued. In other cases where we are unable to enforce, GMP still possess the necessary powers to do so.

It is a common myth that CEOs hide behind corners waiting to pounce on unsuspecting drivers and issue tickets as quickly as possible. This is not the case and the uniform that CEO's wear is highly visible and makes them stand out.

Chapter 4

Car parks

Council owned car parks in Bury town centre

Location	No of spaces	Charges
Bolton Street station BL9 0LQ	94 plus 4 disabled spaces	Up to 2 hours - £2 Up to 3 hours - £2.30 More than 3 hours - £5
Foundry Street BL9 7AZ	135 plus 5 disabled spaces	
George Street BL9 0QT	55 plus 1 disabled spaces	
Irwell Street BL9 0LL	35 plus 1 disabled spaces	
Manchester Road BL9 0SY (via Belle Vue Terrace)	91 plus 4 disabled spaces	
Trinity Street BL9 0BT	221 plus 8 disabled spaces	
Parsons Lane BL9 0LY (behind Wilkinsons)	127 plus 16 disabled spaces	Up to 2 hours - £2 Up to 3 hours - £2.30 More than 3 hours - £10
Parsons Lane North BL9 0LY	21 spaces	
The Castle BL9 0EY (entrance on Bolton St)	34 plus 2 disabled spaces	
Moorgate BL9 7AQ	24 plus 2 disabled spaces	Up to 1 hour - £1 Up to 2 hours - £2 Up to 3 hours - £2.30 More than 3 hours - £5
Castle Leisure Centre BL9 0HE (via Irwell Street)	212 plus 7 disabled spaces	Up to 10 minutes - £0.10 Up to 1 hour - £1 Up to 2 hours - £2 Up to 3 hours - £2.30 Up to 4 hours - £2.50 More than 4 hours - £5
The Market BL9 0RN	420 plus 25 disabled spaces	Up to 2 hours - £2 Up to 3 hours - £2.30 Up to 4 hours - £2.50 More than 4 hours - £5

Privately owned car parks in Bury town centre

There are also the following private car parks in Bury town centre. Please see the links to their websites (where available) for prices and facilities.

Angouleme Retail Park, BL9 0BZ

Knowlsey Place car park, Knowsley Street, BL9 0SW*

<http://www.q-park.co.uk/parking/bury/q-park-knowsley-place>

Metrolink station, Haymarket Street, BL9 0AY

<http://www.metrolink.co.uk/stationinfo/Pages/Bury.aspx>

Moorgate Retail Park, BL9 7AQ

Millgate shopping centre, BL9 0QQ*

<http://millgatebury.co.uk/information/>

The Rock, BL9 0JY*

<http://therockbury.com/parking/>

Woodfield Retail Park, Peel Way, BL9 5BY

*This location is a multi storey car park.

Council car parks outside Bury town centre

Locations in Bury	Number of spaces
Bell Lane BL9 6BL	10 spaces
Brookshaw Street BL9 6EB	11 spaces
Fairfield Drive, BL9 7SL (school hours only)	13 spaces
Heywood Street BL9 7ED	20 plus 2 disabled spaces
Kay Street BL9 6XX	49 plus 1 disabled spaces
Topping Street BL9 6DR	13 spaces

Council car parks outside Bury town centre (continued)

Locations in Ramsbottom	Number of spaces
Grants Arms, Market Place BLO 9AJ	23 spaces
King Street, near Tesco BLO 9BB	3 disabled spaces
Library, Carr Street BLO 9AE	14 spaces
Market East, Union Street BLO 9AN	4 plus 6 disabled spaces
Market North, Union Street BLO 9AN	36 spaces
Market West, Union Street BLO 9AN	10 spaces
Prince Street BLO 9BJ	24 spaces
Station, Railway Street BLO 9AL	29 spaces

Locations in Tottington	Number of spaces
Chapel Street BL8 4AL	16 plus 1 disabled space
Lomond Drive BL8 1UL	23 plus 1 disabled space

Locations in Prestwich	Number of spaces
Brooklands, Bury Old Road M25 0FG	20 plus 1 disabled space
Chapel Street M25 8AH	18 plus 1 disabled space
Clifton Road M25 3HQ*	16 plus 1 disabled space
Fairfax Road M25 1AS	162 plus 6 disabled spaces
George Street M25 9WS	18 plus 1 disabled space
Longfield Centre (via Rectory Lane) M25 1AY	160 plus 10 disabled spaces
Park Street M25 1GT	15 plus 1 disabled space
Upper Wilton Street M25 1JG	17 spaces
Whittaker Lane M25 1FX	5 spaces

*Parking at Clifton Road is limited to 2 hours, with no return within one hour.

Council car parks outside Bury town centre (continued)

Locations in Radcliffe	Number of spaces
Alma Street M26 4ET	8 plus 2 disabled spaces
Blackburn Street M25 9WQ	21 plus 1 disabled space
Canal, Water Street M26 4BE	41 plus 1 disabled space
Civic Suite East, (via Seymour Street) M26 2UH	87 plus 3 disabled spaces
Civic Suite West (via Seymour Street) M26 2UH	22 plus 2 disabled spaces
Cross Street M25 9UH	20 plus 1 disabled space
Green Street M25 1AB	76 plus 1 disabled space
Irwell Street M26 1LR	7 plus 1 disabled space
Library, Stand Lane M26 1NW	22 plus 2 disabled spaces
Market, Blackburn Street M26 9WQ	43 plus 3 disabled spaces
Mather Street M26 4TL	31 plus 2 disabled spaces
Moss Shaw Way M26 4QH	16 plus 1 disabled space
Railway Street M26 3AA	53 plus 1 disabled space
Riverside Sports Centre Spring Lane M26 2QX	20 plus 3 disabled spaces
Robert Street M26 4DX	25 plus 2 disabled spaces
Thomas Street M26 2UH	9 spaces

Locations in Whitefield	No of spaces
Higher Lane M45 7BY	27 plus 2 disabled spaces
Lily Hill Street M45 7GZ	48 plus 1 disabled space

Chapter 5

Parking statistics

Parking statistics	2014/15	2015/16
Number of on-street car parking spaces (Pay & Display only)	419	419
Number of off-street car parking spaces	1544	1544
Total number of car parking spaces	1963	1963
Number of electric charging stations on car parks	14	14
Prince Street car park, Ramsbottom	2	2
Fairfax Road car park, Prestwich	2	2
Parsons Lane car park, Bury	2	2
Foundry Street car park, Bury	2	2
Market car park, Bury	2	2
Castle car park, Bury	2	2
Trinity Street car park, Bury	2	2
Penalty Charge notices		
Total volume of PCNs issued	16835	17503
Volume of high level PCNs issued	9998	9824
Volume of lower level PCNs issued	6837	7679
Volume of PCNs issued on street	11153	10590
Volume of PCNs issued off street	5682	6913
Volume of PCNs paid	17296	18442
Volume of PCNs paid at the discounted rate	9855	10496
Volume of PCNs paid before Charge Certificate (within 56 days)	1863	1822
Volume of PCNs paid after the Charge Certificate served	789	686
Volume of Charge Certificates registered	2413	2311
Volume of Warrants of Execution issued	2329	2277
Volume of PCNs cancelled	2140	2874
Reasons for cancelling PCNs		
Avoidance of accident or medical emergency	5	8
Vehicle was stolen at time of contravention	9	8
Vehicle had broken down	4	4
Signs & lines changed at time of vehicle being parked	11	27
Ticket machine broken	2	8
Motorist paid but ticket/badge/permit was not displayed properly	719	821
Loading /unloading in an area where loading exemption applied	39	62
Other *	1351	1936

Volume of PCNs written off	277	1230
Volume of appeals at the Traffic Penalty Tribunal	123	107
Of which were allowed	53	57
Of which were dismissed	44	42
Of which a consent order was applied	0	0
Of which were not contested	26	8
Of which are awaiting decision / other	0	0

*Other reasons for cancelling a PCN could include but are not limited to representation being allowed, additional evidence being supplied, inadequate lining or signing to uphold the PCN, mitigating circumstances, adjudications allowed by the independent adjudicator, production of a disabled badge or valid permit.

Chapter 6

Parking initiatives

During 2015 the Council worked in Partnership with NSL to introduce a number of initiatives to assist in more efficient enforcement and provide a safer working environment for civil enforcement officers.

With the award of the new contract we have introduced body camera technology - for CEO safety in designated areas and to support PCN issue and reduce appeals. These have led to the successful prosecution of several assailants and assisted the Police with evidence for non-parking incidents.

All NSL vehicles are now equipped with Masternaut vehicle tracking software – this provides the following benefits.

- Driver safety through GPS tracking
- Fuel usage data for budget management
- Emissions data for compliance with environmental objectives
- Driver performance data for compliance with NSL's company standards

In January 2016 we introduced online case management – providing accessibility for the public whilst reducing back office administration and appeals. In the technological advanced world we live in today the improvement and continual advancement of online services is critical. This means that appellants can now manage their PCN's online at any time of the day or night. They also have the facility to view photographs of the contravention.

NSL's new digital radio system has improved the range/quality of communication links with CEOs and tracking via radio units.

New TC55 Handheld Computers are currently being trialled. These are fitted with SOTI for managing battery life and faults in real time and an integrated camera for instant association with PCN when downloaded. The system is android based so it gives us the facility to add additional applications retrospectively such as Environmental Enforcement and street furniture fault reporting, even giving access to useful web pages. One example is the access to Transport for Greater Manchester (TfGM) website. This means that CEO's can advise members of the public on bus and Tram information.

Chapter 7

Parking financials

On-street parking income	2014/15	2015/16
On-street parking income	£417,953	£410,096
Permit income	£40,230	£30,226
Total on-street parking income	£458,183	£440,322
On-street parking direct costs		
Civil enforcement	£16,189	£17,472
Admin, appeals, debt recovery and maintenance	£46,320	£48,528
Capital charges	£8,064	£8,176
Other direct costs of on-street parking	£22,872	£14,888
Total on-street direct costs	£93,445	£89,064
On-street parking surplus**	£364,738	£351,258
Highway maintenance & traffic improvement	£364,738	£351,258
Off-street parking income		
Off-street parking income	£1,121,378	£1,074,982
Off-street PCN income	£506,889	£496,208
Other off-street parking income	£109,346	£106,555
Total off-street parking income	£1,737,613	£1,677,745
Off-street parking direct costs		
	£1,199,261	£1,187,566
Off-street parking surplus/deficit	£538,352	£490,179

**The income we receive from parking is used to meet the costs of operating the car parking service, including maintenance, rates, lighting and parking enforcement. Any net income contributes to other transportation costs and maintenance of highways in the Borough. This is in accordance with the Traffic Management Act 2004, which allows the excess to be used for further traffic and parking schemes, public transport services, highway or road improvement projects or for environmental improvement in the Local Authority's area.

Chapter 8

Bus lane enforcement

Bury Council is dedicated to supporting the use of alternative forms of transport and over the years has implemented a number of schemes to assist in the promotion of public transport.

Improvements to public transport service and reliability assists with the free flow of traffic through the Borough. The success of buses as a major form of transport to combat the car depends on the speed and reliability of the service. To help bus companies achieve a reliable and speedy service, bus lanes have been introduced at various locations across the borough. These lanes allow the bus to avoid the congestion and reach the front of the queue, giving the bus priority.

There are currently eight bus lanes in Bury at the following locations.

- **Rochdale Road, Bury** operating Monday to Friday, 7am to 10am and 4pm to 7pm
- **Bolton Road, Bury** (3 sections) operating Monday to Friday, 7am to 10am and 4pm to 7pm
- **Manchester Road, Bury** operating Monday to Saturday, 7am to 7pm
- **Bury Old Road, Prestwich** (2 sections) operating Monday to Friday 7am to 10am and 4pm to 7pm
- **Bury New Road, Whitefield** operating Monday to Friday, 7am to 10am and 4pm to 7pm



Since the introduction of bus lanes in 2006 the level of abuse of vehicles travelling in bus lanes has increased and in October 2011 Bury Council introduced bus lane enforcement.

Bus lane enforcement is carried out using a CCTV camera car. Before any device can be used for Civil Parking, Moving Traffic or Bus Lane contraventions, it must be certified by the Secretary of State as an 'Approved Device'. This simply means that the technical construction and intended use of the system has been thoroughly inspected and approved as being 'fit for purpose' to carry out the type of enforcement specified. Our CCTV vehicle has received the necessary approved device status.

An essential and integral part of any CCTV system is a code of Practice to ensure that issues such as privacy and integrity are properly respected. Bury Council follows the Code of Practice for Bus Lane Enforcement using attended CCTV equipment for Approved English local Authorities outside of London.

A copy of this document can be found on our website at www.bury.gov.uk/buslanes

Bus lane statistics		
Volume of bus lanes	8	8
Volume of bus lane PCNs issued	4001	4986
Volume of appeals at the Traffic Penalty Tribunal	20	26
Of which were allowed	8	14
Of which were dismissed	10	12
Of which were not contested	2	0
Bus lane financials		
Income	£133,466	£156,595
Expenditure		
Administration	£59,982	£62,972
Premises		
Capital charges	£62,353	£76,198
Total expenditure	£122,335	£139,170
Total surplus or deficit⁺	£11,131	£17,425

⁺The income we receive from parking is used to meet the costs of operating the car parking service, including maintenance, rates, lighting and parking enforcement. Any net income contributes to other transportation costs and maintenance of highways in the Borough. This is in accordance with the Traffic Management Act 2004, which allows the excess to be used for further traffic and parking schemes, public transport services, highway or road improvement projects or for environmental improvement in the Local Authority's area.

Chapter 9

Blue badges

Over the years Bury Council has carried out joint working with Greater Manchester Police to try and combat fraudulent uses of blue badges.

The Council's Corporate Fraud Team became active in early 2016 and took on the role of investigating blue badge misuse.

Blue Badge enforcement days were set up and time has been spent in high usage areas. As a result of this work they issued 3 warning letters, referred one allegation to the issuing authority and referred one case to the Police.

More involved investigations have taken place since this time and these will be reported in more detail in next year's report.

Chapter 10

Residents' parking zones

A residents' parking zone is a Controlled Zone that restricts parking to those displaying a permit. Residents' parking zones or pass this point zones are introduced in areas where residents are prevented from parking within a reasonable distance from their property due to non-residents taking up the road space.

The Council has a set criteria for assessing residents' parking requests. The criteria considers if residents have an alternative form of parking, how often the problem occurs and how frequently. In order for an area to meet criteria non-residents' vehicles must be parked in the area for 4 + hours a day on a regular basis.

In some residents' parking zones dual parking bays exist. In these bays residents can park for an unlimited amount of time (whilst displaying a valid Permit) and all other users can park for a time limited period.

Residents' parking zones can be implemented in two ways either as a residents parking zone or as a pass this point zone. In both types of zones permitted vehicles must display a valid permit however, in a pass this point zone, the need for repeater signs and bay markings within the zone is not required. Controlled zone signs are present at the entry points of all residents parking zones and pass this point zones. In a residents parking zone each street will be lined and signed in accordance with legislation. In a pass this point zone only entry and exit points to the zone will be signed and no bay markings are required. In both zones only permitted vehicles are allowed to park and valid permits must be displayed.

There are currently 12 active residents' parking zones across the borough.



Zone	Number of properties with permits
ZONE A	39
Phoenix Street	16
Irwell Street	20
Lower Bank Street	3
ZONE B	278
Belle Vue Terrace	11
Maudsley Street	29
Houghton Street	21
Baron Street	16
Barker Street	6
Manchester Road	39
Manchester Old Road	45
Wells Street	19
Bradford Terrace	7
Parliament Street	11
Olivant Street	6
Inman Street	26
Waterloo Street	7
Arden Close	17
Ascot Meadows	18
ZONE C	170
Rochdale Old Road	59
Chadwick Street	2
Rectory Lane	32
New Hall Road	28
Holden Avenue	14
Primrose Drive	20
Broadbent Drive	24
Winifred Avenue	1
ZONE D	108
Millett Street	44
Sankey Street	12
Doctors Lane	18
Fold Street	6
Tenterden Street	20
Tenters Street	2
Walshe Street	6
ZONE E	300
Spring Street	71
Shepherd Street	65
South Cross Street	44
Back East Street	0
Lord Street	3
Cecil Street	2
Edward Street	0
Heywood Street	27
Frank Street	8
East Street	75
Cook Street	5

Margaret Street	1
Townfield Close	25
Parkside Walk	19
Heyside Way	19
Moss Row	13
Lakeside Way	14
Townside Row	6
ZONE F	383
Wellington Road	49
Market Street	17
Grosvenor Street	28
Nelson Street	45
Devon Street	49
Horne Street	48
Brierley Street	53
Richmond Street	10
Walker Street	13
Parkhills Road	36
Manchester Road	5
Heaton Fold	22
Moss Place	8
ZONE G	19
Yarwood Street	2
Fletcher Street	17
ZONE H	43
Hamilton Road	19
Grosvenor Road	8
Grosvenor Avenue	16
ZONE J	28
Highfield Road	28
ZONE K	95
Parliament Street	25
Manchester Road	24
Westgate Avenue	18
South Bank Road	28
ZONE L	13
Harrison Street	8
Waterside Park	4
Field Mill	1

Permit fees

Permit type	Existing fee	Proposed fee
Residents' permit	£25	£30
First visitors' permit	Nil	Nil
Second visitors' permit	£25	£30
Business permit (Max 3 per business)	£30	£40
Residents' permit for blue badge holders	Nil	£30
Replacement permit for resident or business	Nil	Nil
Additional replacements in the same year	£10	£30
Replacement of lost or stolen permits	£20	£30

All permit fees contribute towards the cost of setting up new schemes, enforcement and administration. There is no income surplus or deficit.

Chapter 11

Prestwich Parking Strategy

In 2014 a parking summit was held with Prestwich Councillors to discuss a number of longstanding parking problems. A decision was made that the most effective way to tackle the reoccurring problems was through the creation of a Parking Strategy.

A task group was set up comprising officers from various departments and Prestwich Councillors. Consultations were carried out in the form of an online survey and officers attended a public forum to promote the survey and to engage with members of the general public and local businesses.

In 2015, using the feedback and comments received during the consultations, a Parking Strategy for Prestwich was formally approved and an action framework was produced. A copy of the framework is attached as Appendix A to this report and it outlines the future aims and objectives for parking in Prestwich.

One of the focus areas highlighted in the action framework is looking at control mechanisms around how long and where people park. In response to this Clifton Road car park was converted to a 2-hour short stay car park. Previously business workers were parking up on the car park all day. This left no availability for visitors or shoppers to the nearby businesses. Since the car park has changed there has been positive feedback from both visitors and businesses.



Prestwich Parking Strategy Action Framework

This report forms a supporting document that should be read in conjunction with the Prestwich Parking Strategy. It outlines an action framework that aims to address the concerns raised during the consultation stage. The outcomes within this framework are linked to the vision and objectives contained within the main strategy report.

The agreed main areas of focus are: -

1. The provision of parking
2. Protecting residential street from non residents
3. Looking at control mechanisms around how long and where people park.
4. Improving information relating to where people can park within Prestwich.

How will we achieve outcomes?

1. Work with prospective partners with regard to parking which allows for mutually beneficial outcomes.
2. Ensure parking is included as part of any proposed regeneration plans for Prestwich.
3. Cater for short stay visits to support daytime and evening commercial activity. In particular maximise the availability of short stay spaces in prime, central locations for use by shoppers and other short stay users. Short stay parking generates a high turnover of spaces allowing more visitors to be accommodated per space. Availability of short stay spaces is essential to maintaining the commercial viability of the town centre.
4. Review TRO's in problem area's to ensure the most suitable restrictions are in place.
5. Support the introduction of residents parking zones in accordance with the agreed policy, where deemed necessary and supported by the community.
6. Fundamental to any parking strategy is the need for efficient and appropriate parking enforcement. Civil Parking Enforcement (CPE) already operates across the borough under the remit of achieving

compliance of existing parking restrictions. This operation will continue to be reviewed and monitored to ensure cost-efficient delivery.

7. Unenforceable lines and signs will be reinstated (as identified) to ensure appropriate enforcement can be carried out.
8. Review directional signing and the information available relating to where people can park within Prestwich.



Bury Council

Traffic and Road Safety Services

Tina Glover
Group Leader

John Foudy
Parking Manager

Karen James
Parking Manager

Phone: 0161 253 5353
Email: carparking@bury.gov.uk
Website: www.bury.gov.uk/parking