Milton Keynes City Council

Parking Service

Annual Report.



2025/26

www.milton-keynes.gov.uk/parking

Forward.

“Welcome to the Milton Keynes Council annual parking report for 2025/2026.

‘Parking’ underpins the quality of life for all residents of Milton Keynes, ensuring that residents can park near to their homes, that businesses can receive customers and goods and ambulances can travel unhindered along roads to get people to hospital. Parking restrictions are a tool that we use to make sure these things can happen.

We have continuously been working hard with our contractors to improve the service by using the newest technology, being customer-focussed, transparent, robust in enforcement and efficient in overall service provision.

Parking pressures are predominant in Central Milton Keynes (CMK), in and around schools, and many residential areas. There is also a need to provide suitable parking in the older district centres to ensure their economic vitality is not undermined by the success of CMK or other local centres. We will continue to be responsive to changes and make modifications to parking controls across Milton Keynes, to ensure that parking supports the needs of residents, businesses and visitors alike.

Parking is an area of council responsibility that should be self-financing, and we have so far been successful in this, which means no council tax monies are used to fund the service. In fact, the parking service generates a surplus which is used to fund passenger transport, giving those that do not have access to a funds are also invested in car park and highway improvements, including operating all 21 off street car parks in the older towns free of charge, and also improving the quality of the road network.

We have tried to include as much useful information as possible, including statistics, our achievements and the wider role that our service plays in the borough for residents, visitors and all customers”.

Counicllor Kerrie Bradburn

Introduction.

This report seeks to explain what we are doing to meet our parking policy objectives, detailing the key operational and financial information of the service.

There are huge and ever-increasing demands on the road space within Milton Keynes.

Central Milton Keynes has a successful shopping centre and business district, as well as an emerging vibrant night-time economy at Milton Keynes Theatre District, the Hub and the Xscape entertainment venue all bringing in a regular influx of visitors.

Businesses are equally important to the sustainability, economy and appeal of Milton Keynes and their ability for their stay and visitors to park, and also to receive goods and deliveries is often essential to their operations.

Similarly, residents expect to be able to park within a reasonable distance to their homes.

Inevitably, competition amongst the various groups of road users is high and their reasons for parking will often be conflicting.

The Council Parking Service bears responsibility for balancing the demands and desires of the various groups against the management

of the road space available as best as possible, in order to maximise parking opportunities and improve compliance to existing parking regulations, ensuring the free flow of traffic and that all users have balanced access to parking. Parking restrictions are the tools we use to do this, for example, resident permit parking only areas.

In accordance with the Traffic Management Act 2004, local authorities that carry out Civil Parking Enforcement (CPE) are expected to be accountable and transparent and as such are required to publish an annual report every financial year.

Further information regarding the Traffic Management Act 2004 and the Department for Transport Operational Guidance to local authorities can be viewed on the website www.gov.uk/government and search for ‘local authorities parking policy’.



Our Vision.

Our aim is to place the customer at the forefront of everything that we do whilst focusing on being transparent in overall service provision as well as operating efficiently and effectively to ensure value for money for the council, the residents of Milton Keynes and surrounding Areas and the community that we serve.

Our Vision and Mission provides the goals for the service and gives a clear direction to staff and forms part of our service objectives.

Milton Keynes Council is committed to the community and customers that it serves, and this has been reflected in our Vision and Mission.

Our vision is for Parking Services to be a flagship in service delivery by using the newest technology, being customer-focussed, transparent, robust in enforcement and efficient in overall service provision.

To do this our mission is to:

- Consider complaints, comments and requests from customers and members professionally and transparently
- Manage the kerbside space
- Create and maintain safe and efficient traffic flow across the city
- Provide and maintain the best possible parking infrastructure in terms of bays, signs and lines for parking
- Provide a safe and fair parking space for all road users in line with their needs, as well as easy access to that parking
- Support and stimulate the local economy
- Deliver high quality, customer focussed processes and seek to improve continually
- Conduct effective and robust parking and traffic enforcement, from issuing PCNs to recovering debt
- Balance the needs of all road users

On-Street Parking.

Milton Keynes has a vast array of on-street parking arrangements and restrictions from on-street pay to park, to residents permit parking and prohibitions of waiting, loading and stopping. These are situated throughout the city.

These are clearly identified using signage and / or lining such as double yellow lines. Enforcement is carried out by Civil Enforcement Officers who are trained in parking regulations and are able to issue a Penalty Charge Notice (PCN) to anyone breaching parking regulations.

The Council has no powers to take enforcement action if there are no visible restrictions on the road (no signs or road markings).

It is not illegal to park a vehicle on a grass verge or the pavement unless it is causing an obstruction or there is a Traffic Regulation Order (TRO) in place. If a vehicle is parked in an obstructive way, such as blocking visibility, then the Police can issue a Fixed Penalty Charge.

14,000	21	145	10	90	31
Restricted Parking Spaces in CMK	Off-Street Car Parks	Parking Machines	MTE Enforcement Cameras	Schools (Enforced)	Resident Permit Schemes

Off-Street Parking.

The Council manages twenty-five off-street public car parks in the older district centres with a range of restrictions including long and short-term parking facilities, designated disabled parking and resident permit parking

Stony Stratford Car Parks		
Hawkins Close	Long Stay	63 Spaces
Market Square	2-hours max stay	50 Spaces
Horn Lane	Long Stay	22 Spaces
Ostlers Lane	Long Stay	75 Spaces
Telegraph Walk	2-hours max stay	44 Spaces
Newport Pagnell Car Parks		
Queens Avenue	2-hours max stay	50 Spaces
Bury Fields	Long Stay	72 Spaces
Station Road	2-hours max stay	93 Spaces
St Johns Road	Long Stay	31 Spaces
Silver Street (Upper)	2-hours max stay	10 Spaces
Silver Street (Lower)	Long Stay	100 Spaces
Lovat Hall	Long Stay	60 Spaces

Bletchley Car Parks		
Albert street (North)	Long Stay	90 Spaces
Albert Street (South)	2-hours max stay	32 Spaces
Cawkwell Way	2-hours max stay	37 Spaces
Westfield Road	Long Stay	81 Spaces
Fenny Stratford Car Parks		
Denmark Street	2-hours max stay	46 Spaces
George Street	2-hours max stay	23 Spaces
Napier Street	2-hours max stay	15 Spaces
Olney Car Parks		
Silver End	Long Stay	6 Spaces
Fountain Court	Long Stay	40 Spaces

Civil Parking Enforcement (CPE).

The primary purpose of Civil Parking Enforcement, as identified in the statutory guidance, is to support local Authorities in their delivery of their overall transport objectives.

It is not always easy to prove that CPE has a positive effect. Driving along a free-flowing road or walking along a footway without being blocked by parked cars is rarely noted or associated with CPE. Likewise, finding space in a clean, safe, well-lit car park is taken for granted. It is often noted, however, when these essential benefits are not available.

The Council is currently in the seventh year of a nine year contract. The contract encourages best practice by ensuring that performance is measured on the quality of the service delivered.

All Civil Enforcement Officers (CEO's) are salaried staff and do not work on any form of commission or ticket quota basis. CEO's are not afforded discretion to ignore a vehicle parked in contravention. The initial objective of a Civil Enforcement Officer (CEOs) is to encourage compliance to the parking regulations or to move a vehicle on and a penalty charge will only be issued where it is evident that no alternative form of action can be taken.

The Council has an aspirational list of 1,500 streets as routine, which are fed into the Monthly Deployment Plan. The streets are located throughout the Borough including Central Milton Keynes and all outer areas (residential parking schemes, the older district town centres and everything in between).

In addition, a weekly list of streets is provided to the Enforcement Team by MKC where complaints have been received into the MKC parking team and voice mail in-box. These reported parking hot spots are then sent to the Enforcement Team to investigate either by routine patrol or using their mobile enforcement team.

A dedicated School Enforcement Team has been created, consisting of Officers from Parking, Road Safety, Highways, and Transport Planning and Parking. The Team regularly meets to discuss and review the prioritisation on School Enforcement.

The Secretary of State considers that the exercise of discretion should, in the main, rest with back-office staff as part of considering challenges against penalty charges and representations that are made to the local authority. This is to protect civil enforcement officers from allegations of inconsistency, favouritism, or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.

The **Traffic Management Act 2004** places a duty on local authorities to manage the road network and to ensure the expeditious movement of all traffic.

Civil Parking Enforcement is one tool used by the Authority to fulfil this duty. In addition, Civil Parking Enforcement is a tool aims to support local, regional, and national transport plans and achieve the following outcomes:

- **Manage the network to ensure free movement of traffic (including pedestrians and cyclists)**
- **Improve road safety**
- **Reduce congestion**
- **Improve access to public transport**
- **Improve the local environment**
- **Support and stimulate the local economy**
- **Educate motorists**
- **Issue penalty charge notices**
- **Manage and reconcile the competing demands for kerb space**

Legal Framework.

Milton Keynes Council decriminalised in 2002. This means that the Council became legally responsible for enforcing on-street parking restrictions (although the Police retain the responsibility for enforcing obstruction). The legislation under which the Council operates is the Traffic Management Act 2004. The Council must create a Traffic Regulation Order (TRO) under the Road Traffic Regulation Act 1984 in order to be able to issue a Penalty Charge Notice (PCN) when a vehicle contravenes the parking restriction.

Parking Finances.

The Parking Service is self-financing and sustained by the revenue that it raises so that it does not seek support from local taxpayers. However, it is intended that the charges remain proportionate and are not set at unreasonable levels.

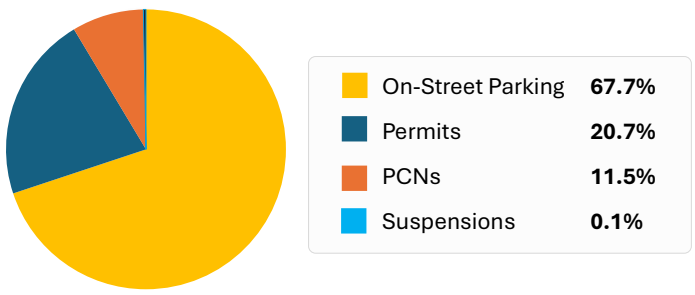
The income from on-street charging, which includes the CMK parking charges, Controlled Parking Zones, Permits and Penalty Charge Notices is ring-fenced and must only be used in accordance with the provisions of section 55 of the Road Traffic Regulation Act 1984 (as amended). This restricts the use of any surplus generated strictly to re-investment in the service or other transport related purposes, which commonly includes the improvement, extension and maintenance of the existing parking schemes, car parks and infrastructure as well as funding new parking restrictions that are requested by residents, members, and the emergency services.

Using surplus parking income to subsidise passenger transport and reduce car journeys supports sustainability policies.

The main parking revenue is generated through the Central Milton Keynes on-street parking. This is a combination of pay for parking, permits and PCN's.

Number of Permits issued by location

Parking Income	
On-Street 'Pay to Park' Income	£10,678,000
Permit Income	£3,272,000
Penalty Charge Notice Income	£1,820,000
Suspension Income	£7,000
Total	**£15,777,000**



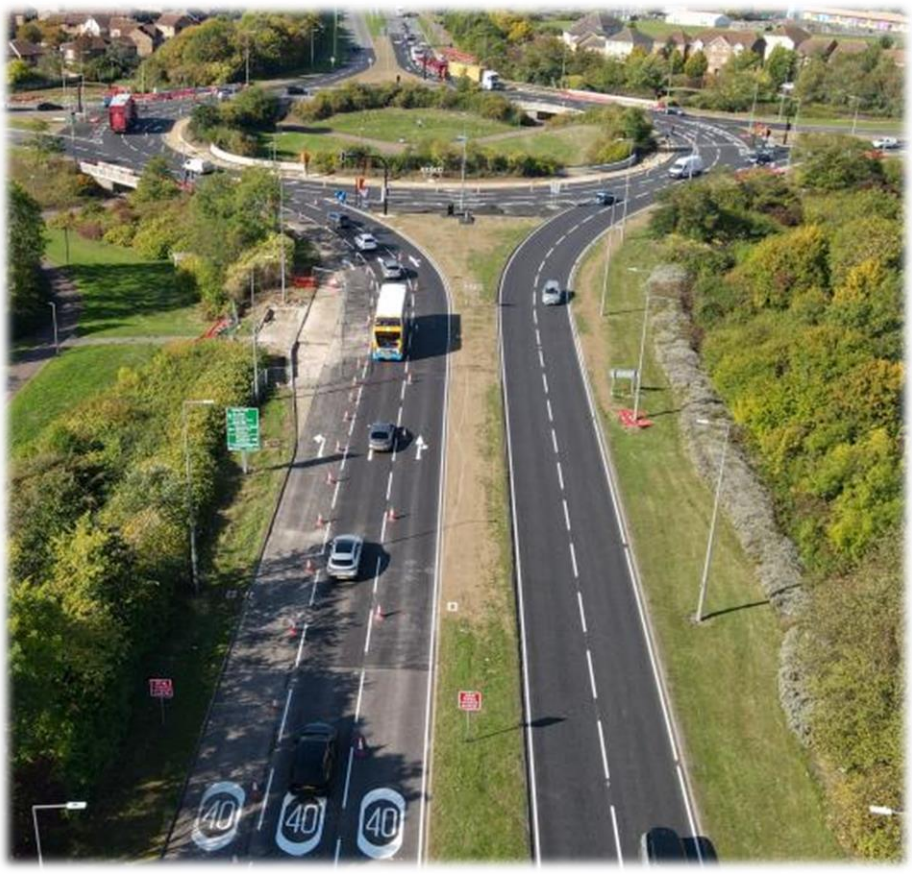
Expenditure	
Contractors Management Fee	£1,932,000
Cashless Parking Text and Data Costs	£586,000
Staffing Cost	£169,000
Supplies and Services	£1,000
Support Costs	£41,000
Signing and Maintenance Costs	£67,000
Depreciation	£153,000
Total	**£2,980,000**

Surplus: **£12,797,000**

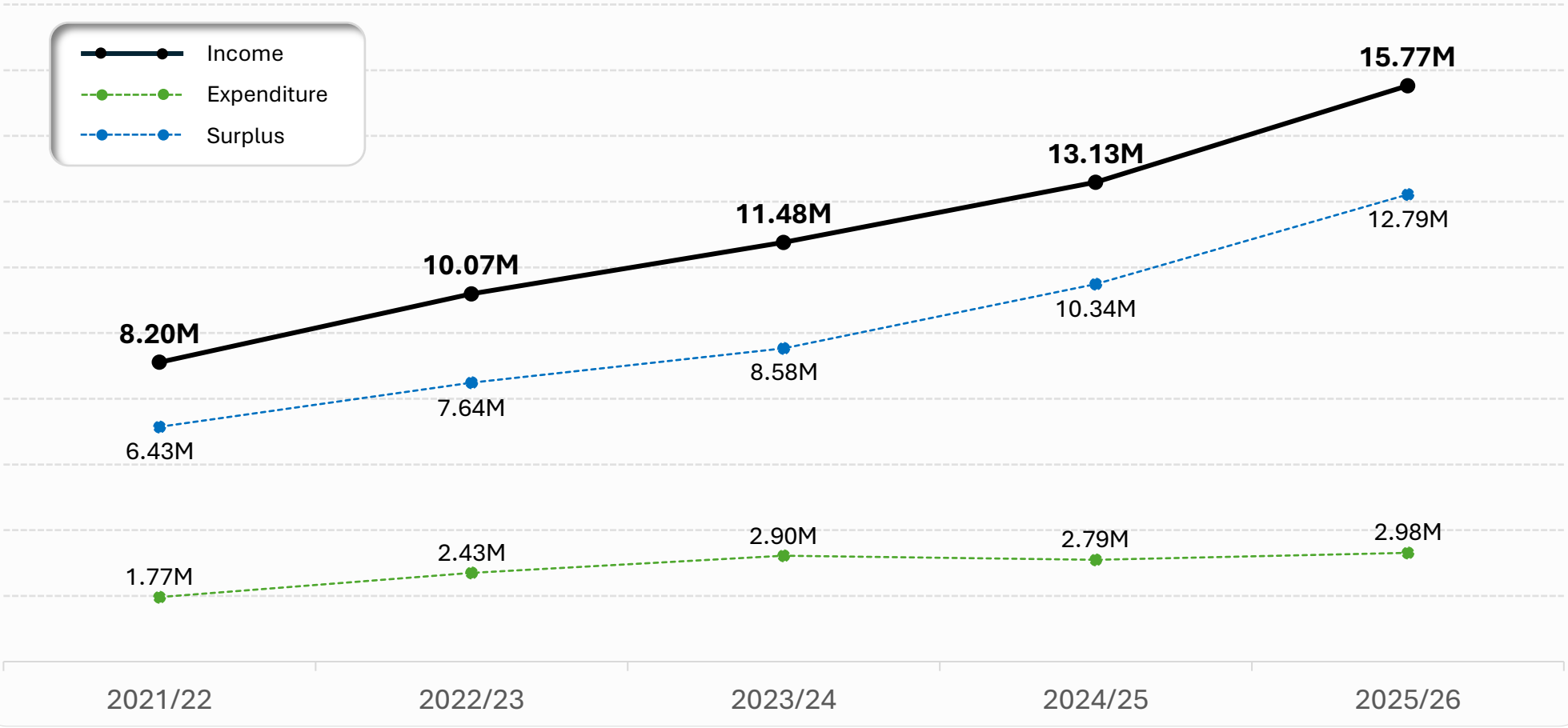
The parking account is ring fenced as detailed in section 55 of the Road Traffic Regulation Act 1984 (the 1984 Act). This means that once the Council has firstly made good any deficit to the account, any surplus in the parking account can legally be spent on off-street parking, public transport, highway, road and environmental improvements within the area.

How the 2025/26 income surplus was used:

Use of Parking Income Surplus	
Multi-Storey Car Park	£7,000
Off-Street Car Parks	£1,755,000
Maintenance and Energy	£99,000
Winter Gritting	£84,000
Street Cleansing	£1,564,000
Landscaping	£5,000
Traffic Management	£99,000
Road Safety	£50,000
Publicity	£27,000
Passenger Transport	£489,000
Concessionary Fares	£3,676,000
Community Transport	£396,000
Passenger Transport Subsidies	£272,000
Direct Responsive Transport	£473,000
Transport Projects	£363,000
Infrastructure Investment	£4,948,000
Environmental Improvements	£1,088,000
Total	**£15,395,000**



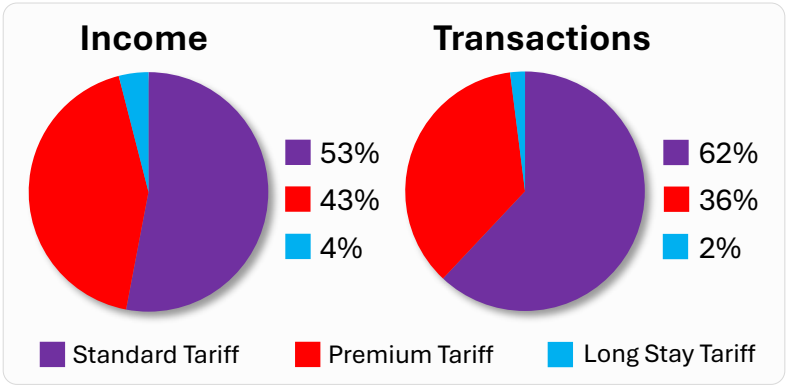
Annual Parking Finance (5 Years)



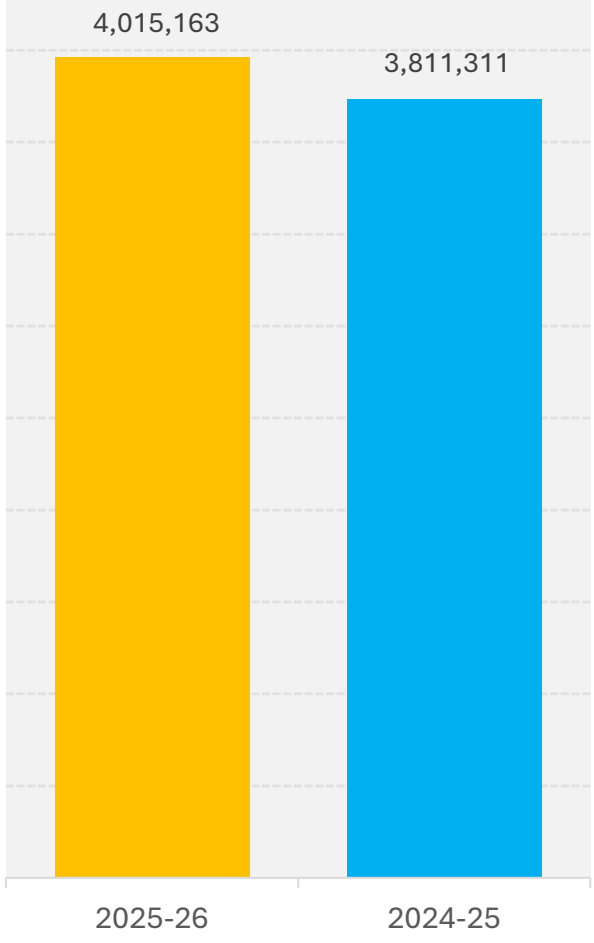
Milton Keynes City Council

On-Street Pay to Park Data.

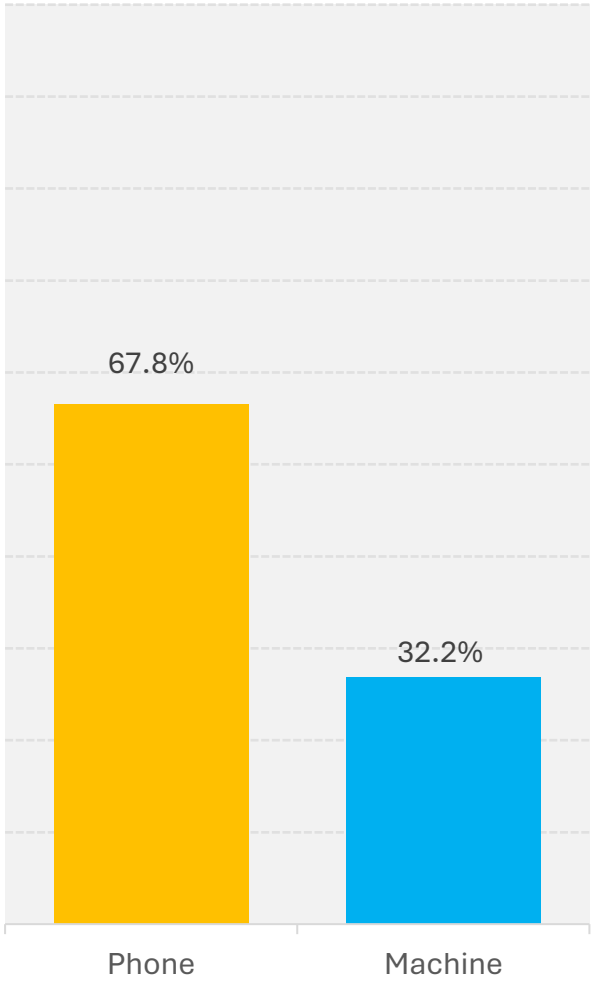
Parking Charges	Income	Transactions
Standard Tariff (£2.00 first 2 hours, £0.50 every hour thereafter)	£5,617,600	2,503,469
Premium Tariff (£2.50 first hour, £2.00 every hour thereafter)	£4,591,540	1,464,808
Long Stay Tariff (£10.00 for 24 hours)	£468,860	46,886
Total	**£10,678,000**	**4,015,163**



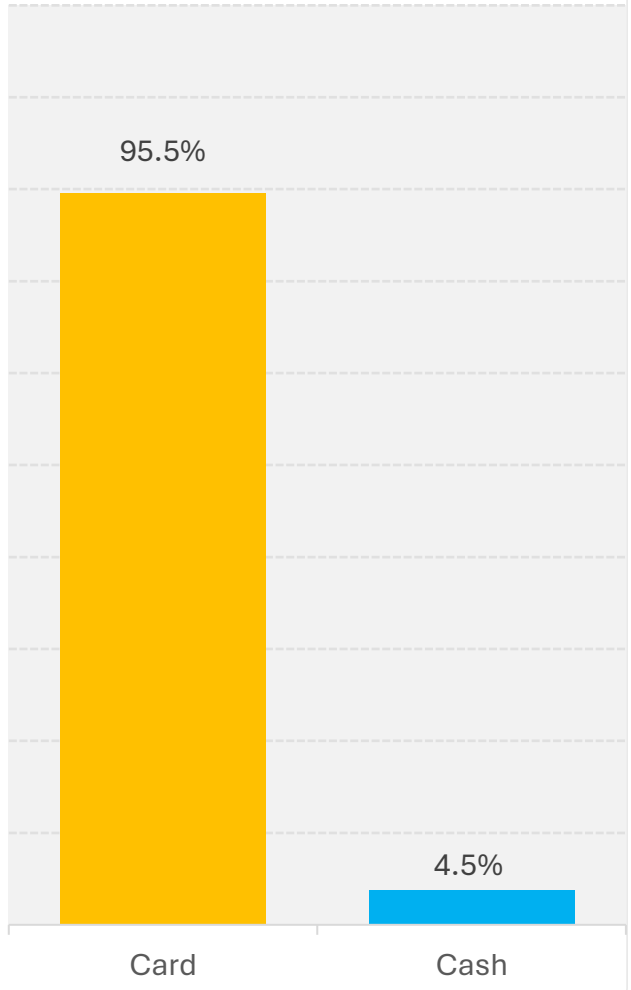
Annual Comparisons
(By Transactions)



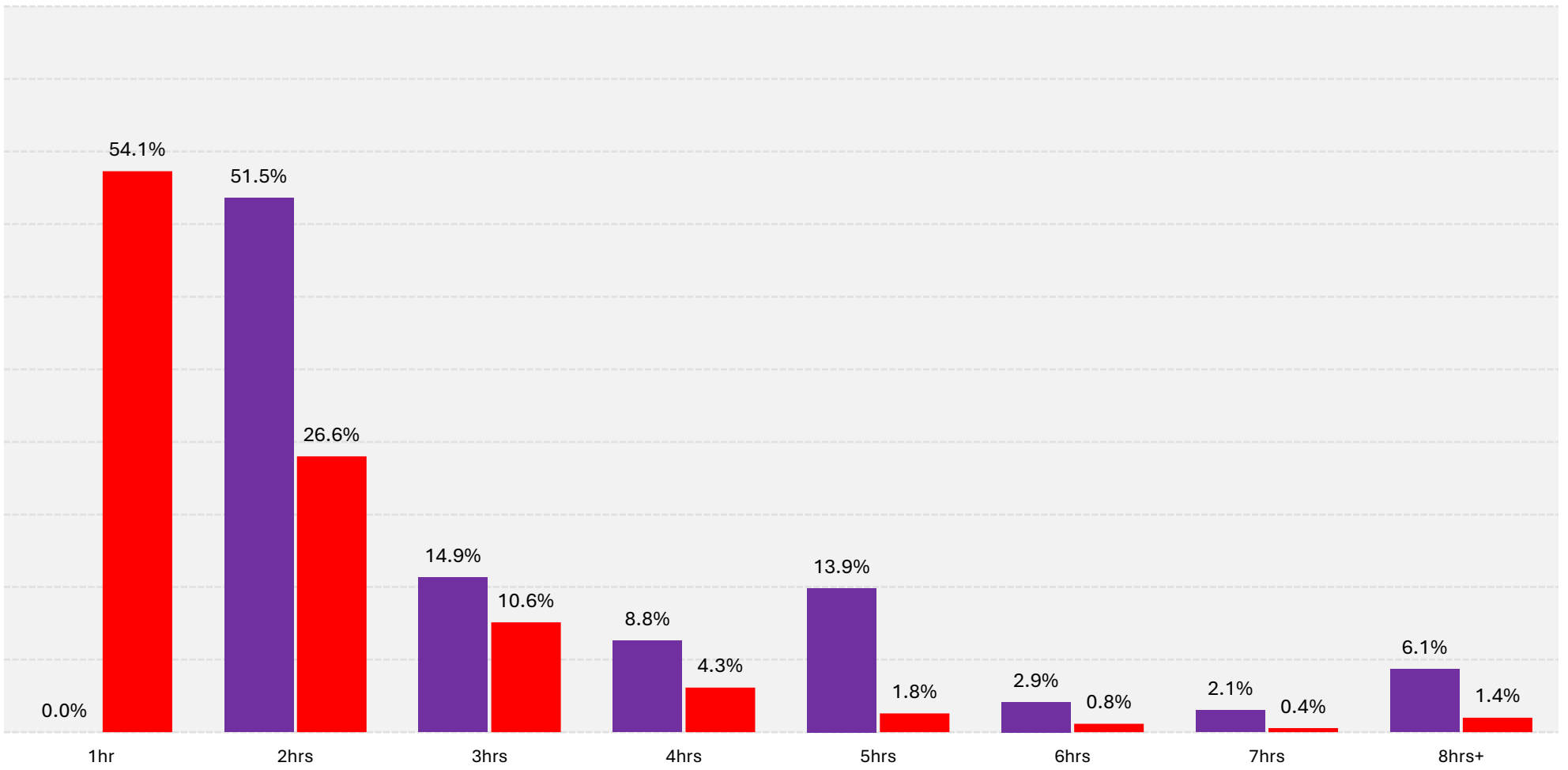
Payment Method
(By Transactions)



Payment Options
(By Transactions)

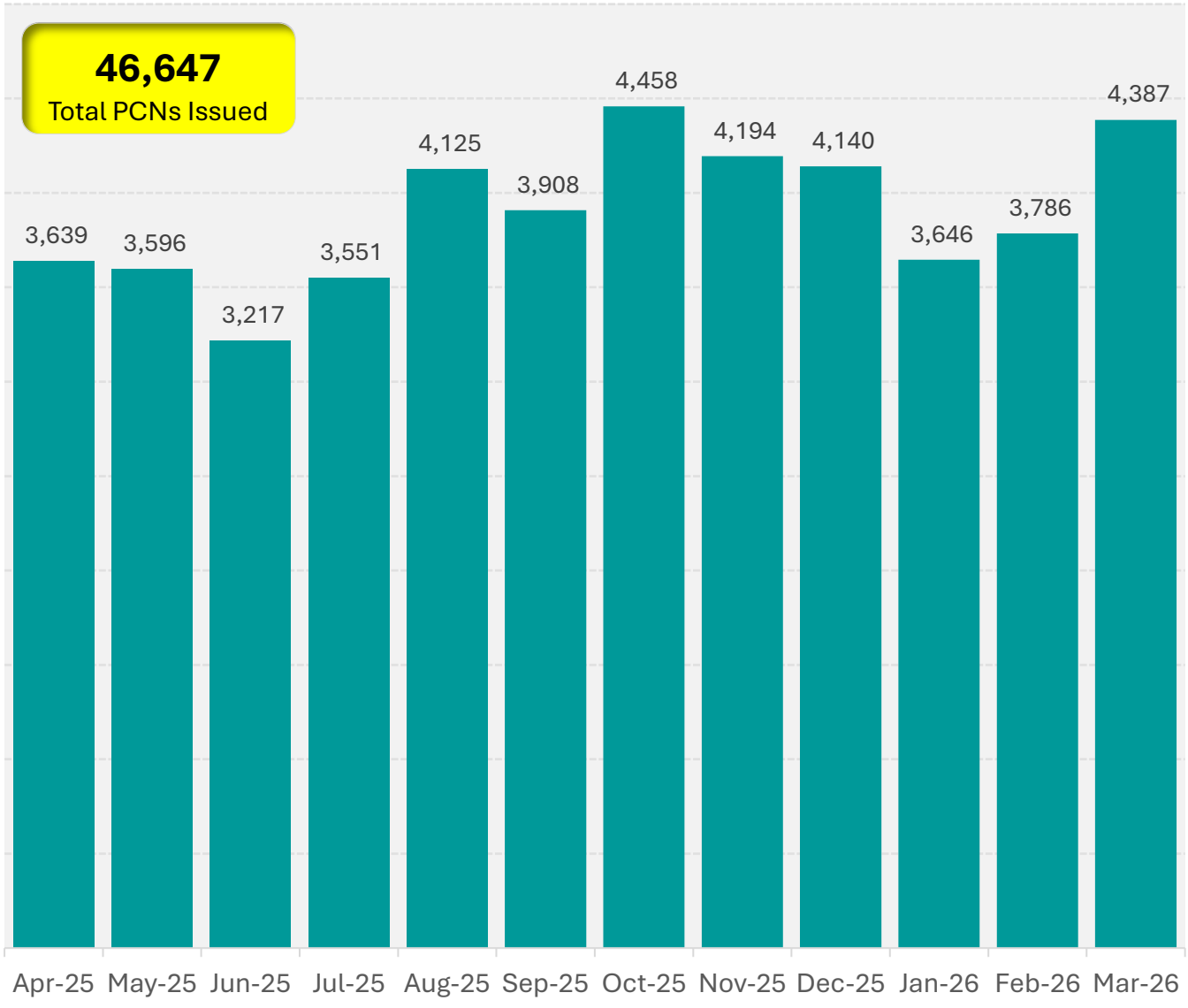


Average Parking Time Purchased
(2025/26)

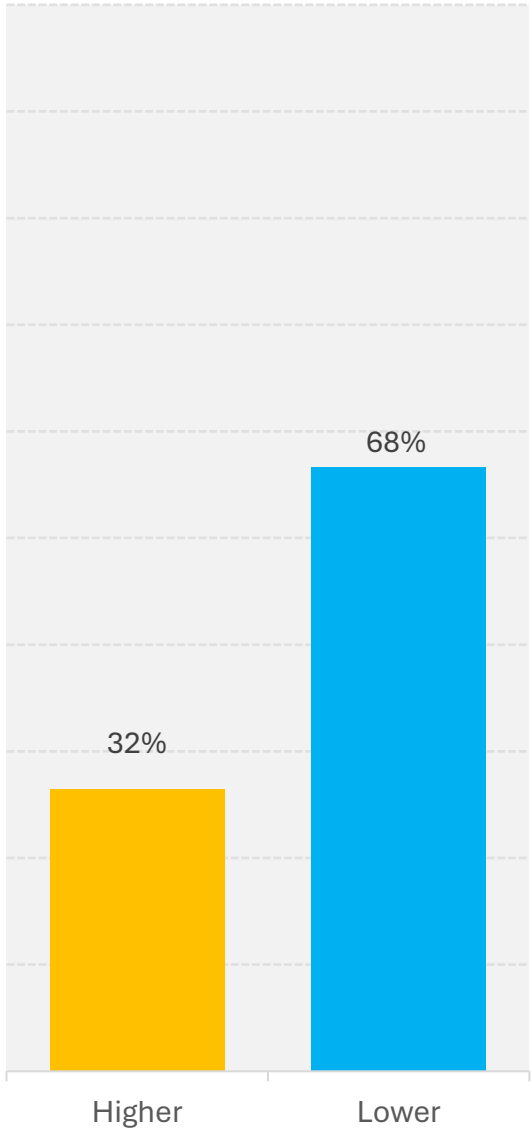


Enforcement Data (PCN).

PCNs issued
(2025/26)



Payment Method
(By Transactions)

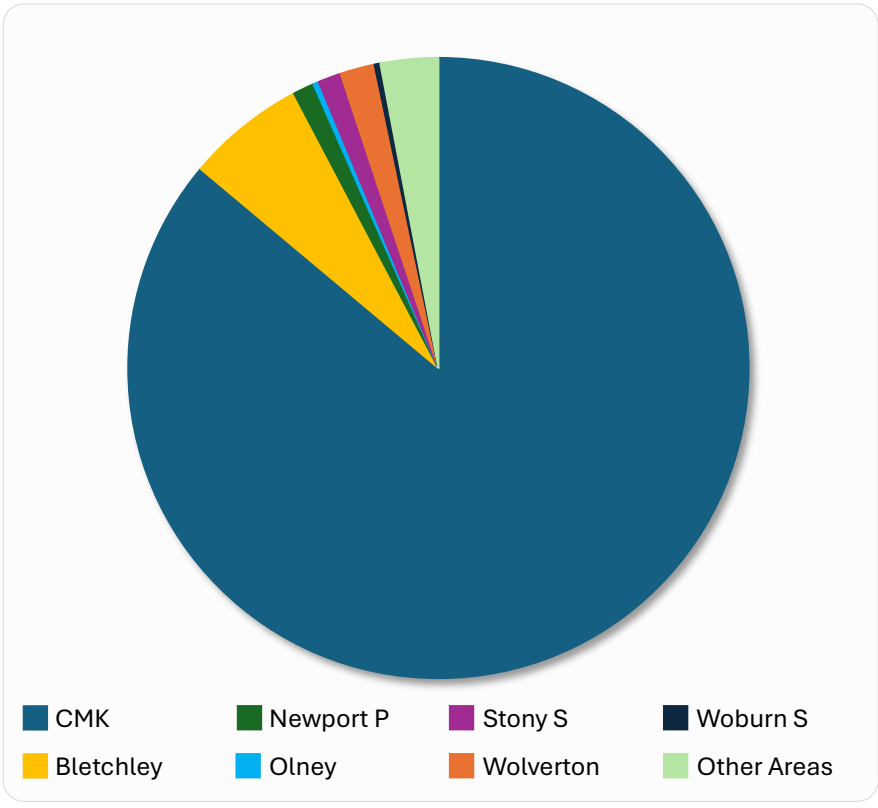


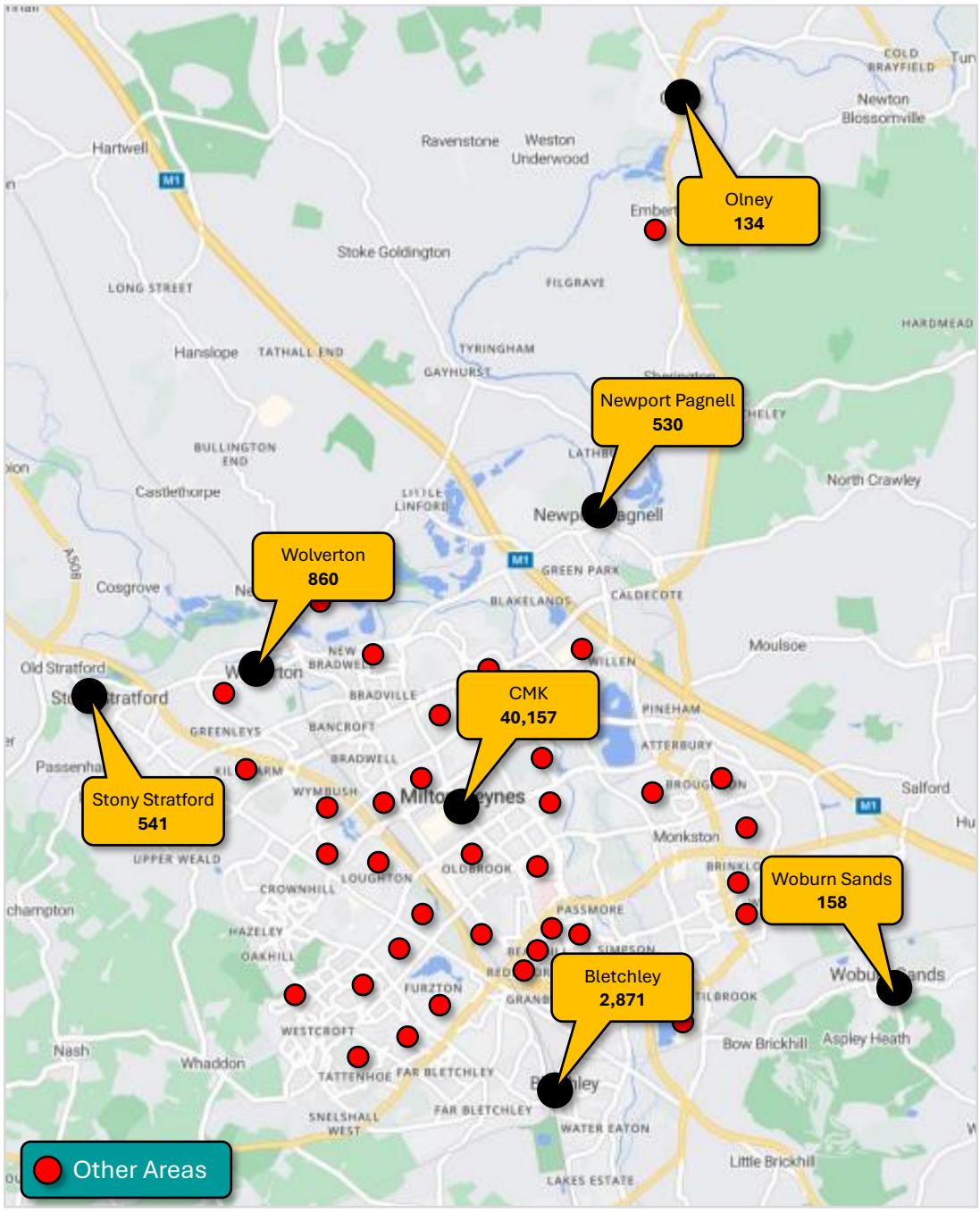
Number of PCNs issued by contravention

Contravention		Charge Level	PCNs Issued
01	Parked in a restricted street during prescribed hours	Higher	3,613
02	Parked or loading/unloading where waiting and loading/unloading restrictions are in force	Higher	449
05	Parked after the expiry of paid for time.	Lower	1,575
11	Parked without payment of the parking charge.	Lower	23,910
12	Parked in a residents' parking place or zone without a valid virtual permit, or without payment of the parking charge.	Higher	1
14	Parked in an electric vehicles' charging place during restricted hours without charging.	Higher	62
16	Parked in a permit space or zone without a valid virtual permit where required.	Higher	5,955
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	1
21	Parked wholly or partly in a suspended bay or space.	Higher	77
22	Re-parked in the same parking place or zone within one hour after leaving.	Lower	2
23	Parked in a parking place or area not designated for that class of vehicle.	Higher	192
24	Not parked correctly within the markings of the bay or space.	Lower	409
25	Parked in a loading place or bay during restricted hours without loading.	Higher	113
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place.	Higher	25
30	Parked for longer than permitted.	Lower	1,324
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.	Higher	2,267
42	Parked in a parking place designated for police vehicles.	Higher	90
45	Stopped on a taxi rank.	Higher	168
46	Stopped where prohibited (on a clearway)	Higher	1,514
47	Stopped on a restricted bus stop or stand.	Higher	2
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited.	Higher	25
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway.	Higher	48
73	Parked without payment of the parking charge.	Lower	3
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	25
80	Parked for longer than permitted.	Lower	523
81	Parked in a restricted area in an off-street car park or housing estate.	Higher	3
82	Parked after the expiry of paid for time.	Lower	123
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock.	Lower	3,898
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required.	Higher	27
86	Not parked correctly within the markings of a bay or space.	Lower	88
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.	Higher	113
92	Parked causing an obstruction.	Higher	12
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	10

Number of PCNs issued by location

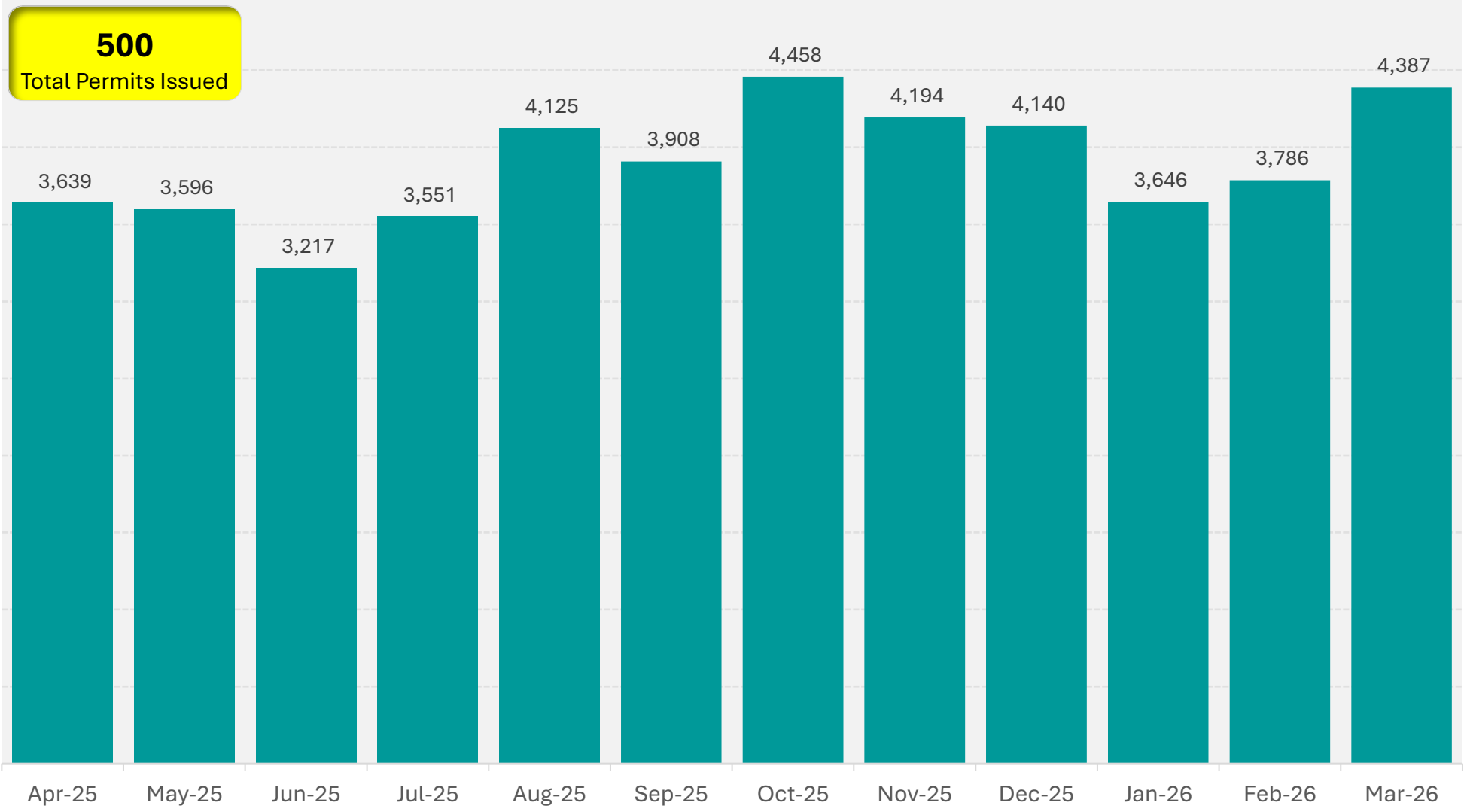
Location	Issued
Central Milton Keynes	40,157
Bletchley and Fenny Stratford	2,871
Newport Pagnell	530
Olney	134
Stony Stratford	541
Wolverton	860
Woburn Sands	158
Other Areas	1,396
Total	**46,647**





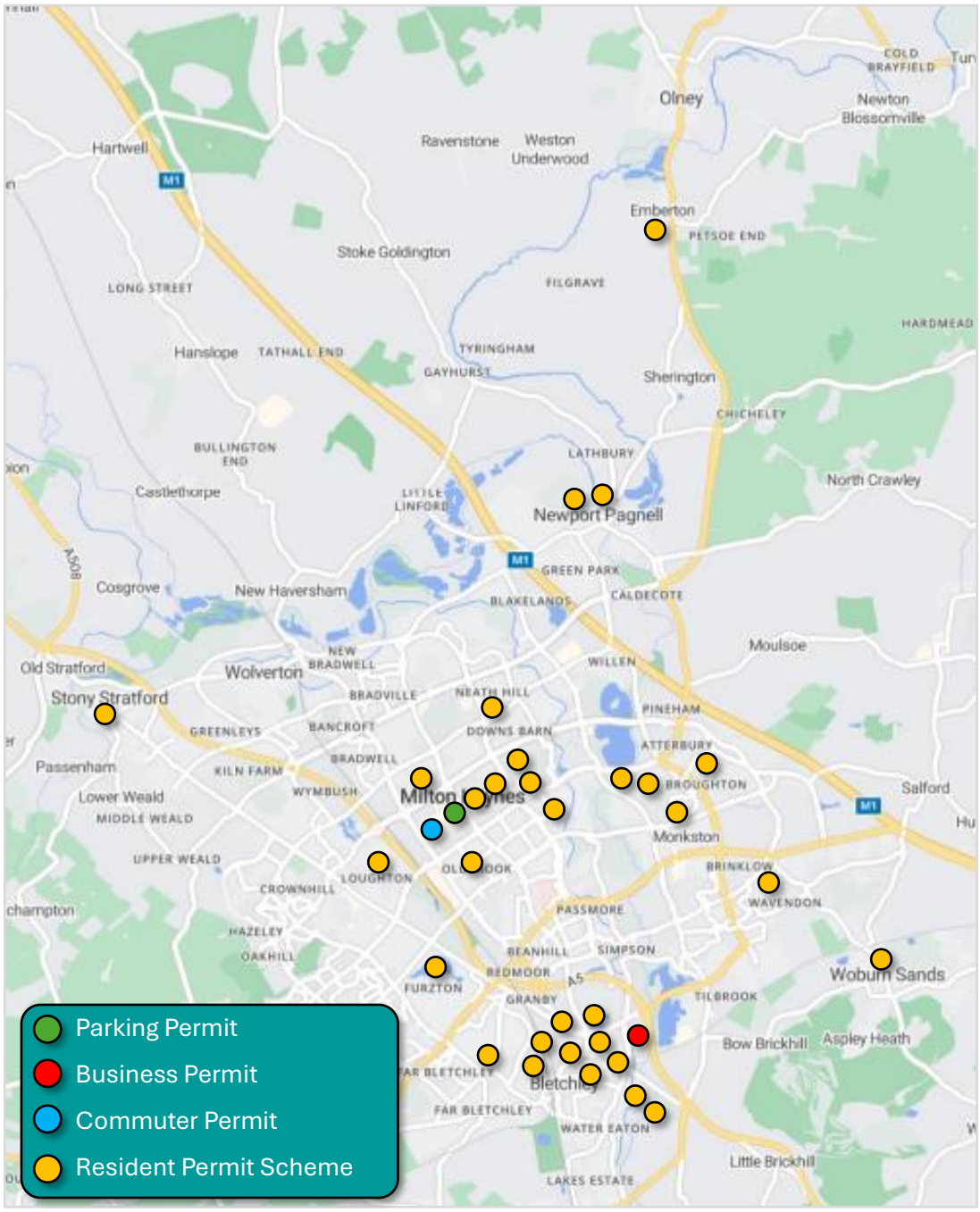
Permit Data.

Permits issued
(2025/26)



Number of Permits issued by location

Permit Scheme		Issued
CO	CMK Commuter Permit	
E1	CMK Parking Permit	
E31	Mount Farm Business Permit	
M	Milton Keynes Carers Permit	
R1	CMK (1) Resident Permit	
R1A	CMK (2) Resident Permit	
R2	Bradwell Common Resident Permit	
R4	Oldbrook Resident Permit	
R5	Springfield Resident Permit	
R11	Loughton Resident Permit	
R12	Stony Stratford Resident Permit	
R13	Bletchley (1) Resident Permit	
R14	Fenny Stratford (1) Resident Permit	
R15	Fenny Stratford (2) Resident Permit	
R16	Bletchley (2) Resident Permit	
R17	Bletchley (3) Resident Permit	
R18	Bletchley (4) Resident Permit	
R19	Bletchley (5) Resident Permit	
R20	Bletchley (6) Resident Permit	
R21	Newport Pagnell (1) Resident Permit	
R22	Emberton Resident Permit	
R23	Bletchley (7) Resident Permit	
R24	Middleton (1) Resident Permit	
R25	Middleton (2) Resident Permit	
R26	Neath Hill Resident Permit	
R27	Broughton Resident Permit	
R28	Wavendon Resident Permit	
R29	Campbell Park (1) Resident Permit	
R30	Bletchley (8) Resident Permit	
R32	Bletchley (9) Resident Permit	
R33	Newport Pagnell (2) Resident Permit	
R34	Campbell Park (2) Resident Permit	
R36	Caldecotte Resident Permit	
R37	Furzton Resident Permit	
RP1	West Bletchley Resident Permit	



Useful Contacts.

Milton Keynes City Council
01909 691691
mkparking@milton-keynes.gov.uk
http://milton-keynes.gov.uk/parking
- General enquires

Parking Enquiries
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General parking enquires

Permit Enquiries
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General Enquiries / Make Payment

Permit Application
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General enquires / Pay to park

Penalty Charge Notice (Enquiries)
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General enquires

Penalty Charge Notice (Make Payment)
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General enquires

Penalty Charge Notice (Challenge)
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General enquires

Traffic Penalty Tribunal
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General enquires

XXX
01604 625608
miltonkeynespermits@imperial.co.uk
http://milton-keynes.gov.uk/parking
- General enquires