

Parking Services Annual Report

Financial Year 2024-25

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Section 1: Introduction

The following report details the operations, enforcement, and financial activities of Bolton Council's Parking Services for the period 1 April 2024 to 31 March 2025. This report is intended to ensure transparency and accountability in all parking related activities.

Parking enforcement across Bolton is conducted by Civil Enforcement Officers (CEO's) who issue Penalty Charge Notices (PCN's) on regulated highway and car parks. Enforcement operates year-round, ensuring compliance with parking restrictions and other traffic regulations.

Bolton Council exercises powers granted under Civil Parking Enforcement (CPE) enabling enforcement not only of parking contraventions but also certain moving traffic offences, including bus lanes.

Section 2: Penalty Charge Levels

Penalty charges are set nationally and vary by type of contravention. Bolton Council enforces both parking and bus lane contraventions, with varying stator charge levels.

Higher Level: £70 (discounted to £35 if paid within 14 days)

Lower Level: £50 (discounted to £25 if paid within 14 days)

Bus Lane PCNs:

Standard rate: £70 (discounted to £35 if paid within 21 days)

PCN's issued in the financial year 2024/25:

- Parking: 31,242
- Bus Lane: 6,368

Total number of PCNs issued: 37,610

Total PCN income for 2024/25: £1,258,587

On street PCNs: £1,005,609

Off street PCNs: £32,469

Bus Lanes: £223,509

Section 3. Enforcement

Parking Restriction Enforcement

Civil Enforcement Officers (CEOs) proactively enforce parking regulations across Bolton, addressing contraventions relating to waiting, loading, and parking restrictions. Enforcement covers all regulated highways, Controlled Parking Zones (CPZs), resident permit schemes, and council-operated car parks through routine patrols and targeted operations.

To support operational effectiveness, CEOs have limited dispensations allowing them to park temporarily in restricted areas while performing essential enforcement duties, but only where no lawful alternative parking is reasonably available. This approach ensures enforcement activities are carried out efficiently without negatively impacting traffic flow, pedestrian safety, or residential accessibility.

Bus Lane Enforcement (CCTV)

Bus lane contraventions are actively monitored and enforced using CCTV systems at strategic locations.

The following summarises enforcement activity for 2024–25:

Bus Lane	PCNs	Warning Notices
Deane Road	391	664
Deansgate	1144	5637
Newbrook Road	111	1434
St Georges Road	2836	3679
St Helens Road	1886	80

School Enforcement

School Keep Clear School safety zones marked "School Keep Clear" are proactively monitored by rotating CEO patrols. This targeted approach effectively promotes compliance and enhances pupil safety during peak school hours.

Future Enforcement Developments

In the coming year, it is anticipated Bolton Council will expand its enforcement capabilities by introducing Moving Traffic Enforcement (MTE) powers, as provided under Part 6 of the Traffic Management Act 2004. This expansion will address additional contraventions, including box junction misuse, prohibited turns, and other moving traffic violations. These strategic enhancements aim to further improve traffic management, road safety, and overall compliance within Bolton.

Section 4: Enforcement Arrangements

On-street parking enforcement is contracted to NSL Ltd, whose Civil Enforcement Officers (CEOs) issue PCN's directly for observed contraventions.

Contraventions captured via CCTV enforcement, including bus lanes, are also reviewed by NSL Ltd. Confirmed contraventions are subsequently passed through to the Parking Services notice-processing system, where postal regulation 10 PCN's are issued by council officers.

All PCN processing, including the management of appeals and representations, is handled internally by the Council's Parking Services team.

Section 5: Appeals and Representations

PCN appeals received in the financial year 2024/25:

Received: Informal 4212 Representations 2427

Upheld: Informal 1710 Representations 323

All representations and appeals are considered in-house by specially trained council appointed Parking Services team members, who assess each case on its individual merits and in accordance with statutory guidance and local enforcement policy.

If a motorist remains dissatisfied with the outcome of their representation, they may appeal to the independent Traffic Penalty Tribunal (TPT). TPT adjudicators provide a final and binding decision on the validity of the PCN. TPT adjudicators provide a final and binding decision on the validity of the PCN

Section 6: Car Parks

NCP operate the councils pay and display car parks in the Bolton Town centre as part of a management agreement.

Bolton council also operates free car parks across the borough, further details on the free car parks in operation can be found at: [Free Car Parks](#). It is important that drivers check any signage when parking on a car park to ensure they are parking in line with the restrictions specified.

Section 7: Residents Parking Permits

Bolton council operates 3 resident permit zones; the areas are listed below:

- Zone A – Court Street, Dorset Street, Dowson Street, May Street
- Zone C – Edward Street, Marsden Street, Wood Street
- Zone D – Mill Street

PCN's issued in the permit zones: 180

Section 8: Suspensions and Dispensations

Suspensions

Bolton Council allows parking restriction suspensions in specific areas to support essential activities such as building works, utility repairs, and special events. These temporary suspensions permit vehicles to park where restrictions would otherwise apply, helping facilitate short-term operational needs.

Application Process:

- Applications must be submitted in advance using the official Council request form.
- Each request is assessed on a case-by-case basis and is subject to availability.
- A charge is applied to facilitate the suspension, the fee is outlined on the councils website at [Streets and parking: Request a parking bay suspension](#)

Conditions and Eligibility:

Suitable for activities where vehicle access is necessary and no lawful alternative is available. Filming requests.

Suspended areas must be clearly indicated and strictly adhered to.

The Council reserves the right to withdraw the suspension if misused.

Dispensations

Bolton Council provides the option to request temporary parking dispensations for vehicles that need to be parked in contravention of normal restrictions to facilitate essential activities. These may include building works, utility maintenance, or specialist deliveries where access is critical, and no lawful parking alternative exists.

Key Points:

- Dispensations are considered on a case-by-case basis.
- Applications must be submitted in advance using the Council's official request form.
- Charges apply for approved dispensations
- Further Information and Application Form: [Streets and parking: Request a parking dispensation permit](#)

Appendix A: Enforcement Policy

The council's enforcement policy can be accessed at:

[Parking tickets – Bolton Council](#)

Appendix B: Financial Report

	Off Street	On Street	Bus Lane	Total CPE Operation
	Actual to	Actual to	Actual to	Actual to
Expenditure	£	£	£	£
Employees	10,960	208,565	71,447	290,972
Premises related expenses	76,319	143,165		219,484
Transport related expenses	7	503	12	522
Agency		2,515		2,515
Supplies and Services		736,609	69,456	806,065
Central/Dep/Tech Support Service	67,306	104,660	625	172,591
Capital Costs				
Income				
On Street Pay and Display Income		422,913		422,913
PCN Income Off Street				
PCN Income On Street	32,469	1,005,609		1,038,078
PCN Income Bus Lane			223,509	223,509
Dispensation Income		3,036		3,036
Suspension Income		4,030		4,030
Residents' and Visitors' Permits		3,343		3,343
Miscellaneous Income	3,835	61,039		64,874
Surplus/(Deficit)	-118,288	303,951	81,970	267,633
	Off Street incl	On Street	Bus Lane	Total
	977	30,265	6,368	37,610