

Parking enforcement protocol in Wandsworth

A guide to how we manage parking in Wandsworth



Guide to parking enforcement protocol in Wandsworth

To help you understand the way we manage on-street parking in Wandsworth, we have produced this enforcement protocol document. It details every parking contravention enforced by civil enforcement officers and explains the circumstances in which the cancellation of a parking ticket (or Penalty Charge Notice) would be considered.

This document also sets out information about the training, standards of behaviour and procedural requirements involved in the duties of a CEO.

The purpose of this enforcement protocol is to:

- ensure that parking enforcement policy is clear and consistent
- have a single document in which enforcement policy is documented that can be easily updated when changes occur.

A general **Parking Guide to Wandsworth** has also been produced, which explains many of the parking regulations in an easily understandable format. You can download a copy from www.wandsworth.gov.uk/parking.

Glossary

PCN	Penalty charge notice
CEO	Civil enforcement officer
HHC	Hand-held computer

Customer Centre

Open Monday to Friday, 9am to 5pm

Wandsworth Council
Ground Floor Town Hall Extension
Wandsworth High Street SW18 2PU

Telephone: (020) 8871 8871

The role of civil enforcement officers (CEOs)



The role of CEOs is essential to enforcing parking restrictions throughout the borough. The actions of CEOs are tightly regulated by council policy, working practices and guidelines and the law. The following list details some of the limits on what CEOs can do.

CEOs cannot:

- issue parking tickets to vehicles parked on the red route (or Transport for London Road Network – TLRN)
- issue parking tickets on private property (e.g. driveways)
- issue tickets to vehicles for obstruction, being untaxed, or speeding
- issue parking tickets to anything except motorised vehicles (i.e. they cannot take action against bicycles, trailers or caravans)
- alter the time on their handheld computers
- issue tickets for parking contraventions that do not apply at that location (see further information under **PCN issuing procedures**)
- ignore vehicles that are parked in contravention of the regulations, unless an exemption applies
- cancel parking tickets once they have been issued, or halt the issue of a parking ticket once they have started.

Procedural and behavioural standards

The council sets a number of procedural and behavioural standards, which CEOs are required to follow when carrying out their duties. The main ones are given below. CEOs are required to:

- be polite and well presented at all times
- give information and advice about the parking regulations when asked
- be easily recognisable (they wear a uniform which displays the name of their company, and their individual identification number)
- take photographs of each parking contravention for evidential purposes when issuing a parking ticket, unless prevented from doing so
- give motorists, whose vehicles are parked in contravention of the regulations, the opportunity to move before a ticket is issued. A grace period is now applicable in specific circumstances (see details in this document) for 10 minutes should a vehicle be legally parked prior to the start of observation. **Please note:** this only applies, during observation, if the motorist is present at the time and is identified as the driver of the vehicle. It does not apply to cases where the driver could not be easily identified with the vehicle (e.g. he or she was some distance away) or where the CEO has already started issuing the ticket when the driver returns.

Other duties

CEOs also perform other duties to assist the community in which they work, such as:

- working with the police to reduce crime
- reporting unlicensed skips
- assisting the emergency services when accidents occur

Please bear in mind that when a CEO sees a vehicle parked in contravention of the regulations, he or she has no way of knowing the circumstances which led to the driver parking it there. Unless the situation is apparent to the officer, and exempts the vehicle from the regulations (e.g. the vehicle is obviously broken down) the CEO is required to issue a PCN. Any special circumstances that the driver feels may lead to the cancellation of the PCN should be explained to the council in writing when representations are made (see **Contesting a PCN** for more details).

Training

All recruits, experienced or not, undergo a training programme on their first week. This is a five day programme with an individual assessment on day five. The programme covers all aspects of the legislation and regulations under which they will carry out their duties as well as the following practicalities of the role:

- recognising when a parking contravention is taking place
- understanding when exemptions apply
- taking photographs and making notes as part of the evidence gathering process
- being familiar with council policies and working practices
- the importance of interpersonal skills

Additional training includes:

- conflict management training
- team building workshops.

Performance

The performance of all CEOs is subject to regular checks to ensure that they are operating in accordance with the council's standards and guidelines. Regular briefings and refresher training also help to ensure that all CEOs remain aware of the council's requirements and any changes to policy or regulations that may occur.

Despite the common belief that CEOs are paid on commission according to the number of tickets they issue, this is not the case. CEOs are paid a monthly salary regardless of the number of tickets they have produced.

All allegations of dishonesty and impropriety are thoroughly investigated. Complaints about CEOs should be made in writing to the address below, including details of the time, date and location of the incident, with the CEO's identification number and/or physical description.

Wandsworth Council

Environment and Community Services

Parking Operations

Unit 1G

Tadmire House

Frogmore

SW18 1EY

Email: dtsparking@wandsworth.gov.uk

PCN issuing procedure

Hand-held computers (HHCs)

All civil enforcement officers (CEOs) issue PCNs using a HHC. This ensures that motorists can easily read all the essential information on the PCN. Issuing PCNs via the HHC also ensures that a PCN can only be issued in accordance with information programmed into the device by council officers. Only in exceptional circumstances will a PCN be issued manually.

This information relates to the specific parking contraventions that apply in each road, and means that CEOs can only issue PCNs for those contraventions. CEOs

are not able to override the permissible contraventions for any road or to create any new information, and all such amendments are limited to designated council officers. This means that CEOs cannot issue a ticket for a contravention if it does not apply in that street (e.g. a CEO cannot issue a ticket for parking on a yellow line in a street where yellow line restrictions do not apply and cannot override or change the time).

Observation periods

An observation period is a period of time during which a CEO is required to observe a vehicle before a PCN can be issued to it. Many parking contraventions require an observation period to be given to satisfy the CEO that the contravention is being committed. Others have a discretionary period set by the council, which provides a degree of leeway in circumstances in which delays in returning to a vehicle can easily occur. Others do not require an observation period to be given due to the seriousness of the contravention or the disruption to the flow of traffic that would otherwise be caused.

However, even for the more serious contraventions for which an observation period is not given, CEOs are required to carry out a visual check to make sure that no exemption to the regulations applies (e.g. the vehicle is not obviously broken down and no loading/unloading is taking place).

The chart commencing on page 6 details which contraventions require an observation period, and which do not.

Photographs and notes

CEOs are required to take a number of photographs when a PCN is issued, for evidence purposes, unless they are prevented from doing so. These photographs confirm where the vehicle was parked when the PCN was issued and what, if anything, was on display in the windscreen at the time. They are also required to make records of each contravention in the notes via their HHCs. These records may also include a note of any conversation that took place between the CEO and the motorist, or a note of any circumstances relevant to the issue of the PCN.

Serving a PCN

Legislation requires that a PCN issued by a CEO is either affixed to the vehicle or handed to the person who appears to be the driver. However, if a CEO is physically prevented from serving a PCN, due to the aggressive behaviour of the driver, the PCN can be pursued and notices issued to the registered keeper of the vehicle by post.



Contesting a PCN

Once a PCN has been issued, the correspondent, driver and/or registered keeper of the vehicle may wish to make representations against it. The representation process allows a motorist to introduce evidence that was not available to the CEO at the time, which may then lead to the cancellation of the PCN. Council officers in the parking correspondence team consider both informal and formal representations and decide whether or not there are grounds for cancellation. If the PCN is informally upheld, then only the registered owner or keeper of the vehicle will be permitted to make formal representations, and ultimately to appeal to an independent adjudicator. More detailed information about the process for contesting a PCN is available on our website at www.wandsworth.gov.uk/parking.

You may contest a PCN using our website at www.wandsworth.gov.uk/pcnonline.

Areas of parking enforcement in which discretion (leeway) is applied

There are a number of areas of parking enforcement in Wandsworth where discretion is routinely applied to assist motorists. These are listed below:

- vehicles displaying an expired resident permit are allowed seven days grace;
- drivers attempting to use faulty pay-and-display machines are able to ring a dedicated telephone number displayed on the machine to arrange for their vehicles to park without receiving a PCN, up to the maximum stay allowed at the relevant pay-and-display machines;
- in the few uncontrolled roads in the borough (i.e. those where a CPZ has not been introduced) vehicles parked partly on the footway in narrow roads are not ticketed providing that they leave sufficient space for a wheelchair or double buggy to pass unhindered.

A chart listing the on-street parking contraventions enforced by CEOs in Wandsworth is set out overleaf. This provides a brief explanation of the contravention, where necessary, the observation period allowed, if appropriate, and the circumstances that may allow cancellation to be considered.

The policy associated with circumstances when PCNs may be considered for cancellation is under review. Details provided are valid at time of publication but may be subject to change.



On-street parking contraventions enforced by civil enforcement officers (CEOs) in Wandsworth

This chart provides a brief explanation of the contravention, where necessary, the observation period allowed, if appropriate, and the circumstances that may allow cancellation to be considered.

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) may be considered (marked ✓)					
			Blue badge holders No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN may be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	Loading/unloading Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	Vehicle broken down Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	Vehicle stolen Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	Pay & display (P&D) Tickets fallen down, not correctly displayed or obscured – PCN may be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	Permits Fallen down, obscured, not correctly displayed, or in the case of a visitor permit, not validated as required by the conditions of use (i.e. date/month not scratched, vehicle registration not completed, zone not filled in on one-hour zone visitor permit) – may cancel PCN on the first occasion if permit used on the date of the PCN is provided
1	Parked in a restricted street during prescribed hours (parked on single/double yellow lines when restrictions are in force)	Yes – a minimum of 2 minutes and up to a maximum of 20 minutes is given to ascertain whether loading/unloading is taking place. The length of observation will depend on the size of the vehicle, with only large lorries receiving the maximum time, and smaller vehicles such as vans receiving 5 to 10 minutes. If loading/unloading is observed, CEOs can allow up to a maximum of 40 minutes for this to be completed	✓	✓	✓	✓		
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force (parked on single/double yellow lines when loading restrictions, marked by yellow kerb 'blips', are in force)	No observation period required as to do so would lead to disruption to the traffic flow			✓	✓		

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			Blue badge holders No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN may be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	Loading/unloading Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	Vehicle broken down Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	Vehicle stolen Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	Pay & display (P&D) Tickets fallen down, not correctly displayed or obscured – PCN may be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	Permits Fallen down, obscured, not correctly displayed, or in the case of a visitor permit, not validated as required by the conditions of use (i.e. date/month not scratched, vehicle registration not completed, zone not filled in on one-hour zone visitor permit) – may cancel PCN on the first occasion if permit used on the date of the PCN is provided
5	Parked after the expiry of paid for time (parked after the displayed P&D ticket has expired)	Yes – 10 minutes is allowed from the expiry time on the P&D ticket displayed Please note: If a P&D ticket that has expired by 10 minutes or more is on display when the CEO first observes the vehicle, no further observation period applies	✓	✓	✓	✓		
6	Parked without clearly displaying a valid P&D ticket or voucher in a P&D only bay (the P&D ticket is not visible, obscured or invalid)	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle, except where the vehicle was legally parked at the time the restrictions came into force where a 10-minute period applies. This is to allow drivers sufficient time to return to the car with a P&D ticket.	✓	✓	✓	✓	✓	
7	Parked with payment made to extend the stay beyond initial time	No observation period required as evidence that the maximum stay allowed has been exceeded will already have been observed	<p style="text-align: center;">Wandsworth does not enforce this contravention, providing that the total amount of parking time purchased does not exceed the maximum stay allowed at the parking place. The maximum stay is shown on the P&D machine and on the bay signs. If the maximum stay is exceeded, cancellation will only be considered if the vehicle was loading/unloading, broken down or stolen.</p>					

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) may be considered (marked ✓)					
			Blue badge holders No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN may be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	Loading/unloading Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	Vehicle broken down Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	Vehicle stolen Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	Pay & display (P&D) Tickets fallen down, not correctly displayed or obscured – PCN may be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	Permits Fallen down, obscured, not correctly displayed, or in the case of a visitor permit, not validated as required by the conditions of use (i.e. date/month not scratched, vehicle registration not completed, zone not filled in on one-hour zone visitor permit) – may cancel PCN on the first occasion if permit used on the date of the PCN is provided
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle, except where the vehicle was legally parked at the time the restrictions came into force where a 10 minute period applies. This is to allow drivers sufficient time to return to the car with a P&D ticket or visitor permit.	✓	✓	✓	✓	✓	✓
14	Parked in an electric vehicles' charging place during restricted hours without charging	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle.		✓	✓	✓		
16	Parked in a permit space or zone without clearly displaying a valid permit (permit is not visible, obscured or invalid)	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle to ascertain whether loading/unloading is taking place. If loading/unloading is observed, CEOs can allow up to a maximum of 20 minutes for this to be completed		✓	✓	✓		✓

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) may be considered (marked ✓)					
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19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle, except where the vehicle was legally parked at the time the restrictions came into force or from the expiry time on the P&D ticket displayed, where a 10 minute period applies. This is to allow drivers sufficient time to return to the vehicle with a P&D ticket or visitor permit. Please note: If a P&D ticket that has expired by 10 minutes or more is on display when the CEO first observes the vehicle, no further observation period applies	✓	✓	✓	✓	✓	✓
* 21	Parked wholly or partly in a suspended bay or space	No observation period required as to do so would delay use of the space by the applicant for whom it was suspended			✓	✓		

* In addition to the circumstances specified above, cancellation will also be considered in cases where the driver is resident in the street where the suspension took place, and was away when the notice of the suspension was given. Proof of absence (e.g. travel tickets or itinerary) is required.

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			Blue badge holders No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN may be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	Loading/unloading Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	Vehicle broken down Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	Vehicle stolen Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	Pay & display (P&D) Tickets fallen down, not correctly displayed or obscured – PCN may be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	Permits Fallen down, obscured, not correctly displayed, or in the case of a visitor permit, not validated as required by the conditions of use (i.e. date/month not scratched, vehicle registration not completed, zone not filled in on one-hour zone visitor permit) – may cancel PCN on the first occasion if permit used on the date of the PCN is provided
22	Re-parked in the same parking place or zone within one hour after leaving	No observation period required. However, the vehicle details and tyre valve positions must be logged on two occasions within the 'no return' period, to prove that it has re-parked	✓	✓	✓	✓		
23	Parked in a parking place or area not designated for that class of vehicle (e.g. a car parked in an ambulance bay)	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle to ascertain whether loading/unloading is taking place. If loading/unloading is observed, CEOs can allow up to a maximum of 20 minutes for this to be completed		✓	✓	✓		
24	Not parked correctly within the markings of the bay or space	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle to ascertain whether loading/unloading is taking place. If loading/unloading is observed, CEOs can allow up to a maximum of 20 minutes for this to be completed		✓	✓	✓		

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25	Parked in a loading place during restricted hours without loading	Yes – a minimum of 2 minutes and up to the maximum stay as stated on the time plate. The length of observation will depend on the size of the vehicle, with only large lorries receiving the maximum time, and smaller vehicles such as vans receiving 5 to 10 minutes. If loading/unloading is observed, CEOs can allow up to a maximum of 40 minutes for this to be completed		✓	✓	✓		
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place.	No observation period required for reasons of road safety		✓	✓	✓		
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	No observation period required for reasons of road safety and access requirements		✓ Please note: Vehicles may only park adjacent to a dropped footway to load/unload for a maximum of 20 minutes, providing that the loading/unloading activity could not reasonably be carried out elsewhere.	✓	✓		

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28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	No observation period required for reasons of road safety and access requirements.		✓ Please note: Vehicles may only park on a raised carriageway to load/unload for a maximum of 20 minutes, providing that the loading/unloading activity could not reasonably be carried out elsewhere.	✓	✓		
30	Parked for longer than permitted	Yes – 10 minutes after the end of the permitted period	✓		✓	✓		
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	No observation period required as to do so would put the needs of the able-bodied before those of disabled badge holders	✓	✓	✓	✓		
45	Parked on a taxi rank	No observation period required as to do so would prevent taxi drivers parking in the rank and could increase the possibility of obstruction elsewhere			✓	✓		

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47	Stopped on a restricted bus stop or stand	No observation period required to avoid disruption to passenger services			✓	✓		
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	No observation period required as to do so would put the safety of school children and others at risk			✓	✓		
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban (applies to vehicles heavier than the maximum weight specified on signs)	Yes – a minimum of 2 minutes and up to a maximum of 20 minutes is given to ascertain whether loading/unloading is taking place. If loading/unloading is observed, CEOs can allow up to a maximum of 40 minutes for this to be completed		✓	✓	✓		

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** 61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	No observation period required as to do so would put the safety of pedestrians at risk (see the list of areas of discretion for more information on these contraventions)		✓ Please note: Vehicles may only be parked on the footway to load/unload if they are not left unattended during the process, and the activity could not reasonably be carried out elsewhere.	✓	✓		
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	No observation period required as to do so would put the safety of pedestrians at risk (see the list of areas of discretion for more information on these contraventions)		✓ Please note: Vehicles may only be parked on the footway to load/unload if they are not left unattended during the process, and the activity could not reasonably be carried out elsewhere.	✓	✓		
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	No observation period required for reasons of road safety			✓	✓		

** Code 61 applies to heavy commercial vehicles only and code 62 applies to all other vehicles

Off-street parking contraventions by CEOs in Wandsworth

Locations include Battersea Park, Burr Road Car Park, Mapleton Crescent Car Park and housing estates

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71	Parked in an electric vehicles' charging place during restricted hours without charging				✓	✓		
81	Parked in a restricted area in a car park or off-street parking area (parked on single or double yellow line when restrictions are in force)	Yes – a minimum of 2 minutes and up to a maximum of 20 minutes is given to ascertain whether loading/unloading is taking place. The length of observation will depend on the size of vehicle, with only large lorries receiving the maximum time and smaller vehicles, such as vans, receiving 5 to 10 minutes. If loading/unloading is observed, CEOs can allow up to a maximum of 40 minutes for this to be completed.	✓	✓	✓	✓		

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) may be considered (marked ✓)					
			Blue badge holders No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN may be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	Loading/unloading Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	Vehicle broken down Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	Vehicle stolen Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	Pay & display (P&D) Tickets fallen down, not correctly displayed or obscured – PCN may be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	Permits Fallen down, obscured, not correctly displayed, or in the case of a visitor permit, not validated as required by the conditions of use (i.e. date/month not scratched, vehicle registration not completed, zone not filled in on one-hour zone visitor permit) – may cancel PCN on the first occasion if permit used on the date of the PCN is provided
82	Parked after the expiry of paid for time	Yes – 5 minutes observation from the time the CEO first observes the vehicle, except where the vehicle was legally parked at the time the restrictions came into force or from the expiry time on the P&D ticket displayed, where a 10 minute period applies. This is to allow drivers sufficient time to return to the car with a P&D ticket or visitor permit. Please note: if a P&D ticket that has expired by 10 minutes or more is on display when the CEO first observes the vehicle, no further observation period applies.	✓	✓	✓	✓	✓	

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) may be considered (marked ✓)					
			Blue badge holders No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN may be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	Loading/unloading Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	Vehicle broken down Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	Vehicle stolen Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	Pay & display (P&D) Tickets fallen down, not correctly displayed or obscured – PCN may be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	Permits Fallen down, obscured, not correctly displayed, or in the case of a visitor permit, not validated as required by the conditions of use (i.e. date/month not scratched, vehicle registration not completed, zone not filled in on one-hour zone visitor permit) – may cancel PCN on the first occasion if permit used on the date of the PCN is provided
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Yes – 5 minutes is allowed from the time the CEO first observes the vehicle, except where the vehicle was legally parked at the time the restrictions came into force where a 10 minute period applies. This is to allow drivers sufficient time to return to the car with a P&D ticket or visitor permit.	✓		✓	✓	✓	
85	Parked in a permit bay without clearly displaying a valid permit	Yes – 10 minutes observation from the time the CEO first observes the vehicle.	✓	✓	✓	✓		✓
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	No observation period required – as to do so would put the needs of the able bodied before those of disabled badge holders.	✓	✓	✓	✓		

Wandsworth Council
Environment and Community Services

If you have questions about this booklet
please phone (020) 8871 6692.

If you need it in a different format
(for example, large print) please phone
(020) 8871 6691.

www.wandsworth.gov.uk/parking