# Warrington mother hit by 11 bus lane fines after taxi wrongly linked to her home



A mother from Warrington has raised concerns after being inundated with 11 bus lane fines, totalling £770, linked to a taxi that was registered at her home address without her knowledge. Anna Brunskill, 49, was shocked to uncover this situation, having received a notification from the DVLA on April 23 about the vehicle registration. The distress was amplified when, on May 15, nine separate penalty notices arrived on the same day.

The marketing manager expressed her alarm at the number of increasingly frequent fines, stating, "We don’t know this person, we’ve lived at this address for 14 years and we don’t know the car at all." She noted the potential for confusion, highlighting the similarity in names of two local roads, which might have led to the erroneous registration. However, the circumstances raised legitimate fears about identity fraud, especially given the context of recent increases in such crimes.

Upon realising the gravity of the situation, Anna contacted both the DVLA and Warrington Borough Council to report the issue. The authorities confirmed that a mere clerical error had occurred, misassigning the taxi to her address. Anna explained her worries about possible repercussions, including the risk of county court judgments that could adversely affect her credit history. "You can get all sorts of things against your name," she remarked, emphasizing her anxiety over the lack of action on her part.

According to the DVLA, individuals facing fines for vehicles they do not own are urged to report the matter to Action Fraud, the issuing authority of penalties, and notify the DVLA with as much detail as possible. If proven that an error occurred in the vehicle record, the DVLA can amend the information and remove incorrect address details. A spokesperson for Warrington Borough Council clarified that the fines against Anna had now been cancelled, dismissing the situation as a "genuine mistake."

This incident echoes broader concerns regarding the enforcement of driving fines in the UK. The Traffic Management Act 2004 lays out guidelines for the issuance of Penalty Charge Notices (PCNs), stressing the importance of accurate record-keeping and prompt notification to drivers. Local authorities must ensure transparent and fair enforcement, with proper signage and clarity regarding bus lane restrictions, particularly as failures in these areas have led to successful appeals against fines in other cases.

The situation also surfaces within a wider context where drivers, increasingly frustrated by erroneous fines stemming from similar situations, are finding grounds to contest their penalties. In London alone, a significant number of drivers have successfully challenged fines due to inadequate signage and failure by councils to uphold necessary regulatory standards, leading to a movement advocating for clearer and more accountable traffic enforcement practices.

Despite the support she has received thus far from officials, Anna Brunskill's experience has been taxing, consuming significant time as she dealt with the ramifications of this unfortunate mix-up. "I probably spent about three hours in total speaking to people," she lamented, reflecting the emotional toll of navigating this bureaucratic quagmire. With her address now cleared from the DVLA records, Anna can finally breathe a sigh of relief, but the ordeal serves as a cautionary tale about the importance of vigilance in handling personal information with motor vehicle authorities.

### 📌 Reference Map:

* Paragraph 1 – [[1]](https://www.dailymail.co.uk/news/article-14786927/mother-terrified-bus-lane-fines-taxi-registered-home.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[4]](https://www.bbc.co.uk/news/uk-england-39223830)
* Paragraph 2 – [[1]](https://www.dailymail.co.uk/news/article-14786927/mother-terrified-bus-lane-fines-taxi-registered-home.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[2]](https://www.gov.uk/driving-fines-letters-you-dont-own-the-vehicle), [[5]](https://www.nidirect.gov.uk/articles/bus-lane-penalty-charge-notices-pcns)
* Paragraph 3 – [[3]](https://www.gov.uk/government/publications/bus-lane-and-moving-traffic-enforcement-outside-london/traffic-management-act-2004-statutory-guidance-for-local-authorities-outside-london-on-civil-enforcement-of-bus-lane-and-moving-traffic-contravention), [[6]](https://www.independent.co.uk/news/uk/home-news/drivers-traffic-fines-bus-lanes-appeal-london-b2683605.html)

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## Bibliography

1. <https://www.dailymail.co.uk/news/article-14786927/mother-terrified-bus-lane-fines-taxi-registered-home.html?ns_mchannel=rss&ns_campaign=1490&ito=1490> - Please view link - unable to able to access data
2. <https://www.gov.uk/driving-fines-letters-you-dont-own-the-vehicle> - This UK government page provides guidance for individuals who receive driving fines or letters for vehicles they do not own. It outlines steps to take, including returning the fine letter to the issuing organisation and informing them of the situation. If the individual previously owned the vehicle, they should provide proof of sale to confirm they are no longer the registered keeper. If they have never owned the vehicle, they should contact the DVLA to update their records and receive confirmation within four weeks. The page also offers contact details for the DVLA for further assistance.
3. <https://www.gov.uk/government/publications/bus-lane-and-moving-traffic-enforcement-outside-london/traffic-management-act-2004-statutory-guidance-for-local-authorities-outside-london-on-civil-enforcement-of-bus-lane-and-moving-traffic-contravention> - This UK government publication provides statutory guidance for local authorities outside London on the civil enforcement of bus lane and moving traffic contraventions. It outlines the responsibilities of local authorities in issuing Penalty Charge Notices (PCNs), including the requirement to serve the PCN on the registered keeper of the vehicle, as defined by the DVLA. The document also discusses the procedures for challenging or appealing a PCN and the importance of clear signage to inform motorists of restrictions. It emphasises the need for transparency, accountability, and consistency in enforcement practices.
4. <https://www.bbc.co.uk/news/uk-england-39223830> - This BBC News article reports on six motorists who had their fines for driving in bus lanes overturned due to inadequate signage. The Traffic Penalty Tribunal ruled that the signage was insufficient to warn motorists of the bus lane restrictions. The article also mentions a High Court ruling that drivers could not be fined for driving in a pedestrian zone in Nottingham. The cases highlight the importance of clear and adequate signage in enforcing traffic regulations and the potential for fines to be contested if signage is deemed inadequate.
5. <https://www.nidirect.gov.uk/articles/bus-lane-penalty-charge-notices-pcns> - This Northern Ireland government page provides information on Bus Lane Penalty Charge Notices (PCNs). It outlines the process for paying a PCN, including the 50% discount available if paid within 14 days. The page also explains the procedure for challenging or appealing a PCN, detailing how to submit a challenge online or by post. It specifies that if a challenge is received within 14 days, the discount period continues while the challenge is considered. The page also provides information on viewing video evidence of the contravention and the steps to take if the PCN is upheld or refused.
6. <https://www.independent.co.uk/news/uk/home-news/drivers-traffic-fines-bus-lanes-appeal-london-b2683605.html> - This article from The Independent discusses how thousands of London drivers are paying traffic fines that should not have been issued. An analysis by the AA revealed that at least six London councils have issued £130 fines based on restrictions and enforcement cameras lacking up-to-date paperwork. The article highlights that 56% of appeals made by drivers against bus lane fines in London were either upheld or not contested in the 2023/24 financial year. It also mentions that some councils were unable to supply the necessary paperwork to validate the fines they had issued, leading to cancellations by adjudicators.
7. <https://legalbeagles.info/forums/forum/legal-forums/motoring-parking/ppc-s-parking-charge-notices/1594870-bus-lane-fine-went-to-old-address> - This forum thread on LegalBeagles discusses a situation where a bus lane fine was sent to an old address. The user explains that despite updating the address with the DVLA, the fine was sent to the previous address, leading to confusion and concern. Other forum members provide advice on how to handle such situations, including contacting the council and the DVLA to update records and ensure that future correspondence is sent to the correct address. The thread highlights the importance of keeping personal details updated with relevant authorities to avoid issues with fines and penalties.