



REQUEST 17643

I am writing to request the following information regarding the deployment of your Civil Enforcement Officers (CEOs):

1. The total number of Civil Enforcement Officers employed by your organisation.
2. The number of Civil Enforcement Officers deployed each day, broken down by day of the week.
3. The number of Civil Enforcement Officer hours each day, broken down by day of the week.
4. The deployment times of Civil Enforcement Officers, broken down by day of the week.
5. For each month from January 2024 to December 2024, please provide:
 - a. The total number of deployed Civil Enforcement Officer hours.
 - b. The number of Penalty Charge Notices (PCNs) issued using those CEO deployed hours.
 - c. Average financial return per PCN received by your organisation (Include payments, cancellations, etc)

RESPONSE

1. CEOs = 7.8FTE (2 positions currently vacant)
CEO Supervisor = 1.8 FTE
2. Average 4 to 5 CEOs per day plus supervisor
3. Average approximately 260 hours deployed per week.
4. Current operational times 06:45 to 20:00hrs, but this can vary depending on needs of the Service.

5.

Month	Total PCNs Issued	Total CEO deployed hours
Jan-24	1037	1599:13:00
Feb-24	1147	993:16:00
Mar-24	1433	1161:54:00
Apr-24	1258	976:48:00
May-24	1481	1216:50:00
Jun-24	1316	950:52:00
Jul-24	1181	1039:57:00
Aug-24	1384	1037:45:00
Sep-24	1454	1297:07:00
Oct-24	1615	949:23:00
Nov-24	1713	1302:29:00
Dec-24	1370	972:15:00

- Average value of PCN from PCNs paid = £27.65
- Average value of PCN from cases total income includes cancellations and write offs etc = £48.59