



Lancashire

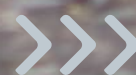
County
Council



Lancashire Parking Services

Annual Civil Enforcement Report

2024-2025





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Introduction.

Welcome to Lancashire County Council's Annual Civil Enforcement Report. We understand that civil enforcement can sometimes be unpopular—especially if you have received a Penalty Charge Notice (PCN). However, a well-managed and effective enforcement service plays a vital role in supporting vibrant town centres and creating safer neighbourhoods.

Lancashire Parking Services, established in 2009, is responsible for managing parking restrictions and bus lanes across the county's 4,600 miles of highway. Our primary goal is to ensure compliance with parking and bus lane regulations through the daily deployment of Civil Enforcement Officers (CEOs) and the use of ANPR CCTV enforcement cameras. This work is essential to keeping traffic flowing smoothly and safely on Lancashire's roads.

Our Aims and Priorities

- Ensure efficient and effective enforcement of parking and traffic restrictions across Lancashire.
- Apply consistency and fairness when handling challenges and appeals.
- Listen to feedback and use it constructively to improve our service.
- Work collaboratively with internal teams and external partners to enhance service delivery.



Parking Services Overview.

This report offers an insight into Lancashire Parking Services and the operation of our Civil Enforcement function.

Under the **Traffic Management Act 2004 (TMA 2004)**, highway authorities have a legal duty to secure the expeditious movement of traffic on their road networks, where it is reasonable and practicable to do so. Civil Enforcement is one of the key tools used by Lancashire County Council to meet this statutory obligation. An enforcement service that is both efficient and effective is essential to fulfilling this responsibility.

Lancashire Parking Services is structured into two core teams that work together to deliver our enforcement objectives.

Deployed Enforcement Team.

- Comprises **45 Civil Enforcement Officers (CEOs)**, **3 supervisors**, and **1 team leader**.
- Responsible for on-street enforcement across Lancashire
- All CEOs are salaried employees and are not part of any incentive or commission-based scheme.

Back-Office Processing Team

- Includes **11 Technical Support Officers**, **3 supervisors**, and **1 team leader**.
- Manages the processing of Penalty Charge Notices (PCNs), customer correspondence, appeals, and administrative support.

Together, these teams ensure that parking and traffic regulations are enforced fairly, consistently, and in line with national legislation.



Enforcement Aims and Objectives.

Lancashire Parking Services is committed to delivering a high-quality enforcement service that supports local communities, promotes safety, and contributes to the economic vitality of our towns and cities. Our approach is both strategic and adaptable, allowing us to respond effectively to the evolving demands placed on parking services.

Enforcement Aims

- Provide a **proportionate, fair, and consistent** enforcement service across Lancashire.
- Support the **economic health** of towns and cities through effective traffic and parking management.
- Contribute to **safer communities** by reducing dangerous and obstructive parking.

Service Objectives

- Deliver a **first-class parking service** that meets the needs of residents, businesses, and visitors.
- Promote **collaboration** both internally and with external partners to enhance outcomes for Lancashire's communities.
- Operate a service that is responsive to **local priorities** and community needs.

We adopt a **dynamic and strategic approach** to enforcement, which allows for a high degree of flexibility. This ensures we can respond to day-to-day operational demands while also adapting to longer-term changes in travel behaviour, infrastructure, and local priorities.



Understanding Penalty Charge Notices (PCNs).

If you receive a Penalty Charge Notice (PCN), it will include a **contravention code** that identifies the specific parking or traffic violation we believe has occurred. Each code corresponds to a nationally defined contravention and provides a clear explanation of the alleged offence.

All PCNs can be **formally challenged**, and full details on how to do so are provided on the notice itself. We encourage anyone who believes a PCN has been issued in error to follow the outlined process.

The following tables list the **national contravention codes** currently used in Lancashire, along with their descriptions.

Code	Description
1	Parked in a restricted street during prescribed hours
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force
5	Parked after the expiry of paid for time
6	Parked without clearly displaying a valid pay & display ticket or voucher
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge
14	Parked in an electric vehicles' charging place during restricted hours without charging
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time
21	Parked wholly or partly in a suspended bay or space
22	Re-parked in the same parking place or zone within one hour after leaving
23	Parked in a parking place or area not designated for that class of vehicle
24	Not parked correctly within the markings of the bay or space
25	Parked in a loading place or bay during restricted hours without loading
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place

Contravention codes continued.

Code	Description
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge
30	Parked for longer than permitted
34	Being in a bus lane
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
41	Stopped in a parking place designated for diplomatic vehicles.
42	Parked in a parking place designated for police vehicles
45	Stopped on a taxi rank
46	Stopped where prohibited (on a red route or clearway)
47	Stopped on a restricted bus stop or stand
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited
49	Parked wholly or partly on a cycle track or lane
61	A heavy commercial vehicle wholly or partly parked on a footway, verge, or land between two carriageways
71	Parked in an electric vehicles' charging place during restricted hours without charging
80	Parked for longer than permitted
81	Parked in a restricted area in an off-street car park or housing estate
82	Parked after the expiry of paid for time
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock
84	Parked with payment made to extend the stay beyond initial time
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required
86	Not parked correctly within the markings of a bay or space
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.
90	Re-parked in the same car park within one hour after leaving
91	Parked in a car park or area not designated for that class of vehicle
92	Parked causing an obstruction
93	Parked in car park when closed
99	Stopped on a pedestrian crossing or crossing area marked by zigzags

Residents Parking Schemes.



Our residents are important to the county and in areas where they are affected by other parking generators, for example a hospital, town centre, football ground etc, there is the facility to introduce residents parking schemes. These have very specific criteria and there are costs involved however more information can be found on the council's website:

– ([Residents' parking permit - Lancashire County Council](#)).

In Lancashire there are a number of residents paid parking schemes already in place. These schemes aim to provide priority for residents, visitors, and local businesses. Not all schemes are the same due to variable factors such as location, local issues, size, etc. Some of these locations are only enforceable when there are events on, others are enforceable 24/7. The council is moving to the issuing of E-permits rather than a paper version. These E versions are uploaded to the CEO's handheld devices and can be checked without the need to display a paper copy.

April 2024 to March 2025, approximately **7488 Lancashire residents** participated in these schemes, helping to ensure fair access to parking in high-demand areas. In the same financial year, we issued 680 dispensations and 87 bay suspensions.

District	Residents parking scheme bays
Burnley	48
Chorley	82
Fylde	26
Hyndburn	4
Lancaster	361
Pendle	99
Preston	163
Ribble Valley	9
Rossendale	2
South Ribble	28
West Lancs	45
Wyre	0
Total	867

School Keep Clears.

We work closely with schools across the county to promote road safety in and around school areas. Every day, our Civil Enforcement Officers (CEOs) are deployed to monitor school zones and help ensure that safety is a top priority for pupils, teachers, staff, and parents/guardians.

A key focus of this work is preventing the misuse of school zig-zag markings. These areas are designed to keep sightlines clear and ensure children can arrive and leave school safely. When drivers ignore these restrictions, they create serious risks for everyone in the school community.

District	Number of School Keep Clears	Total Visits in 2024	PCN issued
Burnley	53	273	186
Chorley	28	68	38
Pendle	38	160	174
Fylde	17	38	14
Hyndburn	20	36	43
Lancaster	38	118	64
Preston	32	153	135
Ribble Valley	30	143	37
Rossendale	29	31	19
South Ribble	43	129	65
West Lancashire	21	71	46
Wyre	29	38	64
Total	187	371	483



(Pictured, some of our team who were invited to St Bartholomew's Primary School in Great Harwood to give a talk around what they do to try and keep the roads safe around schools)



Bus station car park.

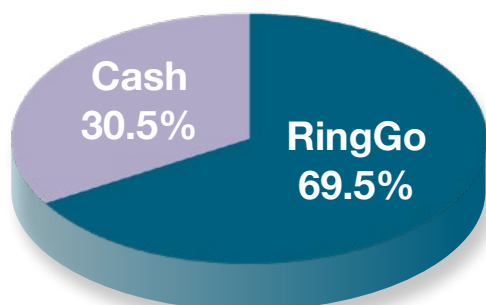
As the highway authority, Lancashire County Council does not operate a large number of car parks. The majority of parking facilities across the county are either **privately operated** or managed by **district council authorities**. However, we are proud to operate one of Lancashire's most iconic structures—the **Preston Bus Station Car Park**.

This landmark facility continues to serve as a key transport and parking hub in the heart of Preston. The car park operates 24 hours a day, 7 days a week and offers cash or pay by mobile phone (RingGo) option.

Preston Bus Station Car Park offers a total of **600 parking spaces** across floors 1 to 6, including designated **disabled bays**, parent child and **motorcycle bays** to ensure accessibility for all users. **Levels 7 to 9** are reserved exclusively for **contracted parking**, providing dedicated spaces. This multi-level facility plays a vital role in supporting both daily commuters and visitors to the city.

This location has recently been awarded the British Parking Association's, Park Mark safer parking award. [ParkMark - Home](#)

There was a total of 125,532 paid parking sessions during the 2024-2025 fiscal year (April to March). Of these, 38,338 parking sessions paid by cash. 87,194 sessions were paid for by using our contactless mobile phone option operated by RingGo.



Bus Lane Cameras Locations & PCN Issuance.

Some bus lanes and gates across Lancashire are enforced using static Automatic Number Plate Recognition (ANPR) cameras, which are strategically positioned alongside the lanes to monitor compliance. These cameras capture vehicles that unlawfully enter or misuse bus lanes and gates, helping to maintain reliable and efficient public transport routes.

Location	PCN
Fishergate-Butler St	4625
Fishergate-Corporation St	2003
Garstang Rd-Broughton (South)	2794
A680 Whalley Road-Sparth House	1031
A680 Whalley Road-Lynwood Avenue	623
Parliament Street Lancaster	519
Greyhound Bridge Road-Bus stop	65
Morecambe Road-Greyhound Bridge	152
Morecambe Road-Eastbound	64
Morecambe Road - Ovangle Road	410
Church Street - Burnley	85
King Street Accrington	482
Fishergate - Cheapside	3230
Fishergate Hill - County Hall	135
Tithebarn St	2443
Lords Walk	90
Hammerton Street	2195
Corporation Street bus gate Heatley Street	21029
Corporation Street bus gate Marsh Lane	49394
Total	91369

Lancashire County Council is an **approved authority** for the civil enforcement of bus lane contraventions, issuance for 2024 to 2025 is shown above.

The standard Penalty Charge Notice (PCN) is £70.

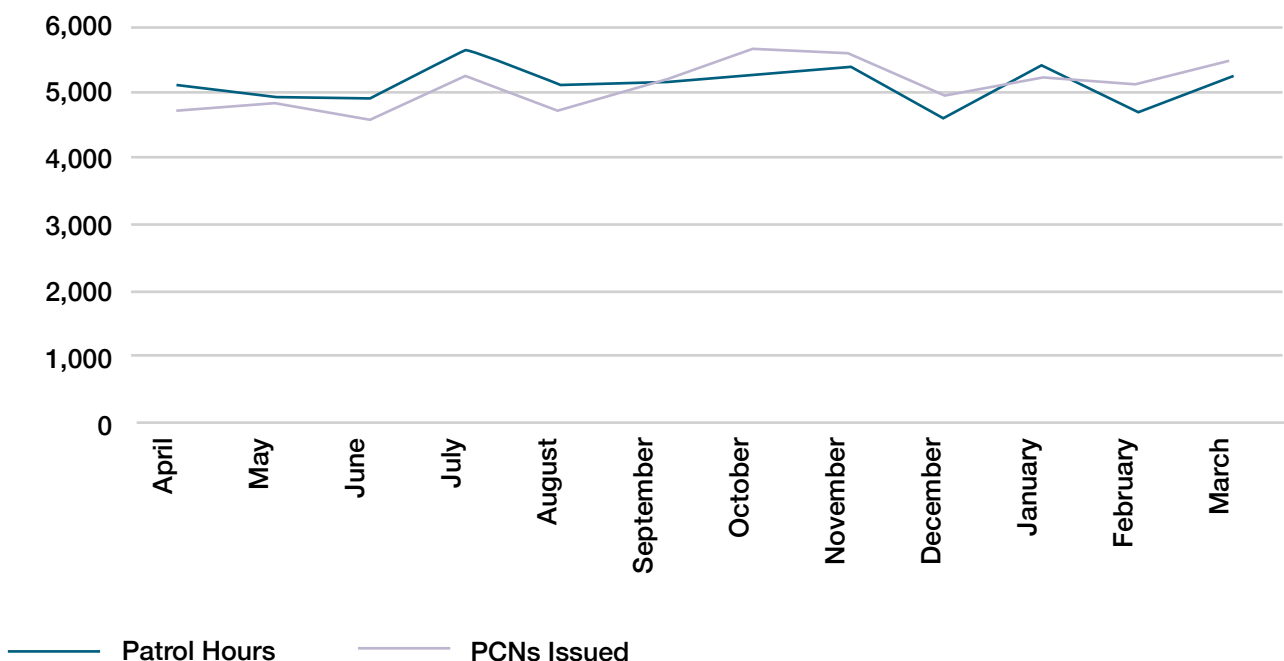
**If payment is made within 21 days of PCN being served, the charge is reduced by 50% to £35.
If payment is made after a service of charge certificate, the charge increases by 50% to £105.**

More information about [paying or challenging a PCN](#).

Patrol hours and on street PCNs issued.

Month	Patrol Hours	PCN issued
April	5108	4757
May	4934	4889
June	4953	4552
July	5639	5298
August	5127	4774
September	5153	5150
October	5297	5638
November	5413	5645
December	4638	4972
January	5457	5252
February	4739	5168
March	5227	5481
Total	61689	61576

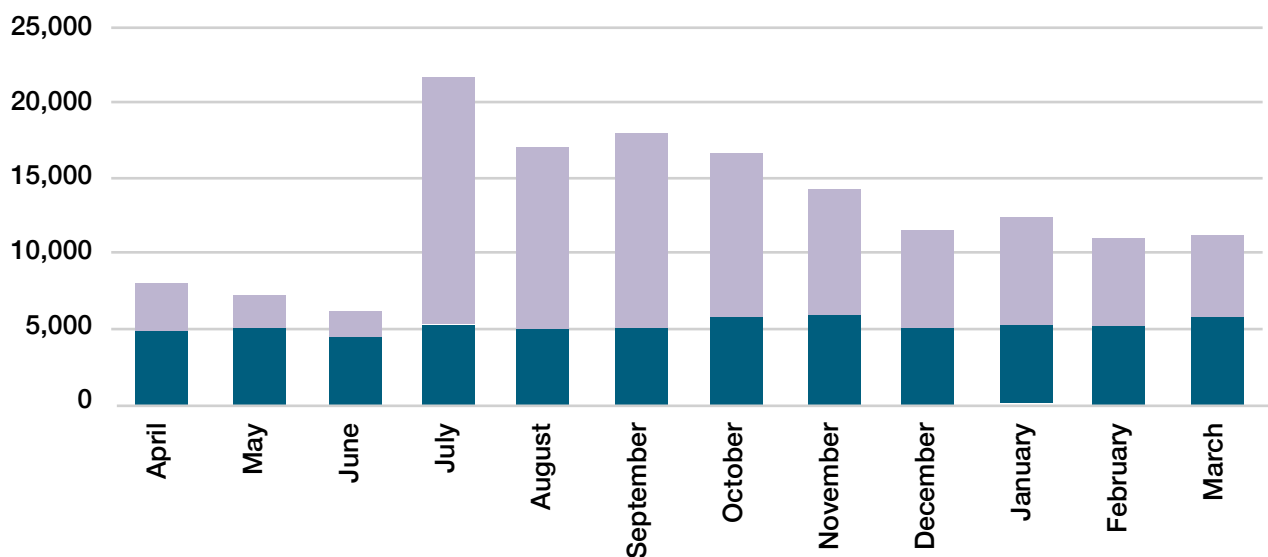
On street hours and PCN issuance.



PCN Data.

Month	On/off street PCNs Issued	Bus Lane PCNs	Total by Month
April	4854	3022	7876
May	4991	2289	7280
June	4662	1388	6050
July	5407	16179	21586
August	4853	12082	16935
September	5238	12611	17849
October	5745	10936	16681
November	5736	8468	14204
December	5048	6552	11600
January	5336	7163	12499
February	5238	5115	10353
March	5576	5564	11140
Total	62684	91369	154053

PCN Issuance By Split



— On/off PCNs issued — Bus Lane PCNs

PCN data.

Top 5 Contraventions – Parking.

Position	Streets by CEO Issuance	PCNs
1st	01 - Parked in a restricted street during prescribed hours	17613
2nd	30 - Parked for longer than permitted	11384
3rd	02 - Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	6560
4th	12 - Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	5335
5th	40 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	5229

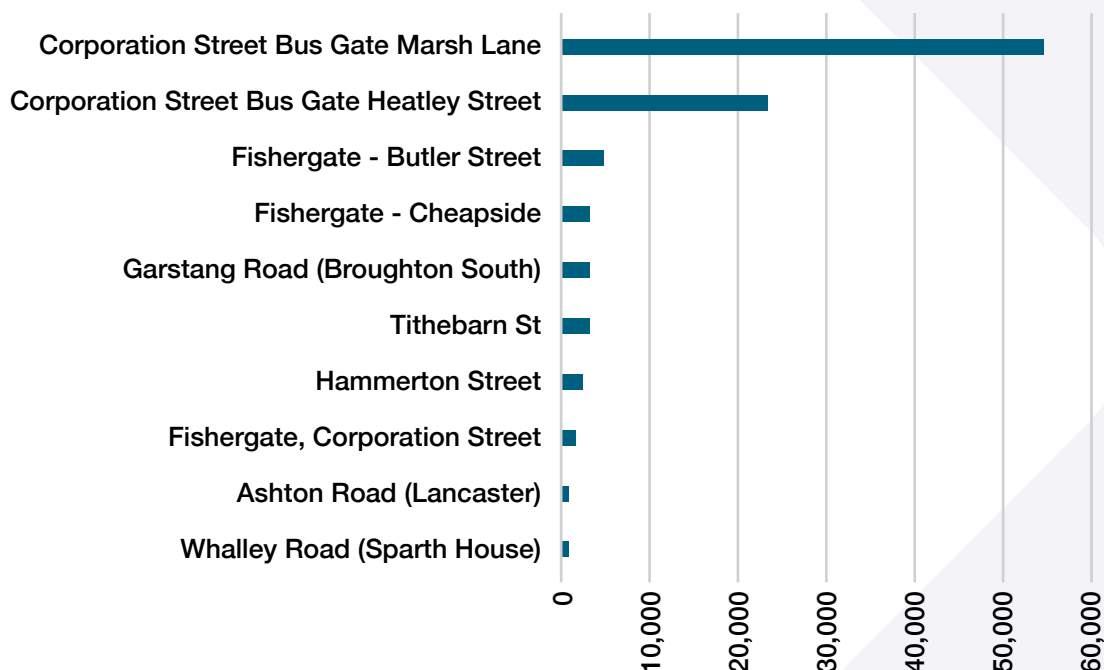
Top 10 locations for PCN Issuance on Street.

Position	Streets by CEO Issuance	PCNs
1st	Ashton Road (Lancaster)	1138
2nd	Birley Street (Preston)	980
3rd	Church Street (Lancaster)	950
4th	Winckley Square (Preston)	898
5th	Market Street (Preston)	806
6th	Manchester Road (Nelson)	784
7th	Penny Street (Lancaster)	756
8th	Friargate (Preston)	719
9th	Dalton Square (Lancaster)	500
10th	Castle Street (Clitheroe)	458

Top 10 locations for PCN Issuance on Bus Lanes/Gates.

Position	Streets by CEO Issuance	PCNs
1st	Corporation Street Bus Gate Marsh Lane	56068
2nd	Corporation Street Bus Gate Heatley Street	23683
3rd	Fishergate - Butler Street	4622
4th	Fishergate - Cheapside	3232
5th	Garstang Road (Broughton South)	2796
6th	Tithebarn St	2443
7th	Hammerton Street	2192
8th	Fishergate, Corporation Street	2003
9th	Ashton Road (Lancaster)	1138
10th	Whalley Road (Sparth House)	1070

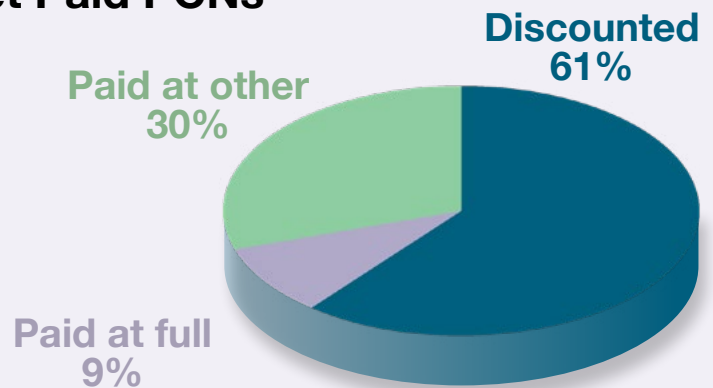
CCTV Bus Lane Issuance



PCNs Paid or Cancelled.

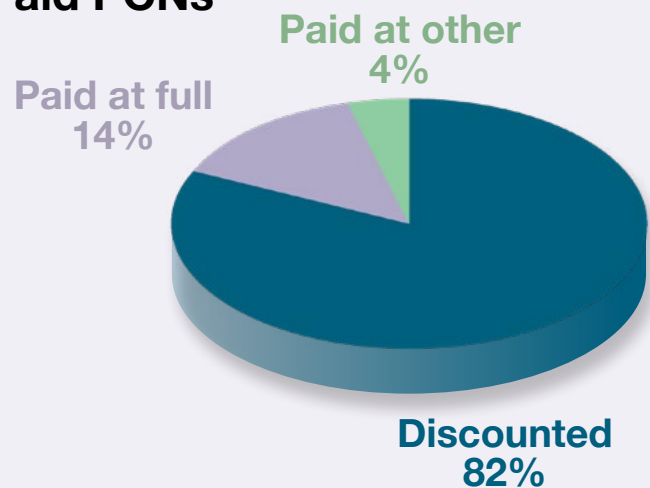
On Street Paid PCNs

On Street	PCNs
PCN's Paid	48,229
Paid at full	4,283
Paid at discount	29,594
Paid at other	14,352
Cancelled	6,750
PCN's open	6,598
Cancellation rate	11%



Off Street Paid PCNs

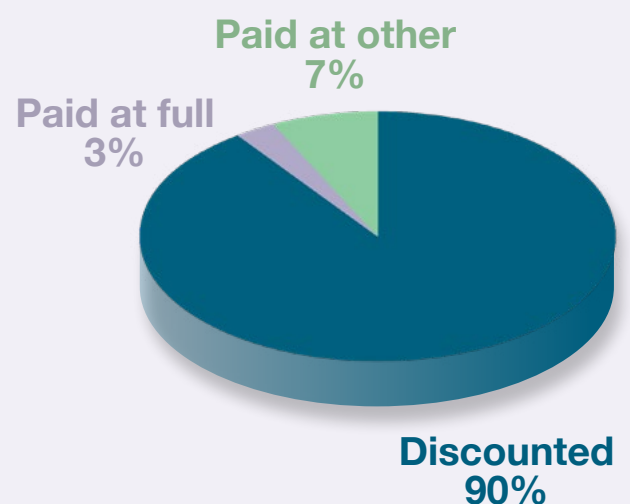
Off Street	PCNs
PCN's Paid	829
Paid at full	117
Paid at discount	679
Paid at other	33
Cancelled	229
PCN's open	42
Cancellation rate	21%



*Main cancellation reason on the bus station giving it a higher % than other locations are, P&D ticket bought but placed incorrectly, for example, it had fallen on the floor. Also, error using blue badges, which we allow a one strike policy to apply.

Bus Lane Paid PCNs

Bus Lane	PCNs
PCN's Paid	75,905
Paid at full	1,993
Paid at discount	68,468
Paid at other	5,444
Cancelled	7,052
PCN's open	8,412
Cancellation rate	8%





Finances 2024 to 2025.

Excludes Residents Parking	
EXPENDITURE	£
Employees	2,277,744
Premises	243,697
Transport	27,343
Supplies & Services	559,939
Internal Charges	298,904
Total Expenditure	3,407,627
INCOME	
Income	-6,414,766
Less Central Recharges	565,653
Total Income	-5,849,113
Balance of Parking	-2,441,486

Section 55 of the Road Traffic Regulation Act sets out the areas that this income can be spent on. Any positive balance of parking contributes to the wider highway budget supporting the work of the council in maintaining the network, introducing safety schemes and projects associated with the highway, any positive balance is not ring fenced just for this area, it is part of a County wide budget.

Local Government Transparency Code 2015

The following information is published under a requirement of the Local Government Transparency Code 2015.

- The estimated number of controlled on-street parking spaces, provided by Lancashire County Council, within Lancashire is 15,394.
- The number of off-street controlled parking spaces, provided by Lancashire County Council, within Lancashire is 920.



Partnership Working.

To ensure the smooth operation, transparency, and security of our parking and enforcement services, we work with a range of trusted partners:



- We work with enforcement agents to recover unpaid Penalty Charge Notices (PCNs). Our current appointed agents are **CDER Group** and **JACOBS**.

- **Security Plus** provides the cash-in-transit and counting services for all pay-and-display machines across the county.



- **Taranto** provides the back-office system that supports the management of our parking services operations.

- **Metric** supplies and maintains our pay-and-display machines across the county.



- **RingGo** is our partner for providing cashless parking solutions.

- All our Civil Enforcement Officers (CEOs) wear body-worn cameras while on duty, supplied by **Pinnacle**.



- **Videalert** supplies the ANPR CCTV systems that help us manage and enforce bus lane restrictions across Lancashire.

Contact Us.

Telephone Enquiries **0300 123 6713**
Telephone Payments **0300 600 0010** (24 hours)
Website www.lancashire.gov.uk/parking
Report a parking problem www.lancashire.gov.uk/parking
e-mail [**parking@lancashire.gov.uk**](mailto:parking@lancashire.gov.uk)

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