



Wigan♥
Council

Request

I am writing under the Freedom of Information Act 2000 to request the following information regarding Penalty Charge Notices (PCNs) issued by Civil Enforcement Officers (CEOs) in your borough:

- Over the past two years (from June 2023 to June 2025), how many PCNs have been issued by CEOs where the observation time recorded was **zero minutes** (i.e. where the start and end of observation are recorded as the same time)?

Please break this data down by contravention code and by month/year, if available.

If available, please provide a copy of the council's policy or internal guidance regarding observation periods, particularly for contravention code 11 - "Parked without payment of the parking charge".

Response

Please refer to attached Spreadsheet.

We do not use code 11 but we do allow for a 10 minute grace period for both on and off street expired pay and display. We adopt a 2 minute observation time for all other contraventions unless the Civil Enforcement Officer deems that loading is taking place then a 5 minute observation time will be adopted. The 5 minute observation time is standard if a vehicle is parked in a loading bay.