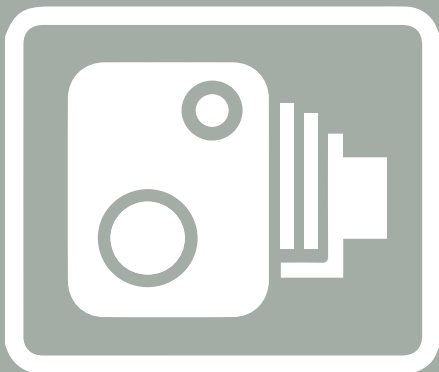


Inside CCTV Traffic Enforcement

Your guide to driving
and parking in Camden
and the use of CCTV
within the borough



Guide to Closed Circuit Television (CCTV) Enforcement within Camden

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01 Welcome

Since 2004, we have used CCTV to create a safer driving environment for both road users and pedestrians. As part of our transport strategy we also strive to lower the level of vehicle-related emissions, which is for everyone's benefit. This guide provides information on how we use CCTV for traffic enforcement, explains our most common contraventions and provides helpful advice on how to comply with these restrictions.

Why do we need to enforce traffic regulations?

With over 500,000 vehicles travelling through our borough on a daily basis, we have a legal responsibility to manage the traffic flow effectively. We aim to reduce traffic congestion and lessen the likelihood of accidents occurring.

Did you know?

The use of CCTV for community safety takes priority over its use for traffic enforcement. Dual purpose cameras ensure our resources are best used for residents and visitors.

Enforcement of traffic contraventions improves road safety and increases the efficiency of London's transport network. The presence of CCTV encourages a safer driving environment which helps us to reduce road casualties.



02 Driving in Camden

There are different types of traffic regulations in Camden and each regulation has its own signs and/or road markings. For everyone's safety it is important for each driver to ensure they familiarise themselves with traffic regulations and this guide aims to assist with this. We have also provided useful information on bus lanes.

Please be aware that traffic regulations are in force 24 hours a day, 7 days a week in an effort to improve road safety and increase traffic flow within the borough.

The Deregulation Act 2015 means that CCTV can only be used on limited types of parking contraventions. These include vehicles that are parked on bus stop clearways, bus stands and zigzag lines outside of schools.

Did you know?

Satellite navigation systems often do not include traffic restrictions. If you need to take an alternate route due to a restriction your system will update and redirect you to your destination.

02 Banned turns (code 50)

Banned turns are in place to manage traffic flow, deter vehicles from blocking the road and making dangerous turns. These are commonly located at road junctions and intersections to aid traffic flow – especially at known accident hotspots.

Directional instructions (codes 32 & 38)

Directional instructions are often located at busy traffic areas or near to traffic and/or pedestrian islands. The diagonal arrow indicates the side to which traffic must pass and may be accompanied by arrows shown on the road. These may be included on automated signs which provide a different instruction or restriction at different times.



02 Prohibited vehicles and pedestrians zones (codes 52 & 53)

Some streets within Camden are restricted to certain type of vehicles some or all of the time. This may be to reduce traffic flow, deter drivers from using 'short cuts' through residential areas or to limit traffic close to schools or nurseries. Most maps do not show where these restrictions apply so we therefore recommend you approach with care to determine whether your vehicle is allowed access. If your type of vehicle is prohibited, you will need to find an alternative route.



Did you know?

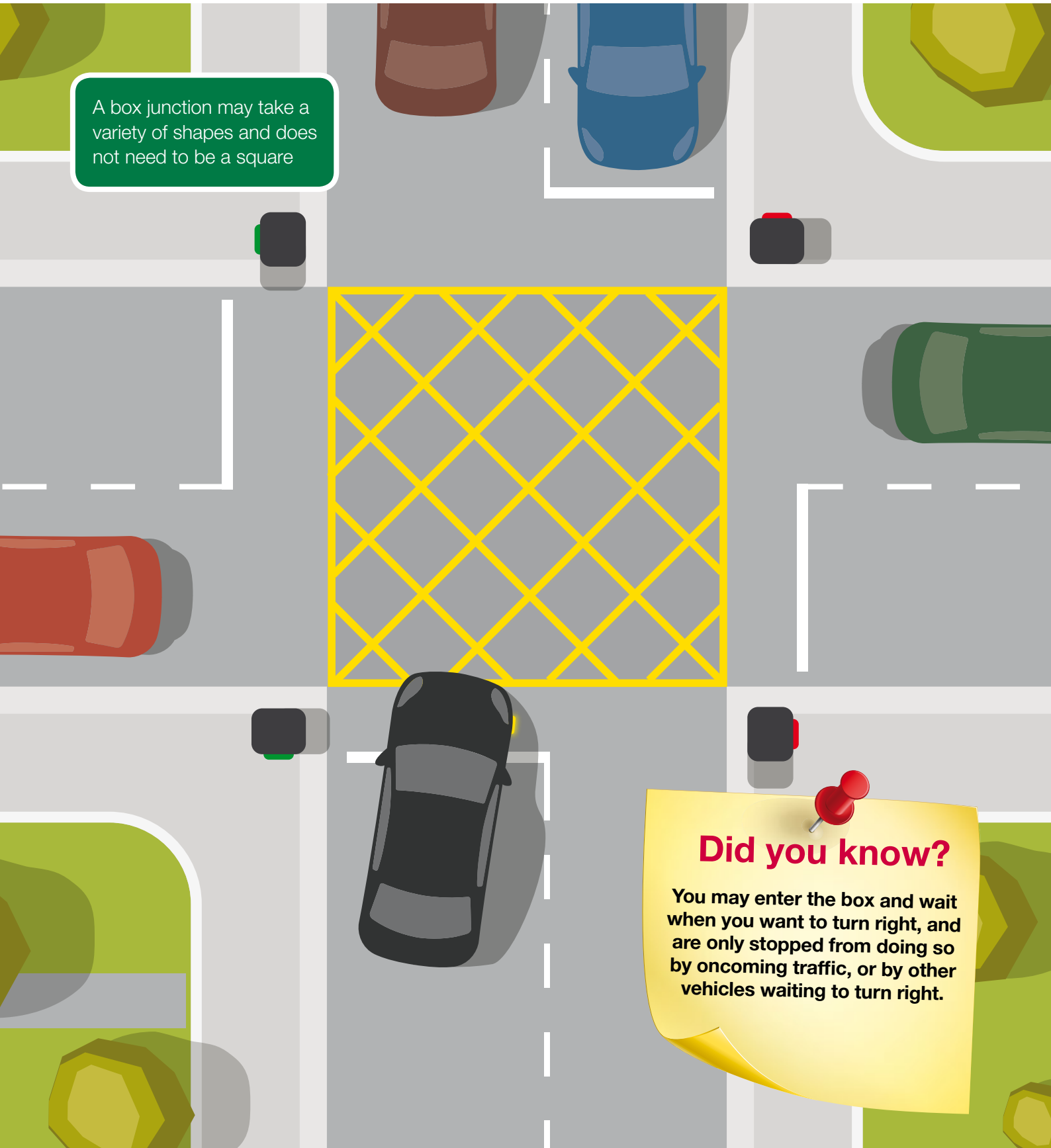
It is also a contravention to reverse past these traffic regulation signs or push a motor vehicle through a prohibited street or pedestrian zone.



There may be specific exemptions or different time restrictions displayed on an entrance sign.

02 Box junctions (code 31)

When a vehicle enters a box junction without a clear exit that vehicle can block the junction. This may result in congestion causing other drivers to go around the obstructing vehicle which can be hazardous to other road users. Many pedestrian crossings are near to box junctions and it is important to have clear box junctions for pedestrian safety.



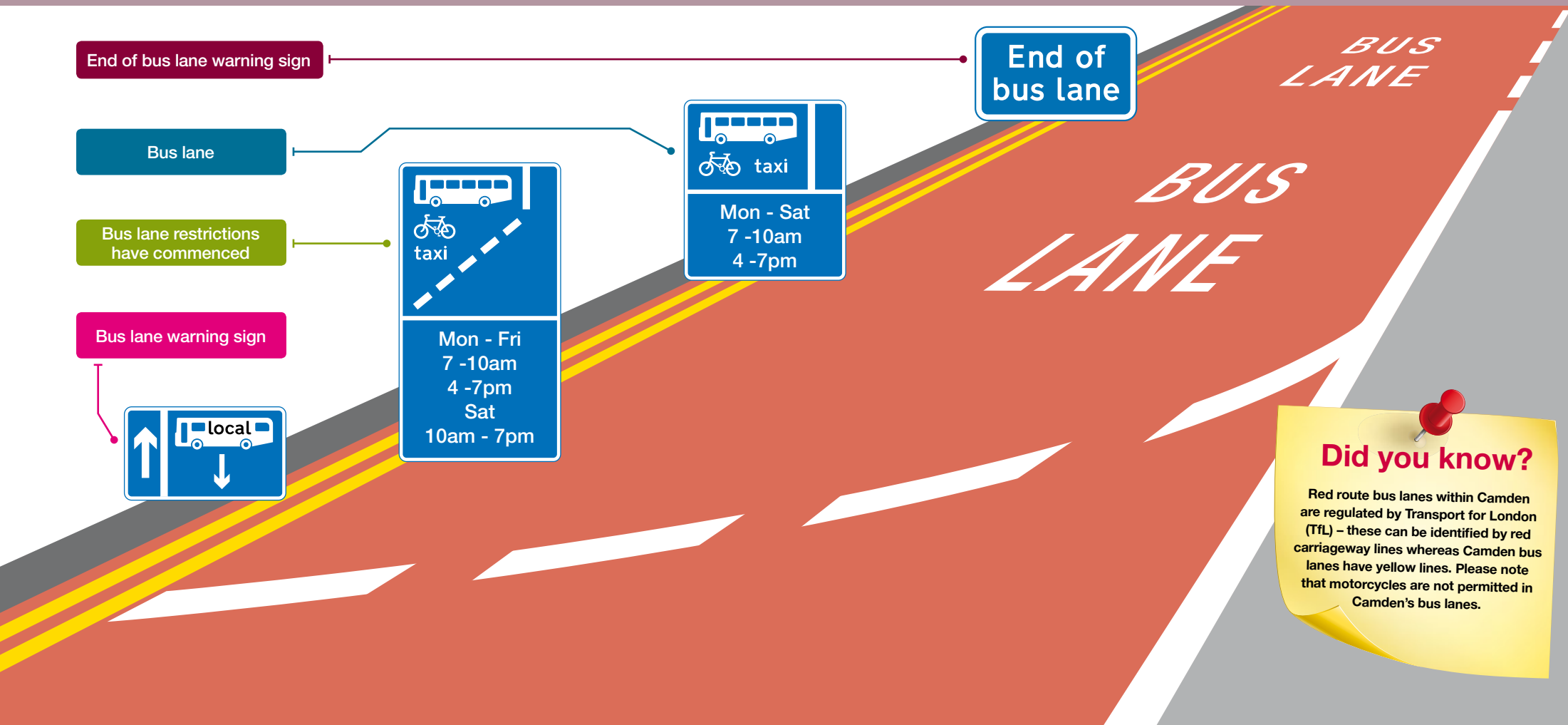
A box junction may take a variety of shapes and does not need to be a square

Did you know?

You may enter the box and wait when you want to turn right, and are only stopped from doing so by oncoming traffic, or by other vehicles waiting to turn right.

02 Restricted local bus routes & bus lanes (codes 33 & 34)

Shortly before a bus lane commences there is a large blue sign stating which vehicles are permitted within that particular bus lane at certain times. At the beginning of the bus lane there is a further sign repeating this information. At the end of the bus lane a sign will advise that the restriction ends. Longer roads in Camden may have a number of different bus lanes so please check the signage before entering a bus lane. If you are intending on turning left or right and need to enter a bus lane to do so please be aware that there will be broken white lines and an arrow showing you where you may enter the bus lane. If you enter a bus lane at any point earlier than the broken white lines and arrow you may receive a PCN.



Did you know?

Red route bus lanes within Camden are regulated by Transport for London (TfL) – these can be identified by red carriageway lines whereas Camden bus lanes have yellow lines. Please note that motorcycles are not permitted in Camden's bus lanes.

03 Top Tips

The Highway Code remains the best source of general advice for driving in Great Britain. Below we have given some top tips on how to comply with moving traffic restrictions when driving in Camden.

Did you know?
Camden has a borough-wide 20mph speed limit – this allows ample time to approach with care to read all signage and road markings.

Top Tips



Banned turns and directional signs: Please remember to always follow the signage and road markings. These restrictions promote road safety and traffic flow for all road users by limiting dangerous turning manoeuvres and directing drivers to keep to the correct side of islands.



Box junctions: Take time to ensure that there is enough room for your vehicle to exit the junction before entering it. Be aware of vehicles around you and that they may stop unexpectedly.



Bus lanes: Always check the signage for the bus lane as only permitted vehicles may use bus lanes.

When turning left or right, broken white lines and an arrow indicate where to enter the bus lane.

Motorcycles may not use Camden bus lanes – these have yellow lines. Motorcycles have access to the majority of red route bus lanes which have red lines. Please refer to TFL's website for further information.



Restricted access and pedestrians zones: Check the signage to ensure that your vehicle is not restricted and check the times that restrictions apply.

If entering an area with an exemption, for example, you are making a delivery or hold a disabled person's blue badge, ensure evidence of delivery is retained or that your blue badge is displayed on the dashboard. Please be aware if a PCN is issued you may be asked to supply evidence of delivery or a copy of your disabled person's blue badge.



Do not assume a manoeuvre is permitted just because you witness another vehicle performing it.



Do not over rely on satellite navigation systems to correctly navigate you through moving traffic restrictions.

04

The truth behind the myths

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

Myth 1:

Civil Enforcement Officers (CEOs) 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 signs and road markings are deliberately confusing to catch people out.

Fact: We make every effort to ensure that our signage and road markings are clear. Our signs comply with the Traffic Signs Regulations and General Directions which prescribes traffic signs and road markings used throughout the UK. Traffic schemes are also regularly reviewed to ensure they meet changing needs and priorities. There are also CCTV signs throughout the borough to advise motorists that we do use CCTV within Camden.

Myth 2:

The parking department target motorists, using enforcement as a 'cash cow' for the council.

Fact: By law we cannot use enforcement as a way to generate income and we would prefer it if nobody received a PCN. Any surplus from parking and traffic enforcement is reinvested in local transport, for example, to fund freedom passes, the Taxicard scheme, and home to school transport.

The simple truth is that Camden is a busy and congested borough and we take enforcement action to seek compliance with the regulations in place.

Myth 4:

The appeal system is unfair.

Fact: The appeal processes are set down in national legislation. We consider any challenge on its own merits and will take into account any mitigation put forward. In addition, the Environment and Traffic Adjudicators (formerly the Parking and Traffic Appeals Service) administers 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.

Did you know?

All our CCTV operators undertake training in the use of CCTV and traffic legislation.

05 Moving traffic contravention PCNs and appeals

Penalty Charge Notices (PCNs) are issued to the keeper of the vehicle as registered with the Driver and Vehicle Licensing Agency (DVLA) at the statutory address registered. If you do receive a PCN, you have the option of paying or challenging the charge.

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

Did you know?

You can challenge a PCN online via camden.gov.uk/parking

Moving traffic contravention PCNs & appeals

(see below for the different bus lane process)

Step 1:

You will be notified of the moving traffic contravention PCN through the post. You may either pay the PCN or make representations within 28 days – a discount is available for the first 14 days.

If neither option is taken, the penalty charge increases by 50% and a Charge Certificate would be issued.

Step 2:

If your formal challenge is successful we will send you a Notice of Acceptance letter and cancel the PCN (or reissue

to a new owner). No further action will be required on your part. If your formal challenge is unsuccessful we will send you a Notice of Rejection letter plus an appeal form which you can use to make an appeal to the independent Environment and Traffic Adjudicators.

Step 3:

You can either pay the charge or complete the appeal form to make an appeal to the Environment and Traffic Adjudicators. You'll be able to opt for either a postal or personal hearing. We aim to

provide you with copies of our evidence at least three days prior to the hearing date.

Step 4:

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.

Bus lane PCNs & appeals

Step 1:

You will be notified of a bus lane PCN through the post, and you may either pay the PCN or make informal objections at this stage – please note that unlike moving traffic PCNs, there is no statutory appeal option at this point.

If your informal challenge is rejected (or you have not made a challenge) and no payment is received, you will be sent an Enforcement Notice. There will be 28 days to either pay the charge or make formal representations to the Council.

If neither option is taken, the penalty charge increases by 50% and a Charge Certificate will be issued. If making a formal challenge at the Enforcement Notice stage, the remaining appeal process is as above from Step 2.

Pay a PCN

A 50% reduction applies if the PCN is paid within 14 days of the Notice being served – you can find the date of service on the PCN documentation and this date is already adjusted to allow for postal days.

Online: www.camden.gov.uk/pay

Payment line by phone: **020 7974 6104**

06 Parking resources

Below are a few links that you may find useful:

The Highway Code

www.gov.uk/highway-code

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

Camden's Enforcement Protocol

www.camden.gov.uk/parking

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

London Tribunals

www.londontribunals.gov.uk

This is the independent tribunal which hears appeals against PCNs in London.

Camden's Annual Parking Reports

www.camden.gov.uk/ccm/content/transport-and-streets/transport-strategies/interim-parking-and-enforcement-plan.en

These reports cover parking statistics, financial information and general project updates.

Community Safety

www.camden.gov.uk/ccm/navigation/policing-and-public-safety/community-safety-partnership

Information on how CCTV is used for wider community safety purposes.

Certification for CCTV devices

www.gov.uk/government/publications/list-of-certifications-granted-for-approved-devices

Department for Transport list of approved devices which includes those used in Camden.