Driver & Vehicle Licensing Agency

Department for Transport

Department for Environment Food & Rural Affairs

Clean Air Zone service annual report

1 April 2023 to 31 March 2024

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Contents

Foreword 4

Introduction....5

Map of live clean air zones 6

Service reliability....8

Service components explained....9

1. Check a vehicle....9

2. Pay a charge for a vehicle....12

3. Check and pay for multiple vehicles....12

Live clean air zones....155

Bath and North East Somerset (B&NES) 16

Birmingham....19

Portsmouth....22

Bradford....25

Bristol....28

Tyneside....31

Sheffield....3

Support Services 37

Assurance statement....38

Annex A – further reports....39

Annex B – acronyms 39

Foreword

This report focuses on the performance of the Clean Air Zone (CAZ) service during its third year of operation (2023/24).

We know that poor air quality still poses a significant risk to human health. The link between excessive Nitrogen Dioxide (NO_2) levels with early deaths and chronic disease remains, and vulnerable groups such as children and the elderly are more likely to be affected.

For this reason, the Government has supported local authorities to create CAZs where it's been deemed to be the best solution to improve roadside NO_2 levels for everyone.

There are seven operational CAZs in England. They are in Bath and North East Somerset (B&NES), Birmingham, Bradford, Bristol, Portsmouth, Sheffield and Tyneside. During this year, the Joint Air Quality Unit has continued to collaborate with each of the local authorities involved, together with our delivery partners at the Driver and Vehicle Licensing Authority (DVLA) and our technical provider, Informed Solutions. This teamwork has ensured that each of these cities has a digital service that supports the smooth running of the CAZs.

This report focusses on the performance of the digital service. This service is critical to the operation of CAZs, enabling local authorities to charge vehicles that do not meet the emission standard to drive in the zone. Throughout the last three years, the digital service has remained reliable and we are committed to monitoring and improving the service as and where it is necessary.

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 1 April 2023 to 31 March 2024. It provides a detailed overview of the service, its components, current live zones, and key performance statistics.

The key aim 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 (NO2). 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 NO2 and improve air quality is set out in the Government's UK Plan for Tackling Roadside Nitrogen Dioxide Concentrations, published in 2017 (2017 UK NO2 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 NO2 limits in the shortest possible time.

Map of live clean air zones in March 2024

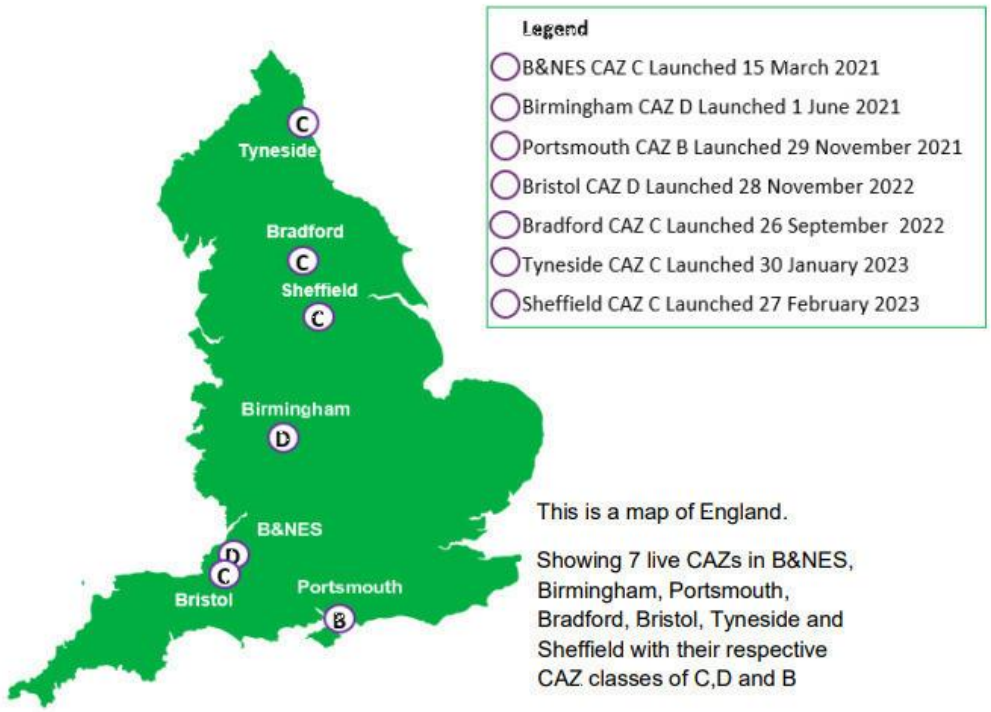


Figure 1. is a map of England showing the 7 clean air zones located in Bath and North East Somerset (class C), Birmingham (class D) Portsmouth (class B), Bristol (class D), Bradford (class C), Sheffield (class C) and Tyneside (class C)

As of March 2024, 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 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 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

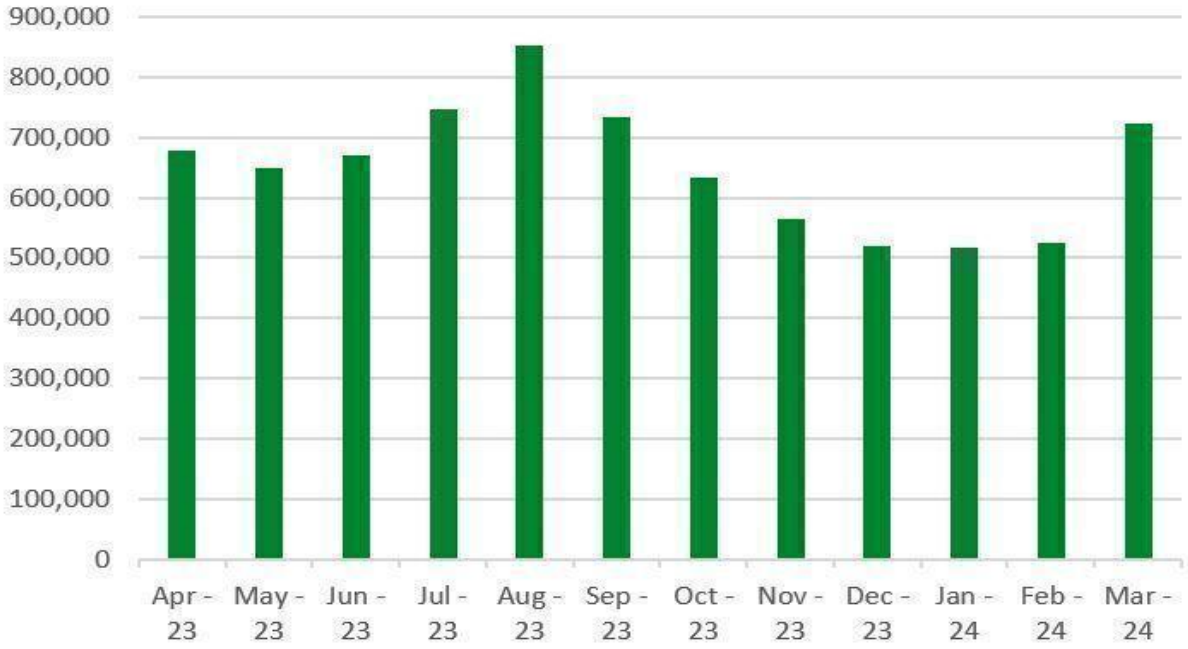
The first component, ‘check a vehicle’ (also commonly referred to as Vehicle Compliance Checker), was released in February 2020 within the Drive in a Clean Air Zone Service on Gov.uk. The service allows users to check whether their vehicle is compliant or will be charged for driving in a CAZ. It was 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_2 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.

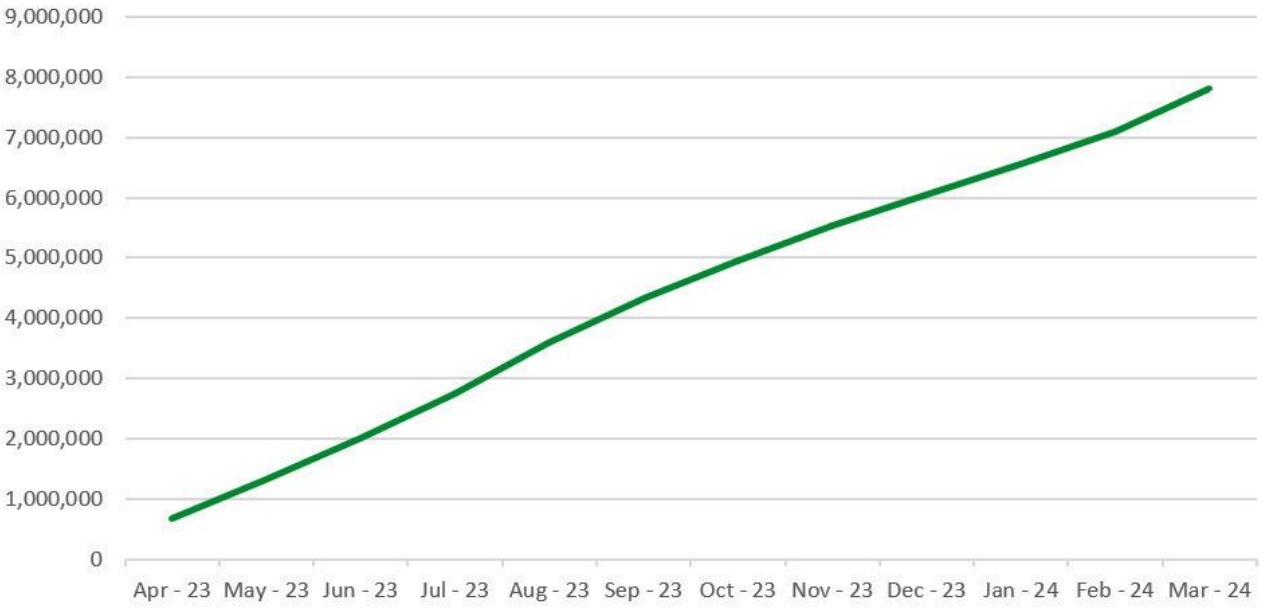
Local authorities are added onto the ‘check a vehicle’ service around 6 months prior to the launch of their zones, which allows customers sufficient opportunity to check the compliance of their vehicles.

Graph 1.1 – Vehicle compliance checks per month



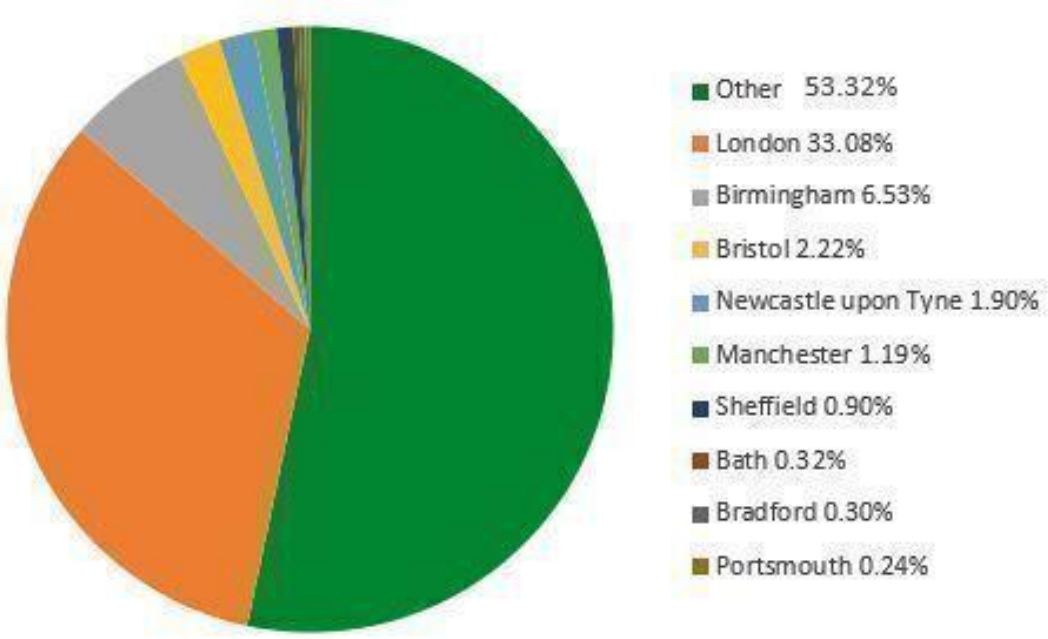
Graph 1.1 shows the number of checks performed by customers on the 'check a vehicle' service per month since 1st April 2023 to 31st March 2024.

Graph 1.2 – Cumulative vehicle compliance checks



Graph 1.2 shows the cumulative vehicle checks on the 'Check a Vehicle' service from 15th March 2023 to 15th March 2024.

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 6.53%, Portsmouth for 0.24% B&NES for 0.32% Sheffield for 0.90% Bradford for 0.30% Bristol for 2.22% and Tyneside for 1.90% 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.

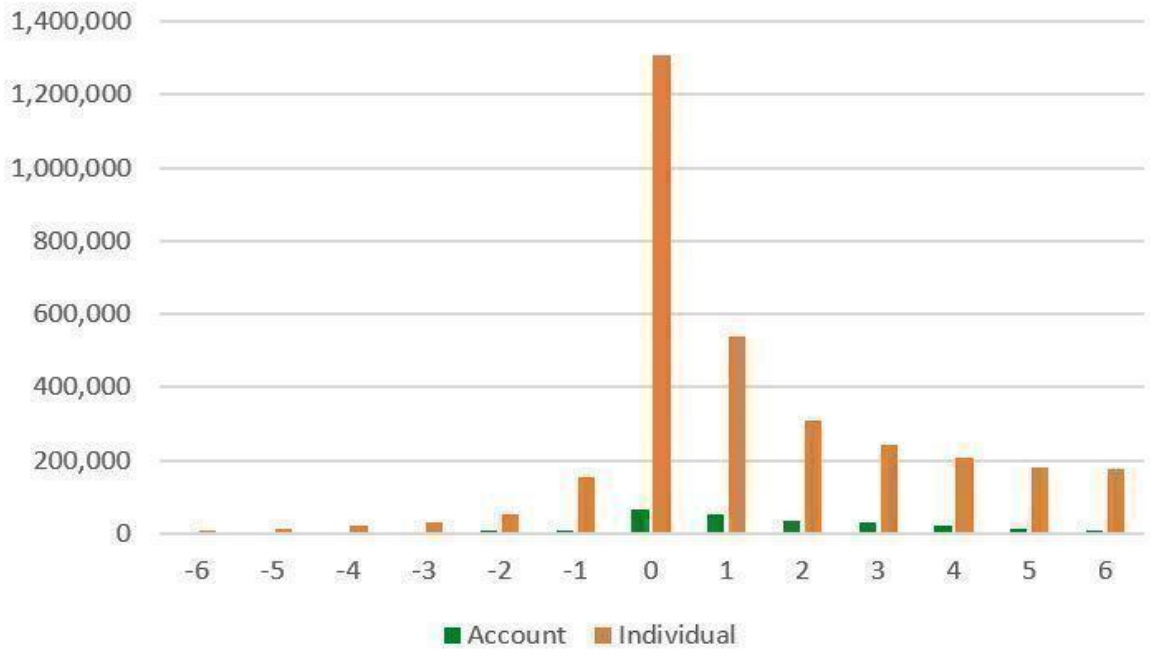
The ability to manage fleets and understand levels of vehicle compliance for different zones, enables fleet operators to assess the actions needed to be undertaken to improve their contribution to air quality in our cities. The service also aims to reduce the burden on users to administrate their vehicles, 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&NES since 15 March 2022	82,937	116,052	7,861	14,247
Birmingham Since 15 March 2022	1,142,623	1,519105	28,691	75,209
Portsmouth Since 15 March 2022	5,559	7,877	964	1,440
Bradford since 26 September 2022	203,322	298,164	22,646	54,701
Sheffield since 27 February 2023	116,167	164,062	13,801	28,113
Tyneside since 30 January 2023	58,115	75,890	8,785	20,437
Bristol since 28 November 2022	840,526	1,064,204	22,648	56,044
Total	2,449,249	3,245,354	105,396	250,191

From Table 2.1, we can see that just over 3.2 million individual journeys have been paid for, with just over 250,000 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 the travel (day 0) which accounts for 1,314,223 of individual and 66,234 of business account payments. 1 day after the day of travel is the next most popular day for payments, accounting for 539,458 of individual and 54,002 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	16,147
Total number of vehicles registered	436,516

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	96,028
Birmingham	112,312
Portsmouth	15,971
Bristol	112,312
Bradford	101,727
Sheffield	96,070
Tyneside	96,070
Total	630,490

Live clean air zones as of March 2024

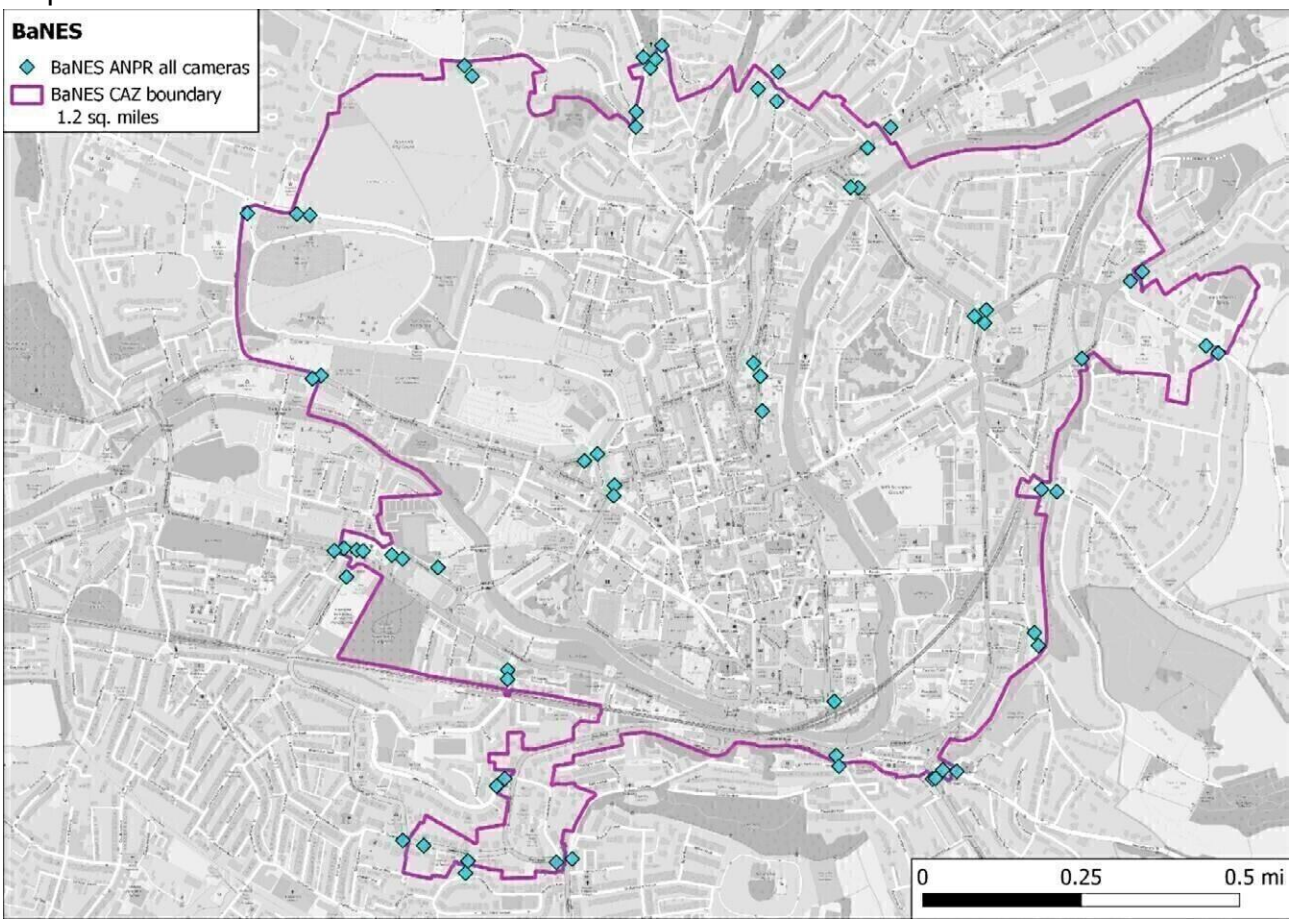
As of March 2024, there are 7 CAZ zones live.

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

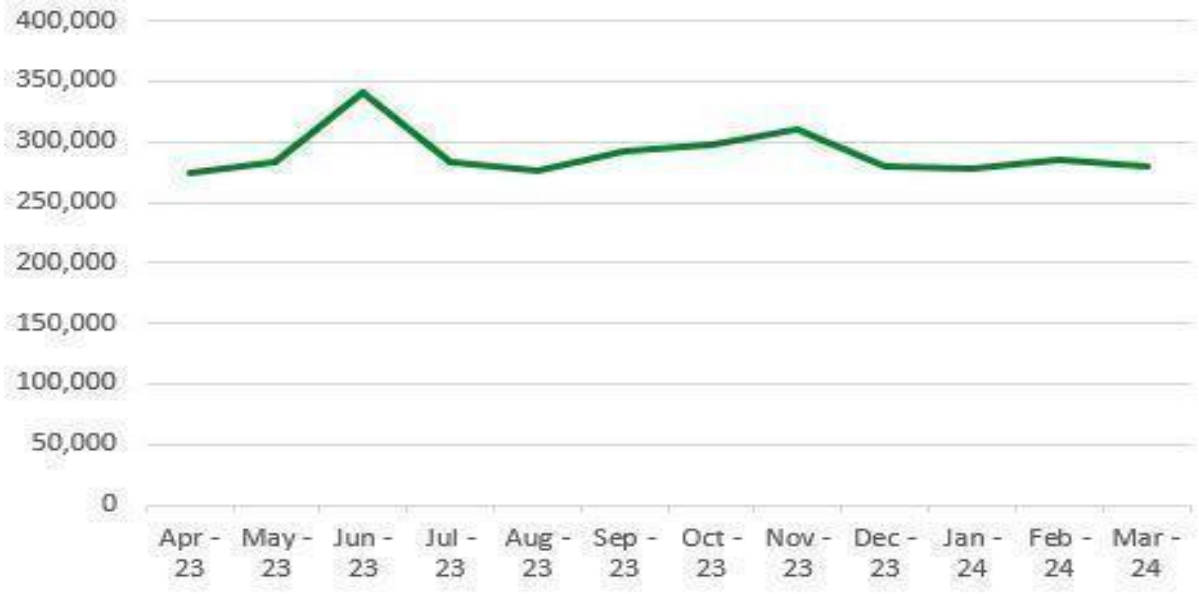
Bath and North East Somerset (B&NES)

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

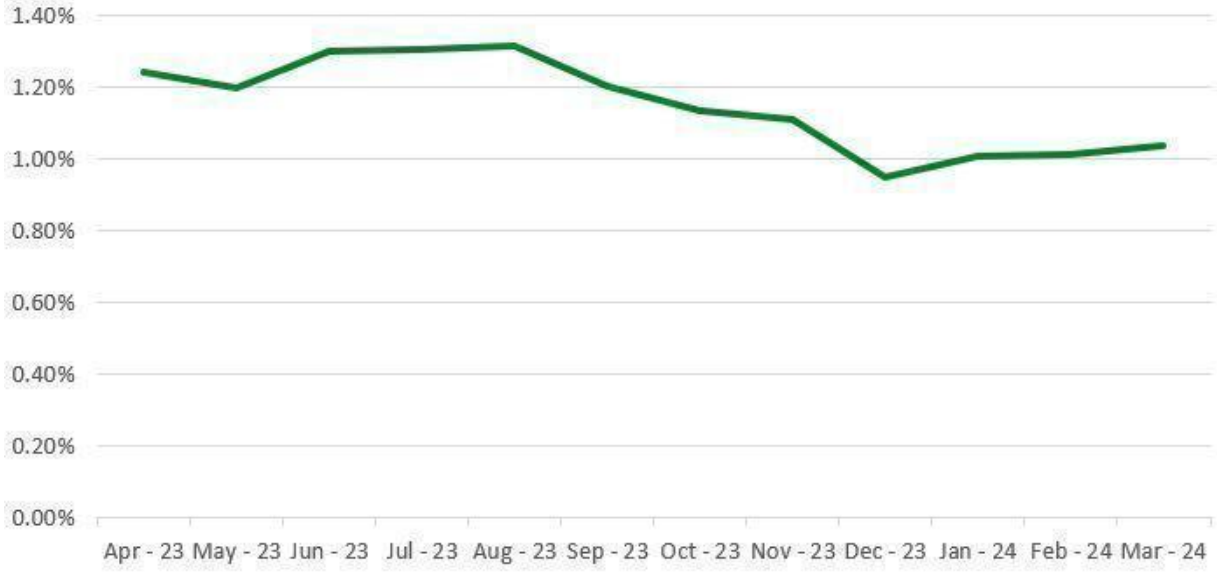


Graph 4.1a – B&NES total number of vehicles driving within CAZ (per week)



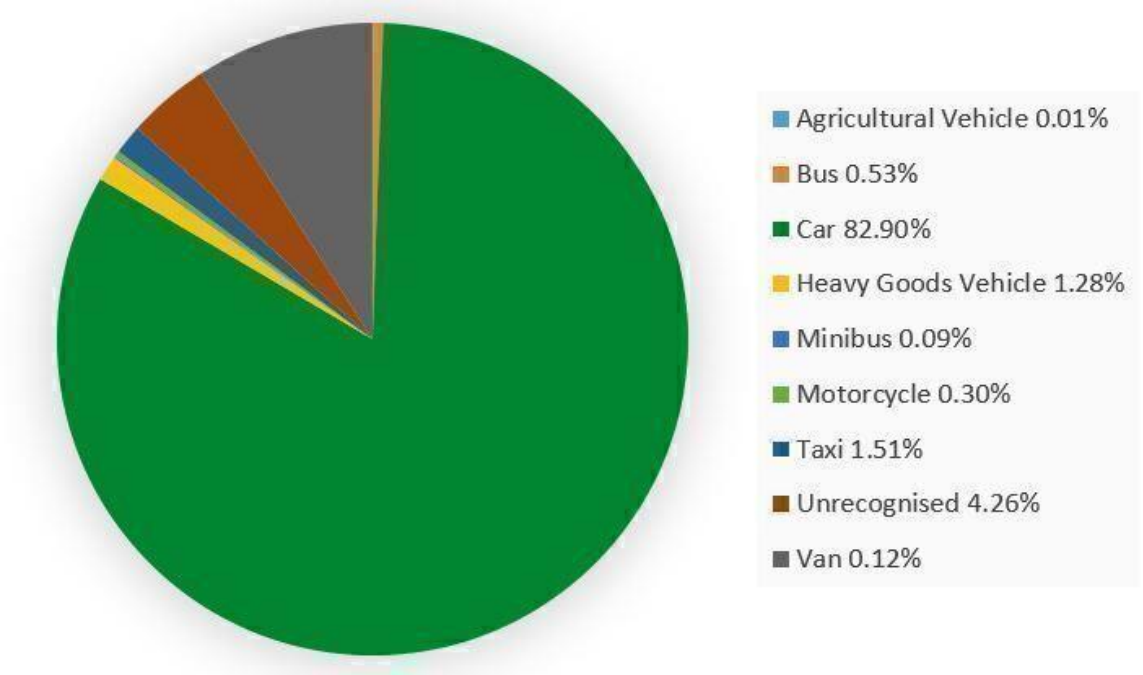
Graph 4.1a shows the weekly trend of total vehicles driving within B&NES CAZ. The number of vehicles driving within B&NES CAZ remains largely consistent between 250,000 and 300,000.

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

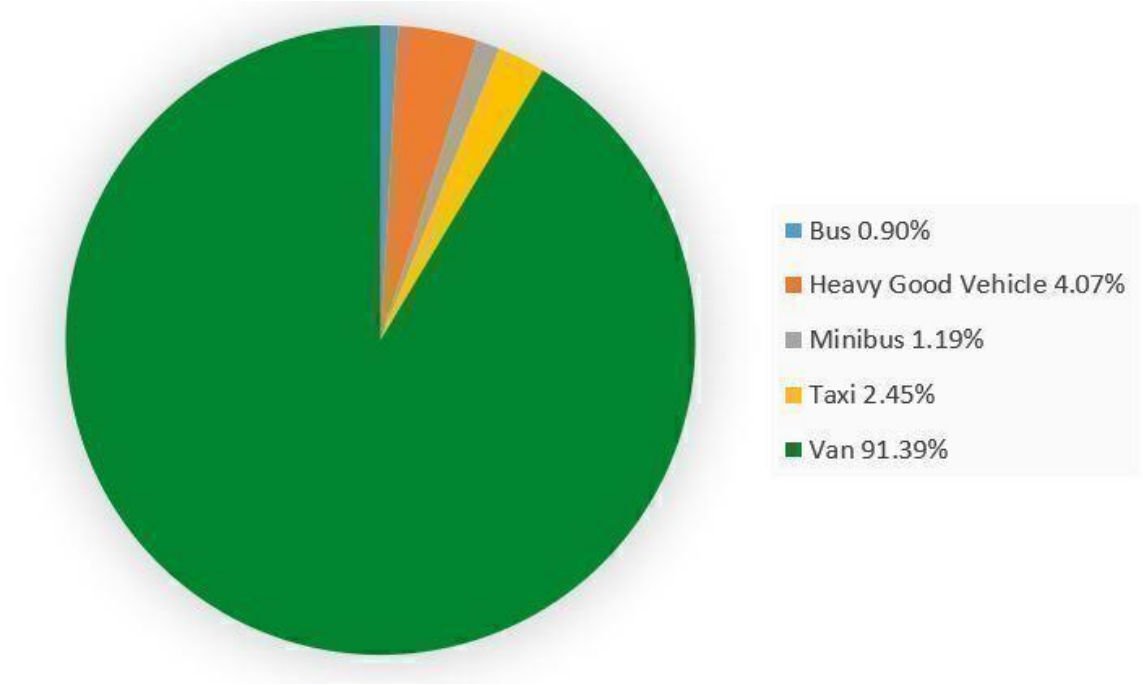


Graph 4.1b shows the weekly trend of chargeable vehicles driving within B&NES CAZ. At the beginning of April, non-compliant vehicles made up 1.24% of vehicles driving within the CAZ. This continued to reduce during the reporting period.

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 CAZ, with vans making up the greatest proportion of non-compliant vehicles.

Birmingham

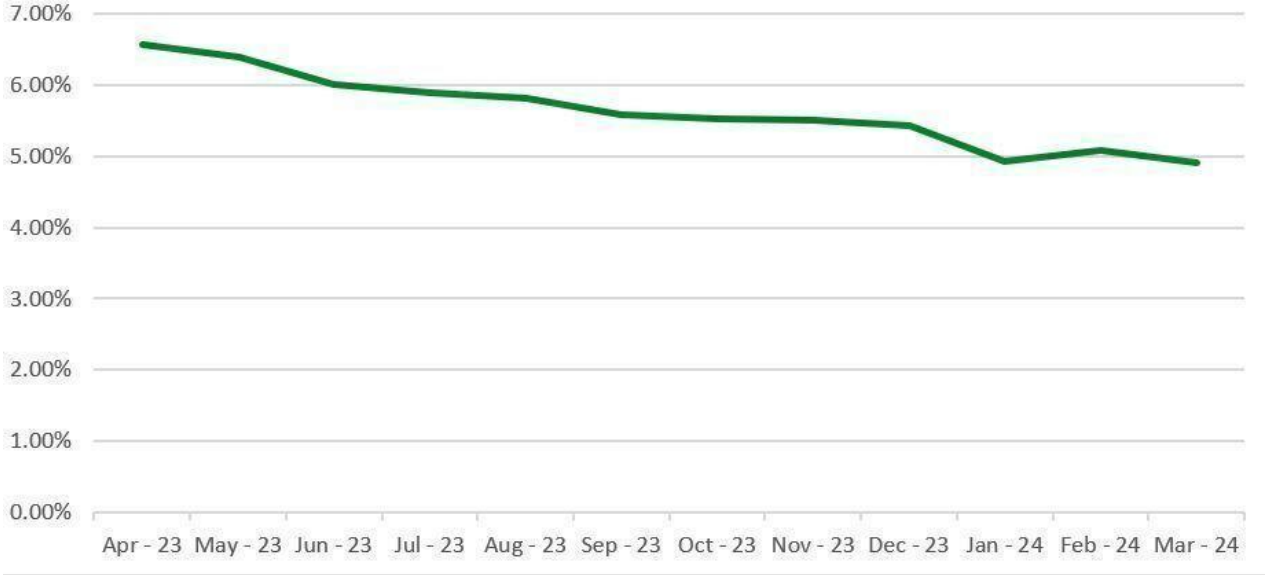
Birmingham launched its CAZ on 1 June 2021. Birmingham operates a Class D CAZ, charging non-compliant buses, coaches, taxis, private hire vehicles (PHVs), heavy goods vehicles (HGVs), vans, minibuses, and private cars. The zone is 3sq miles and covers all the roads within the A4540 Middleway Ring Road, 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)

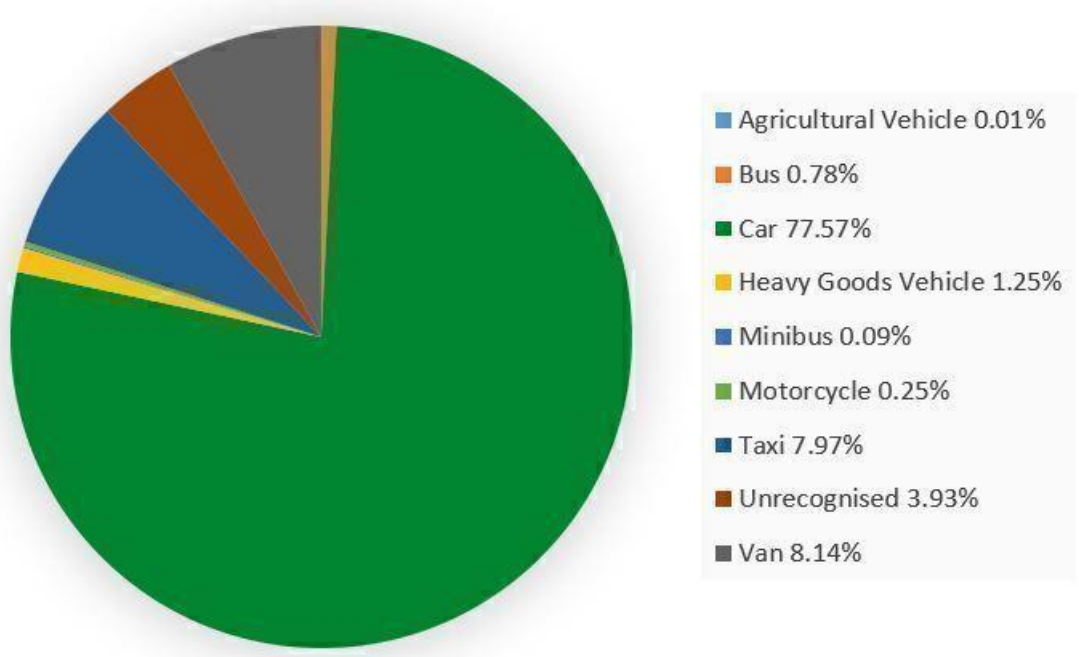
Graph 4.2a shows the weekly trend of total vehicles driving within Birmingham's CAZ. For most of the reporting period stayed consistent between 700,000 and 800,000 vehicles per week.

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

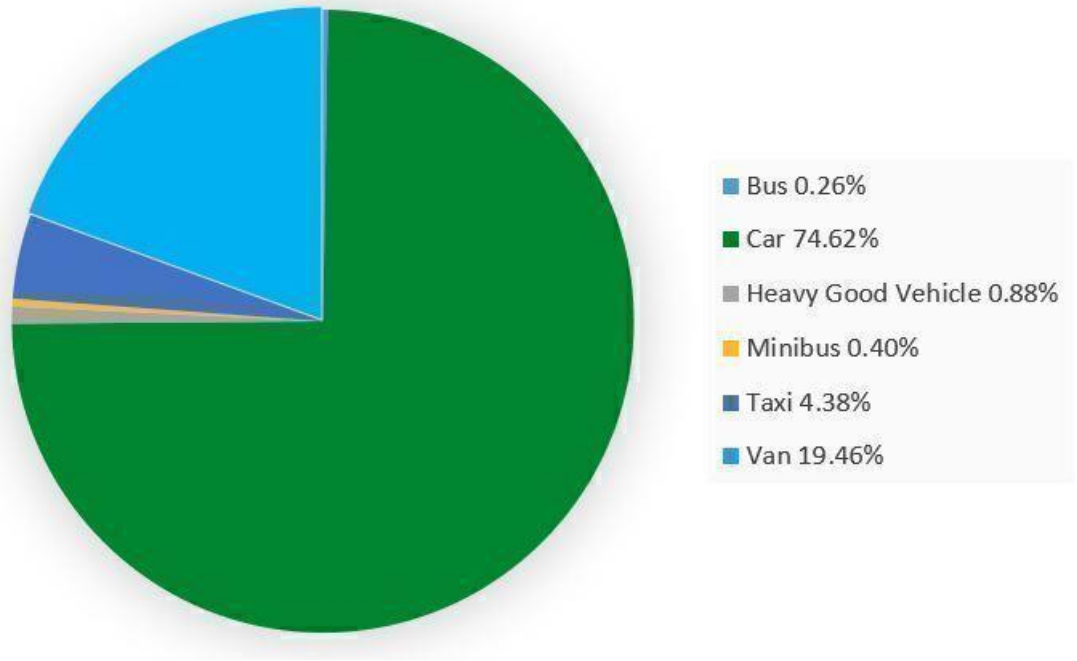


Graph 4.2b shows the weekly trend of chargeable vehicles driving within the Birmingham CAZ. At the beginning of April, non-compliant vehicles made up 6.57% of vehicles driving within the CAZ. This has continued to reduce to around 4.92% during the reporting period.

Graph 4.2c – Birmingham vehicle types driving within zone.



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

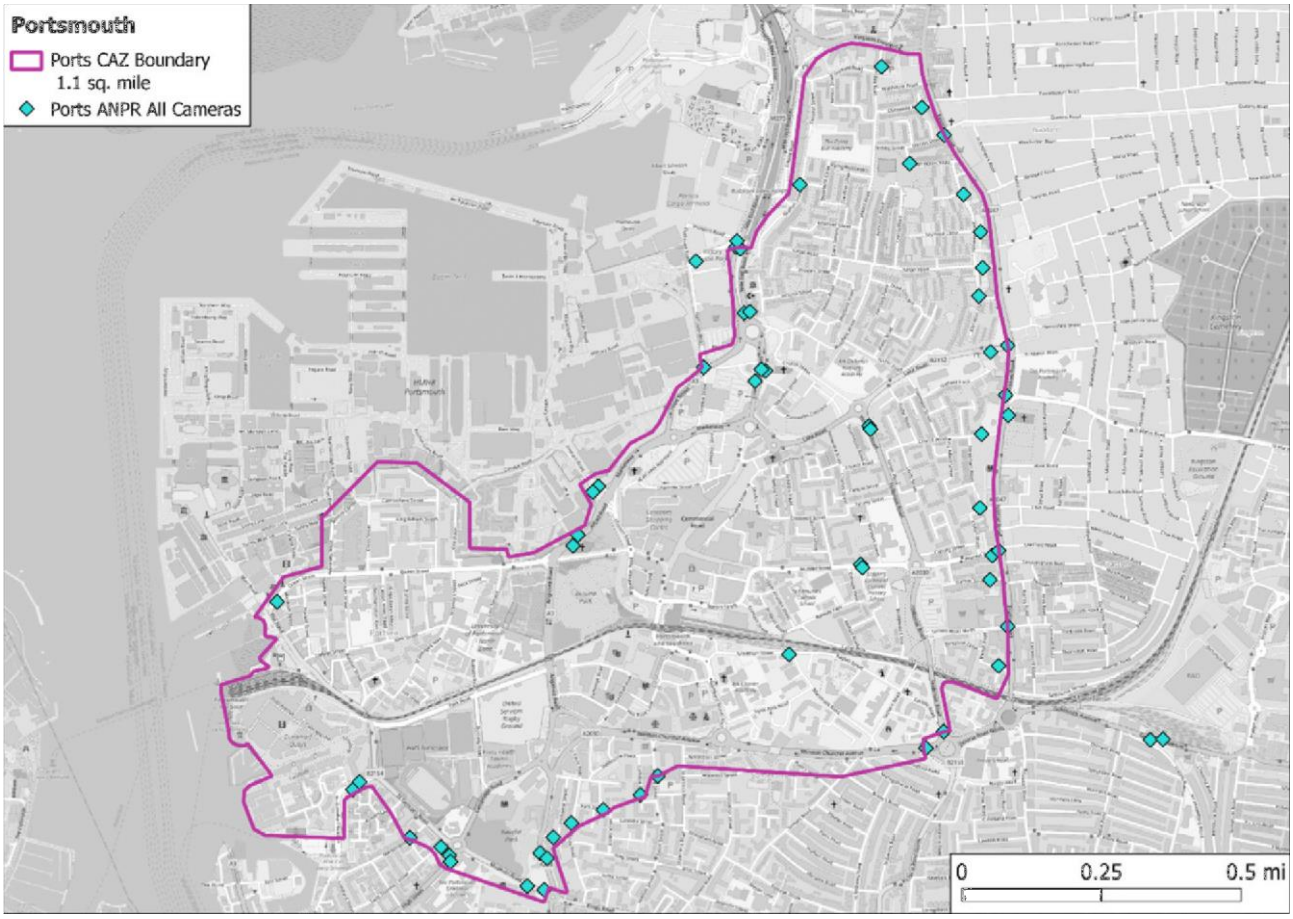


Graphs 4.2c and 4.2d show that the majority of vehicles driving within the Birmingham CAZ are cars. The highest percentage of non-compliant vehicles are cars, followed by vans and taxis.

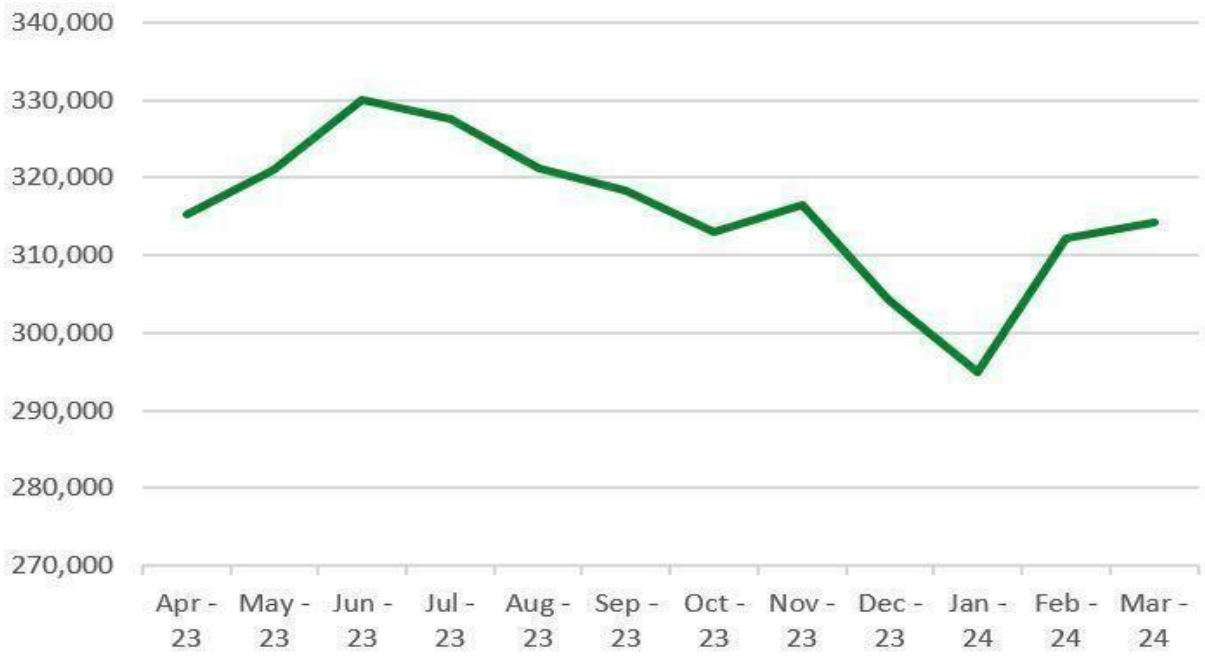
Portsmouth

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

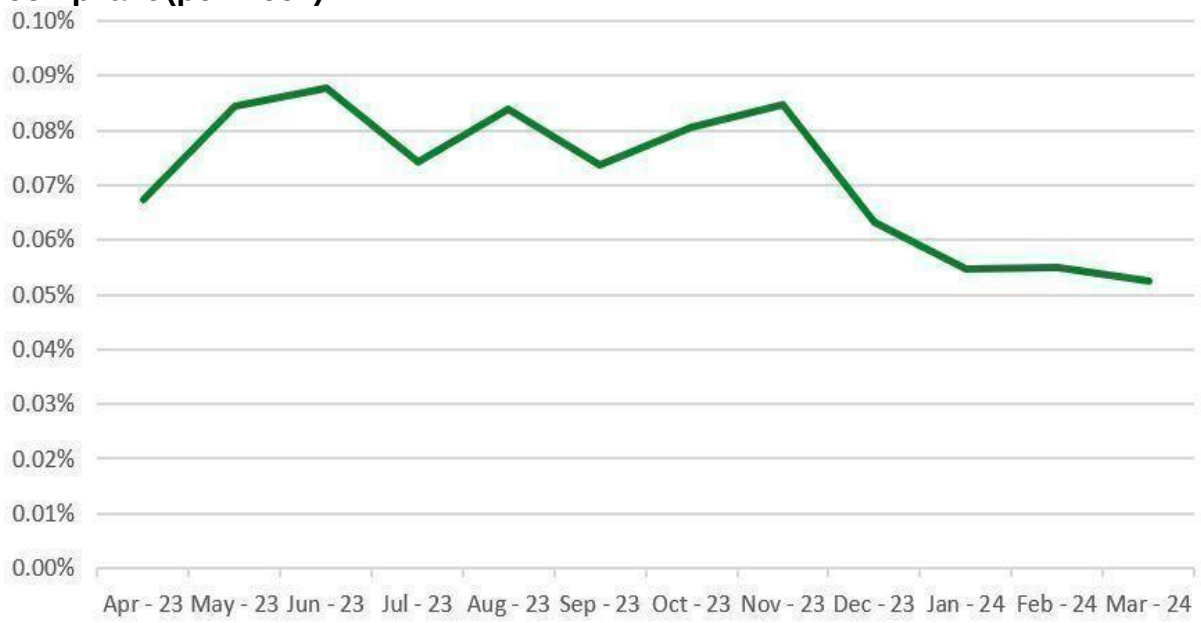


Graph 4.3a – Portsmouth total number of vehicles driving within CAZ (per week)



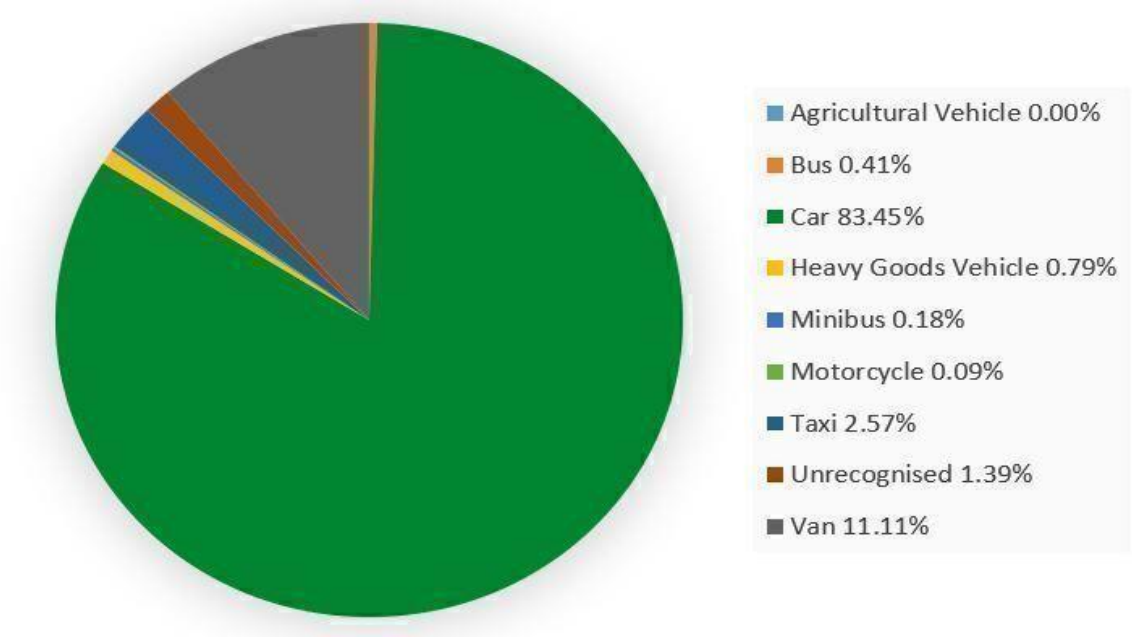
Graph 4.3a shows the weekly trend of total vehicles driving within Portsmouth CAZ. The number of vehicles driving in Portsmouth remains consistent between 290,000 and 330,000 vehicles per week.

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

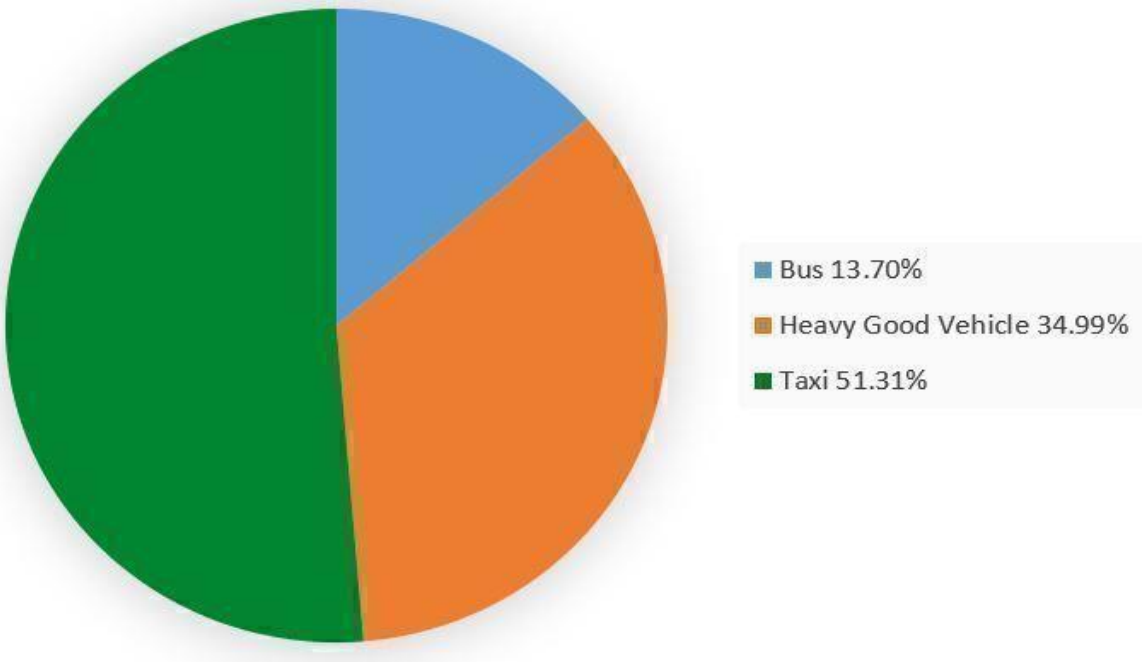


Graph 4.3b shows the weekly trend of chargeable vehicles driving within Portsmouth CAZ.

Graph 4.3c – Portsmouth vehicle types driving within zone.



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

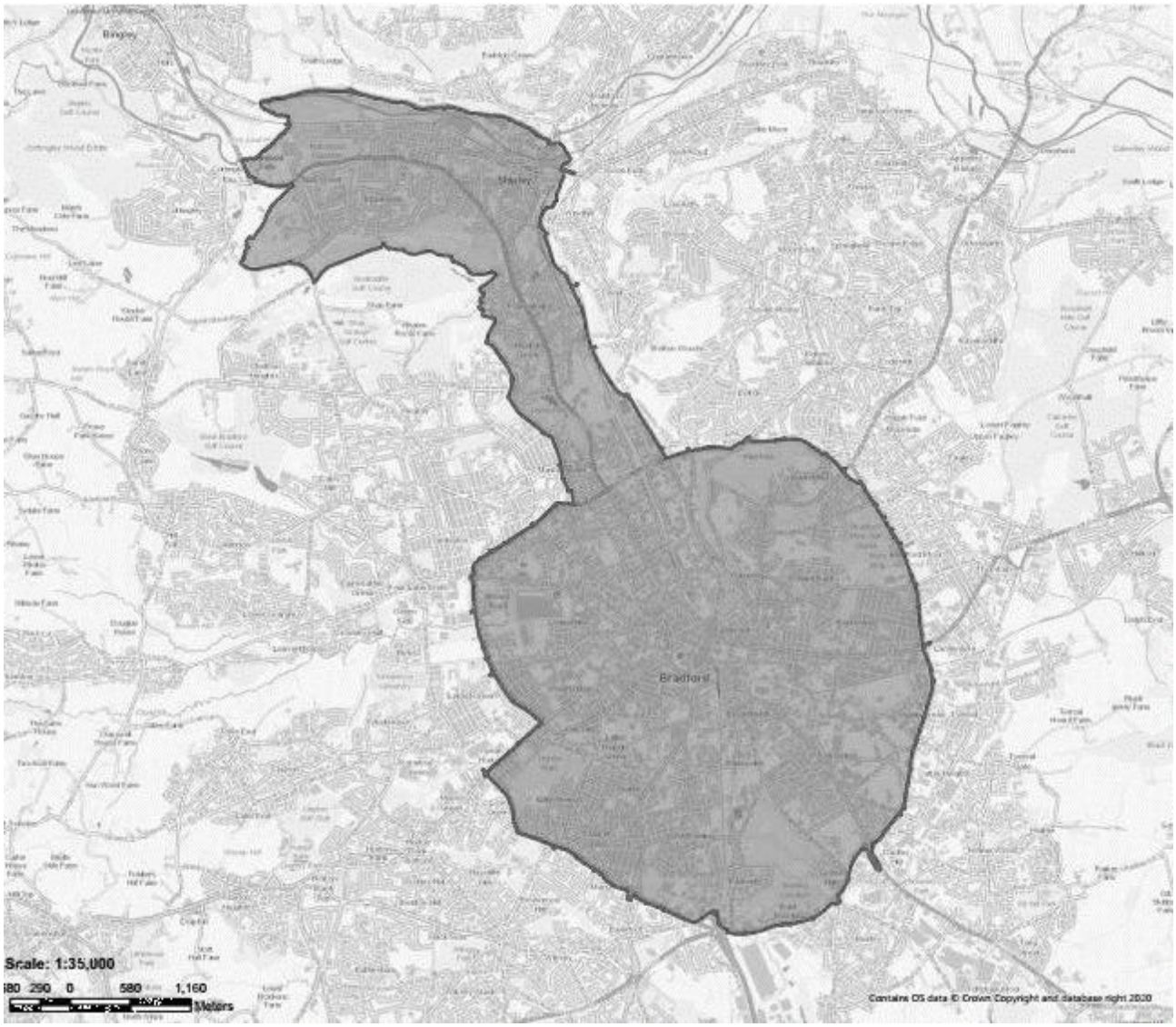


Graphs 4.3c and 4.3d show that the majority of vehicles driving within the Portsmouth CAZ are cars. The highest percentage of non-compliant vehicles are taxis, followed by HGVs and buses.

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.

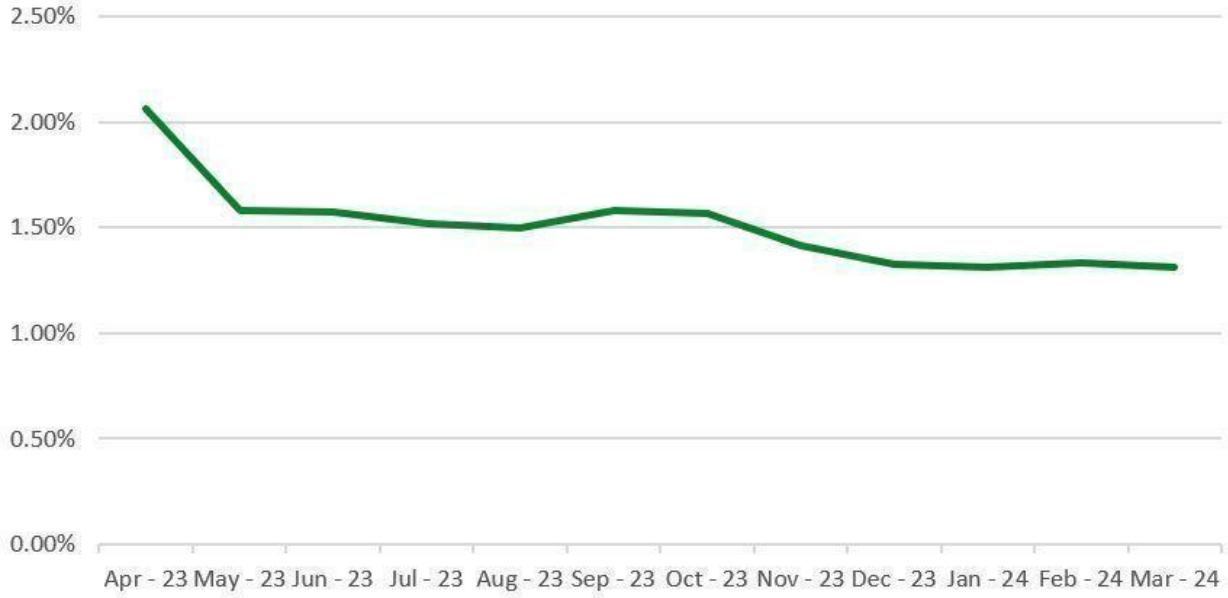
Map of Bradford CAZ



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

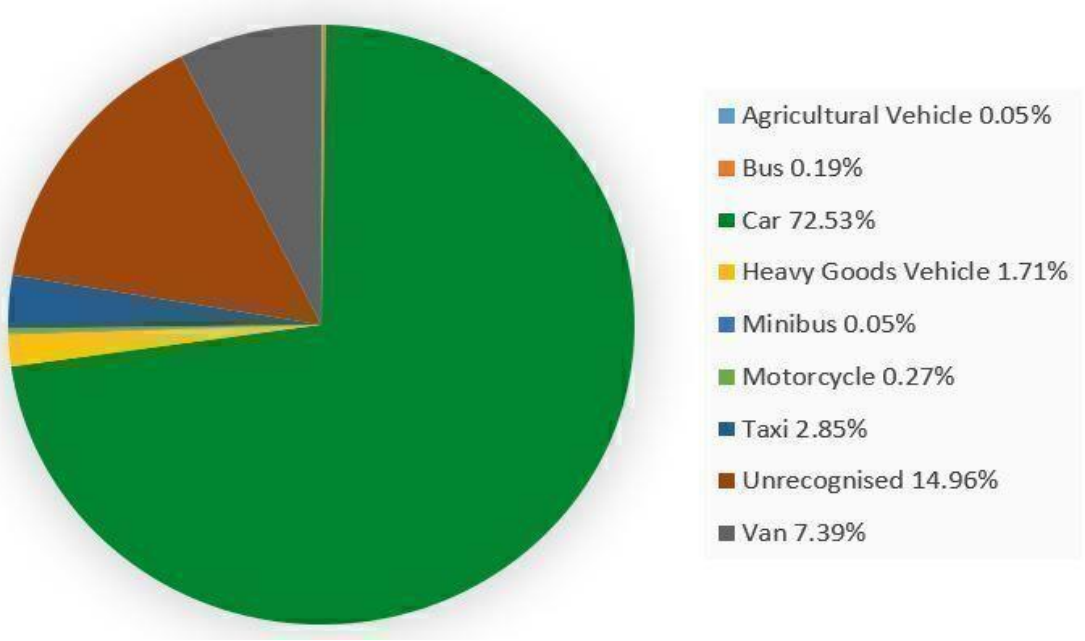
Graph 4.4a shows the weekly trend of total vehicles driving within Bradford CAZ. The number of vehicles driving in Bradford remains consistent at around 1,200,000 except for a spike in the summer months.

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

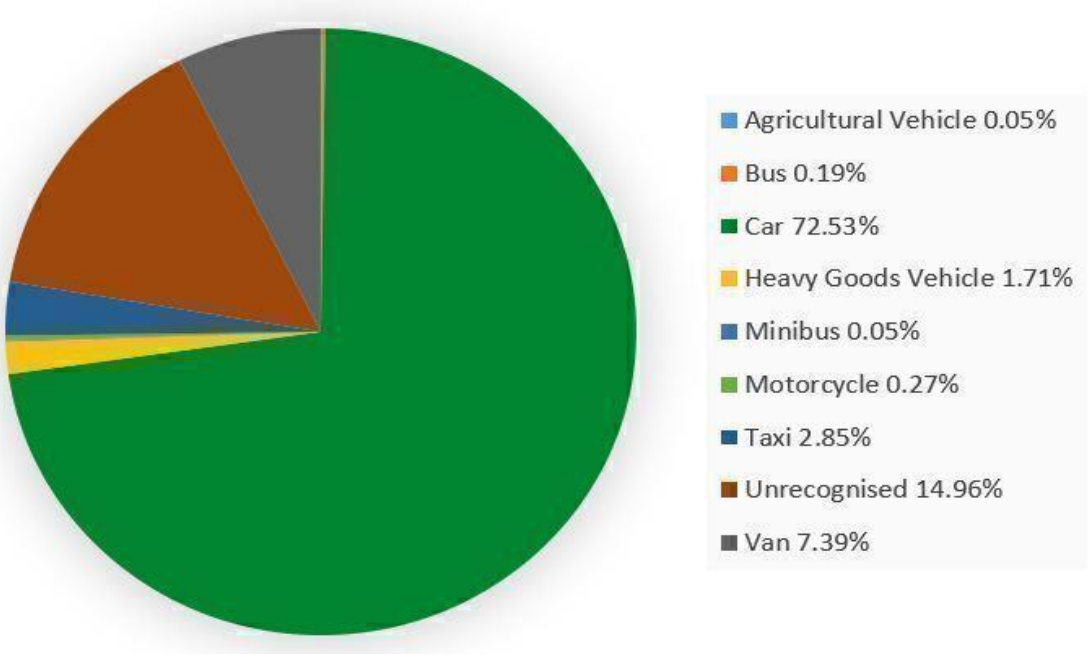


Graph 4.4b shows the weekly trend of chargeable vehicles driving within Bradford CAZ. At the beginning of April, non-compliant vehicles made up just over 2% of vehicles driving within the CAZ. This gradually decreases to 1.33% in March.

Graph 4.4c – Bradford vehicle types driving within zone.



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

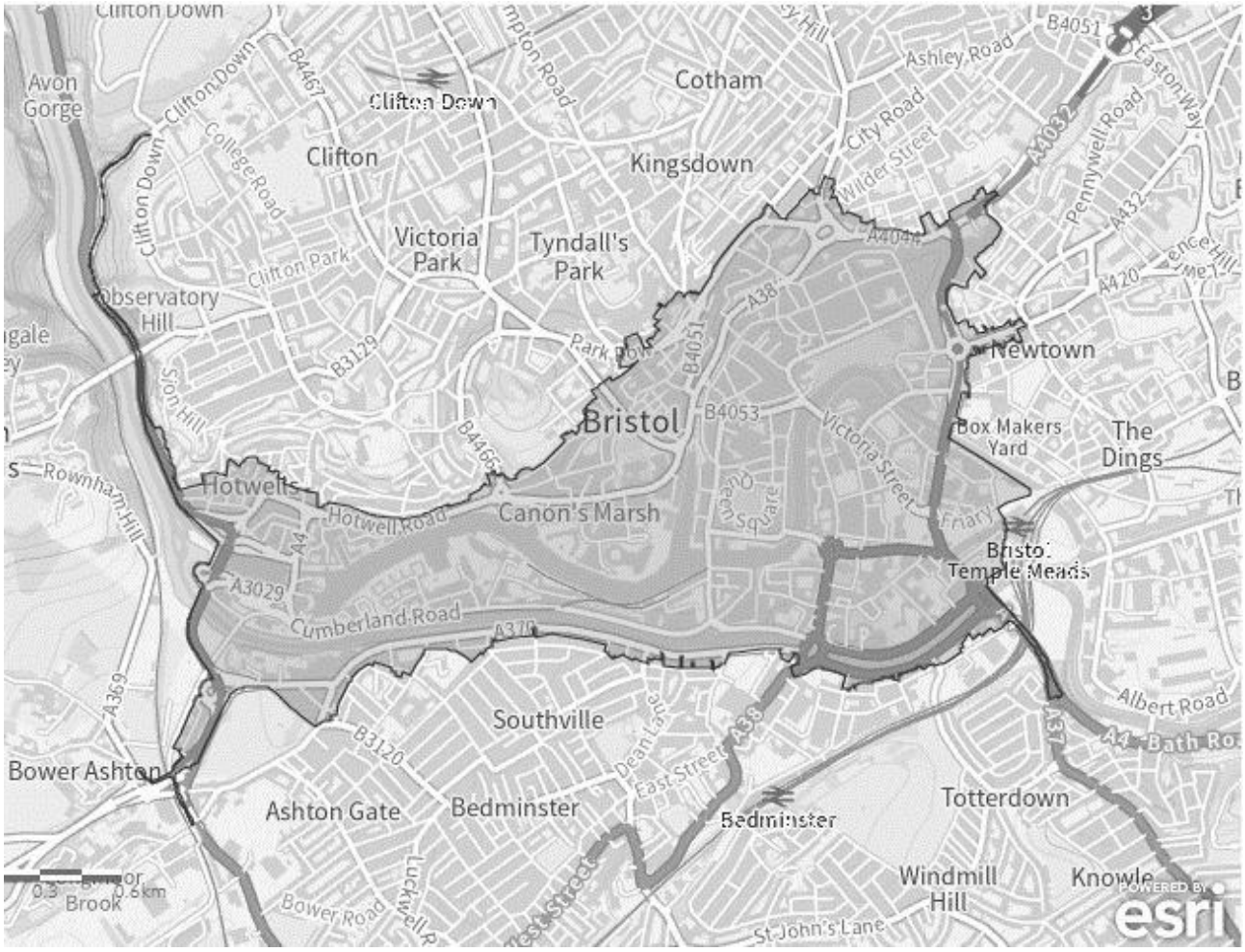


Graphs 4.4c and 4.4d show that the majority of vehicles driving within the Bradford CAZ are cars. The highest percentage of non-compliant vehicles are vans, followed by taxis and HGVs.

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



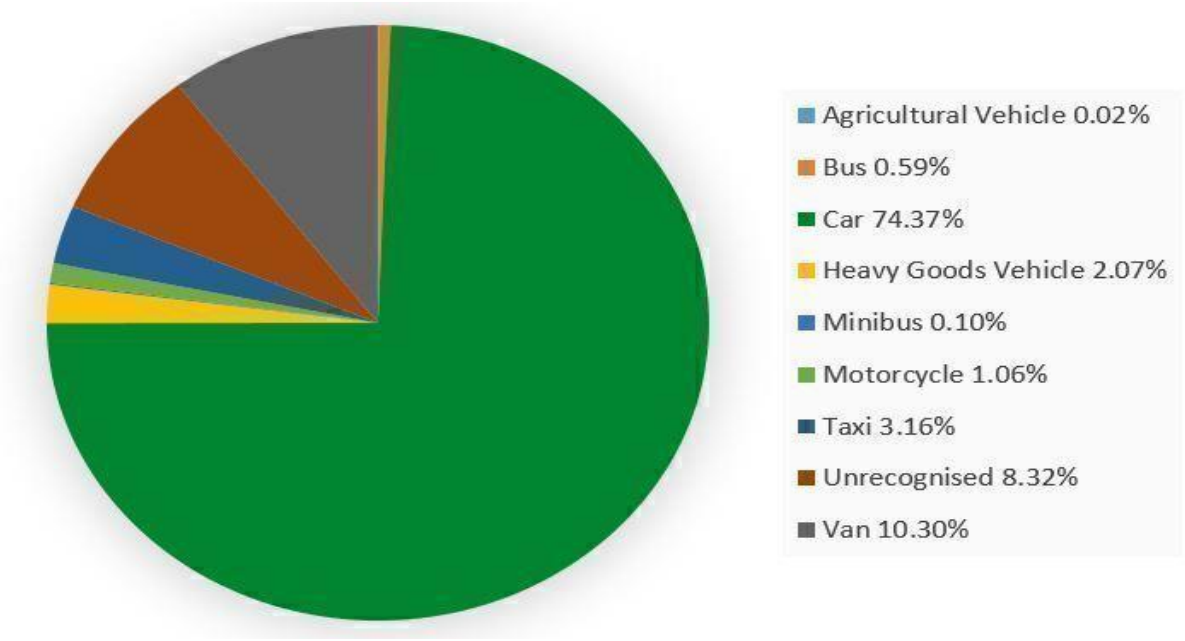
Graph 4.5a – Bristol total number of vehicles driving within CAZ (per week)

Graph 4.5a shows the weekly trend of total vehicles driving within Bristol CAZ. The number of vehicles driving in Bristol remains consistent between 650,000 and 720,000 vehicles per week.

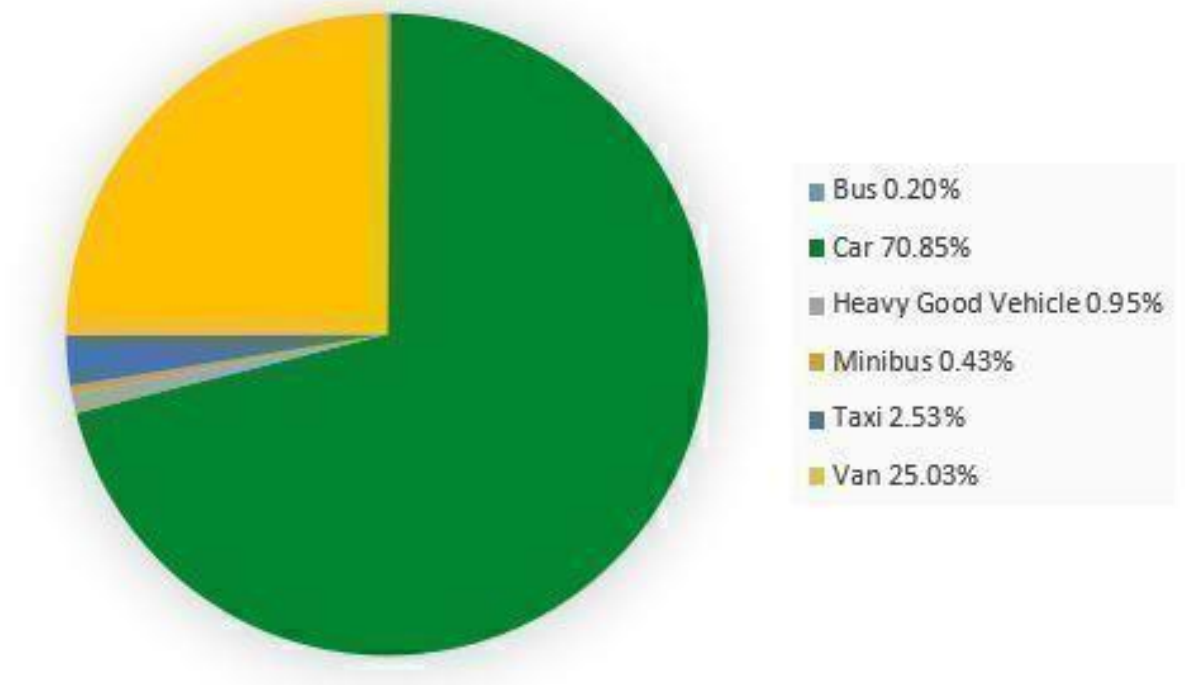
Graph 4.5b – Bristol percentage of vehicles driving within CAZ that are non-compliant (per week)

Graph 4.5b shows the weekly trend of chargeable vehicles driving within Bristol CAZ. At the beginning of April non-compliant vehicles made up 5.84% of vehicles driving within the CAZ. This has gradually decreased to 4.48% in March.

Graph 4.5c – Bristol vehicle types driving within zone.



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



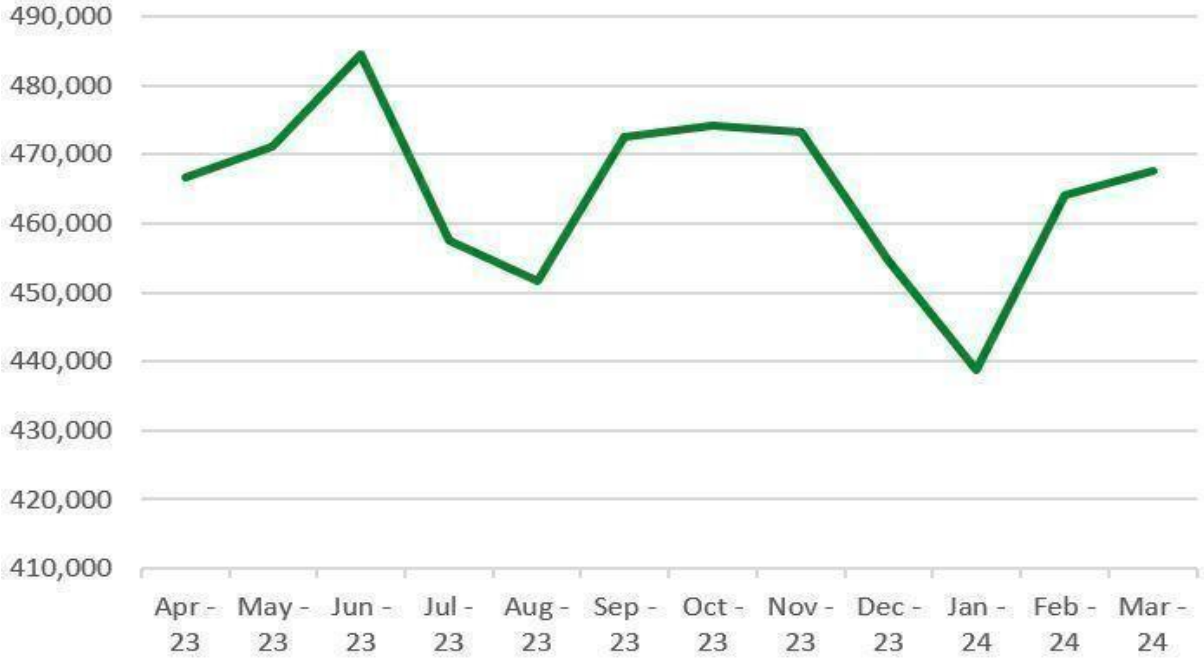
Graphs 4.5c and 4.5d show that the majority of vehicles driving within the Bristol CAZ are cars. The highest percentage of non-compliant vehicles are cars, followed by vans.

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

Graph 4.6a – Tyneside total number of vehicles driving within CAZ (per week)

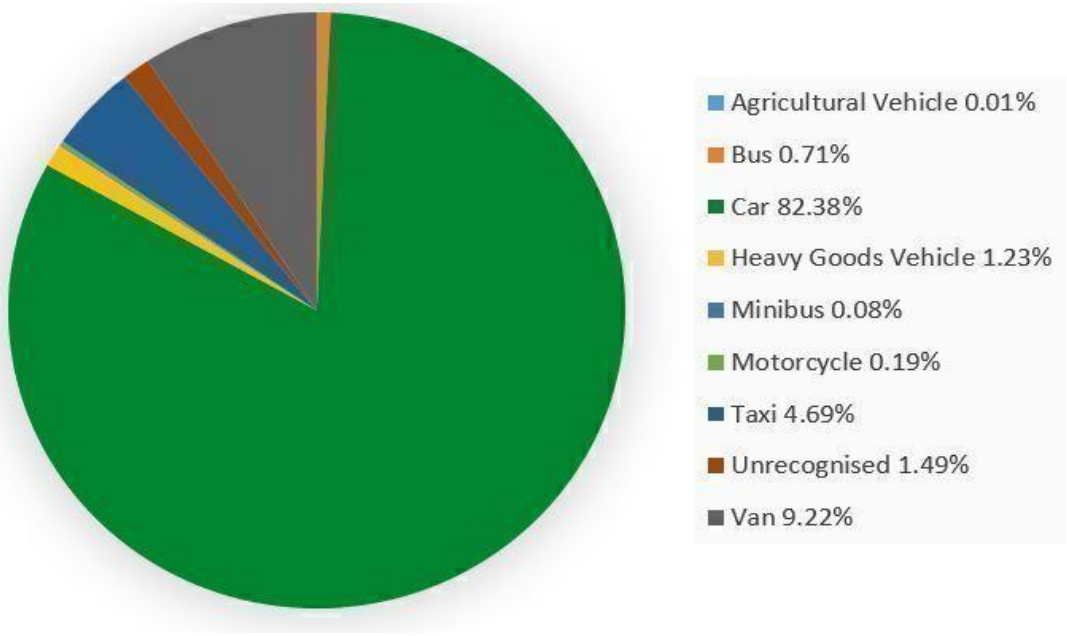


Graph 4.6a shows the weekly trend of total vehicles driving within Tyneside CAZ. The number of vehicles driving in Tyneside remains consistent between 440,000 and 485,000 vehicles per week.

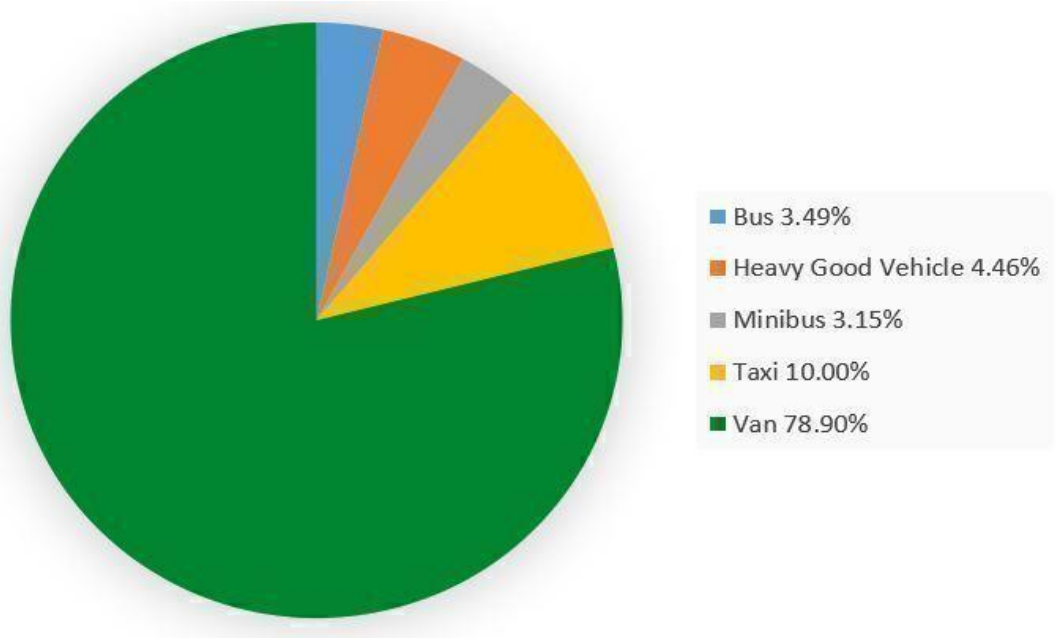
Graph 4.6b – Tyneside percentage of vehicles driving within CAZ that are non-compliant (per week)

Graph 4.6b shows the weekly trend of chargeable vehicles driving within Tyneside CAZ. At the beginning of April, non-compliant vehicles made up just over 0.12% of vehicles driving within the CAZ. This increased to 1.19% in line with Van exemptions ending and has gradually decreased to 0.68% in March.

Graph 4.6c – Tyneside vehicle types driving within zone.



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

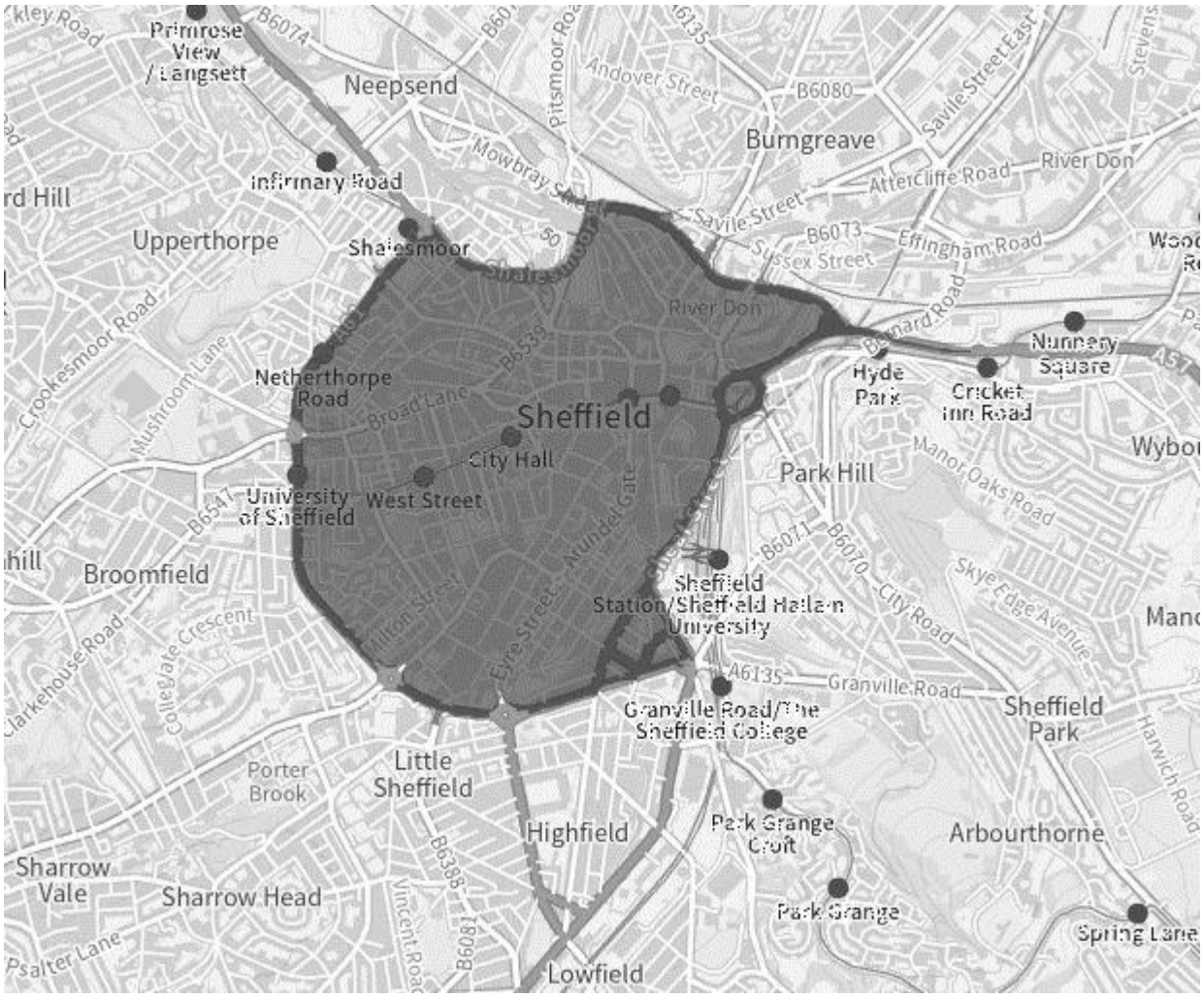


Graphs 4.6c and 4.6d show that the majority of vehicles driving within the Tyneside CAZ are cars. The highest percentage of non-compliant vehicles are vans, followed by taxis.

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



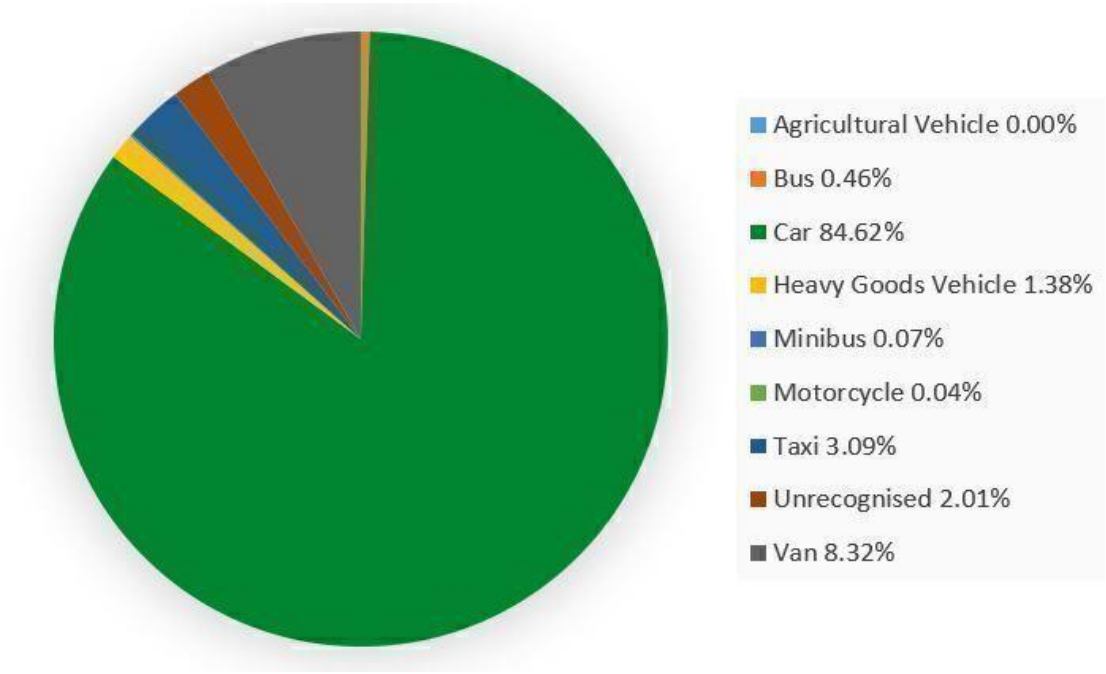
Graph 4.7a – Sheffield total number of vehicles driving within CAZ (per week)

Graph 4.7a shows the weekly trend of total vehicles driving within Sheffield CAZ. The number of vehicles driving in Sheffield remains consistent between 520,000 and 570,000 vehicles per week.

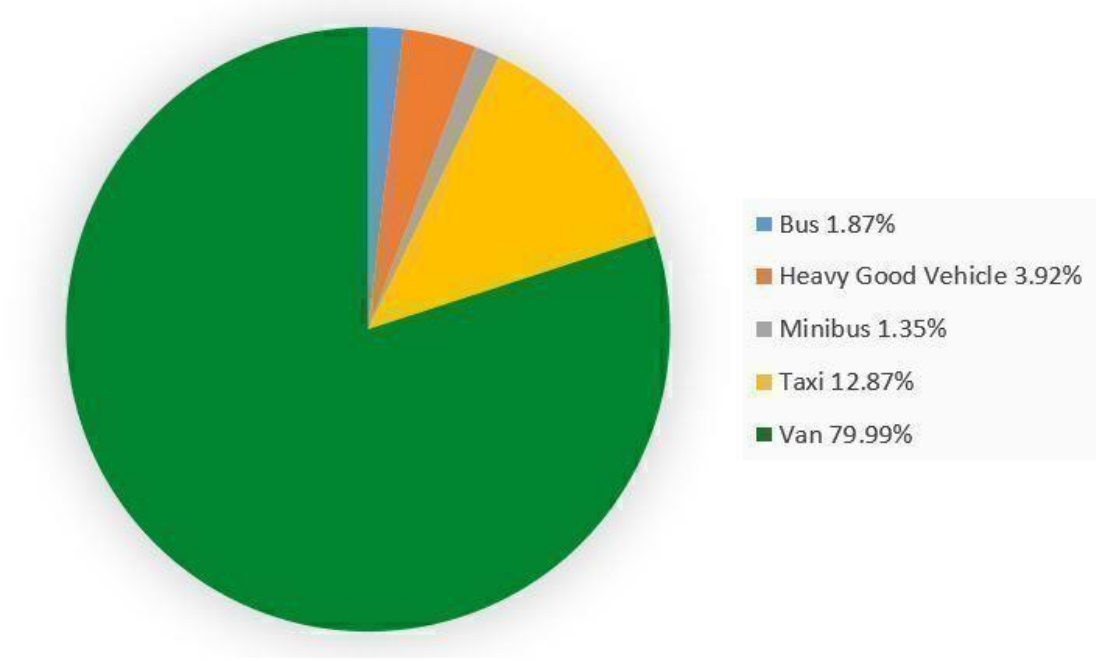
Graph 4.7b – Sheffield percentage of vehicles driving within CAZ that are non-compliant (per week)

Graph 4.7b shows the weekly trend of chargeable vehicles driving within Sheffield CAZ. At the beginning of April, non-compliant vehicles made up just over 1.19% of vehicles driving within the CAZ. This increased to 1.4% in line with local exemptions ending and has gradually decreased to 0.83% in March.

Graph 4.7c – Sheffield vehicle types driving within zone.



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



Graphs 4.7c and 4.7d 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.

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 show that customer contact has decreased throughout the year.

Graph 5.2 – Number of emails per month

Graph 5.2 shows the email volumes per month received by the contact centre. This shows that customer contact has decreased through the year.

Top 5 contact trends

1. Customer called regarding change of charge result
2. Customer wanted to find out if their vehicle was subject to the charge or not
3. PCN Received Question
4. Customers calling regarding a refund
5. Will I be charge

Customer trends have remained steady over the year with the highest call volumes being around customer calling regarding change of charge results, Customers wanting to find out if their vehicle was subject to a charge 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 IS027001 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_2 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_2
Nitrogen Dioxide

VRN
Vehicle registration number

PCN
Penalty charge notice