



Driver & Vehicle  
Licensing  
Agency



Department  
for Transport



Department  
for Environment  
Food & Rural Affairs

# Clean Air Zone service annual report

15 March 2022 to 31 March 2023

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# Foreword

This report focuses on the performance of the Clean Air Zone (CAZ) service during its second year of operation (2022/23).

Although progress continues to be made in tackling air pollution, we know that poor air quality still poses a significant risk to human health. The link between excessive Nitrogen Dioxide (NO<sub>2</sub>) levels with early deaths and chronic disease remains, and vulnerable groups such as children and the elderly are more likely to be affected.

A CAZ is one way in which local authorities can help reduce roadside NO<sub>2</sub> levels. In 2022/23 the Joint Air Quality Unit continued to work in partnership with our technical provider, Informed Solutions, and colleagues in the Driver and Vehicle Licensing Authority (DVLA) to construct and manage a digital service for vehicle owners to pay to drive in a CAZ and added new cities to the vehicle emissions compliance checker. This system is critical to the successful delivery of CAZs, enabling local authorities to charge vehicles that do not meet the emissions standard to drive in the zone.

2021/22 saw the launch of the first CAZ in Bath and North East Somerset (B&NES), quickly followed by CAZs in Birmingham and Portsmouth. 2022/23 has seen the continued operation of these CAZs, together with launches in a further four cities; Bristol, Bradford, Sheffield and Tyneside.

This report highlights the uptake of the CAZ Service, both overall and in each of the cities involved. (For those interested in the impact of CAZs on air quality, reports on the evaluation of local NO<sub>2</sub> plans are regularly published at [sciencesearch.defra.gov.uk](https://sciencesearch.defra.gov.uk).)

Collaboration between JAQU and each of the local authorities involved, together with our delivery partners at DVLA and Informed Solutions has been vital. Teamwork has ensured that each of these cities saw a successful launch and that the digital service that supports the seven CAZs continues to run smoothly.

2022 also saw DVLA taking over the day-to-day management of the CAZ digital service. Through ongoing user research and continuous improvement, it continues to make this a simple and reliable service for the motorist to use.

**Hannah Newell, Claire Wren and Toby Nation; Directors of Joint Air Quality Unit,  
Department for Transport & Department for Environment, Food and Rural Affairs**

# Introduction

This report focuses on the operational performance of the CAZ service, known as the 'Drive in a Clean Air Zone' service, from 15 March 2022 to 31 March 2023. It provides a detailed overview of the service, its components, current live zones, and key performance statistics.

The key aim of Clean Air Zones is to improve air quality. Clean air is essential for making sure the UK is a welcoming, healthy, and prosperous country for people to live and work. Over recent decades, UK air quality has significantly improved thanks to concerted action at all levels but there is more to do.

The Air Quality Standards Regulations 2010 require that the Government keep concentrations of major traffic-related pollutants within specified limits values. In the event of exceedances, an Air Quality Plan needs to set out "appropriate measures" that will ensure that the exceedance period is kept "as short as possible." The UK is compliant with the limit values set out in the AQSR for all pollutants except Nitrogen Dioxide (NO<sub>2</sub>). Defra is currently working with the local authorities of non-compliant zones in England on the basis of the Air Quality Plans of 2017. Action to reduce NO<sub>2</sub> and improve air quality is set out in the Government's UK Plan for Tackling Roadside Nitrogen Dioxide Concentrations, published in 2017 (2017 UK NO<sub>2</sub> Plan). This supports the 25 Year Environment Plan and the Clean Air Strategy. Through Ministerial Directions, local authorities are placed under a duty to identify measures to reduce emissions that will bring them into compliance in the shortest possible time.

His Majesty's Government is working closely with Local Authorities on a range of air quality issues, and consideration is being given to local needs and requirements to ensure that appropriate policy measures are developed. Such measures are focused on targeting local air pollution problems – protecting communities and the environment. CAZs are zones where vehicle owners are required to pay a charge if they are driving a vehicle that does not meet the emission standard for their vehicle type in that zone. The Drive in a Clean Air Zone Service supports local authorities who have identified a CAZ in their local plan as being the most appropriate measure to deliver compliance with legal NO<sub>2</sub> limits in the shortest possible time.

# Map of live clean air zones in March 2023

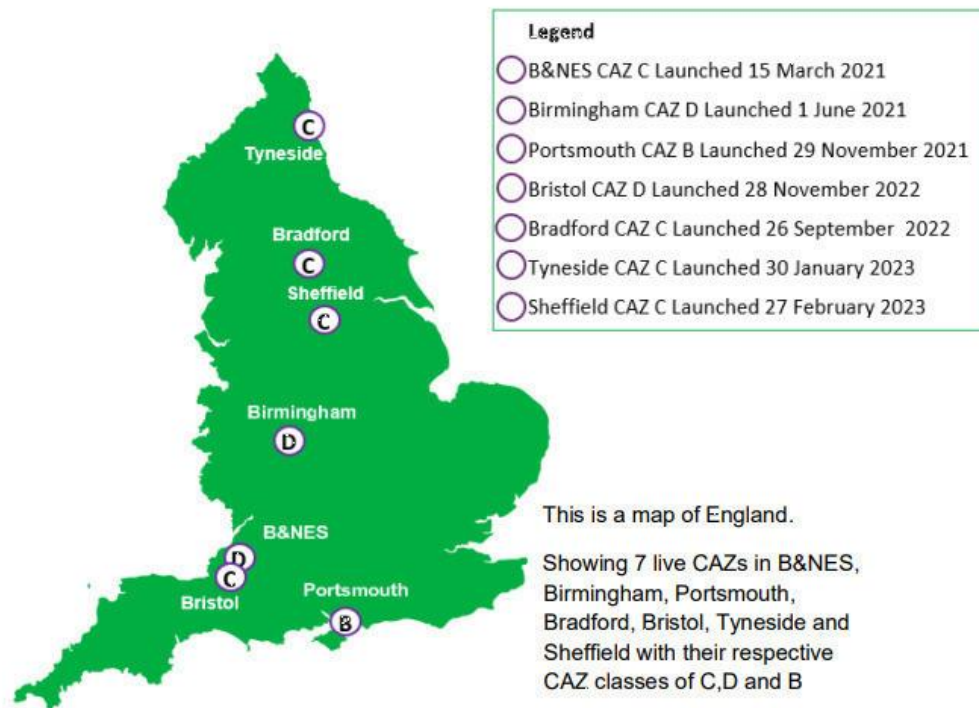


Figure 1. is a map of England showing the 7 clean air zones located in Bath and North East Somerset (class C), Birmingham (class D) Portsmouth (class B), Bristol (class D), Bradford (class C), Sheffield (class C) and Tyneside (class C)

As of March 2023, there are 7 live clean air zones in:

- Bath and North East Somerset (class C)
- Birmingham (class D)
- Portsmouth (class B)
- Bristol (class D)
- Bradford (class C)
- Sheffield (class C)
- Tyneside (class C)

There are four classes of CAZs covering different vehicle types.

- **CAZ A** – charges apply to non-compliant taxis or private hire vehicles, buses or coaches
- **CAZ B** – charges apply to non-compliant taxis or private hire vehicles, buses or coaches, heavy goods vehicles (HGVs)
- **CAZ C** – charges apply to non-compliant taxis or private hire vehicles, buses or coaches, HGVs, light goods vehicles (LGVs)
- **CAZ D** – charges apply to non-compliant taxis or private hire vehicles, buses or coaches, HGVs, LGVs, private cars.

## Service milestones for March 2022 – March 2023

- 21 June 2022 Tyneside vehicle compliance checker launched
- 19 July 2022 Sheffield vehicle compliance checker launched
- 26 September 2022 Bradford CAZ go live
- 28 November 2022 Bristol CAZ go live
- 30 January 2023 Tyneside CAZ go live
- 27 February 2023 Sheffield CAZ go live

## Service reliability

	Target service level agreements achieved (%)	Actual service level agreements achieved (%)	Definitions
Service Availability	99.50	99.99	A measure of the Drive in a Clean Air Zone Service availability. The target is 99.5%, excluding planned downtime for Continuous Improvement work.
Check a Vehicle – Business Rules Accuracy	98.00	99.99	A measure of the accuracy with which a vehicle's compliance status is determined. The target is 98% where: (i) a valid Vehicle Registration Number (VRN) is provided; (ii) the VRN exists in the DVLA database; and (iii) an associated business rule exists.
Check a Vehicle – Web Page Response Time	95.00	100.00	A measure of the average end-to-end time that the Drive in a Clean Air Zone Service takes to respond to a user request on a web page. The target is that 95.0% of web page response times are within 3 seconds.

During the period of this report, the Drive in a Clean Air Zone Service has exceeded its service level agreements for all key performance measures specified in the CAZ Agreement. The CAZ Agreement is a contract between Joint Air Quality Unit (JAQU) and the CAZ local authority for the provision of CAZ Central Service. The service has been deliberately architected to deliver the required levels of security, availability, and performance even in 'P1' emergency scenarios (scenarios where all of the service or a key part of it, is unavailable). The service remains subject to continual review and improvement to take account of new best practices and any new local authority which implements a new Clean Air Zone.



# Service components explained

The main purpose of the drive in a clean air zone service is to enable drivers of UK registered vehicles driving in a clean air zone (CAZ) to find out if they will be charged to drive in a CAZ and, if so, to pay the daily charge. In addition, the service allows local authorities to check the compliance of vehicles travelling through their zones, as captured via their automatic number plate recognition (ANPR) network and the receipt of paid daily charges via the digital service.

The Drive in a Clean Air Zone Service has three core components:

- check a vehicle
- pay a charge for a vehicle
- check and pay for multiple vehicles

The drive in a clean air zone Service was delivered by a cross-government team of digital, operational and policy leads. It is hosted on Amazon Web Services infrastructure and published to GOV.UK.

## 1. Check a vehicle

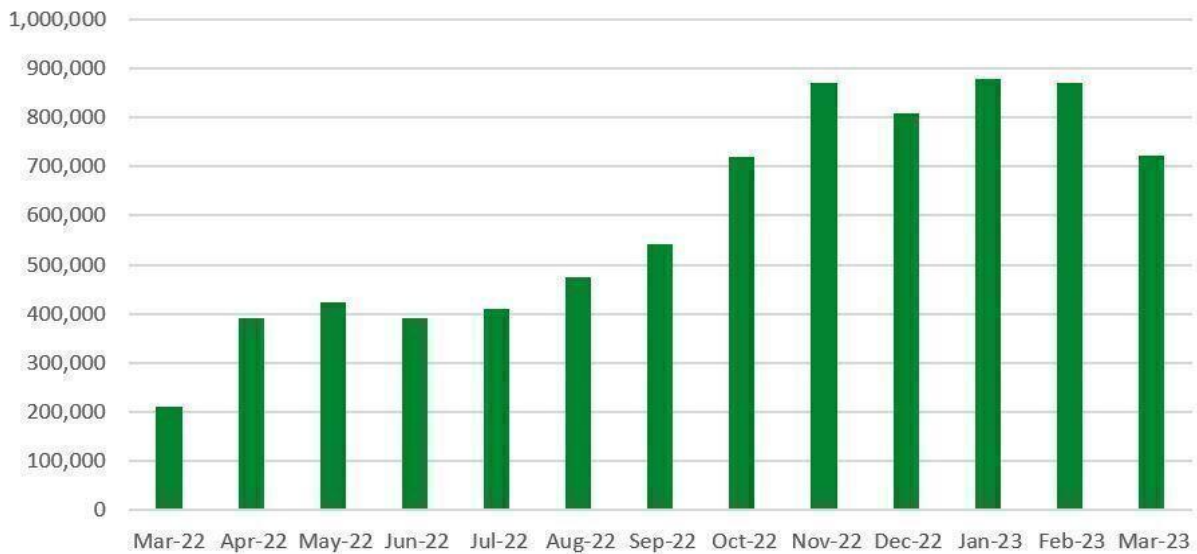
The first component, 'check a vehicle' (also commonly referred to as Vehicle Compliance Checker), was released in February 2020 within the Drive in a Clean Air Zone Service on Gov.uk. The service allows users to check whether their vehicle is compliant or will be charged for driving in a CAZ. It was designed to give users an understanding of how a zone will impact them and what they can do to become compliant. It therefore includes links to national guidance, local authority websites detailing local exemptions and policies, zone boundaries and information, where relevant, on support available to upgrade and replace non-compliant vehicles.

The 'Check a Vehicle' service determines whether a vehicle is required to pay a charge in each zone based on the CAZ Framework and the class of CAZ each local authority has implemented in order to achieve compliance with legal NO<sub>2</sub> limits. The CAZ Framework is a document setting out the principles local authorities should follow when setting up a CAZ. The service uses data supplied by Driver and Vehicle Licensing Agency (DVLA) to classify the vehicle based on its vehicle type and Euro emission standard, accounting for national exemptions using data from the Ministry of Defence, taxi licensing authorities and the Energy Savings Trust.

The Drive in a Clean Air Zone Service allows users to check the compliance status of their vehicle and check the applicable charge in any live or upcoming CAZ.

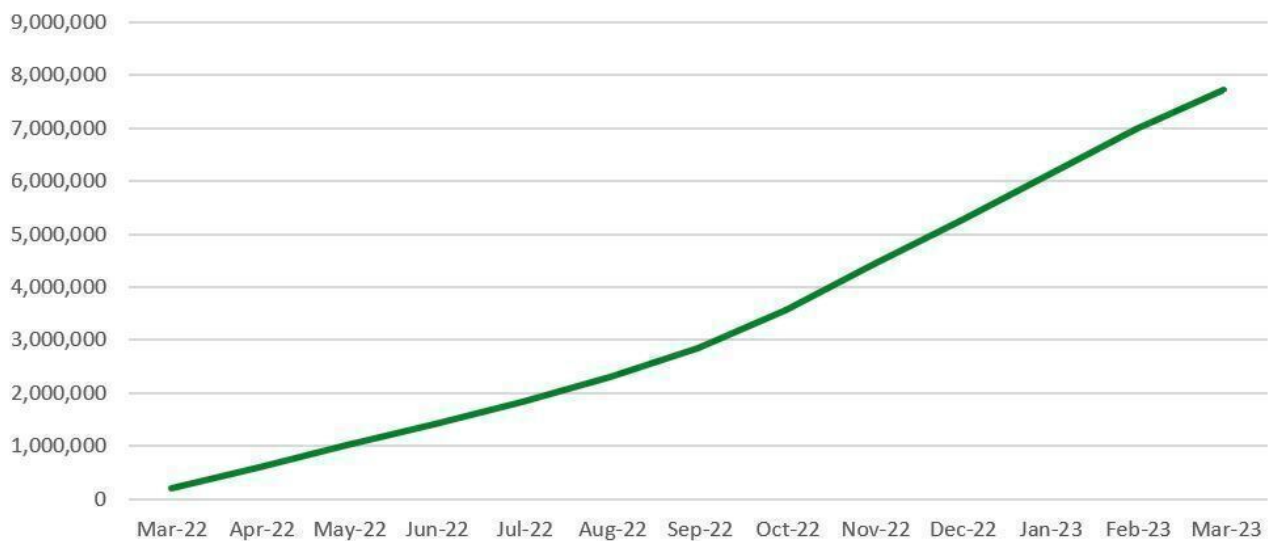
Local authorities are added onto the 'check a vehicle' service around 6 months prior to the launch of their zones, which allows customers sufficient opportunity to check the compliance of their vehicles.

**Graph 1.1 – Vehicle compliance checks per month**



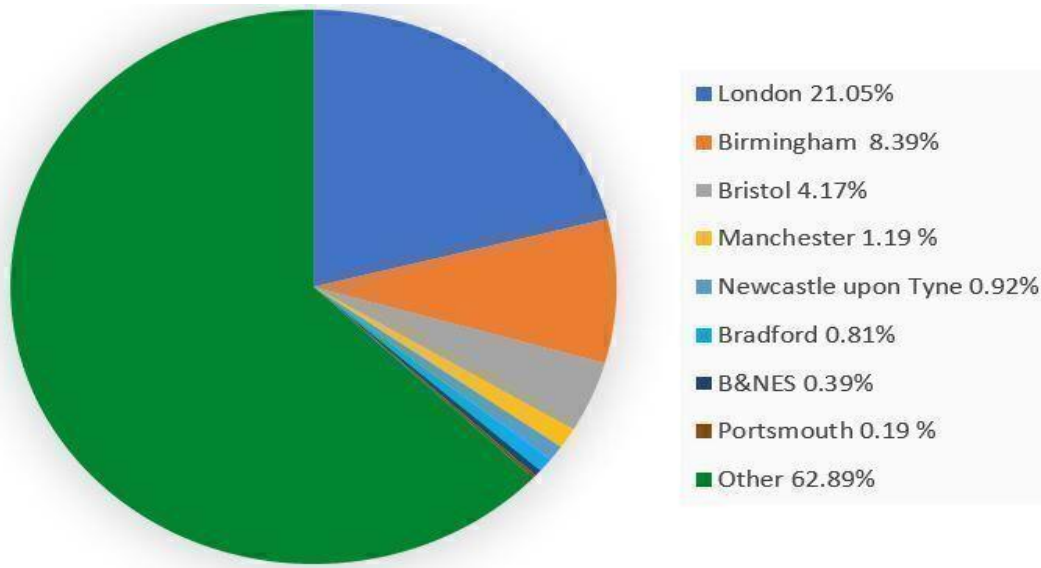
**Graph 1.1** shows the number of checks performed by customers on the 'check a vehicle' service per month from 15<sup>th</sup> March 2022 to 31<sup>st</sup> March 2023.

**Graph 1.2 – Cumulative vehicle compliance checks**



**Graph 1.2** shows the cumulative vehicle checks on the 'Check a Vehicle' service from March 15<sup>th</sup> 2022 to 31<sup>st</sup> March 2023.

**Graph 1.3 – User locations for vehicle compliance checker**



**Graph 1.3** shows the locations of users of the 'Check a Vehicle' identified through Google Analytics. To highlight the live CAZs, Birmingham accounted for 8.39%, Portsmouth for 0.19% B&NES for 0.39% Sheffield for 1.27% Bradford for 0.81% Bristol for 4.17% and Tyneside for 0.92% of user locations.

## 2. Pay a charge for a vehicle

The 'Pay a Charge for a Vehicle' component allows users with non-compliant vehicles to pay for driving within a CAZ. The daily charge period for a CAZ runs from midnight to midnight. Users need to pay separately for each CAZ they drive within. The charge can be paid up to 6 days ahead of driving within a CAZ, on the day of travel or up to 6 days after. The total payment window is 13 days.

For individual owner drivers who have driven or are planning on driving in a charging CAZ, users can pay by credit or debit card. Gov.pay is the payment service used to support the Pay a Charge for a Vehicle component.

## 3. Check and pay for multiple vehicles

To better meet the needs of fleet operators, the service includes the 'Check and Pay for Multiple Vehicles' component. This enables fleet users to upload vehicles from their fleet individually or in bulk, check if their vehicles are compliant and pay a charge for non-compliant vehicles together. Multiple users with approvals can be set up to a single account. Previous payments can be viewed and both compliance results and the payment history can be downloaded for reconciliation and record-keeping. Users are also able to set up direct debits to make payments quicker and easier.

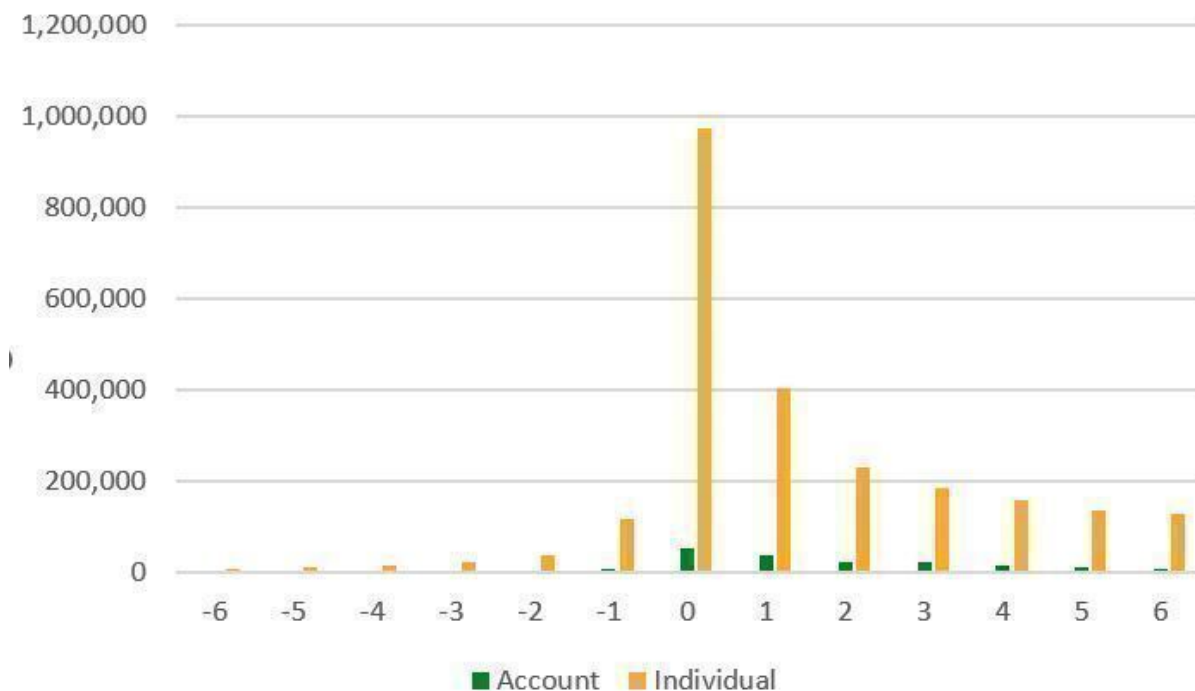
The ability to manage fleets and understand levels of vehicle compliance for different zones, enables fleet operators to assess the actions needed to be undertaken to improve their contribution to air quality in our cities. The service also aims to reduce the burden on users to administer their vehicles, improving their likelihood to contribute either by upgrading their fleet or paying the charge so local authorities can invest in further air quality initiatives.

**Table 2.1 – Check and pay for multiple vehicles.**

	Total number of individual payments	Total number of individual journeys paid for	Total number of business account payments	Total number of business account journeys paid for
<b>B&amp;NES</b> since 15 March 2022	95,519	137,100	12,742	22,233
<b>Birmingham</b> Since 15 March 2022	1,323,667	1,760,560	39,439	99,819
<b>Portsmouth</b> Since 15 March 2022	8,346	12,236	740	1,198
<b>Bradford</b> since 26 September 2022	105,236	167,413	14,615	37,995
<b>Sheffield</b> since 27 February 2023	9,525	13,060	1,143	2,156
<b>Tyneside</b> since 30 January 2023	1,805	2,277	274	581
<b>Bristol</b> since 28 November 2022	261,222	322,051	8,263	20,948
<b>Total</b>	1,805,320	2,424,697	77,216	184,890

From Table 2.1, we can see that just over 2.4 million individual journeys have been paid for, with just over 184,000 being paid for by the business account service.

**Graph 2.2 – Payment Day relative to day of travel**



**Graph 2.2** shows the payment trends within the payment window. The highest number of payments are made on the day of travel (day 0) which accounts for 975,224 of individual and 51,719 of business account payments. 1 day after the day of travel is the next most popular day for payments, accounting for 402,137 of individual and 35,433 of business account payments. For all payment days, the pattern is broadly similar for both individual journeys paid for and those paid for through the business accounts.

**Table 3.1 – Business account summary data**

Business accounts	Total
Total number of business accounts	11,225
Total number of vehicles registered	349,328

**Table 3.2 – Number of non-compliant vehicles registered to a business account.**

Zone	Number of non-compliant vehicles registered to a business account.
B&NES	92,558
Birmingham	108,161
Portsmouth	16,919
Bristol	108,161
Bradford	104,219
Sheffield	92,597
Tyneside	17,689
Total	540,304

## Live clean air zones as of March 2023

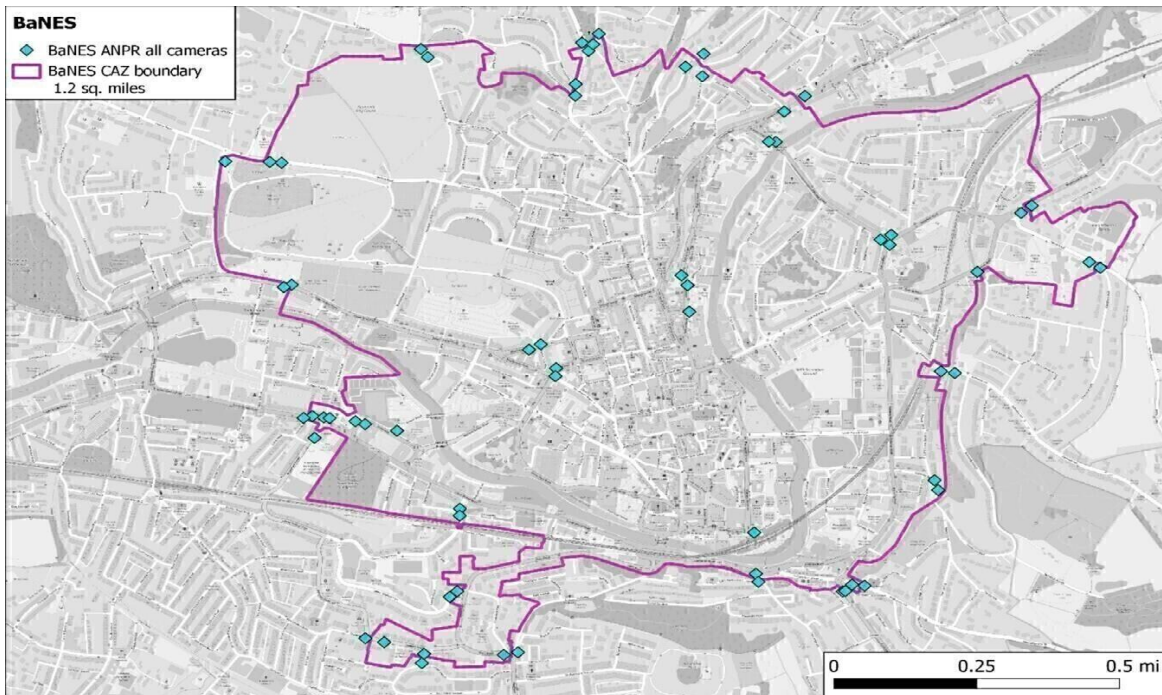
As of March 2023, there are 7 CAZ zones live.

CAZ location	CAZ class	Date launched
Bath and North East Somerset (B&NES)	C	15 March 2021
Birmingham	D	1 June 2021
Portsmouth	B	29 November 2021
Bristol	D	28 November 2022
Bradford	C	26 September 2022
Tyneside	C	30 January 2023
Sheffield	C	27 February 2023

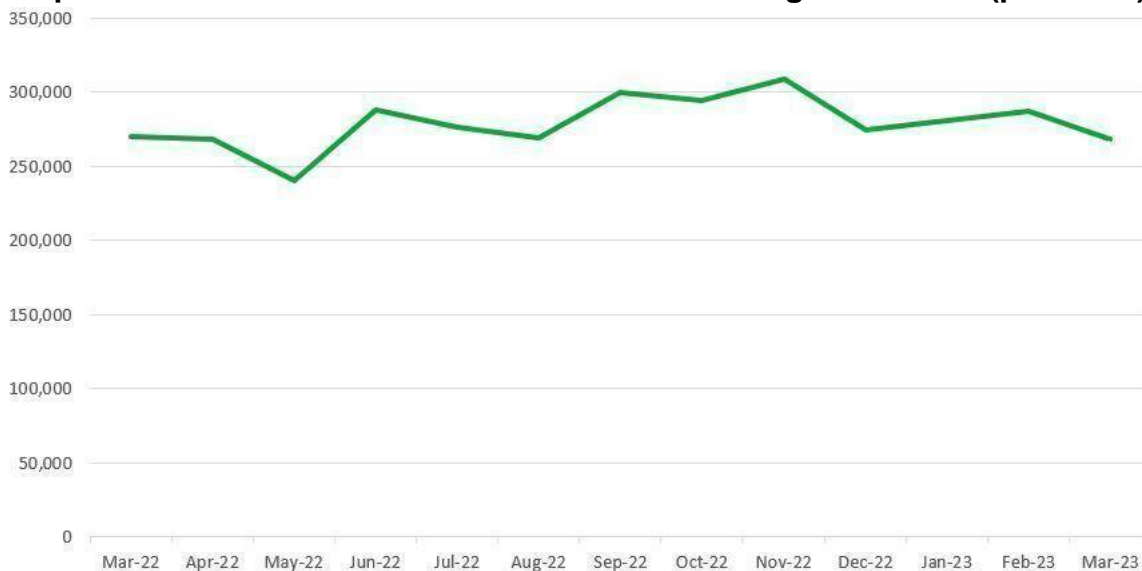
## Bath and North East Somerset (B&NES)

B&NES launched its CAZ on 15 March 2021. B&NES operates a Class C CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), heavy goods vehicles (HGVs) and light goods vehicles (LGVs). The zone is 1.2sq miles and covers the city centre. The zone operates 24 hours a day, 365 days a year. There are 68 cameras within the zone.

### Map of B&NES CAZ



**Graph 4.1a – B&NES total number of vehicles driving within CAZ (per week)**



**Graph 4.1a** shows the weekly trend of total vehicles driving within B&NES CAZ. The number of vehicles driving within B&NES CAZ remains consistent between 250,000 and 350,000 vehicles per week.

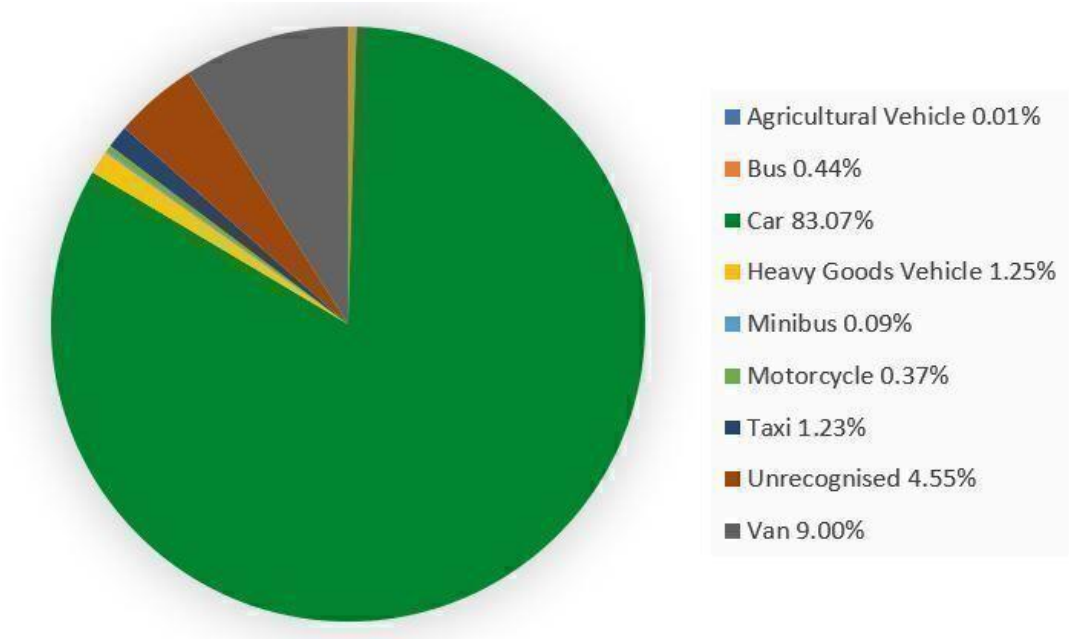


**Graph 4.1b – B&NES percentage of vehicles driving within CAZ that are non-compliant (per week)**

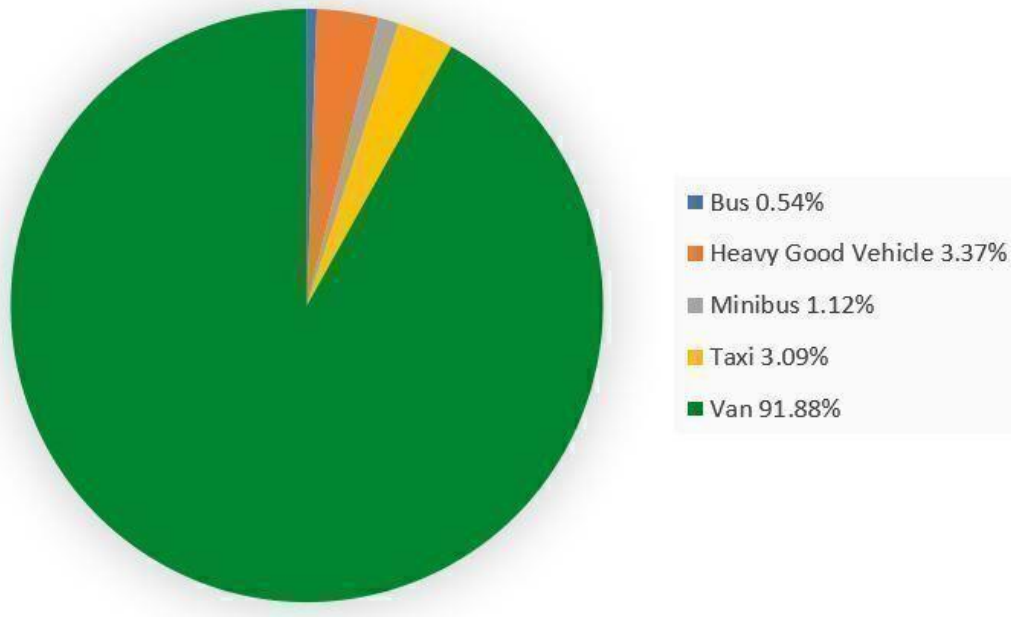


**Graph 4.1b** shows the trend of chargeable vehicles driving within B&NES CAZ. At the beginning of March 2022, non-compliant vehicles made up over 1.6% of vehicles driving within the CAZ. This continued to reduce to 1.29% during the reporting period.

**Graph 4.1c – B&NES vehicle types driving within zone.**



**Graph 4.1d – B&NES non-compliant vehicle types driving within zone.**



**Graphs 4.1c and 4.1d** show that private cars make up the greatest proportion of overall vehicles driving within the CAZ, with vans making up the greatest proportion of non-compliant vehicles.

# Birmingham

Birmingham launched its CAZ on 1 June 2021. Birmingham operates a Class D CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), heavy goods vehicles (HGVs), vans, minibuses, and private cars. The zone is 3sq miles and covers all the roads within the A4540 Middleway Ring Road, but not the Middleway itself. The zone operates 24 hours a day, 365 days a year. There are 67 cameras within the zone.

## Map of Birmingham CAZ

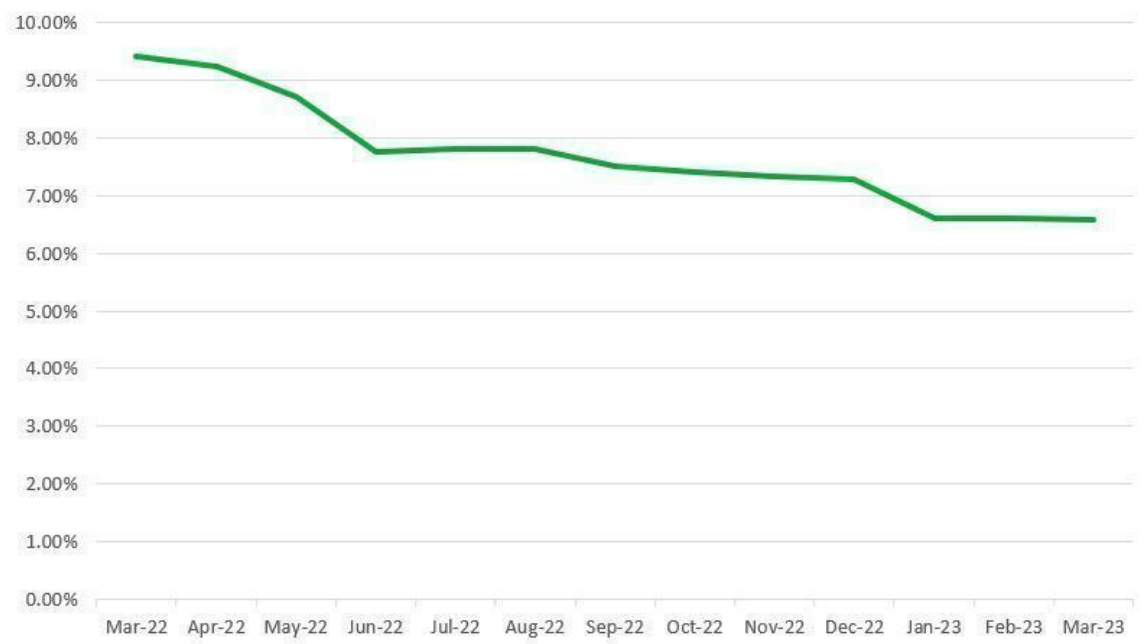


**Graph 4.2a – Birmingham total number of vehicles driving within CAZ (per week)**



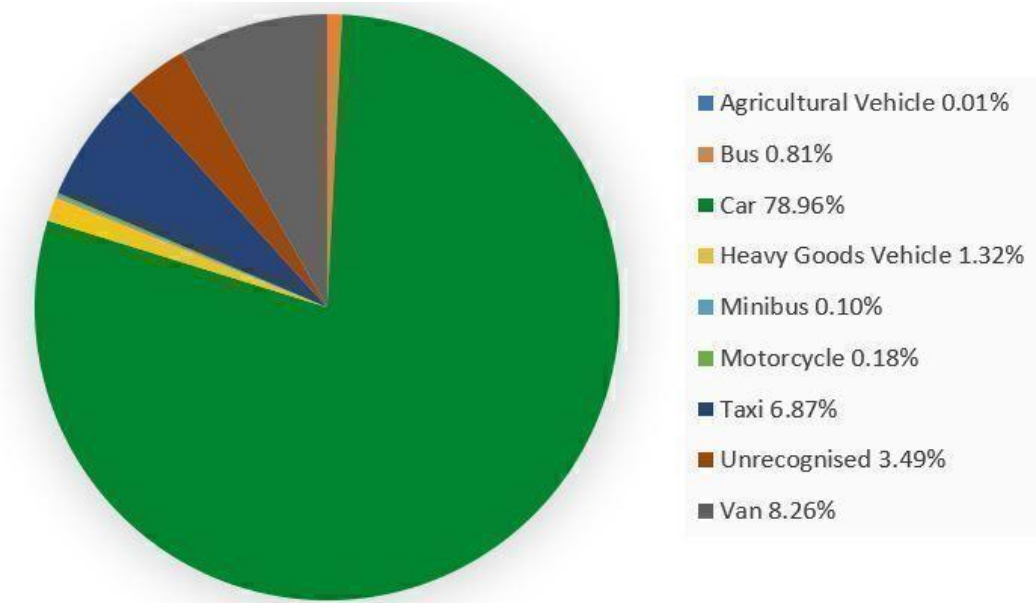
**Graph 4.2a** shows the weekly trend of total vehicles driving within Birmingham's CAZ. For most of the reporting period, this stayed around 680,000 to 800,000 per week.

**Graph 4.2b – Birmingham percentage of vehicles driving within CAZ that are non-compliant (per week)**

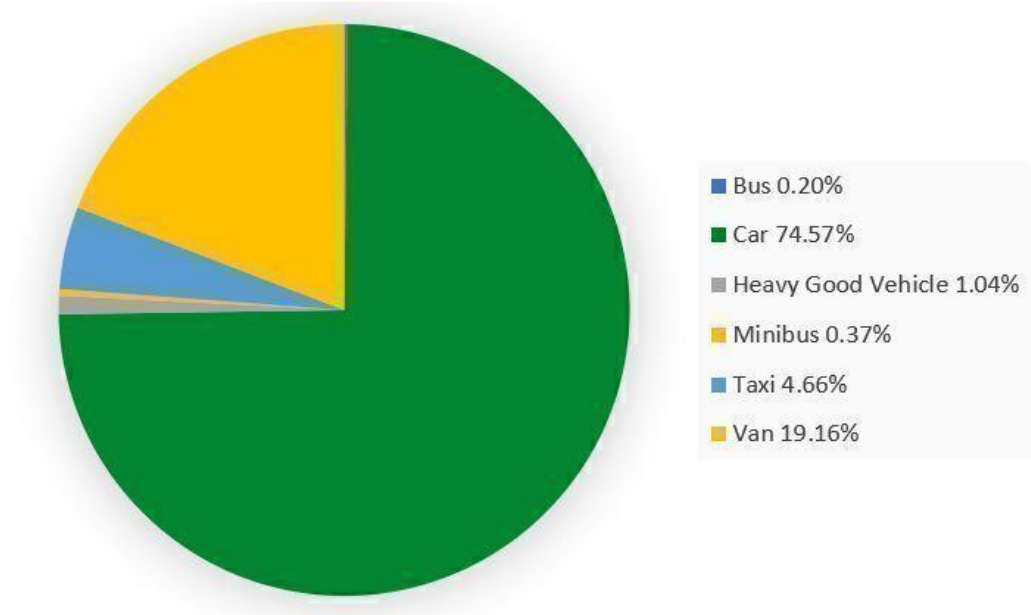


**Graph 4.2b** shows the weekly trend of chargeable vehicles driving within the Birmingham CAZ. In March 2022, non-compliant vehicles made up 9.49% of vehicles driving within the CAZ. This has continued to reduce to around 6.66% during the reporting period.

**Graph 4.2c – Birmingham vehicle types driving within zone.**



**Graph 4.2d – Birmingham non-compliant vehicle types driving within zone.**



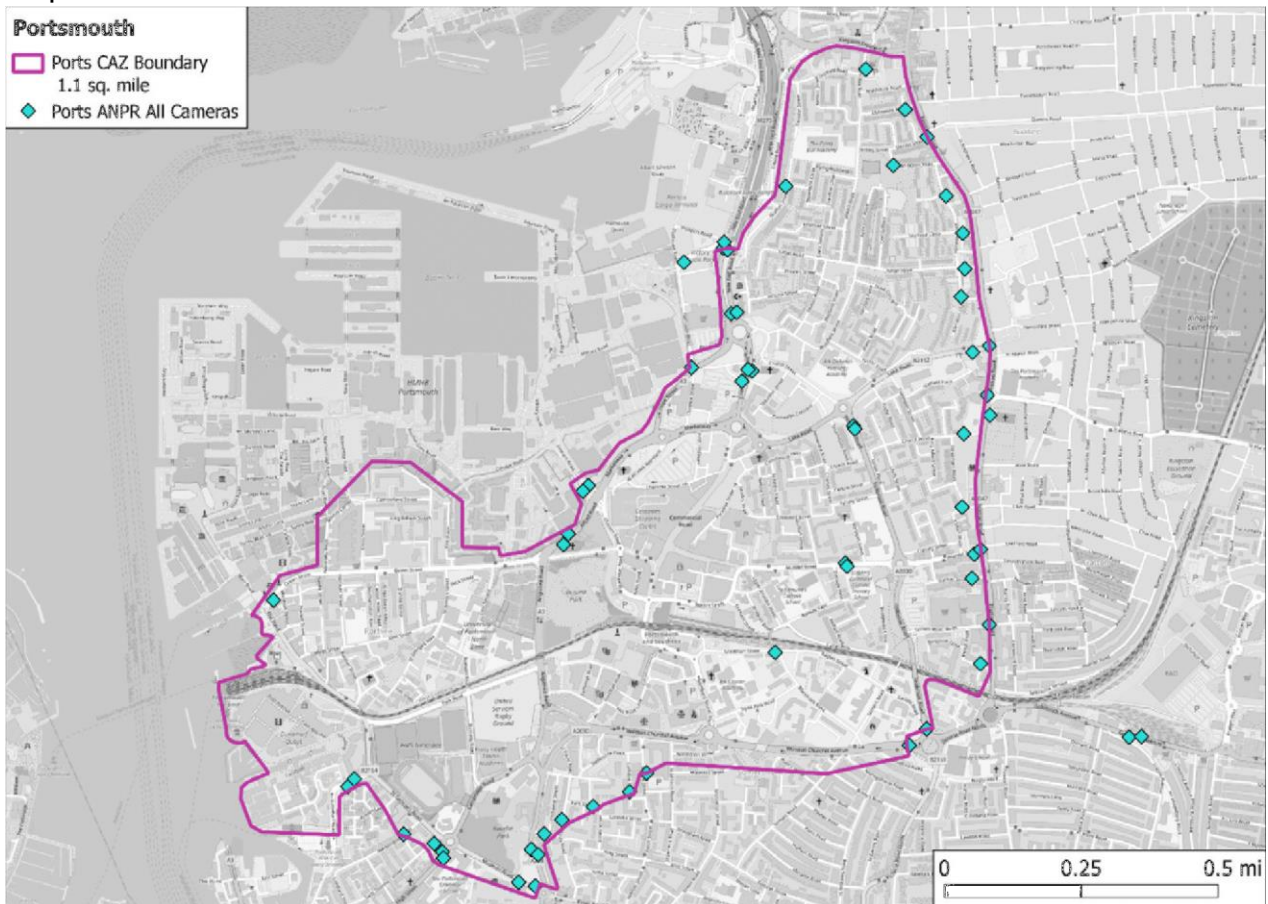
**Graphs 4.2c and 4.2d** show that the majority of vehicles driving within the Birmingham CAZ are cars. The highest percentage of non-compliant vehicles are cars, followed by vans.



## Portsmouth

Portsmouth launched its CAZ on 29 November 2021. Portsmouth operates a Class B CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), and heavy goods vehicles (HGVs). The zone is approximately 1.1sq miles, located to the southwest of Portsmouth. The zone operates 24 hours a day, 365 days a year. There are 55 cameras (plus one emergency deployable) within the zone.

Map of Portsmouth CAZ

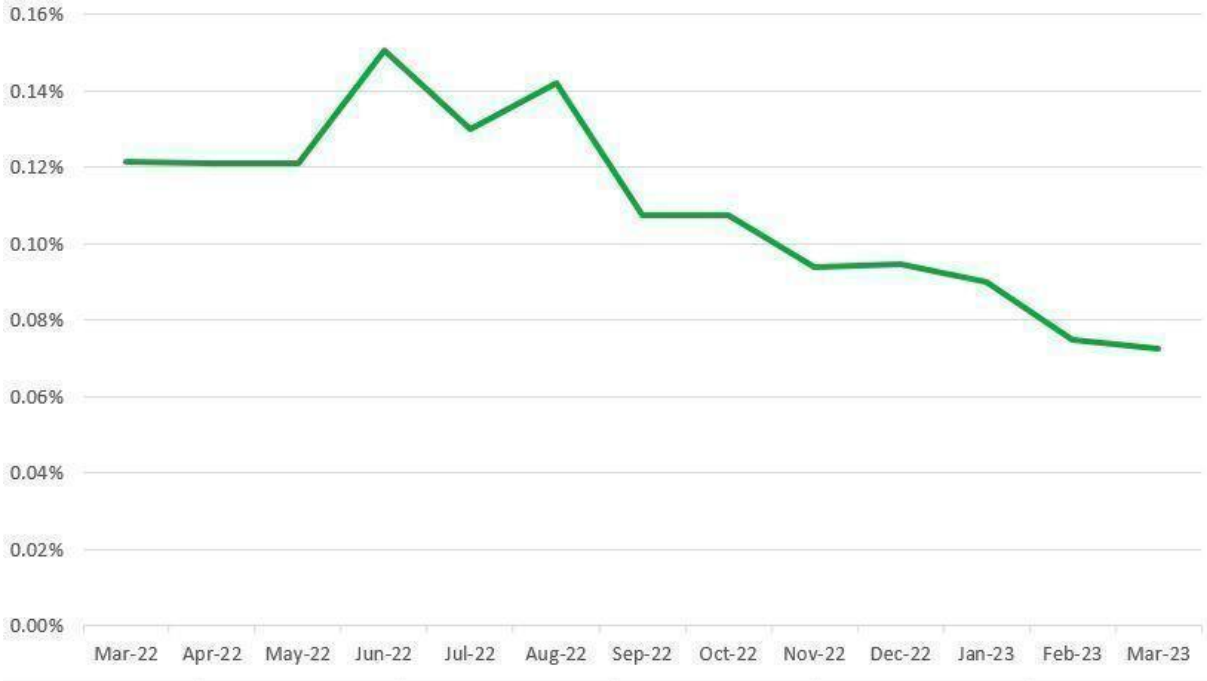


Graph 4.3a – Portsmouth total number of vehicles driving within CAZ (per week)



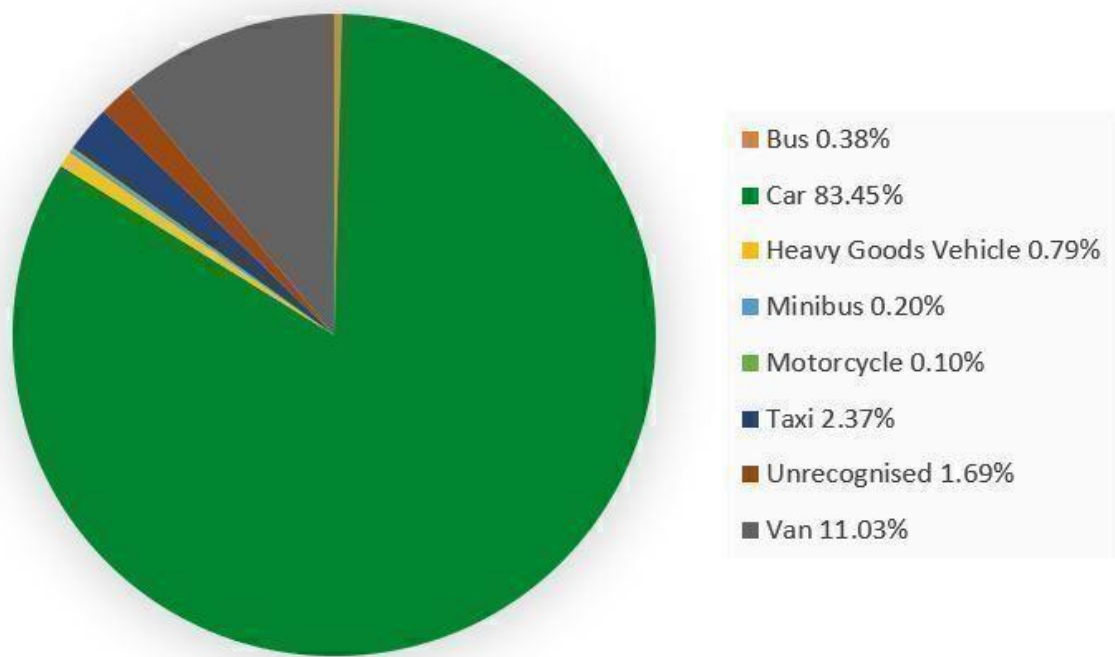
**Graph 4.3a** shows the weekly trend of total vehicles driving within Portsmouth CAZ. The number of vehicles driving in Portsmouth remains consistent between 280,000 and 330,000 vehicles per week.

**Graph 4.3b – Portsmouth percentage of vehicles driving within CAZ that are non-compliant (per week)**

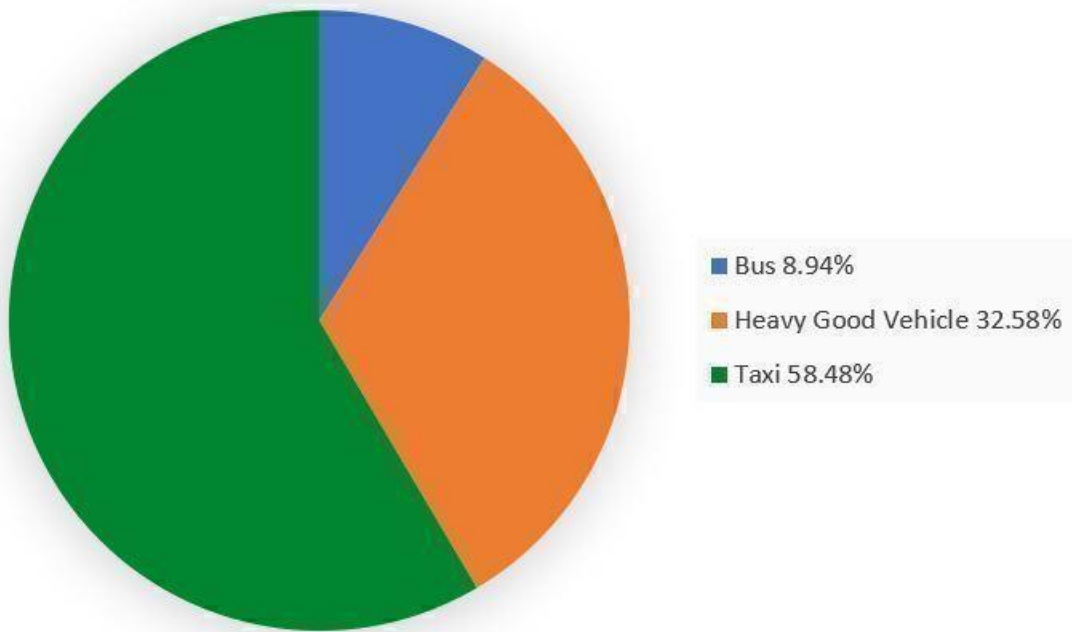


**Graph 4.3b** shows the weekly trend of chargeable vehicles driving within Portsmouth CAZ. At the beginning in March 2022, non-compliant vehicles made up just over 0.12% of vehicles driving within the CAZ. This gradually decreases to 0.07% in March 2023.

**Graph 4.3c – Portsmouth vehicle types driving within zone.**



**Graph 4.3d – Portsmouth non-compliant vehicle types driving within zone.**



**Graphs 4.3c and 3.4d** show that the majority of vehicles driving within the Portsmouth CAZ are cars. The highest percentage of non-compliant vehicles are taxis, followed by HGVs and buses.



## Bradford

Bradford launched its CAZ on 26 September 2022. Bradford operates a Class C CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), heavy goods vehicles (HGVs) and light goods vehicles (LGVs). The zone is 9.35sq miles and operates 24 hours a day, 365 days a year. There are 330 cameras within the zone.

### Map of Bradford CAZ



**Graph 4.4a – Bradford total number of vehicles driving within CAZ (per week)**



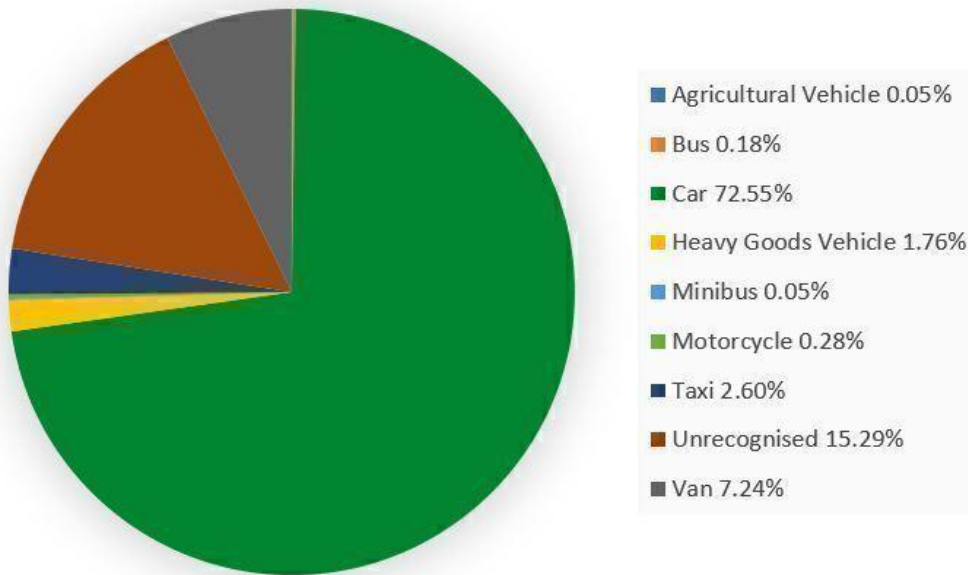
**Graph 4.4a** shows the weekly trend of total vehicles driving within Bradford CAZ. The number of vehicles driving into the Bradford CAZ started at 2,000,000 in September 2022. This has now decreased and remains consistent between 1,000,000 and 1,200,000 vehicles per week.

**Graph 4.4b – Bradford percentage of vehicles driving within CAZ that are non-compliant (per week)**

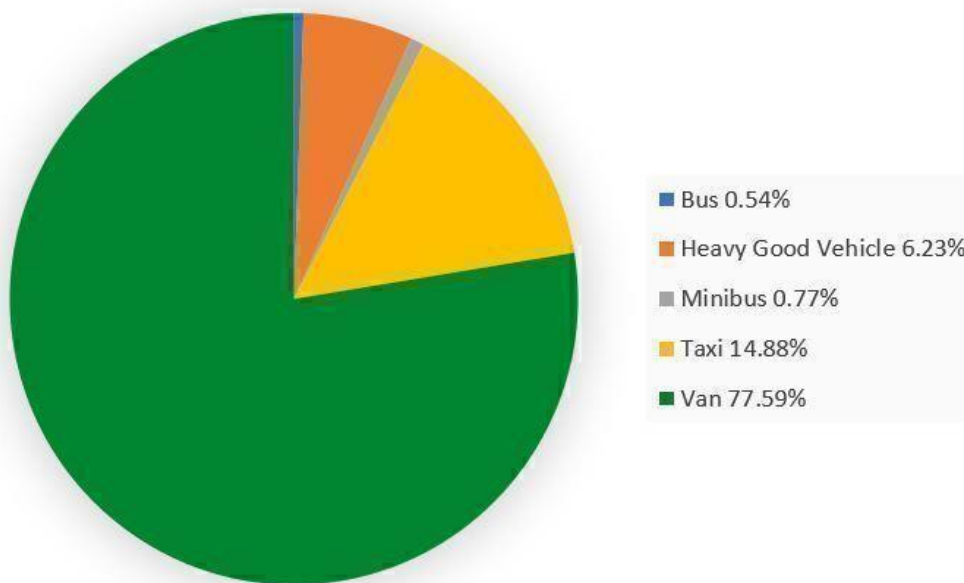


**Graph 4.4b** shows the weekly trend of chargeable vehicles driving within Bradford CAZ. At the beginning in September 2022 non-compliant vehicles made up just over 2.5% of vehicles driving within the CAZ. This has gradually decreased to 1.58% in March 2023.

**Graph 4.4c – Bradford vehicle types driving within zone.**



**Graph 4.4d – Bradford non-compliant vehicle types driving within zone.**

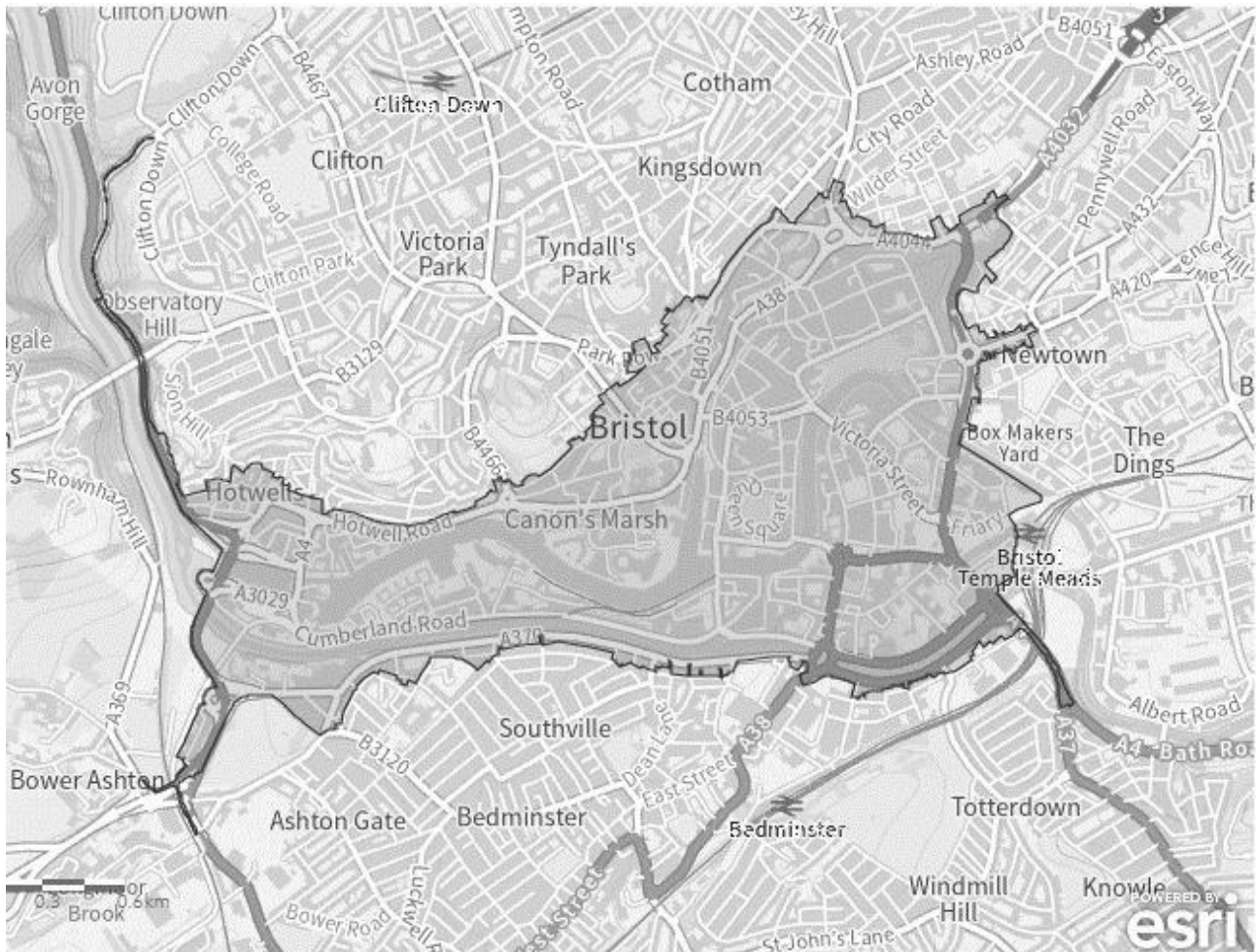


**Graphs 4.4c and 4.4d** show that the majority of vehicles driving within the Bradford CAZ are cars. The highest percentage of non-compliant vehicles are vans, followed by taxis and HGVs.

## Bristol

Bristol launched its CAZ on 28 November 2022. Bristol operates a Class D CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), heavy goods vehicles (HGVs), vans, minibuses, and private cars. The zone is 1.26sq miles and operates 24 hours a day, 365 days a year. There are 49 cameras within the zone.

### Map of Bristol CAZ



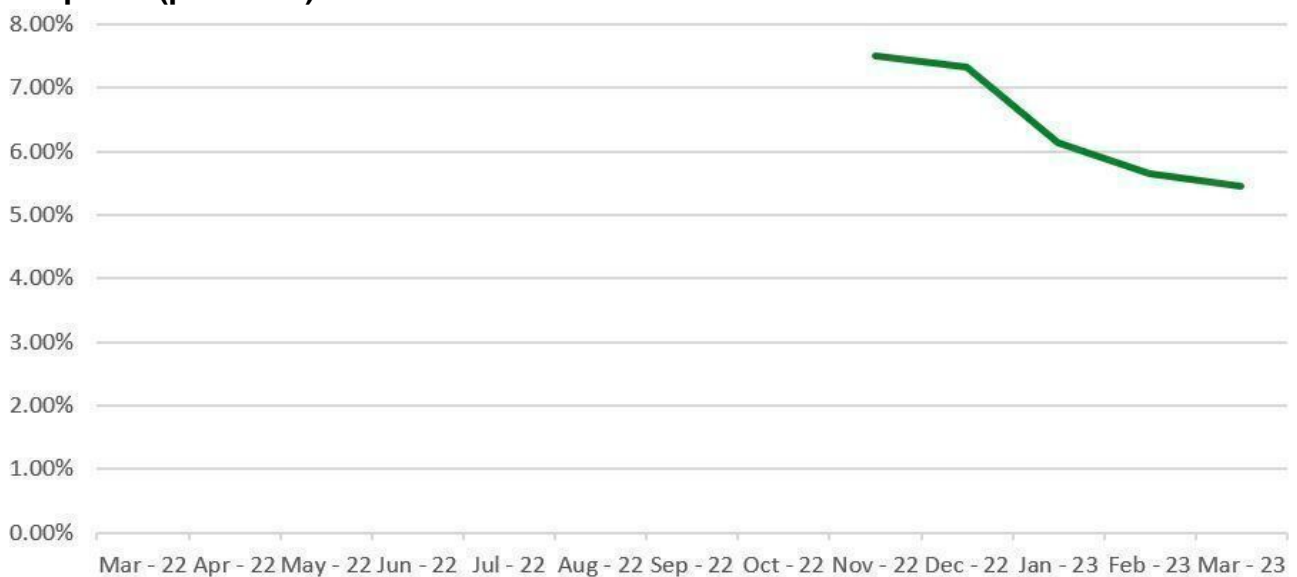


**Graph 4.5a – Bristol total number of vehicles driving within CAZ (per week)**



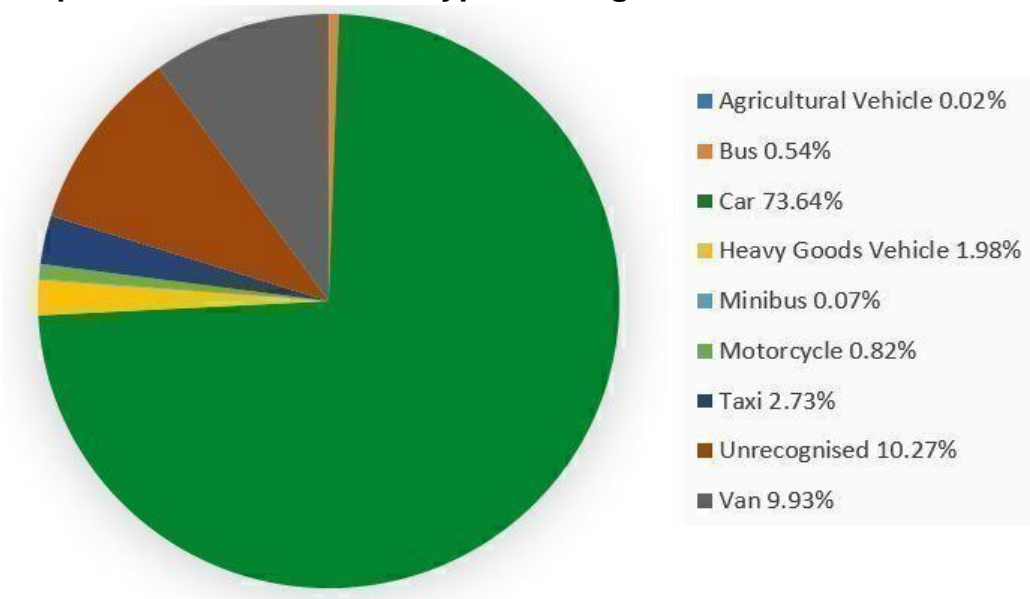
**Graph 4.5a** shows the weekly trend of total vehicles driving within Bristol CAZ. This started with 650,000 in November 2022, staying consistent until March 2023.

**Graph 4.5b – Bristol percentage of vehicles driving within CAZ that are non-compliant (per week)**

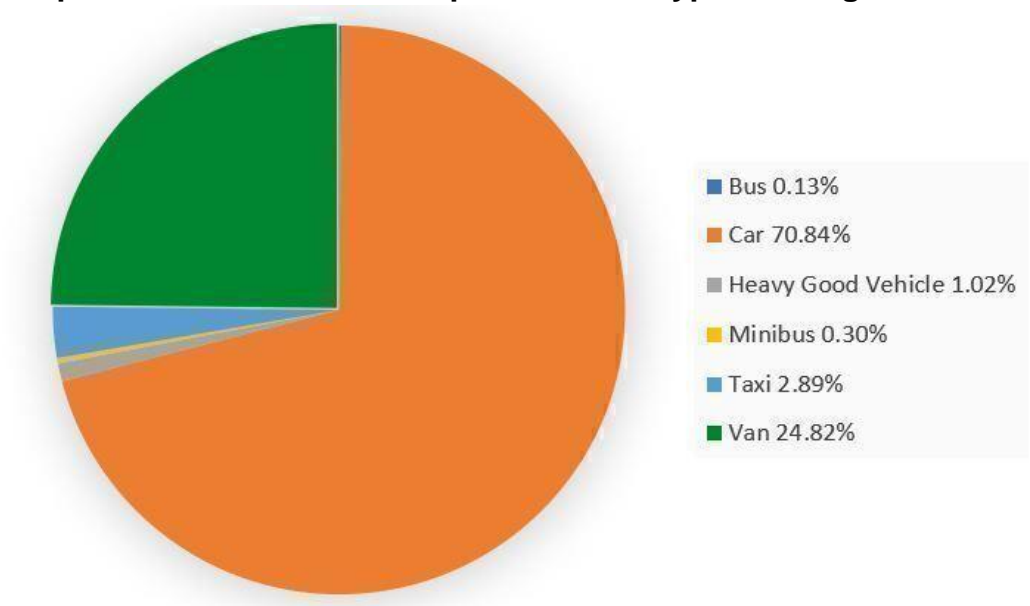


**Graph 4.5b** shows the weekly trend of chargeable vehicles driving within Bristol CAZ. At the beginning in November 2022 non-compliant vehicles made up just over 7.42% of vehicles driving within the CAZ. This has gradually decreased to 5.5% in March 2023.

**Graph 4.5c – Bristol vehicle types driving within zone.**



**Graph 4.5d – Bristol non-compliant vehicle types driving within zone.**



**Graphs 4.5c and 4.5d** show that the majority of vehicles driving within the Bristol CAZ are cars. The highest percentage of non-compliant vehicles are cars, followed by vans.

## Tyneside

Tyneside launched its CAZ on 30 January 2023. Tyneside operates a Class C CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), heavy goods vehicles (HGVs) and light goods vehicles (LGVs). The zone is 0.94sq miles and operates 24 hours a day, 365 days a year. There are 38 cameras within the zone.

### Map of Tyneside CAZ



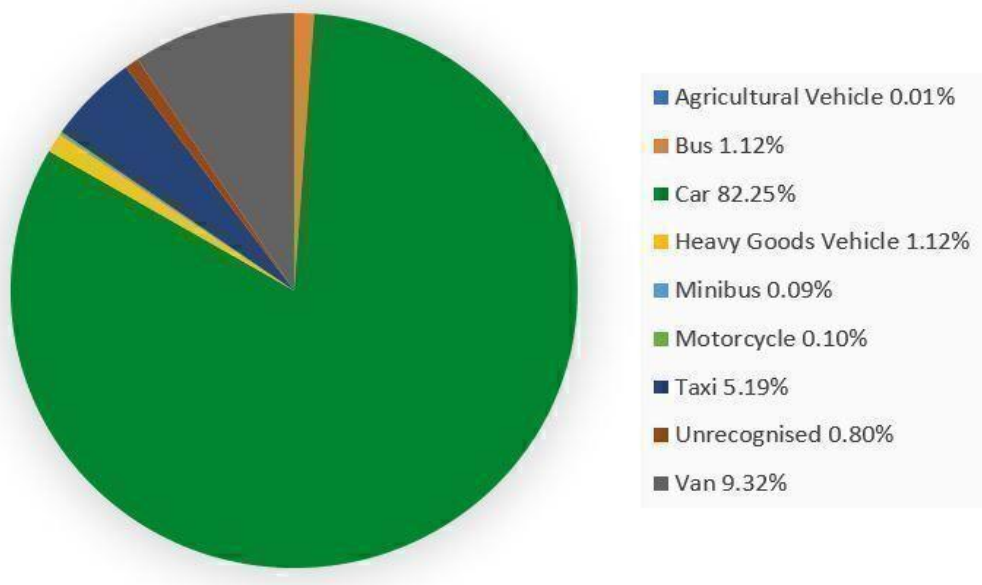
### Tyneside total number of vehicles driving within CAZ (per week)

At the launch of the Tyneside CAZ, there was an average of 208,000 in January 2023 with a steady increase month by month to 250,000 in March 2023.

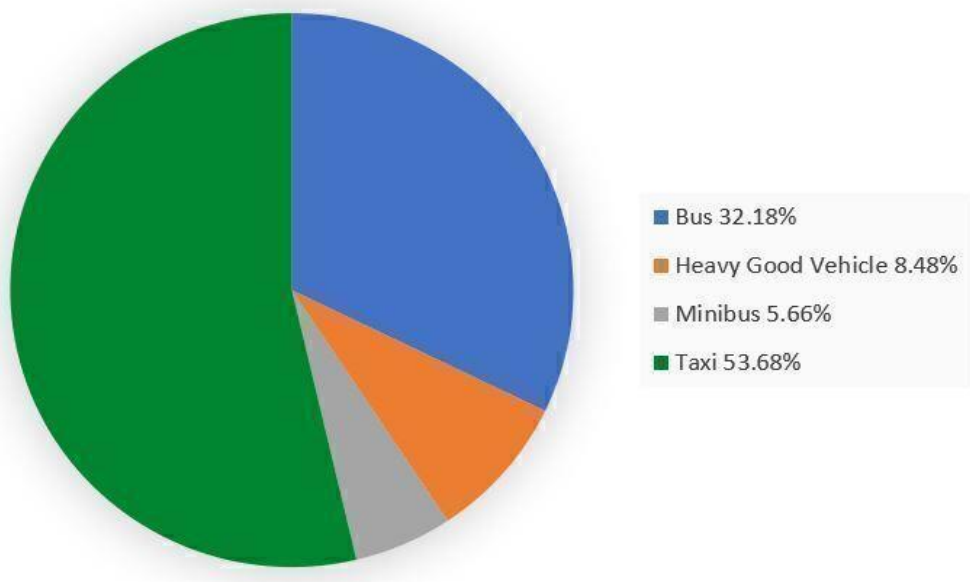
### Tyneside percentage of vehicles driving within CAZ that are non-compliant (per week)

At the beginning in January 2023 non-compliant vehicles made up just over 1.39% of vehicles driving within the CAZ. Over the first few months from go live this has decreased to 0.2%.

**Graph 4.6a – Tyneside vehicle types driving within zone.**



**Graph 4.6b – Tyneside non-compliant vehicle types driving within zone.**



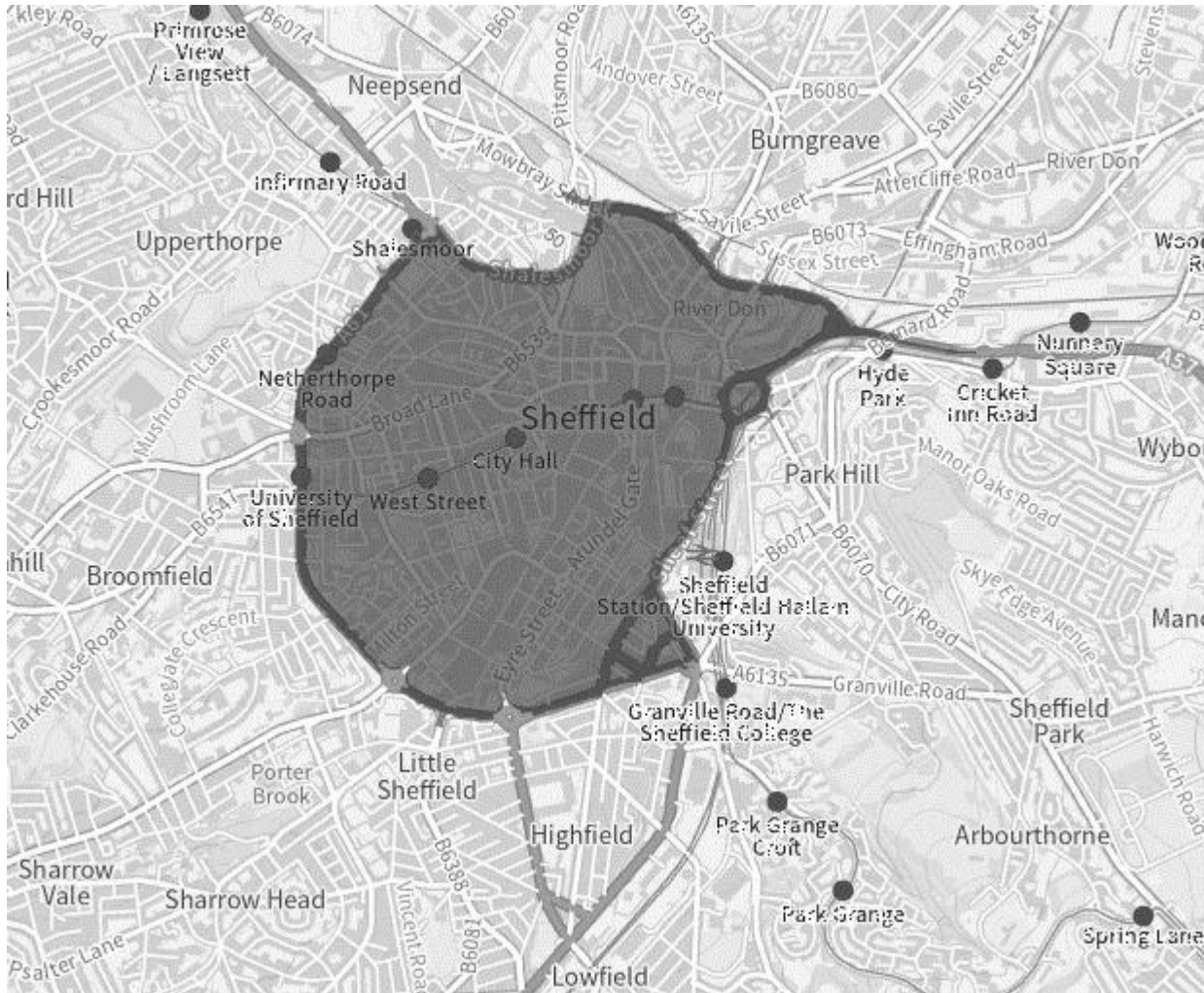
**Graphs 4.6a and 4.6b** show that the majority of vehicles driving within the Tyneside CAZ are cars. The highest percentage of non-compliant vehicles are taxis, followed by buses and HGV's.



## Sheffield

Sheffield launched its CAZ on 27 February 2023. Sheffield operates a Class C CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), heavy goods vehicles (HGVs) and light goods vehicles (LGVs). The zone is 0.9sq miles and operates 24 hours a day, 365 days a year. There are 25 cameras within the zone.

### Map of Sheffield CAZ



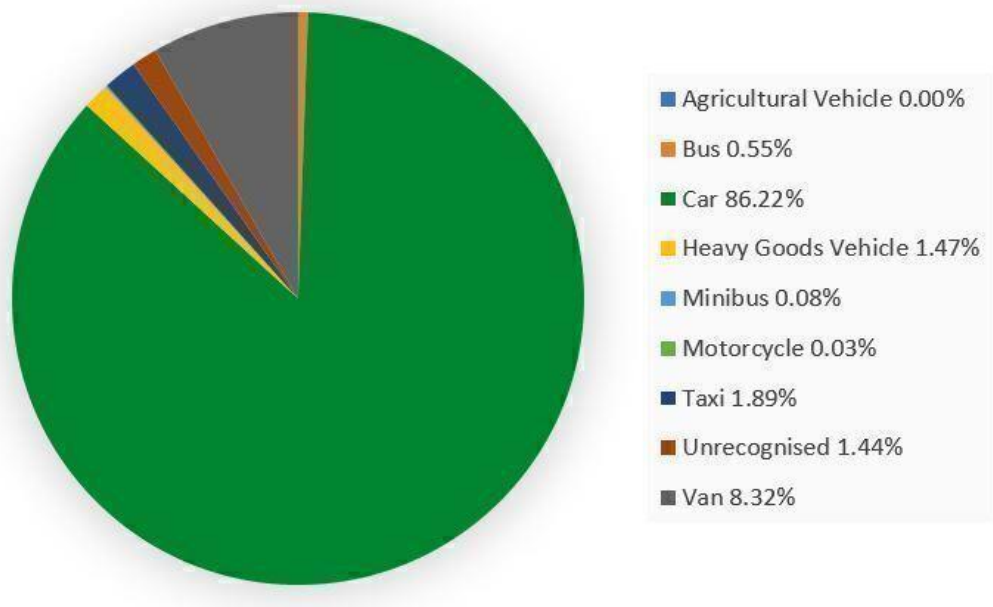
### Sheffield total number of vehicles driving within CAZ (per week)

Launching in late February, the Sheffield CAZ had around 300,000 vehicles driving within the CAZ per week until March 31<sup>st</sup>.

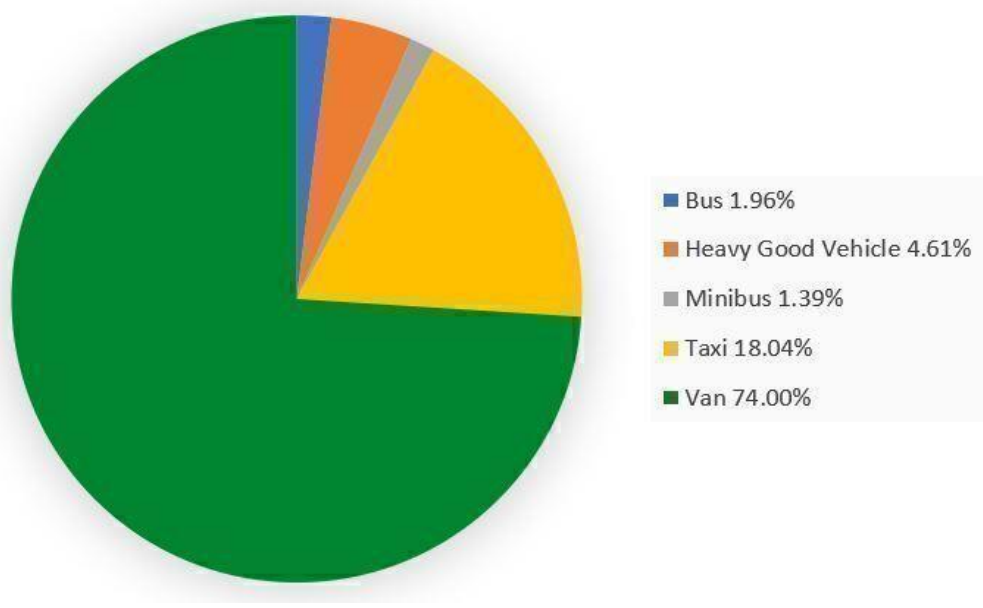
### Sheffield percentage of vehicles driving within CAZ that are non-compliant (per week)

At the beginning in February 2023 non-compliant vehicles made up 1.65% of vehicles entering the zone, which dropped to 1.26% by March 31<sup>st</sup>.

**Graph 4.7a – Sheffield vehicle types driving within zone.**



**Graph 4.7b – Sheffield non-compliant vehicle types driving within zone.**



**Graphs 4.7a and 4.7c** show that the majority of vehicles driving within the Sheffield CAZ are cars. The highest percentage of non-compliant vehicles are vans, followed by taxis and HGVs.

# Support Services

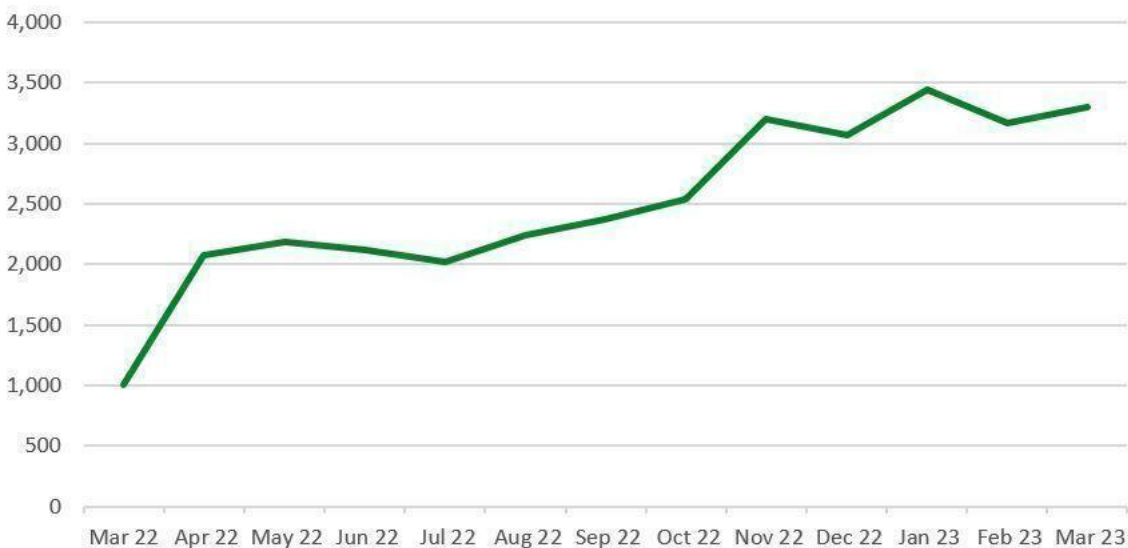
The DVLA operate a customer support centre in Swansea handling all national calls and emails relating to the Drive in a Clean Air Zone Service as well as taking digitally assisted payments.

**Graph 5.1 – Number of calls per month**



**Graph 5.1** shows the call volumes per month received by the contact centre. This remained consistent between 7000 and 8700 for the earlier portion of the year. The increase from October/November onwards coincides with the introduction of the new zones towards the end of 2022 and the beginning of 2023.

**Graph 5.2 – Number of emails per month**



**Graph 5.2** shows the email volumes per month received by the contact centre. Volume of emails received remained consistent until October. The spike in October/November coincides with the introduction of the new zones towards the end of 2022 and the beginning of 2023.

## Top 5 contact trends

1. Customer called to make Charge payment
2. Customer called to find out if they had entered a Clean Air Zone?
3. Customer queried receipt of PCN
4. Customer wanted to find out if their vehicle was subject to the charge or not
5. Customers asking when did I enter a Clean Air Zone?

Customer trends have remained steady over the year with the highest call volumes being customers calling to make a charge payment. Customers calling to ask if they have entered a clean air zone also ranked highly. The central call centre has strong links with local authority contact centres to manage enquires and customer journeys as effectively as possible. The data collected on call trends and volumes are analysed and used to make improvements to the Drive in a Clean Air Zone Service along with being shared with local authorities in monthly service reviews.

## Assurance statement

The Drive in a Clean Air Zone service has been built and maintained in line with Government Digital Service (GDS) technology and digital standards. The service was successful at its Beta assessment on 5 May 2021.

The service operates and abides by UK GDPR principles. We are committed to the principles of UK GDPR by adopting the concept of 'data privacy by design' within our operational model. We remain accountable by having detailed policies and systems in place including the management of access rights requests. Our policies are regularly reviewed and updated. The Air Quality (Taxis and Private Hire Vehicles Database) Regulations 2019 further restricts the information sharing on taxis and private hire vehicles, allowing the sharing of this data only between specified licensing authorities for the strict purpose of enforcing measures under the 2017 Air Quality Plan.

We take our data protection responsibilities extremely seriously and have robust safeguards in place around processing data to ensure that we are processing data lawfully.

We hold data on secure systems, and we are ISO27001 and Cyber Essentials Plus certified. Information security and integrity is key to us. We do not retain data for longer than is necessary and only keep data if there is a lawful basis which allows fair retention. When we do need to remove data from our possession, we do so by using industry approved standards so the disposal or anonymisation is thoroughly compliant. We use the data we attain for a specific purpose. This means that data is not processed for any alternative reasons other than that for which the data was originally collected.

The Drive in a clean air zone service is fully compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

## Annex A – further reports

- [Evaluation of local NO<sub>2</sub> Plans annual reports](#)
- [Air Pollution in the UK report](#)

## Annex B – acronyms

### **B&NES**

Bath and North East Somerset

### **CAZ**

Clean air zone

### **Defra**

Department for Environment,  
Food and Rural Affairs

### **DVLA**

Driver and Vehicle Licensing Agency

### **HGV**

Heavy Goods Vehicle

### **JAQU**

Joint Air Quality Unit

### **NO<sub>2</sub>**

Nitrogen Dioxide

### **VRN**

Vehicle registration number

### **PCN**

Penalty charge notice