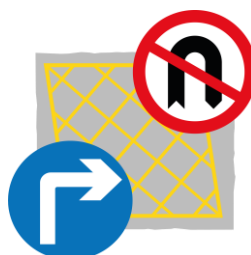


Parking, Bus Lanes and Moving Traffic Enforcement



October 2026

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Introduction

Parking Services aim to meet the customer standards for our organisation and offer the best customer service possible. As a frontline service, the customer experience must be the focus of the work we deliver, and we seek to ensure that service provision reflects this commitment consistently for all our customers, including those we do not directly engage with.

As a consequence of this, in our endeavour to achieve and improve our overall Customer Service, we undertake regular monitoring and review of the services we provide.

Bath & North East Somerset Council's Parking Services are committed to implementing a fair, robust and transparent enforcement policy for parking, bus lane and moving traffic regulations and, improving conditions for people living in, working in and visiting Bath & North East Somerset.

Our Approach

We aim to implement a fair but robust approach to parking, bus lane and moving traffic enforcement, to encourage compliance with restrictions to make our roads safer, support active travel and sustainable transport, reduce congestion and protect public assets and infrastructure.

Effective on / off street parking enforcement

- Results in a reduction of the dangers posed by illegal, inconsiderate and dangerous parking.
- Improves safety for pedestrians, cyclists and other road users, by keeping the highways, junctions and pavements clear.
- Improves access for the emergency services, local bus operations, reductions in congestion and associated airborne pollution as part of the statutory Network Management Duties.

Effective bus lane enforcement

- Improves the flow of traffic and encourages the use of public transport
- Improves access for the emergency services, local bus operations
- Reductions in congestion and associated airborne pollution
- Results in a reduction of cars travelling through the city centre

Effective moving traffic enforcement

- Improves public safety
- Improves spaces for people
- Prioritises active travel and public transport
- Reduces congestion
- Protects public infrastructure

The objective of enforcing Parking, Bus Lane and Moving Traffic contraventions is not to issue fines and raise revenue. The purpose of the Penalty Charge is to encourage motorists to comply with traffic restrictions and reduce the consequential risks and impacts posed to pedestrians and other road users.

Any surplus arising from enforcement activities is allocated in accordance with section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984).

Policy Implementation

Who we are

Bath & North East Somerset Parking Services is part of the Place Management Directorate and proactively manages parking on the highway in accordance with the Council's Network Management Duty as required by the Traffic Management Act (2004) (the 2004 Act). This helps to support the safe and free movement of vehicles and goods across our network and support active travel.

Parking Services has back-office teams based at the Council's Civic Centre offices in Keynsham. Staff are responsible for the management of the statutory process and consideration of appeals where a Penalty Charge Notice (PCN) has been issued, as well as supporting and managing the issuing of permits, blue badge assessments, and other public queries.

Parking Services retains an operational base in Bath city centre which allows us to deploy Civil Enforcement Officers (CEOs) efficiently and effectively across the Council's geographical areas ensure that road traffic regulations are complied with. This operational team will issue PCNs to vehicles parked in contravention of the regulations both on and off street where compliance cannot be achieved through engagement, whilst also monitoring footage captured by ANPR cameras for bus lane and moving traffic contravention, ensuring no PCN is issued unless evidence has been reviewed by an officer.

They are also responsible for managing our parking suspension service which helps ensure the success of major events, such as the Bath Half Marathon or Christmas Market, protecting spectators and participants. This service also supports essential utilities works and home renovations by enabling access to properties.

What do we do?

On / Off Street Parking Restrictions

To ensure that the regulations are complied with CEOs are assigned patrols throughout Bath & North East Somerset areas.

There is an expectation that motorists will comply with parking regulations and any non-compliance may be resolved through the issue of a PCN. CEOs are authorised to issue PCNs to vehicles found in contravention of parking regulations.

Bus Lane and Moving Traffic Restrictions

There is an expectation that the public will comply with bus lane and moving traffic restrictions and any non-compliance may be resolved through the issue of a PCN.

Fully trained officers review evidence of bus lane or moving traffic contraventions captured by Automatic Number Plate Recognition (ANPR) camera installed at locations across the area. Officers are authorised to issue PCNs to vehicles contravening where the evidence, including a review of the context to the vehicle's movements, clearly demonstrates a contravention has occurred.

When do we do it?

On / Off Street Parking Restrictions

In order to maximise the enforcement resources available to ensure parking regulation compliance, our CEOs work in daily shifts, including weekends and public holidays, to ensure we cover this requirement.

Bus Lane and Moving Traffic Restrictions

Bus lanes in some form or another can be in force 24/7 as this reduces uncertainty for motorists; however, many are only operational during specific times of day, for example 10am to 6pm. This ensures that priority is available for local services whilst also allowing their use by motorists when it will not impact public transport.

Moving traffic restrictions, such as banned turns or no entry restrictions, are typically installed for safety reasons and the restriction will therefore can be in force 24/7.

Where do we do it?

Bath & North East Somerset covers an area of 136 sq. miles (351 km²) which comprises of both urban and rural areas.

Urban areas across Bath, Keynsham, Radstock and Midsomer Norton will typically see patrols undertaken on foot; however, mobile patrols using electric vehicles (mopeds or cars/vans) may also be used, and these help us deploy officers efficiently to other areas.

Information about current bus lane and moving traffic restriction locations is available at <https://www.bathnes.gov.uk/parking-and-travel>

Why do we do it?

On / Off Street Parking Restrictions

Part 6 of the Traffic Management Act 2004 (TMA) provides for the civil enforcement of most types of parking contraventions. It replaces Part II and Schedule 3 of the Road Traffic Act 1991.

Local authorities have long been responsible for managing on-street and some off-street parking under the Road Traffic Regulation Act 1984.

The Road Traffic Act 1991 fundamentally changed how on-street restrictions are enforced. Until then, enforcement was carried out by the police and traffic wardens, with income from Fixed Penalty Notices paid to the Exchequer.

As police resources became increasingly stretched, enforcement declined, creating unacceptable road-safety and congestion impacts.

The 1991 Act therefore required London boroughs—and enabled other authorities—to assume civil enforcement of non-endorsable parking contraventions. Authorities taking on these powers employ staff to issue PCNs, and the resulting income is retained locally to support the development of sustainable transport schemes in accordance with statutory obligations.

Legislation designated Bath & North East Somerset as a civil enforcement area in 2003, transferring parking regulation powers away from the police to the council.

Bus Lanes

Transport is fundamental to the economic success of the city of Bath, a UNESCO World Heritage Site. Each year over 13 million trips are made by people travelling around Bath & North East Somerset on buses.

Bus Lanes allow the free movement of public transport and emergency vehicle traffic within the historic core of the city of Bath. They keep the city centre and other appropriate locations free from unauthorised traffic and improve bus and public

transport journey times which helps support more sustainable travel and improves air quality.

Moving Traffic

Bath & North East Somerset Council was granted new powers under Part 6 of the 2004 Act in 2022, to undertake the enforcement of moving traffic contraventions previously only enforced by the Police.

Vehicles that ignore moving traffic restrictions such as banned turns and yellow box junctions create potential dangers to both pedestrians and other road users.

Moving traffic enforcement powers under Part 6 of the Traffic Management Act 2004 aim to stop drivers from committing offences such as making banned turns, driving down one-way streets and driving in recognised cycle lanes. Enforcing these restrictions allows us to improve public safety, prioritise active travel and public transport and reduce congestion, protect public infrastructure, improve spaces for people.

How do we do it?

On / Off Street Parking Restrictions

Bath & North East Somerset Parking Enforcement team operates with 35 CEOs, 4 Senior CEOs, who are deployed across the Bath & North East Somerset area.

Our CEOs operate with rotating shift patterns to undertake enforcement of these beat areas across seven days a week.

To support engagement and improve motorist familiarity where new restrictions are implemented, particularly in locations that have no prior controls, the council will consider implementing a discretionary period where only warning notices are issued to motorists in contravention.

Bus Lane and Moving Traffic Restrictions

The ANPR cameras used are devices approved by the Vehicle Certification Agency (VCA) on behalf of the Secretary of State and will only capture vehicles that are not permitted to be in the bus lane, or contravene a moving traffic restriction, during the times of operation of the restrictions.

The evidence is then reviewed by an Officer before any PCN is issued, which is then sent by post to the owner/keeper of the vehicle as registered with the DVLA. Checks detect authorised vehicles to prevent the issue of PCN's where appropriate

Where a moving traffic restriction is enforced, a six-month warning period will apply. During this time, a warning notice will be issued for a vehicle's first contravention at the location, with subsequent contraventions liable to receive a PCN.

We will evaluate any new locations for potential moving traffic enforcement against the following principles



These principles align to our [Corporate Strategy](#) which sets out what the council plan to do, how we plan to do it, and how we will measure our performance, and contribute to one of our main aims 'to improve people's lives'.

Monitoring and evaluation will be a core part of our approach to assess if enforcement action is, or continues to be, the most appropriate way for us to achieve compliance with restrictions.

By monitoring the frequency, severity and impact of moving traffic offences at locations, we can evaluate and implement an appropriate solution to help achieve compliance in accordance with the following hierarchy:

1. Engineering - changes to road layouts can prevent or further discourage contraventions.
2. Education - changes such as improved signage may be sufficient to increase awareness.
3. Enforcement - no engineering or educational solution is available.

To ensure that enforcement resources are used effectively, we regularly review the level of compliance at each location where ANPR cameras are installed. If monitoring shows that a restriction is being consistently complied with and only a very small number of contraventions are occurring, we may consider removing or relocating the equipment to another area where it can provide greater benefit.

This approach helps us focus enforcement where it is most needed and supports fair, proportionate traffic management across Bath and North East Somerset.

Camera enforcement schemes will only be considered where road users continue to fail to comply with the restrictions.

Receiving a PCN and Right to Appeal

In the event a PCN is issued, either affixed to the vehicle or sent by post, the notice will explain the options are to either make payment (a 50% discount applies to the original amount if paid within the discount period stated on the PCN), or how to submit formal representations to the council to appeal the issue of the PCN if the recipient has reason to believe it shouldn't be paid.

Further information can be found at <https://www.bathnes.gov.uk/parking-and-travel/enforcement-and-fines>

Only appropriately trained officers may assess and decide the outcomes of formal representations received by the council. These officers assess representations on an individual basis, reviewing evidence submitted by the owner/keeper and the circumstances in which the PCN was issued. The owner/keeper will be notified of the outcome in writing.

This will include any further right of appeal to the Traffic Penalty Tribunal (TPT), an independent adjudication service. Appeals at TPT are managed separately from council officers involved in the statutory PCN process, ensuring an impartial review where formal representations are rejected.

See our [Parking, Bus Lane and Moving Traffic Cancellation Guidance](#) for more information about how we consider formal representations and mitigating circumstances.

Further information

Please note that issues relating to the administration and enforcement of Penalty Charge Notices are dealt with in accordance with the legal statutory process for PCNs.

As such, issues relating to PCNs are excluded from the councils corporate Complaints and Customer Feedback policy <https://www.bathnes.gov.uk/policy-and-documents-library/complaints-and-customer-feedback-policy>

The council will process personal data in accordance with data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act. For more information see <http://www.bathnes.gov.uk/council-privacy-notice>

<https://www.bathnes.gov.uk/parking-and-travel>

<https://www.patrol-uk.info/>

<https://www.trafficpenaltytribunal.gov.uk/>

Contacts

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