

# Guide to parking enforcement protocol in Wandsworth

To help you understand the way we manage parking in Wandsworth, we have produced this Enforcement Protocol document. It details every parking contravention we enforce and explains the circumstances in which the cancellation of a parking ticket (or Penalty Charge Notice/PCN) would be considered.

This document also sets out information about the training, standards of behaviour and procedural requirements involved in the duties of a parking attendant (PA).

## 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 draft copy from [www.wandsworth.gov.uk/parking](http://www.wandsworth.gov.uk/parking). Copies will also be available from the Technical Services One-Stop Counter at the Town Hall, or from one of the borough's three Parking Shops (addresses and opening hours shown opposite), once our consultation on the draft version is complete.

### Glossary

PCN	Penalty charge notice
PA	Parking attendant
HHC	Hand-held computer

### Technical Services One-Stop Counter

Open Monday to Friday 9am to 5pm, and Saturday 9.30am to 12.30pm)

5th Floor, New Town Hall  
Wandsworth High Street

Telephone: 020 8871 8871

### Parking Shops

Open 8am to 6.30pm, Monday to Saturday

#### Putney Parking Shop

38-40 Lower Richmond Road  
(between Ruvigny Gardens and Glendarvon Street)

Telephone: 020 8785 9953

#### Battersea Parking Shop

145 Lavender Hill  
(between Sugden Road and Thirsk Road)

Telephone: 020 7223 5421

#### Tooting Bec Parking Shop

297- 299 Balham High Road  
(between Louisville Road and Tooting Bec Road)

Telephone: 020 8767 4696

# The role of parking attendants (PAs)



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

## PAs 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 or housing estate land)
- 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 PAs are required to follow when carrying out their duties. The main ones are given below. PAs 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. **Please note:** this only applies 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 PA has already started issuing the ticket when the driver returns.

# The role of parking attendants (PAs)

## Other duties

PAs 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
- notifying the DVLA about untaxed vehicles.

Please bear in mind that when a parking attendant 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 attendant, and exempts the vehicle from the regulations (e.g. the vehicle is obviously broken down) the parking attendant 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 PAs have attended a two-week in-house training course provided by the council's parking enforcement contractor and approved by the Council, which deals with all aspects of the laws and regulations under which they will carry out their duties.

The course also includes the practicalities of the job, such as:

- 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.

At the end of the training course there is a written test that candidates must pass in order to go on to be a PA. Those who are successful then progress to a weeklong period of carrying out their duties on street, under the supervision of an experienced PA or supervisor, before starting to patrol individually as fully trained PAs.

## Performance

The performance of all PAs 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 PAs remain aware of the Council's requirements and any changes to policy or regulations that may occur.

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

All allegations of dishonesty and impropriety are thoroughly investigated and, if found justified, PAs are required to leave the Wandsworth contract. Complaints about PAs should be made in writing to the address below, including details of the time, date and location of the incident, with the PA's identification number and/or physical description.

**Parking Enforcement**  
Technical Services Department  
7th Floor, Town Hall  
Wandsworth High Street  
London SW18 2PU

# PCN issuing procedure

## Hand-held computers (HHCs)

All PAs 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.

This information relates to the specific parking contraventions that apply in each road, and means that PAs can only issue PCNs for those contraventions. PAs 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 PAs cannot issue a ticket for a contravention if it does not apply in that street (e.g. a PA cannot issue a ticket for parking on a yellow line in a street where yellow line restrictions do not apply).

## Observation periods

An observation period is a period of time during which a parking attendant 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 PA 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. Still 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, PAs 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 on page 6 details which contraventions require an observation period, and which do not.

## Photographs and notes

Parking attendants 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 their pocket books and via their HHCs. These records may also include a note of any conversation that took place between the PA and the motorist, or a note of any circumstances relevant to the issue of the PCN.

## Serving a PCN

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

## Contesting a PCN

Once a PCN has been issued, the registered owner or 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 PA at the time, which may then lead to the cancellation of the PCN. Council officers in the Technical Services department's Notice Processing and Appeals section consider representations and decide whether or not there



are grounds for cancellation. If the PCN is upheld, the registered owner or keeper of the vehicle will be advised about their right to appeal to an independent adjudicator. More information about the representation and appeals process is available on our website at [www.wandsworth.gov.uk/parking](http://www.wandsworth.gov.uk/parking).

# PCN issuing procedure



## 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 during which warning notices, rather than PCNs are issued;
- drivers attempting to use faulty pay and display machines are able to ring a dedicated telephone number to arrange for their vehicles to park without receiving a PCN, up to the maximum stay allowed at the relevant pay and display machines;
- vehicles displaying a valid resident permit are re-located rather than removed to the car pound if they are parked in a suspended bay;
- 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; and
- two periods of temporary cover are issued free of charge to resident permit holders to allow their replacement vehicles to be parked whilst their own are serviced or repaired. Each period is for a maximum of 10 or 12 days dependent on the days of operation of the controlled parking zone (CPZ).

A chart listing the on-street parking contraventions enforced by PAs 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.

# On-street parking contraventions enforced by parking attendants 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) will be considered (marked ✓)					
			<b>Blue badge holders</b> No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN will be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	<b>Loading/unloading</b> Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	<b>Vehicle broken down</b> Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	<b>Vehicle stolen</b> Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	<b>Pay &amp; display (P&amp;D)</b> Tickets fallen down, not correctly displayed or obscured – PCN will be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	<b>Permits</b> 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) – will 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, parking attendants 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			✓	✓		

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) will be considered (marked ✓)					
			<b>Blue badge holders</b> No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN will be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	<b>Loading/unloading</b> Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	<b>Vehicle broken down</b> Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	<b>Vehicle stolen</b> Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	<b>Pay &amp; display (P&amp;D)</b> Tickets fallen down, not correctly displayed or obscured – PCN will be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	<b>Permits</b> 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) – will 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 – 5 minutes is allowed from the expiry time on the P&D ticket displayed	✓	✓	✓	✓	✓	
6	Parked without clearly displaying a valid P&D ticket (the P&D ticket is not visible, obscured or invalid)	Yes – 5 minutes is allowed from the time the PA first observes the vehicle. This is to allow drivers sufficient time to return to the car with a P&D ticket	✓	✓	✓	✓	✓	
7	Parked with additional payment made to extend the stay beyond the expiry of the time initially purchased (meter feeding)	No observation period required as evidence that the maximum stay allowed has been exceeded will already have been observed	<b>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&amp;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.</b>					
* 12	Parked in a residents' or shared use (permit holder/ P&D) parking place without clearly displaying either a permit, voucher or P&D ticket issued for that place (permit or P&D ticket is not visible, obscured or not valid for that parking place – e.g. a P&D ticket displayed in a resident permit holder only bay)	Yes – 5 minutes is allowed from the time the PA first observes the vehicle. This is to allow drivers sufficient time to return to the car with a P&D ticket or visitor permit	✓	✓	✓	✓	✓	✓

\* If the PCN cannot be cancelled, a lower charge may be applicable if the driver was visiting a resident when the PCN was issued. Proof of this, in the form of a P&D ticket or visitor permit, valid for that parking place at the time, along with a letter from the resident being visited, must be supplied in order for the lower charge to be considered

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) will be considered (marked ✓)					
			Blue badge holders	Loading/unloading	Vehicle broken down	Vehicle stolen	Pay & display (P&D)	Permits
			No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN will be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	Tickets fallen down, not correctly displayed or obscured – PCN will be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	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) – will cancel PCN on the first occasion if permit used on the date of the PCN is provided
16	Parked in a permit space without clearly displaying a valid permit (permit is not visible, obscured or invalid)	Yes – 5 minutes is allowed from the time the PA first observes the vehicle to ascertain whether loading/unloading is taking place. If loading/unloading is observed, parking attendants can allow up to a maximum of 40 minutes for this to be completed	✓	✓	✓	✓		✓
19	Parked in a residents' or shared use (permit holder/ P&D) parking place displaying an invalid permit, an invalid P&D ticket or an invalid voucher	Yes – 5 minutes is allowed from the time the PA first observes the vehicle. This is to allow drivers sufficient time to return to the vehicle with a P&D ticket or visitor permit	✓	✓	✓	✓	✓	✓
** 21	Parked in a suspended bay/space or part of bay/space	No observation period required as to do so would delay use of the space by the applicant for whom it was suspended			✓	✓		
22	Re-parked in the same parking place within one hour (or other specified period) of leaving (applies to pay and display visitors and users of free parking bays only)	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	✓	✓	✓	✓		

\*\* 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.

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) will be considered (marked ✓)					
			<b>Blue badge holders</b> No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN will be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	<b>Loading/unloading</b> Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	<b>Vehicle broken down</b> Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	<b>Vehicle stolen</b> Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	<b>Pay &amp; display (P&amp;D)</b> Tickets fallen down, not correctly displayed or obscured – PCN will be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	<b>Permits</b> 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) – will cancel PCN on the first occasion if permit used on the date of the PCN is provided
23	Parked in a parking place 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 PA first observes the vehicle to ascertain whether loading/unloading is taking place. If loading/unloading is observed, parking attendents can allow up to a maximum of 40 minutes for this to be completed		✓	✓	✓		
24	Not parked correctly within the markings of a bay or space	Yes – 5 minutes is allowed from the time the PA first observes the vehicle to ascertain whether loading/unloading is taking place. If loading/unloading is observed, parking attendents can allow up to a maximum of 40 minutes for this to be completed		✓	✓	✓		
25	Parked in a loading place during restricted hours without loading	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, parking attendents 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) will be considered (marked ✓)					
			<b>Blue badge holders</b> No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN will be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	<b>Loading/unloading</b> Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	<b>Vehicle broken down</b> Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	<b>Vehicle stolen</b> Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	<b>Pay &amp; display (P&amp;D)</b> Tickets fallen down, not correctly displayed or obscured – PCN will be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	<b>Permits</b> 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) – will cancel PCN on the first occasion if permit used on the date of the PCN is provided
26	Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place (double parking)	No observation period required for reasons of road safety		✓	✓	✓		
27	Parked adjacent to a dropped footway (parked in front of access to a driveway or a dropped kerb at a junction)	No observation period required for reasons of road safety		✓	✓	✓		
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's parking badge (badge is not displayed, obscured or invalid)	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 bay and could increase the possibility of obstruction elsewhere			✓	✓		
47	Parked on a restricted bus stop or stand	No observation period required to avoid disruption to passenger services			✓	✓		

Code	Description	Observation period?	Circumstances in which the cancellation of a Penalty Charge Notice (PCN) will be considered (marked ✓)					
			<b>Blue badge holders</b> No badge/and or clock displayed – fallen from windscreen, displayed incorrectly (details face down) or obscured – PCN will be cancelled on the first occasion if proof of possession of a valid Blue Badge is provided	<b>Loading/unloading</b> Proof provided must satisfy council officers that the vehicle was engaged in loading/unloading activity at the time	<b>Vehicle broken down</b> Proof provided must satisfy council officers that the vehicle was prevented from moving by circumstances beyond the driver's control	<b>Vehicle stolen</b> Proof provided must satisfy council officers that the vehicle was taken without the owner's consent	<b>Pay &amp; display (P&amp;D)</b> Tickets fallen down, not correctly displayed or obscured – PCN will be cancelled on the first occasion if proof received that driver was in possession of a valid P&D ticket at the time	<b>Permits</b> 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) – will cancel PCN on the first occasion if permit used on the date of the PCN is provided
48	Parked on a restricted area outside a school during term-time (parked on the 'School Keep Clear' markings when the restriction is in force)	No observation period required as to do so would put the safety of school children 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, parking attendants can allow up to a maximum of 40 minutes for this to be completed		✓	✓	✓		
*** 61 & 62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	No observation period required as to do so would put the safety of pedestrian at risk (see the list of areas of discretion for more information on these contraventions)		✓	✓	✓		
99	Stopped on a pedestrian crossing and/or area marked by zig-zags	No observation period required for reasons of road safety			✓	✓		

# Technical Services Department

If you have difficulty understanding this in English, please contact:  
Wandsworth Interpreting Service: (020) 8672 1043/3649 English

যদি আপনার এটি ইংরেজিতে বুঝতে অসুবিধা হয় তাহলে অনুগ্রহ করে এখানে যোগাযোগ  
করুন: Wandsworth Interpreting service: (020) 8672 1043/3649 Bengali

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contacter: Wandsworth Interpreting service: (020) 8672 1043/3649 French

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Wandsworth Interpreting service: (020) 8672 1043/3649 પર સંપર્ક કરો. Gujarati

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का (020) 8672 1043/3649 पर संपर्क करें। Hindi

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o kontakt z: Wandsworth Interpreting service: (020) 8672 1043/3649 Polish

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Hadday kugu adag tahay inaad ku fahamto Ingriis fadlan la xiriir:  
Wandsworth Interpreting service: (020) 8672 1043/3649 Somali

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Wandsworth Interpreting service: (020) 8672 1043/3649 Spanish

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வேண்டியது: Wandsworth Interpreting service: (020) 8672 1043/3649 Tamil

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and white with larger text on request.  
Please call (020) 8871 6691