

Locksbrook Road Area Residents' Parking Zone

Traffic Regulation Order

Public Consultation Report

Bath and North East Somerset Council

September 2026

Quality information

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Table of Contents

1.	Introduction	4
1.1	Scheme details	4
1.2	The TRO public consultation and questionnaire	5
1.3	Consultation clarification	5
1.4	Report structure	6
2.	Methodology	7
2.1	Receiving responses.....	7
2.2	Analysis and reporting	7
2.3	Response overview.....	7
2.4	Respondent profile.....	7
3.	Findings	9
3.1	Level of support for the proposed RPZ.....	9
3.2	Number of respondents commenting by category	9
3.2.1	Comments in support of the RPZ.....	10
3.2.2	Themes from comments about parking	10
3.2.2.1	Comments opposing the RPZ.....	11
3.2.2.2	Comments supporting the RPZ.....	12
3.2.3	Themes from comments about access.....	12
3.2.4	Themes from comments about the finance	13
3.2.5	Themes from comments about traffic	13
3.2.6	Themes from comments about safety	14
3.2.7	Themes from comments about environment	14
3.2.8	General comments and other themes	14
3.2.9	Business responses.....	15
4.	Information about the proposals.....	17
	Appendix A Locksbrook Road Consultation Letter	18
	Appendix B Consultation questionnaire.....	20

1. Introduction

In November 2025, Bath & North East Somerset (B&NES) Council carried out an informal consultation on a draft proposal for a Residents' Parking Zone (RPZ) in the Locksbrook area. Overall, 89 per cent of respondents supported the plans.

Given this support, B&NES held a formal Traffic Regulation Order (TRO) consultation on the final, detailed plans for the zone, which ran from Thursday 9 to Thursday 30 July 2026.

The proposed zone is bound by Newbridge Road and Ashley Terrace to the north, Osborne Road to the west, Locksbrook Road/Station Road to the South, and the Ashley Avenue and Shaftesbury Road area to the east. This area encompasses around 688 properties.

B&NES will review the outcomes of this formal TRO consultation before making a final decision on whether to install the zone.

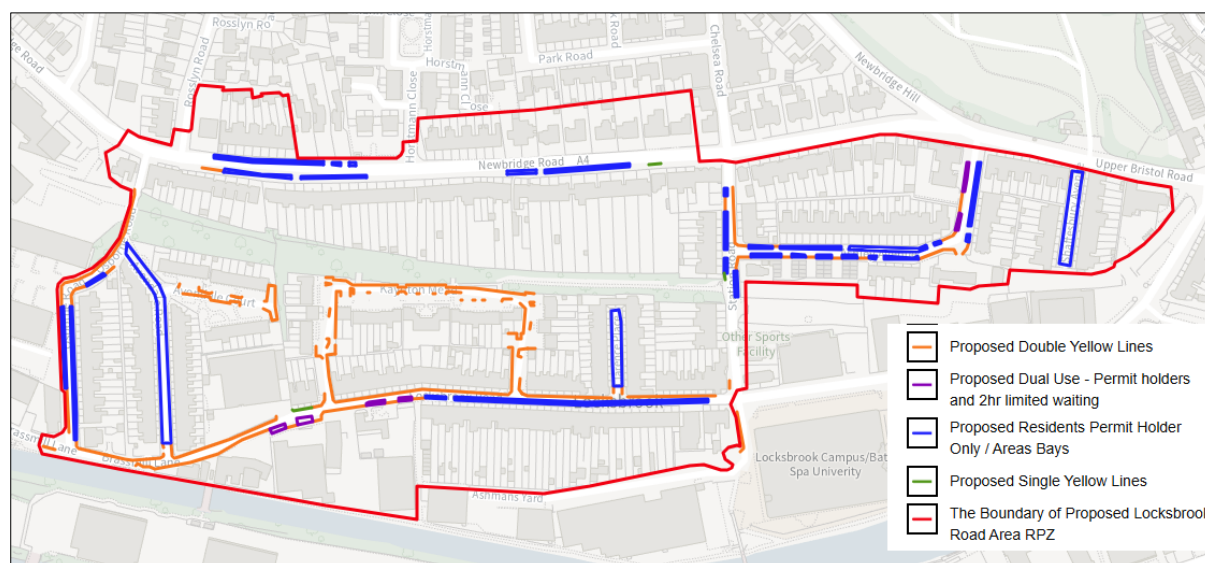
1.1 Scheme details

The final proposals were drawn up following careful consideration of feedback during the informal consultation held in November 2025, multiple site visits and an assessment of the types of properties included in the zone.

The proposed RPZ would operate 7 days a week, from 8am to 6pm. The features of the design are:

- Permit-holder-only bays/areas to prevent commuters and other visitors from parking in the zone for unlimited periods.
- Permit-holder-only parking 'areas' rather than marked bays on Avondale Road, Clarence Place and Shaftesbury Ave to limit signage and line clutter in cul-de-sacs or where the area features limited entrances/exits.
- Inclusion of around 38 permit-holder-only bays on Newbridge Road between Rosslyn Road and Station Road, including the retention of two existing advisory disabled bays.
- Painted permit-holder bays on Osborne Road to encourage orderly parking.
- Dual-use bays which can be used by visitors for a limited period and by permit holders for unlimited periods.
- New double yellow lines (no waiting at any time) around some junctions and narrow road sections to prevent dangerous parking.
- Extension of a single yellow line to protect clear access to the National Cycle Route on the western side of Station Road, north of Locksbrook Road.
- Retention of existing advisory blue badge bays where required.

Figure 1: Map of Locksbrook road area RPZ proposed changes



Source: bathnes.gov.uk/locksbrook-road-area-residents-parking-zone-public-consultation.

1.2 The TRO public consultation and questionnaire

The aims of the scheme and a full summary of the proposals, including an annotated map (Figure 1) and more information about permit eligibility were available throughout the consultation at bathnes.gov.uk/locksbrook-road-area-residents-parking-zone-public-consultation.

The council informed 757 residents and businesses of the TRO public consultation by letter on 9th July. A copy of the letter is provided in **Appendix A**. The TRO was also publicised in the local press. The public consultation was open to everyone.

A drop-in event was also held at Weston Methodist Church on Monday 20th July 2026. The event provided members of the public an opportunity to meet the team and to ask questions about the design and how RPZs work, the costs of permits and who is eligible to apply. The event was attended by 35 people.

The TRO public consultation questionnaire was available via the council's website for the statutory 21 days from Thursday 9th July to 5pm on Thursday 30th July with print and alternative formats available on request. Formal responses could also be sent by email. A copy of the questionnaire is provided in **Appendix B**.

1.3 Consultation clarification

On 21st July, a clarification email was sent to all consultation respondents, advising that the proposed operating hours for the zone were 7 days a week. The exact text is below:

“Residents living in and around the Locksbrook Road area may recently have received a letter about the proposed Residents' Parking Zone (RPZ).

If you have received the letter, please note that the proposed operating hours for the zone are 8am to 6pm, 7 days a week (Monday to Sunday). The proposal is not limited to Monday to Friday operation.

If you would like to reconsider your comments in response to the TRO in light of this clarification, you are welcome to submit an additional response by completing the survey again.

You can share your views on the final proposed design by completing our online survey before Thursday 30 July 2026 at 5pm.”

This information was also shared with ward councillors for dissemination through their networks.

1.4 Report structure

The structure of the report shows:

- The method of receiving and analysing responses.
- The findings for the level of support or objection to the proposals.
- Provided comments summarised to coded themes.

2. Methodology

2.1 Receiving responses

The TRO public consultation questionnaire was hosted on Appyway (<https://consultation.appyway.com/bath-and-north-east-somerset/order/1ce06e43-98a3-4ea8-ae07-67d18f31f28f>) which was accessible via the council's website (bathnes.gov.uk/locksbrook-road-area-residents-parking-zone-public-consultation). To ensure inclusivity, the council accepted responses via email and the hard copy questionnaire as well as online.

2.2 Analysis and reporting

The public consultation was open to all and therefore respondents were self-selecting and made their own decision on whether to provide a response. This means findings should not be considered representative of the population, either for the Locksbrook road area or Bath and North East Somerset. The purpose of this report is to summarise the views of those who responded and the main reasons why these views were held.

AECOM developed a robust framework to analyse the free text comments and ensure the frequency and strength of feeling is accurately reported. This process is known as coding; a list of themes was developed based on comments received. All responses received were read by a professional coder and grouped into themes, to allow meaningful analysis. Over 10 per cent of each coders work were checked as part of our quality control procedures.

Findings are reported by the number of comments made about each theme. It is important to bear in mind that a single response can have comments both in support and in objection to the scheme and raise concerns. A single response could mention more than one theme, and this explains why the number of comments may add up to more than the number of responses. It is important to bear this in mind when interpreting the public consultation findings.

2.3 Response overview

There were initially 76 responses to the consultation. Following the clarification outlined in Section 1.3 regarding the days of operation, six respondents submitted updated responses. For these respondents, the free-text comments from both submissions were combined. The level of support for, or objection to, the proposed Residential Parking Zone (RPZ) was taken from the updated response.

A final total of 70 responses were therefore included for data analysis.

2.4 Respondent profile

Postcode data was used to evaluate which respondents lived in the RPZ and which lived outside it. Most respondents lived in the proposed zone (n=59) with a total of 11 respondents from outside the zone.

Most of the respondents were residents (n=61). Respondents provided their consultation responses in the following capacities:

- Resident (n=61)
- Business (n=4)

- Visitor (n=2)
- Stakeholder Group (n=1)
- Commuter (n=1)
- Other (n=1)

Respondents were not asked to answer equality monitoring questions for this consultation.

3. Findings

This section describes the findings from the TRO public consultation survey.

3.1 Level of support for the proposed RPZ

Half of the respondents supported, and the other half objected to, the proposed RPZ (35 and 33 out of 70 respectively), as shown in Table 1.

Responses from residents inside the proposed RPZ area closely matched the overall results, 34 supported and 24 objected. All but two respondents who lived outside the RPZ objected to the proposed RPZ.

Table 1: Level of support or objection to the proposal (N)

Level of Support	Live in the RPZ area	Live outside the RPZ area	Total
Wholly support this proposal	23	1	24
Partially support this proposal	11	0	11
Neither support nor object to this proposal	1	1	2
Partially object to this proposal	10	3	13
Wholly object to this proposal	14	6	20
Total: Wholly or partially support	34	1	35
Total: Wholly or partially object	24	9	33
Base: All respondents	59	11	70

3.2 Number of respondents commenting by category

This section shows the number of times each theme was mentioned in respondents' comments, arranged by category, using the list provided in the public consultation survey. More detail on the themes is provided for each of seven categories below. All 70 respondents provided a comment to the TRO public consultation.

Table 2: Number of comments provided for each category (N)

Category	Count
Parking	50
Access	13
Finance	12
Traffic	6
Safety	4
Environment	1
Other comments made which were not specific to a category	36
Total comments received	70

3.2.1 Comments in support of the RPZ

Seven of the 35 respondents who wholly or partially support the RPZ made no comment other than to say they were in fully in support.

“An RPZ in this area will make a significant difference for residents and is most welcome”

3.2.2 Themes from comments about parking

Table 3 shows the comments provided by 50 respondents to the official TRO public consultation.

Table 3: Number of comments provided per theme about parking (N)

Type of comment	Theme	Count
Objecting	Oppose double yellow lines / Change double yellow lines to single	13
Objecting	Will cause parking issues / reduce parking capacity for residents	12
Objecting	Will cause parking issues / reduce parking capacity for visitors / commuters	11
Supporting	Will improve parking in the area	10
Neither support nor object	Alter parking spaces/questions about number of spaces	7
Objecting	Concern about losing too many spaces	5
Supporting	Parking operating hours will improve parking	5
Neither support nor object	Review disabled parking space(s)	5
Objecting	Insufficient permit allowance for households	4
Objecting	Electric vehicle charging not taken into consideration	4
Objecting	Parking restrictions should not be enforced on weekends	3
Supporting	Permits should be free for residents	2
Supporting	Visitors / commuters should be charged instead of residents	1
Total	Total number of respondents who mentioned at least one theme about parking	50

Parking was the theme mentioned most often in the consultation. Some respondents raised concerns that the proposals could reduce parking availability for residents, visitors, and commuters. Other concerns were about the proposed permit system, including the number of permits available per household and the potential impact of the capacity for electric vehicle charging.

Conversely, a number of respondents felt that the parking in the area would be improved for locals. Suggested changes to the proposals included removing double yellow lines, changing double yellow lines to single yellow, suggesting that parking

restrictions should not apply at weekends and better integration with the nearby park and ride.

3.2.2.1 Comments opposing the RPZ

Oppose double yellow lines/Change double yellow lines to single – Thirteen respondents, including five who support the RPZ, suggested that changes should be made to the proposal regarding some of the double yellow lines. In particular, the turning circle on Avondale Court was mentioned by six respondents.

“We do not need a full double yellow line at the bottom of the court. Visitors car park space and bike parking and a single yellow line to keep the turning space would be much better”

Will cause parking issues/reduce parking capacity – Some respondents, including nine who support the proposals, expressed concerns of the zone creating parking problems for either residents (n=12) or visitors/commuters (n=11), three respondents mentioned both residents and visitors/commuters.

“The area concerned currently provides valuable informal visitor parking for approximately 20 households. Although these are not allocated parking spaces, they are sensibly managed by residents and provide important capacity for visitors, family members, carers and tradespeople. Removing this parking on a permanent, 24-hour basis would have a direct and disproportionate effect on Avondale Court”

Insufficient permit allowance for households – Four respondents had concerns about the permit allowance not adequately reflecting the needs of properties with multiple occupants

“I live in an HMO totalling 4 people. The proposal allows only 2 permits per house, which would be a big problem, [we] work in villages outside of Bath so need cars daily.”

Parking restrictions should not be enforced on weekends – Four respondents felt that parking restrictions should not be enforced at weekends, adding that parking demand is lower during these periods

“...students and workers are not around at the weekend and the pressure on places is reduced, so, if we have to have a permit zone, a Monday to Friday enforcement would be sufficient.”

Electric vehicle charging not taken into consideration – Four respondents commented that the proposals would affect ways to charge electric vehicles. One respondent noted that the proposals will mean it would not be possible to implement a cross-pavement charging solution. Others referred to a scheme that a householder provides their driveway for third parties to charge their EV, during which time the householders' vehicle would be parked on the street. It was assumed it would not be possible to do this under these proposals.

“There is a car co-charging scheme [in place], the owner needs to be allowed to park on the road so that visitors like me can use his car bay to charge the car”

3.2.2.2 Comments supporting the RPZ

Will improve parking in the area – Ten respondents mentioned that parking in the area would improve as a result of the RPZ. Station Road was mentioned as an area which would experience improvements and stop residents driving around the area trying to find a space near their home which has been taken by non-residents parking all day. Another commented the RPZ would stop anti-social parking behaviour.

"A residents' parking zone would provide a fairer system by giving greater priority to households within the area while still allowing visitors and short-stay parking."

Parking operating hours will improve parking – Five respondents mentioned support for the operating hours including weekends as they continue to struggle to park at these times.

"I was delighted to receive the recent communication from the RPZ Team clarifying that the proposed operating hours for the zone are 8am to 6pm, 7 days a week (Monday to Sunday) and it is not limited to Monday to Friday operation."

3.2.3 Themes from comments about access

Table 5 shows the comments provided by 13 respondents to the official TRO public consultation survey regarding access.

Table 5: Number of comments provided per theme about access (N)

Type of comment	Theme	Count
Objecting	Visiting tradesmen / local business staff parking concerns	7
Objecting	Limits access to businesses	5
Objecting	Unfair on those who cannot switch from car to public transport, cycling, or walking	5
Objecting	Unfair on the elderly / disabled / residents with carers	4
Supporting	Further action needed to reduce HGV's	1
Supporting	Will have a positive impact on walking / cycling	1
Objecting	Contradicts local School Street scheme	1
Total	Total number of respondents who mentioned at least one theme about access	13

Limits access to businesses – Some respondents were concerned about reduced access either for customers (n=5) or staff/contractors (n=7) to businesses in the proposed zone and in neighbouring RPZs. Business concerns were specifically mentioned on Newbridge Road, Kennington Road and Station Court.

"The businesses on Newbridge Road (Post Office, Barbers, Estate Agents) are losing their customers parking ability. They have a legal right to this, as recognised by Bath in other RPZ areas. The easiest solution to this is to include dual-use parking bays on Station Road and Newbridge Road for their customers"

Unfair on those who cannot switch from car use to alternative transport modes – Five respondents mentioned that the proposals could cause problems for those

who cannot switch from car use due to age, disability or a lack of public transport options.

“There is no bus I can catch from where I live. Where am I meant to park for work? Potentially this means I have to leave the job I have worked at for the last 3.6 years”

3.2.4 Themes from comments about the finance

Table 6 shows the comments provided by 12 respondents to the official TRO public consultation survey on the theme of finance.

Table 6: Number of comments provided per theme about the finance (N)

Type of comment	Theme	Count
Objecting	Concerns over costs to users	10
Objecting	Scheme is a waste of money/ costs too much	1
Objecting	Additional financial impacts on businesses	1
Total	Total number of respondents who mentioned at least one theme about finance	12

Concerns over costs to users - Ten respondents offered concerns about the financial impact on residents including three who partly supported the proposals. Some of the responses mentioned that they saw this as another tax on residents by the Council, with some respondents highlighting the impact the cost would cause.

“...for some families in the area, the additional, unavoidable cost of two parking permits might be excessive in the current financial climate and hope that the council will consider this when determining prices”

3.2.5 Themes from comments about traffic

Table 7 shows the comments provided by 6 respondents to the official TRO public consultation survey on the theme of traffic.

Table 7: Number of comments provided per theme about traffic (N)

Type of comment	Theme	Count
Objecting	Will displace traffic / increase traffic and parking issues elsewhere	5
Objecting	Public transport is not convenient / not affordable / needs to be improved	2
Total	Total number of respondents who mentioned at least one theme about traffic	6

Will displace traffic / increase traffic and parking issues elsewhere - Five respondents commented that the proposals could displace traffic to other areas and cause parking issues there instead.

“All this does is shift the problem and the misery onto the next lot of streets beyond any RPZ”

3.2.6 Themes from comments about safety

Table 8 shows the comments provided by 4 respondents to the official TRO public consultation survey on the theme of safety.

Table 8: Number of comments provided per theme about safety (N)

Type of comment	Theme	Count
Supporting	Will improve safety for children	3
Supporting	Will improve safety with walking	2
Supporting	Will improve safety with cycling	2
Total	Total number of respondents who mentioned at least one theme about safety	4

Four respondents mentioned an improvement to safety due to the proposals, such as for children walking to school, and for cyclists, all due to the expectation that there would be less traffic in the area.

“Pavement obstruction can be particularly serious for wheelchair users, people using mobility aids and parents with pushchairs, who may be forced into the road. This is important in a residential area where children, older people and people with limited mobility should be able to move around safely”

3.2.7 Themes from comments about environment

One respondent commented on the theme of environment.

Table 9: Number of comments provided per theme of environment (N)

Type of comment	Theme	Count
Objecting	Will not reduce air pollution	1
Total	Total number of respondents who mentioned at least one theme about parking	1

3.2.8 General comments and other themes

There were some comments provided which were general or did not fit into any of the categories listed in the official TRO public consultation questionnaire. These are shown in Table 10.

Table 10: Number of comments provided per theme which did not fit into any of the categories (N)

Type of comment	Theme	Count
Objecting	Scheme is unnecessary / not needed	12
Objecting	Criticism of government/council/Local authority	6
Supporting	Add areas/streets to the zone	5
Neither support nor object	Utilise/encourage park and ride	5
Supporting	Will have a positive impact on Residents	4
Neither support nor object	More information required	4
Supporting	Reduce the number of students bringing their cars into the city	3
Objecting	Disagree that non-residents are able to respond to the consultation / only residents' views should be considered	3
Neither support nor object	Comment about disability/health issue	3
Supporting	Will have a positive impact on the area/ area is more pleasant	2
Objecting	Consultation is a waste of time / comments do not get considered	1
Total	Total number of respondents who provided at least one other theme or general comment	36

Add areas/streets to the zone – Five respondents suggested that additional areas should be included as part of the RPZ. Areas suggested were Rosslyn Road, extended sections of Locksbrook Road and incorporating existing RPZs.

“...include the area on Locksbrook Road where Phil Weeks factors and Plumb centre used to be but that is not included in the RPZ”

Utilise/encourage park and ride – Five respondents mentioned that the nearby park and ride system should be encouraged or suggested it is an alternative to parking in the area.

“Newbridge Road is already the local free parking for commuters, RUH, tourists, long stay parking for people using the A4 bus to the airport etc. All of these could use the P&R but don’t”

3.2.9 Business responses

Four businesses gave a response to the consultation. Concerns raised by businesses about the RPZ were:

- Future business and loss of customers.

- Staff retention and recruitment.
- Security for staff during dark hours.
- Trade-off between staff and customer parking.
- Requesting support for alternative options to help them keep their staff, customers and maintain their established business.

“Parking must remain available throughout the day - our employees rely on on-street parking in the surrounding area [to benefit customers]. Over half of the team commute from outside Bath, where public transport is either unavailable or would make their journeys impractical or have journeys in Bath that not realistically served by public transport. Others already arrive considerably earlier than their working day begins simply to find a legal parking space.”

“Resident parking will have a drastic effect on our business and workers trying to park for work. We will need support of other offsite parking, or we will have to pay for a shuttle bus from P&R which will also have a cost to the business and not ideal for females to have to wait in the dark and winter for shuttle bus.”

“At least 5 businesses that operate in Station Court/Ashley Avenue. This decision may lead to staff members leaving due to poor parking options.”

4. Information about the proposals

More information on the scheme and the TRO can be found at www.bathnes.gov.uk/locksbrook-road-area-residents-parking-zone-public-consultation.

The council's Liveable Neighbourhoods team can be contacted by emailing ln_rpz@bathnes.gov.uk, or by calling **01225 394 025**

Appendix A Locksbrook Road Consultation Letter

Dear Resident or Business,

Re: TRO Public Consultation: Locksbrook Road Area Residents' Parking Zone



We are inviting your feedback on the final proposals for a Residents' Parking Zone (RPZ) in the Locksbrook area during a formal consultation running from **9 to 30 July 2026 at 5pm**.

Last autumn's early consultation showed strong support for an RPZ, and we have updated the design based on the feedback we received, including adding permit-holder-only bays on Newbridge Road.

The proposed boundary is unchanged (except for the inclusion of bays on Newbridge Road) and shown on the enclosed map. Detailed designs are available using the interactive map online and at our drop-in event.

You are receiving this letter because you live or own a business in or near the proposed zone.

Why we are proposing an RPZ

Lately there has been more pressure on parking in the area making it difficult for residents to find spaces close to their homes. The RPZ aims to prioritise parking for residents, reduce commuter parking and improve safety, while also catering for the needs of visitors, local businesses and tradespeople.

The new Locksbrook Recycling Facility, opening in winter 2026, will include on-site parking and a booking system to prevent queuing or parking on Locksbrook Road, but the RPZ will ensure residential parking is prioritised.

About Residents' Parking Zones

Residents and businesses that meet eligibility criteria can buy permits to park during the zone's operating hours (8am–6pm, Monday to Friday).

The zone includes:

- Permit-holder only bays or areas, clearly marked on the street
- Short-stay bays for visitors near businesses and amenities
- Double yellow/single yellow lines to improve safety and visibility
- Concessions for Blue Badge Holders and advisory disabled bays

Permit eligibility, how RPZs work, and indicative costs based on the current tariffs are explained on our consultation web page. Please note that permit prices are currently under review and more information about this can be found online.

If you cannot access the information on our web page, please ask for support using the details at the foot of the page. We are happy to help.

How to take part in the consultation

From 9 July, please visit our consultation webpage at **www.bathnes.gov.uk/LocksbrookRPZ** (or scan the QR code) to:

- view the detailed design on an interactive map
- learn more about how RPZs work and the costs of permits

- complete the **short online survey** (with free text for your comments)

The consultation closes at **5pm on Thursday 30 July 2026**.

Consultation drop-in event

You can also attend our **drop-in event** at **Weston Methodist Church on Monday 20 July, 3pm to 7pm**, to view large-scale maps and speak with advisors.

If you have accessibility needs for the drop-in event, please let us know in advance.

Get support

If you cannot access the internet or need the information in an alternative or printed format, support is available from local B&NES libraries and information centres, or you can contact us using the information below.

- Email LN_RPZ@bathnes.gov.uk
- Call 01225 394025 for a call-back

If you cannot access the online survey and wish to respond, you can write to us quoting: Locksbrook Road TRO Consultation 26-044 to: Traffic Management Team, Bath and North East Somerset Council, Lewis House, Manvers Street, Bath, BA1 1JG. Please clearly state whether you support or object to the proposal and your grounds.

Thank you for sharing your views. We will consider all feedback before deciding whether to install the zone later this year.

The Liveable Neighbourhoods Team
Bath and North East Somerset Council

Appendix B Consultation questionnaire

Locksbrook Road Area Residents' Parking Zone: Public consultation

Fields with * are mandatory fields. These allow the council to accurately record feedback and contact you if follow-up is needed. Avoid further identifying yourself or others.

All feedback will be considered before deciding how to proceed with the scheme, as explained in the public notice.

First Name*

Last Name*

Email address*

Overall Response

- ☐ I wholly support this proposal
- ☐ I support this proposal, but would like the council to consider additional or alternative measures
- ☐ I neither support or object to this proposal, but would like the council to consider another related matter in this area
- ☐ I object to part of this proposal, but support or am neutral to other elements of it
- ☐ I wholly object to this proposal

Response Category

- ☐ Parking
- ☐ Traffic
- ☐ Safety
- ☐ Access
- ☐ Disturbance
- ☐ Financial
- ☐ Environmental
- ☐ Other (you will have the opportunity to provide more detail later)

Type of Responder

- ☐ Resident
- ☐ Business
- ☐ Visitor
- ☐ Stakeholder Group
- ☐ Commuter
- ☐ Other

Address

Postcode*

Address 1*

Address 2

Town/City*

County*

Additional Comments & Feedback

☐ * I understand that the information I have provided will be used by the council for the purposes of statutory consultation on Traffic Regulation Orders. Where appropriate, it may be anonymised and published by the council in reports on the outcomes of consultations. You can find out more information on how the council uses personal data and your rights below.

Council Privacy Policy

Bath and North East Somerset Council is registered as a Data Controller with the Information Commissioner's Office (ICO). This includes general information about the types of personal data we process, what we use it for, and who we share it with.

The law

The processing of personal data in the United Kingdom is governed by legislation including the Data Protection Acts (1998 and 2018), General Data Protection Regulation (the "GDPR"), and other legislation relating to personal data and rights such as the Human Rights Act.

Under the GDPR we are required to provide Privacy Notices to inform people about the personal data we will use, how we use it and for what purposes. There are exceptions to the data protection laws which require us to share personal data wherever necessary for the purposes of safeguarding, law enforcement and prevention of fraud.

Your personal data – what is it?

"Personal data" is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be directly using the data itself or by combining it with other information.

What personal data do we use?

The personal data processed by the council in order to perform its official tasks includes:

- Names, titles, aliases, and photographs
- Contact details such as telephone numbers, addresses, and email addresses
- Gender, age, marital status, nationality, education/work history, academic/professional qualifications, hobbies, family composition, and dependants
- Social care records for adults and children in our care
- Financial identifiers such as bank account numbers, payment card numbers, payment/transaction identifiers, policy numbers, and claim numbers

Special categories of personal data

The personal data we process also includes sensitive or other special categories of personal data such as criminal convictions, racial or ethnic origin, mental and physical health records, details of injuries, medication/treatment received, political beliefs, trade union affiliation, genetic data, biometric data, data concerning and sexual life or orientation. These types of data are described in the GDPR as "Special categories of data" and require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal data.

We process special categories of personal data in the following circumstances:

- For the provision of social care to children and adults
- Where it is needed in order to carry out our specific legal obligations.
- Where it is needed for a matter of substantial public interest (such as in the case of a threat to public health)

Sometimes we may process this type of personal data in relation to legal claims or to protect your vital interests (or someone else's vital interests), and you are not capable of giving your consent. This also applies where you have already made the information public.

What do we use your data for?

The Council currently uses personal data for the following purposes:

- To deliver public services including to understand your needs, to provide the services that you request, and to understand what we can do for you and inform you of other relevant services
- To confirm your identity
- To contact you
- To help us to build up a picture of how we are performing
- To prevent and detect fraud and corruption in the use of public funds and, where necessary, for the law enforcement functions
- To enable us to meet all legal and statutory obligations and powers including any delegated functions
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice, from time to time with the aim of ensuring that all children and adults-at-risk are provided with safe environments, and as necessary to protect individuals from harm or injury
- To protect the use of public funds
- To maintain our own accounts and records
- To seek your views, opinions or comments
- To notify you of changes to our facilities, services, events and staff, councillors and other role holders
- To send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other new projects or initiatives
- To process relevant financial transactions including grants and payments for goods and services supplied to the council
- To allow the statistical analysis of data so we can plan the provision of services

How long do we keep your personal data?

The Council will only retain and store your data for as long as it is needed for the purpose for which it was collected, or as required by the law, or as dictated by best practice as recommended by the Information and Records Management Society (IRMS).

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is currently best practice to keep financial records for a minimum period of 8 years to support HMRC audits or provide tax information. We may have legal obligations to retain some data in connection with our statutory obligations as a public authority. The council is permitted to retain data in order to defend or pursue claims. In some cases the law imposes a time limit for such claims (for example, 3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. We will endeavour to keep data only for as long as we need it, and this means that we will delete it when it is no longer needed.

What is the legal basis for processing your personal data?

The council is a public authority and has certain powers and obligations. Most of your personal data is processed under our “official authority”. This means that it relates to local government responsibilities which have been established in legislation. When exercising

these powers or duties, it is necessary that we process personal data of residents or people using the council's services. We will always take into account your privacy interests and rights.

We may process personal data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. An example of this would be processing your data in connection with the use of sports facilities, or the acceptance of an allotment garden tenancy. This also includes the use of your data if you are a council member or staff.

Consent and GDPR

When you are asked to consent to a data controller's use of your personal data this implies the controller is relying on "consent" as the legal basis for such use. The GDPR introduces new rules about relying on consent.

Consent may not be used as the legal basis for processing your personal data if:

- You do not have a free choice
- You have not been provided relevant privacy information (what personal data may be used, how, and why)
- Refusing consent may have a negative impact on you (this is the case where consent is a condition of receiving the service you want)
- There is an imbalance of power between the person and the organisation requesting the consent. This is likely when the organisation is a public authority (such as the council)
- The GDPR provides a more appropriate basis for processing (such as for processing by public authorities in the exercise of their tasks).

The Council does not generally request consent for using your personal data as, in accordance with the rules above, it is not a valid legal basis for processing involved in carrying out our official functions and tasks.

We will request your consent for us to provide the actual support service we may be offering you. This choice should be informed with relevant privacy information and we will always tell you about how and why we will use your information to provide the service before you decide whether you agree to receive it.

Sharing your personal data with other data controllers

As part of the council's statutory functions and official tasks, we may share personal data with other public authorities such as the police, health authorities, government departments and schools.

In order to deliver support and services to you we also work with:

- Community groups and volunteers
- Charities
- Other not for profit entities

We may share personal data with other local authorities or not for profit bodies with which we are carrying out joint ventures e.g. in relation to facilities or events for the community.

Sharing of "special categories" data with public sector partners

We only share sensitive personal data in limited circumstances, where we are required to do so by law or where it is necessary to fulfil our statutory obligations. This includes providing a range of public sector services for your health and social care, and the safeguarding of vulnerable children and adults. The sharing of personal data will include the linking of data sets held by the council, the NHS, and other public sector partners to comply with our statutory duties and to provide joined up services.

Sharing of personal data with external service providers

Your personal information may be shared with external service providers, contracted to act on our behalf, in order to provide the public services and support you have requested from us. We will only share information which is relevant and necessary for the provision of the service.

The council relies on various suppliers and service providers who process data on our behalf. These companies are “data processors” for the council. This means we instruct them, under contract, on their use and treatment of the personal data we are responsible for.

We must also ensure they have adequate security measures in place to keep the information safe. We will not pass personal data to third parties for marketing, sales or any other commercial purposes without your prior and explicit consent.

Sharing your personal data for prevention of fraud

We must protect public funds and may use personal information and data-matching techniques to detect and prevent fraud, to ensure public money is targeted and spent in the most appropriate and cost-effective way. To achieve this information may be shared with other bodies responsible for auditing or administering public funds including the Audit Commission, the Department for Work and Pensions, other local authorities, HM Revenue and Customs, and the police.

Sharing your personal data to protect vital interests

We may also use personal information to identify and assist individuals whose vital interests are threatened, and /or who need additional support during emergencies or major incidents, for example emergency evacuation.

Data Protection Principles

The council is committed to adhering to the principles established in data protection law in its use of personal data. This means the use of your data should be:

- Lawful and transparent
- Used for the specified purpose (collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes)
- Accurate and up to date
- Kept only as long as necessary for the purposes we have told you about and any other legal requirements we have
- Secure from unauthorised access, misuse or loss

Electronic Communications

We reserve the right to monitor and record electronic communications (website, email and phone conversations). There are a number of reasons why we may do this including staff training, and recording conversations for detection, investigation and prevention of crime. We will inform you if your call is being recorded or monitored.

Any email sent to us, including any attachments, may be monitored for security reasons and making sure they comply with our information governance policy. You have a responsibility to make sure any email you send to us is within the bounds of the law. Emails that we send to you or you send to us may be retained as a record of contact, and your email address stored for future use in accordance with our record retention schedule.

