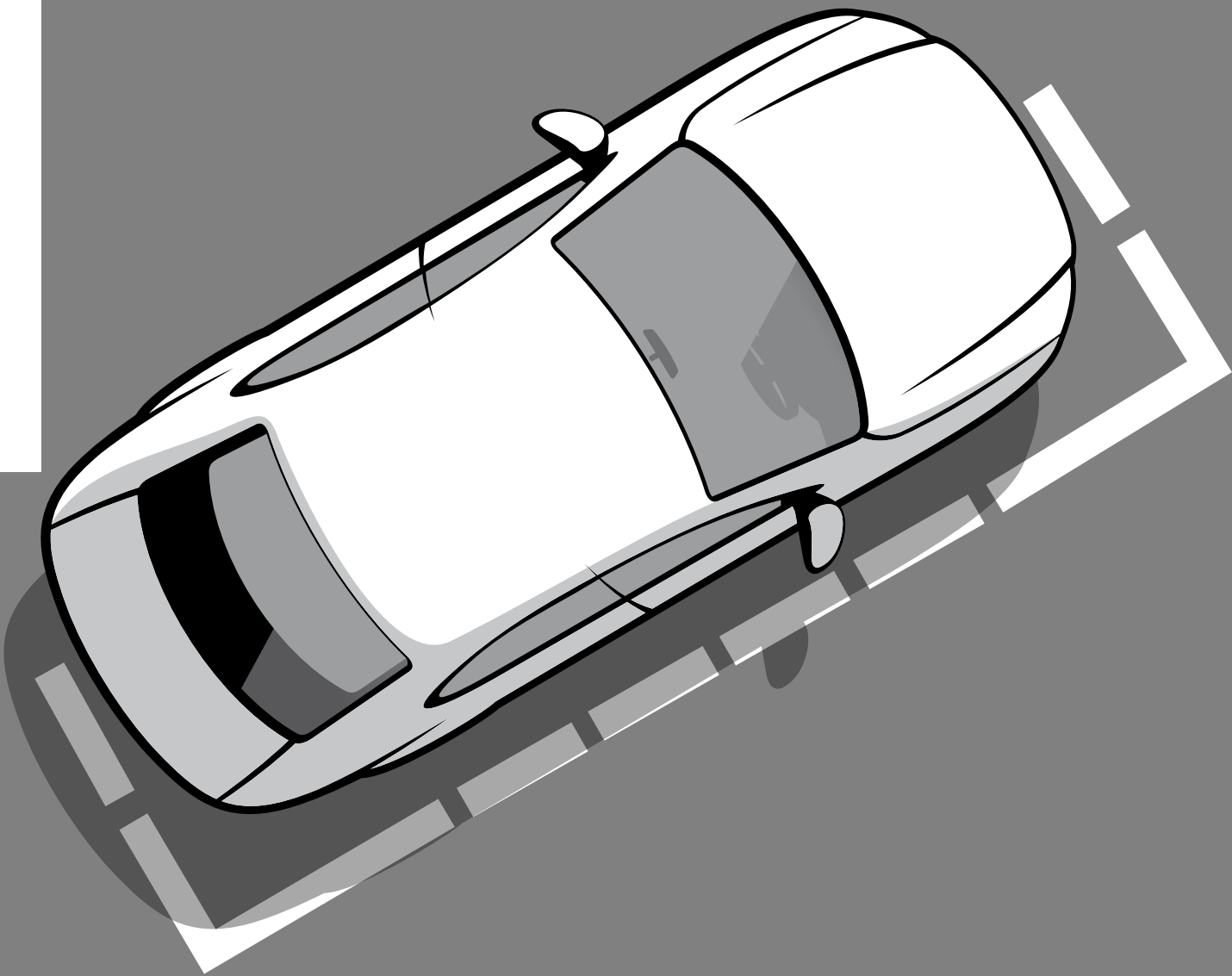


Inside parking

Your guide to driving
and parking in Camden



Inside parking

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01 Welcome

With over 500,000 vehicles travelling through our borough on a daily basis, finding a parking space is not always easy. This guide provides advice on where to park in Camden, what type of restrictions to look out for and sheds light on a few of the common myths that exist around parking enforcement.

Why do we need parking enforcement?

Camden has a limited amount of kerb space which means that we have to strike a balance between the competing demands of various groups of road users. Residents, businesses and visitors all want somewhere to park and controlled parking zones (CPZs) and restrictions help us to allocate the space fairly.

Parking signs are in place to advise motorists where they can park but we do need to take enforcement action against vehicles parked where they shouldn't be, particularly those parked inconsiderately or dangerously.

We also have a legal responsibility to manage our road traffic network effectively in an effort to keep traffic moving while at the same time reduce the number of accidents and level of vehicle-related emissions, which is for everyone's benefit. Hopefully this guide provides you with a useful insight into parking in Camden and further information is available on our website: camden.gov.uk/parking



02 Parking in Camden

There are different types of parking bays in Camden. To help you park correctly we have outlined the most common bay types together with information on what is required to park within each of these bays. We also provide guidance on yellow line parking.

Resident permit bays

These are the most common type of bays and are restricted for residents of the borough and their visitors. The hours of restriction and the zone are stated clearly on signs which are located close to the individual resident permit bay.

In the example picture, only CA-D resident permit holders can park Monday to Friday between 8.30am and 6.30pm and between 8.30am and 1.30pm on Saturday. Outside of these hours, the bay is available to anyone, free of charge.

What do you need to park in this type of bay?

- Resident permit
- Visitor permit
- Blue badge
- Permission to park permit.

What can you do in this bay without a permit or blue badge?

- Load and unload for up to 20 minutes
- Pick up or drop off passengers.



02 Parking in Camden

Paid for parking bays



During restricted hours, paid for parking bays require vehicles to have an active valid paid for parking session for the duration of the stay.

Drivers are required to purchase paid for parking time through the cashless parking provider by using an app or phone. Please see [camden.gov.uk/cashless-parking](https://www.camden.gov.uk/cashless-parking) for further information.

What do you need to park in this type of bay?

- Paid for parking session
- Blue badge.

What can you do in this bay without a paid for parking session or blue badge?

- Load and unload for up to 20 minutes
- Pick up or drop off passengers.

02 Parking in Camden

Car club bays

We have dedicated bays for car club vehicles. These can only be used by vehicles displaying a valid car club permit and are reserved for car club permit holders at all times.

What do you need to park in this type of bay?

- Car club permit.

What can you do in this bay without a car club permit?

- You can't park in this bay without displaying a car club permit. There are no exemptions for blue badges.



CAR CLUB

02 Parking in Camden

Suspended bays



Different types of parking bays can be subject to a suspension. A suspended bay is indicated by yellow warning signs placed on nearby timeplates. The sign provides information regarding the date, time and location of the suspension. **You must not park in a suspended bay under any circumstances.**

We now use **return to service stickers** to ensure the bay is returned to use as soon as possible. Where you see these stickers (picture below) the suspension is no longer in force.

This suspension is no longer required

This bay is now available for parking

For any enquires relating to this suspension please contact London Borough of Camden on 020 7974 4444 or visit camden.gov.uk/parkingsuspensions

02 Parking in Camden

Yellow lines

Loading and unloading is allowed on single and double yellow lines for up to 20 minutes (40 minutes if your vehicle is over 3.5 tonnes) if loading is observed.

You must not cause an obstruction or park where a loading ban is in place. A loading ban is indicated by yellow blips (chevrons) on the kerb.

Double blips (chevrons) mean that loading and unloading is not permitted at any time. (See picture of road markings at the bottom right of this page.)

Single blips (chevrons) mean loading and unloading is not permitted during certain times which will be indicated by an accompanying timeplate.

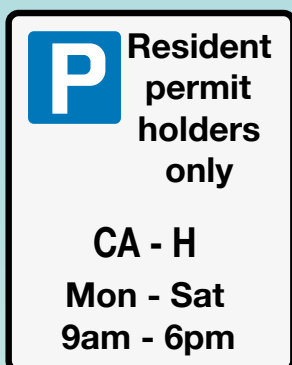
Yellow line exemptions (where no loading restrictions apply)

- Load and unload for up to 20 minutes (for vehicles over 3.5 tonnes up to 40 minutes)
- Pick up or drop off passengers
- Blue badge – maximum stay 3 hours when accompanied by time clock set to time of arrival.



03 Top tips on avoiding a Penalty Charge Notice (PCN)

Here we take a look at the top three parking contraventions and provide you with a handy checklist to help you avoid receiving a PCN.



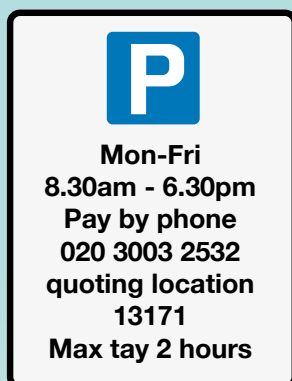
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Contravention Code - 12

Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge

% of all PCNs issued -

20%



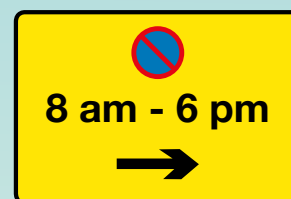
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Contravention Code - 11

Parked without payment of the parking charge

% of all PCNs issued -

20%



3

Contravention Code - 01

Parked in a restricted street during prescribed hours

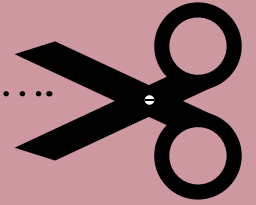
% of all PCNs issued -

15%

Did you know?

Some parking is free on bank holidays but enforcement does still take place. For more information visit: [bank holiday enforcement](#)

03 Top tips checklist



Checklist

Task:

Have you:

Check the signs, lines and timeplates to ensure that parking is permitted at the location.



For **parking bays**, ensure that one of the following applies:

- (a) the correct type of permit is clearly displayed, or
- (b) you have a valid ePermit or eVisitor session activated, or
- (c) you have paid for a parking session.



For **single yellow lines**, remember that:

- CPZ hours will apply which are shown on zone entry signs and are shown on our website
- loading and unloading will need to be continuous and completed within 20 minutes (or within 40 minutes for vehicles over 3.5 tonnes)
- loading restrictions are indicated by yellow blips (chevrons) on the kerb and an accompanying timeplate stating the restricted times.



For **double yellow lines**, remember that:

- a 24 hour waiting restriction applies
- loading and unloading will need to be continuous and completed within 20 minutes (or within 40 minutes for vehicles over 3.5 tonnes)
- loading restrictions are indicated by yellow blips (chevrons) on the kerb and an accompanying timeplate stating the restricted times
- double blips (chevrons) on the kerb mean that no loading or unloading is permitted at any time.



Always park **fully within the markings** of the bay and **do not park on the footway** unless there are signs that expressly say that you can do so.



Do not assume that it is correct to park in an area just because others have parked there.



04 The truth behind the myths

Over the years there have been some common myths concerning parking, so we thought you'd like to know the facts rather than the fiction.



Myth 2: All CPZs operate Monday to Saturday 8.30am to 6.30pm.

Fact: Camden has 19 CPZs in total (plus sub-zones) operating at different times depending on local needs and parking congestion levels. For example, in streets surrounding the busy Camden markets, CPZ restrictions operate until 11pm on weekdays and over the weekend. Hours of operation are consulted on with local residents and businesses before they are introduced.

Myth 4: Parking departments target motorists, using enforcement as a 'cash cow' for the council.

Fact: By law we cannot use parking as a way to generate income and we would prefer it if nobody received a PCN. The simple truth is that Camden is a busy and congested borough and we do need to take enforcement action against vehicles parked where they shouldn't be, particularly those parked inconsiderately or dangerously.

Myth 1: Civil Enforcement Officers receive a bonus based on the amount of PCNs they issue to drivers.

Fact: There is no bonus for CEOs based on the amount of PCNs issued. Also, our enforcement contract does not include targets or quotas of required PCNs.

Myth 3: The appeal system is unfair.

Fact: The Council considers any challenge on its own merits and will take into account any mitigation put forward. In addition, Environment and Traffic Adjudicators (ETA) administer appeals against PCNs issued by London Local Authorities and Transport for London. They are an independent tribunal service with no affiliation to any particular council.

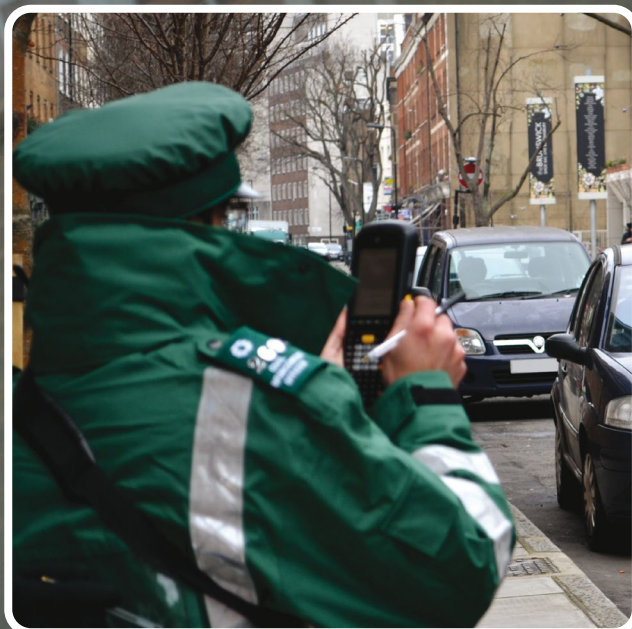
Myth 5: The lines and signs in regards to parking are deliberately confusing.

Fact: We make every effort to ensure that our road markings and timeplates are clear to motorists. We also design our signs in compliance with the Traffic Signs Regulations and General Directions (TSRGD) which prescribes traffic signs and road markings in the UK.

05 How do we enforce?

PCNs can be issued in Camden by the following methods:

- By CEOs patrolling the borough on foot, by bicycle or moped
- By CEOs using static CCTV cameras, or
- By CEOs within mobile CCTV units.



CCTV IN
OPERATION

020 7278 4444

CAM 204

CAMDEN

METROPOLITAN
POLICE

A PCN issued on street will generally be served by either being affixed to a vehicle or handed to the person appearing to be the driver. In instances where a vehicle is driven away after the PCN has been printed or where the CEO is prevented from serving it, the PCN may be served by post.

PCNs issued via CCTV camera will be served by post.

05 The path to appealing a parking PCN

The following step-by-step guide outlines the appeals process.

Did you know?

You can also challenge a penalty charge notice (PCN) online at camden.gov.uk/parking

STEP 1

You can make an informal challenge by writing to us explaining why you wish to challenge the PCN and providing any evidence that you may have to help us make an informed decision. If you write to us within 14 days and we decide not to cancel the PCN, you will be given a further 14 days to pay the charge at the discount rate.

STEP 2

If your informal challenge is rejected (or you have not made a challenge) and no payment is received, you will be sent a Notice to Owner (NTO). You have 28 days from the date the NTO is served to either pay the charge or make formal representations to the Council.

STEP 3

If your formal challenge is successful we will send you a Notice of Acceptance and cancel the PCN. No further action will be required.

If your formal challenge is unsuccessful we will send you a Notice of Rejection plus an appeal reference which you can use to make an appeal to ETA.

STEP 4

You can either pay the charge or make an appeal to ETA.

You'll be able to opt for either a postal, web or personal hearing. We aim to provide you with copies of our evidence at least three days prior to the hearing date.

STEP 5

If your appeal is allowed by the adjudicator, we will be directed to cancel the PCN and no charge will apply. If your appeal is refused by the adjudicator, you will be given another 28 days from the date of the decision to pay the PCN before any further increase. The charge due will normally be the full, not the reduced, penalty. The adjudicator's decision is legally binding on both parties.

05 Pay a PCN

If you get a PCN

If you do receive a PCN, you have the option of challenging or paying the charge.

A 50% reduction applies if the PCN is paid within 14 days.

You can make payment by using one of the below options:

@ **Online:** at camden.gov.uk/pay

☎ **By phone:** 020 7974 6104



06 Parking resources

Below are a few links that you may find useful.

Environment and Traffic Adjudicators

ETA administers the independent tribunals which hear appeals against PCNs in London.

[Environment and Traffic Adjudicators](#)

The Highway Code

The Highway Code provides factual information and guidance to road users.

[The Highway Code](#)

Camden's Enforcement Protocol

The purpose of this document is to inform the public of Camden's on street and CCTV parking and traffic enforcement procedures.

[Camden Enforcement Protocol](#)

Camden's Annual Parking Report

This report covers parking statistics, financial information and general project updates.

[Camden's Annual Parking Report](#)

The Traffic Management Act 2004

The Traffic Management Act 2004 allows Councils to enforce parking contraventions.

[Traffic Management Act 2004](#)