

What do Civil Enforcement Officers, commonly referred to as 'traffic wardens' do?

- patrolling to make sure that regulations are being followed
- recording and issuing Penalty Charge Notices
- checking parking meters and car park equipment, and reporting damage or faults
- checking that car parks are clean and tidy
- reporting defective signs and road markings
- identifying and reporting abandoned vehicles
- explaining regulations to motorists and advising them about parking facilities
- checking tickets and taking payments in some car parks
- working with other professionals like police community support officers or the police to report incidents like crimes or anti-social behaviour
- reporting vehicles that have no valid tax disc
- attending court or tribunal if a parking ticket is being disputed
- taking enquiries from members of the public about ticket machine breakdowns

What equipment do Civil Enforcement Officers use?

- hand-held computers and printers for recording and issuing Penalty Charge Notices
- two-way radios, or mobile phones, to keep in contact with supervisors
- cameras to record vehicles that are breaking parking regulations

What Civil Enforcement Officers do not deal with?

- parking appeals
- issuing permits
- abandoned or untaxed vehicles
- vehicles parked on the footway
- vehicles parked on grass verges
- vehicles causing an obstruction
- courtesy disabled bays, such as where no post or disabled plate is on display