



Buckinghamshire
Council



Parking Report 2021/22

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Introduction

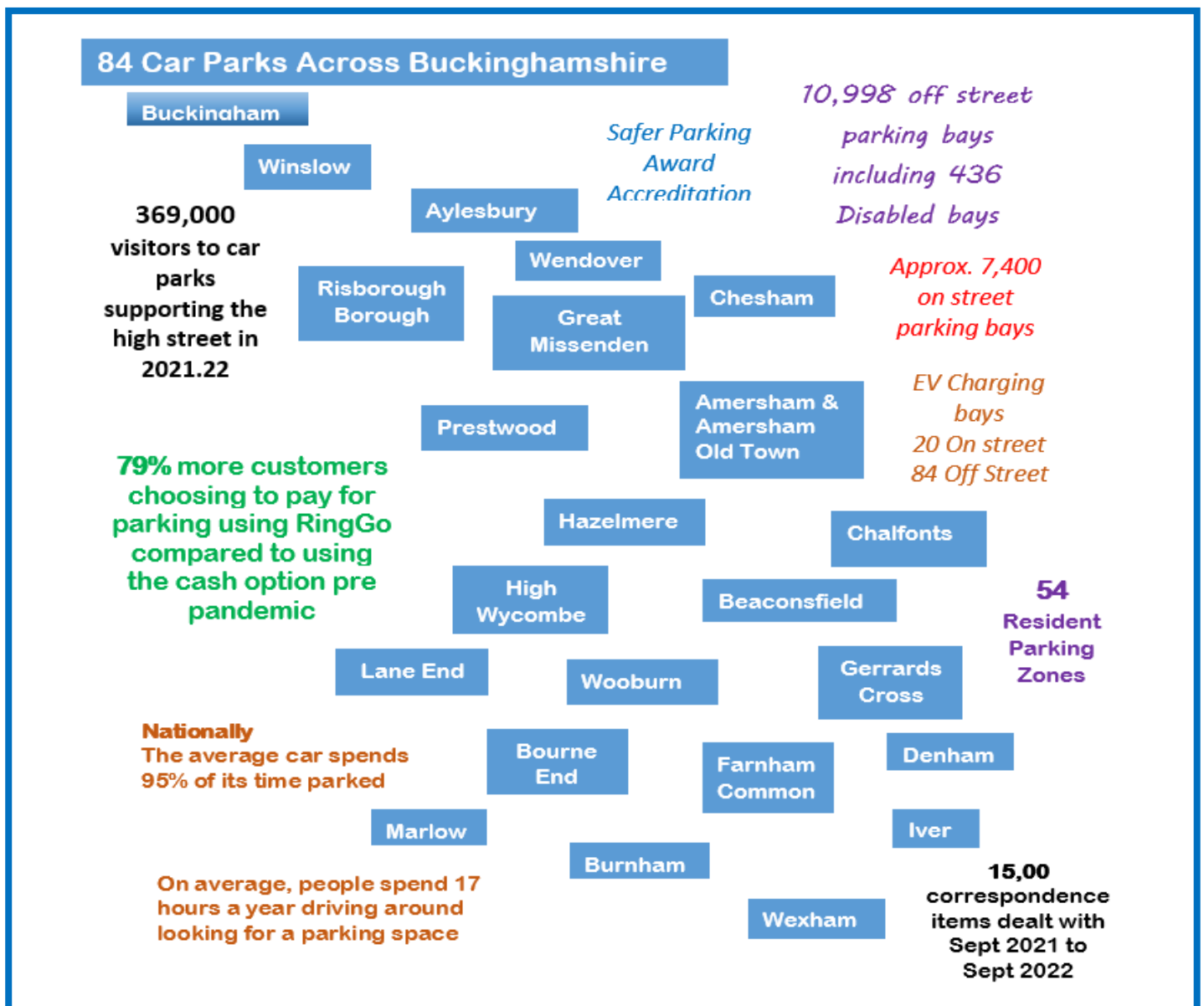
Welcome to Buckinghamshire Council's Annual Parking Report.

The purpose of the report, which has been introduced in line with Part 6 of the Traffic Management Act 2004 (TMA04), is to provide factual information regarding our parking service, up to date information on the parking facilities, and general information on parking throughout the county of Buckinghamshire.

One of the Council's priorities is to ensure that the enforcement of parking restrictions is transparent, consistent, and fair. We recognise that openness and accountability is critical to gaining public support and by publishing our Annual Parking Report, we hope that our customers will be aware of our dedication to improving the parking regime for residents, businesses, and visitors to Buckinghamshire. In addition to parking data, the report provides information regarding forthcoming changes to the car park provision. Future reports will also provide information regarding any changes that have happened in the 12 months since the previous report.

We thank you for taking the time to read this report. We hope you find the contents interesting, and that it will give you a better understanding of the parking service we provide

Parking Facts



Aims and Objectives

Parking provision and management is a key element of the Local Transport Plan and whilst parking restrictions are rarely popular with motorists; a large population and regular vehicle movements across the authority, mean that without them there would be significantly higher levels of congestion (even gridlock), frustration, stress, and potentially an increase in the number of accidents.

The management of parking is therefore pivotal in supporting the highway network. It enables the Council to effectively manage access to the kerbside as well as balance the demand for On-Street parking for businesses, residents, and visitors, whilst supporting the safe and efficient movement of traffic. In addition, it supports the supply and demand requirements for off street parking; facilitating a turnover of available parking spaces for shopper/visitors to the high street, thus supporting local businesses

Service Purpose

- To safely manage the highways network by regulating parking to reduce congestion, facilitate accessibility for supply of goods and services for local business, promote road safety and encourage modal shift to alternative travel modes.
- To support local businesses and communities, by managing parking supply and implementing parking charging regimes that facilitate economic, social, transport and environmental objectives.

Service Vision

- Deliver parking solutions that support residents, local businesses, and visitors to Buckinghamshire, and be a Lead Authority across the industry for parking related matters, offering advice, and parking services.

Service Mission

- To deliver a fair, high quality, and value for money parking service that supports the local community, is accessible for all, and places the customer at the heart of everything we do.

Service Principles

- Processes that always abide by legislative requirements.
- An approach to enforcement that priorities safety and reducing congestion. Streamlined and digital wherever possible and appropriate.
- Commercially minded, car park and permit fees that are competitive in the market and enable the Council to generate a reliable income stream.

Service Outcomes

- Fundamental objective: To promote safety on the highway and reduce congestion, whilst effectively managing the kerbside to support local communities and contribute to a thriving local economy.
- Fair and consistent, value for money service; customer as our key focus.
- Support the Council's environmental objectives

Performance

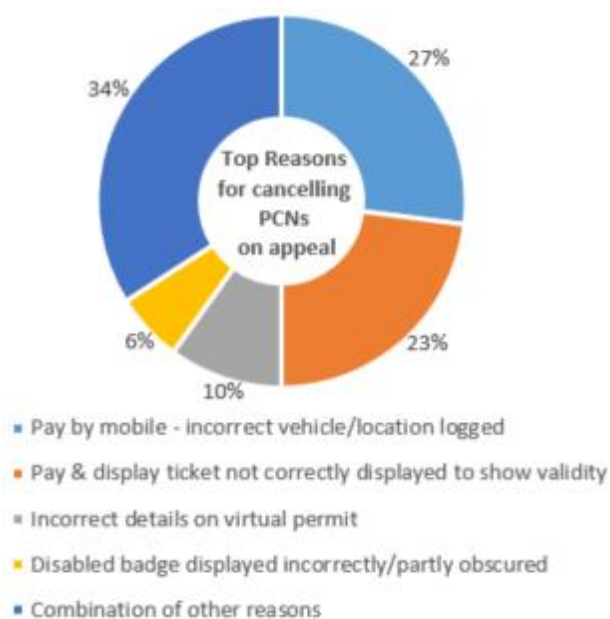
Provided below is statistical and financial performance of the Parking Service during 2021/22. It includes income and expenditure, as well as a break of the number of Penalty Charge Notices issued including information around appeals and debt recovery.

Statistics

There are two levels of PCNs, which are determined by the seriousness of the contravention: Higher £70 (£35 if paid within 14 days of issue), Lower £50 (£25 if paid within 14 days of issue). The tables below set out the PCNs issued in 2021/22, broken down into higher/lower level PCNs and per contravention. Appeal information is also provided.

Higher Level Contraventions 2021/22	PCNs Issued	Lower Level Contraventions 2021/22	PCNs Issued
01 - Parked in a restricted street	11,796	83 - Parked without clearly displaying	13,558
16 - Parked in a permit place	2,626	30 - Parked longer than permitted	2,592
02 - Loading in a restricted street	2,082	06 - Parked without clearly display	2,030
40 - Disabled persons parking place	1,995	82 - Parked after expiry	1045
12 - Parked in a residents place	1,265	24 - Not parked correctly	581
23 - Wrong class of vehicle	911	86 - Parked beyond the bay markings	436
62 - Footway parking	785	05 - Parked after payment expired	273
25 - Parked in a loading place	764	19 - Parked in a residents place	84
45 - Taxi rank	729	80 - Parked longer than permitted	51
87 - Parked in disabled persons bay	534	71 - Parked in electric vehicle bay	41
99 - Pedestrian crossing	505	22 - Re-parked in same space	14
47 - Restricted bus stop or stand	426	73 - Parked without payment	10
21 - Parked in a suspended bay	371	04 - Parked in a meter bay	9
81 - Parked in a restricted area	261	95 - Parked without purpose	8
27 - Dropped footway in a SEA	255	84 - Feeding the meter	7
46 - Clearway	179	07 - Feeding the meter	1
48 - Restricted school area	115	96 - Parked with engine running	1
85 - Parked in permit bay	94		
26 - Double parking in a SEA	69		
49 - Cycle track or lane	38		
91 - Wrong class of vehicle	20		

2021/22	Off-Street	On-Street
Total PCNs issued	16,086	30,497
No. Higher level PCNs	919	24,913
No. Lower level PCNs	15,167	5,584
No. PCNs against which an informal or formal representation was made	2,980	2,739
No. PCNs cancelled as a result of an informal or formal representation	2,367	1,174
No. PCNs written off for other reasons	164	407
No. PCNs live at time of report	2,560	10,587



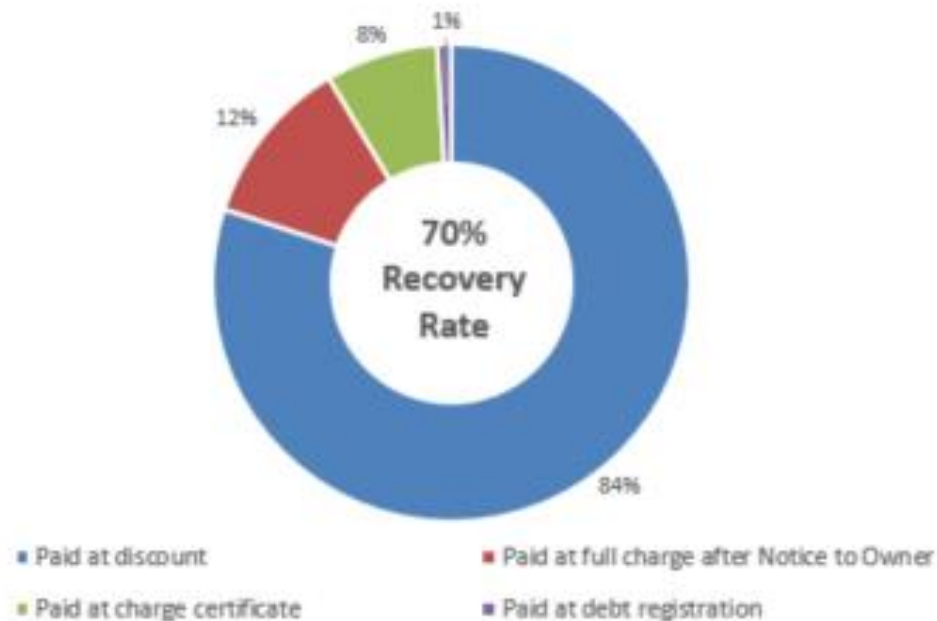
Traffic Penalty Tribunal

Included in the statistics above are 151 cases that were registered with the Traffic Penalty Tribunal. Of these, 36 were not contested, 68 were allowed by the Adjudicator, 43 were dismissed by the Adjudicator and 4 are pending.

Should an Adjudicator find in favour of a motorist the Council would review all feedback from TPT to ensure CDC continually delivers a robust enforcement regime that is fair, transparent and meets the needs of the community.

Recovery of Penalty Charge Notices

The below chart shows the recovery of Penalty Charge Notices for 2021/22 broken down into the various payment stages. This details Penalty Charge Notices paid at discount, in full, upon issuance of a Charge Certificate and after being registered as a debt at the Traffic Enforcement Centre.



Parking Account 2021/22

	Off-Street	On-Street
Daily Charges	£5,613,773	£543,454
Permits / Season Tickets / Suspensions/Dispensation	£447,529	£490,466
Penalty Charge Notices	£332,836	£840,196
Expenditure	£6,244,990	£1,435,922
Surplus / (-Deficit)	£149,148	£438,194

Traffic Regulation Orders

Before enforcement is able to commence, a Traffic Regulation Order (TRO) must be in place. A TRO is the legal instrument by which parking restrictions can be introduced. In accordance with the Road Traffic Regulation Act 1984, local authorities can implement TROs to regulate, restrict, or prohibit the use of a road or any part of the width of a road by vehicular traffic or pedestrians. There are many different types of TROs which are implemented for various reasons and can take effect at all times or during specified periods.

Requests can be made for parking controls throughout the year. The process once a request is received includes:

1. Initial checks to ensure an existing scheme is not already in progress and there are no known legal or Highway Code reasons that would prevent the scheme from going forward.
2. Technical assessment to evaluate potential impacts on road safety, accessibility, traffic congestion, the possibility of displacing a problem elsewhere. and the level of local support for the request.
3. A decision will be provided in writing. If the request is declined the reasons will be provided, which is usually due to either legal grounds or because a scheme is already being developed for the location. If the request has not been declined, then subject to funding being made available, the legal process will commence to introduce the TRO; this includes a statutory consultation.

Further information on requesting parking controls is available at www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/apply-for-new-parking-controls/

Digital Platform for TROs

The Council has recently transformed its approach to TRO management. In 2020 we moved to a digital map based solution for TROs. The solution 'Traffweb', brings together both static (on and off street parking restrictions) and moving traffic (including speed limits).

Traffweb enables the Council to view and amend the TROs digitally, making it a faster and more efficient platform for managing traffic orders. The system is also public facing enabling the Police, residents, visitors etc., to view TROs in the one place. This removes the need to book an appointment with the Council to view a TRO at a Council Access Point, enabling viewing to take place at a time that is suitable to the enquirer and is not restricted to hours of opening. With the system being map based, it has the additional benefit of greater visibility on a street by street basis.

Traffweb is also a map based interactive public consultation tool, which holds all consultation documents and allows the public to comment on specific locations or generally for any proposals. The Council will still place legal notices in the local Newspapers, as currently this is still a legal requirement

Traffweb is available at www.buckinghamshiretraffweb.uk

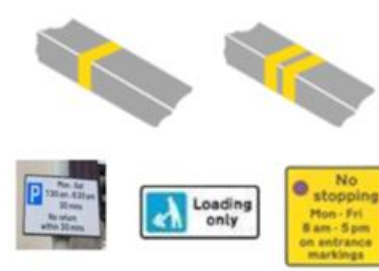


Parking Enforcement

Buckinghamshire Council provides its Parking Service in accordance with the Traffic Management Act 2004 (TMA2004). The Department for Transport (DfT) introduced the TMA2004 to improve the public perception of parking enforcement by providing greater consistency of parking regulations across the nation and providing a fairer, consistent, and more transparent system.

Enforcement is delivered on and off street by a dedicated team of Civil Enforcement Officers (CEO) from three bases across the county. The team has varied shift patterns which support the service seven days a week from early morning until late into the evening. This enables flexibility to patrol the highway network at peak times, address safety issues, and areas of abuse, including late into the evening.

The team cover on and off street enforcement which covers 84 car parks, including eight multi-multi car parks and three country parks; c.7,400 on street parking bays and on street restrictions equating to over 426 miles if they were laid end to end. These include, school keep clears, bus stops, no waiting, loading restrictions, reserved bays, limited waiting, and zebra crossings. The full list of restrictions we enforced against during 2021/22 can be found in the Statistics section of this report.



Between Sept 2021 to 2022, the team carried out:

232,923 Enforcement visits

107,303 observations of vehicles in contravention

And received a further 232 requests for additional enforcement



One of the challenges around enforcement is recruitment. This is something that can be seen nationwide and is largely due to the misconception of what the role entails.

CEOs are also Ambassadors for the Council, assisting customers whilst out on patrol and signposting to other Council services and partner organisations. Issuing a Penalty Charge Notice (PCN) is a last resort, first and foremost the CEOs seek to educate to deter parking abuse. See firsthand what members of the team say about their role at <https://buckscares.medium.com/supporting-the-public-meet-our-parking-services-team-2463832efb8e> and below, a Day in the life of a Civil Enforcement Officer.

If you would like more information, or are considering becoming a CEO, please contact the Parking Team via the 'Contact Us' form on the Council website: www.buckinghamshire.gov.uk/your-council/contact-us/

Maintenance

Sitting alongside the CEOs we have a team of Maintenance Officers specialising in:

Repair and maintain c. 245 parking payment machines	Three barrier control systems
Car park maintenance including health and safety inspections	Implement suspensions
Parking fleet maintenance control	Signage repair and replace

A Day in the life of a Civil Enforcement Officer

Arrive at operational base (there are 3 across the county) and change into uniform, gather handheld & radio, ready for the shift briefing.

During shift briefing assigned beat patrol, given any information for that day including, schools to patrol, any existing issues, road closures, customer complaints and requests.

If I'm driving a vehicle, I carry out visual checks to the roadworthiness of the vehicle. I then drive to the location of my beat, and patrol on foot.

Start patrol addressing vehicles found in contravention and reporting any issues with street furniture, also respond to complaints and queries from members of the public. This can range from asking for directions to dealing with vehicles parked across driveways, maintaining a steady flow of traffic, this helps keep the highways moving, and ensure fair opportunity for people to park.

Carry out brief and basic checks to ensure assets are fully functional such starts as lifts in car parks, P&D machines, car park barriers.

Patrol designated beats using initiative and extensive knowledge of the area, thus maximising the area covered and ensuring a specific enforcement pattern doesn't form which members of the public could become aware of.

If a persistent evader's vehicle is seen to be parked in contravention, vehicle removal actions are commenced.

During my lunch, I take time to relax & unwind, take on more fuel for the rest of the day.

Deployed in all weather conditions and can walk for up to ten miles a day, sometimes in challenging situations, with verbal and in extreme cases physical abuse.

Supported throughout the day by base Supervisors and senior management, checking on welfare and ensuring issues are resolved in a timely and reasonable manner.

At the end of my shift, I return to base, ensure my Handheld is downloaded, and equipment placed on charge, giving a debrief to my supervisor of any issues I noted on my patrol.



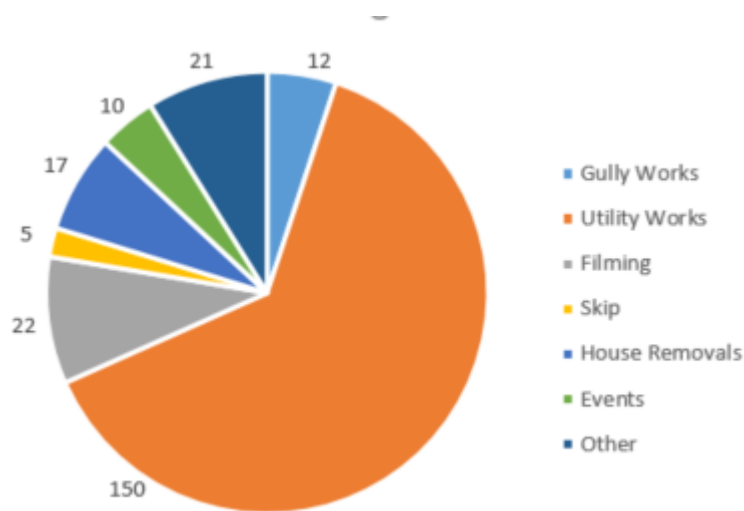
Suspensions and Dispensations

Suspension

A parking suspension is where normal activity on a parking bay is suspended to allow planned activity to take place. This may include, filming, utility works, highway gully works, facilitating road closures, or ad hoc requests such as a requirement to place a skip on the highway, facilitate furniture removals, and/or maintenance works. Bays that can be suspended are pay and display bays, limited waiting bays, specific user bays, resident bays, and any space where it is legal to park and does not cause an obstruction.

Upon a request being received, an assessment will be undertaken to determine whether the location and timescales are suitable, whether there are any other works in the area, as well as the impact on the local community, ensuring disruption is kept to a minimum.

During the period Sept 2021 to Sept 2022, the Council authorised 237 suspensions across Buckinghamshire. The chart below shows how many suspensions were issued for each category.



Dispensation

A parking dispensation is where a specific vehicle is permitted to park for a limited amount of time where parking restrictions are in place, for example, double yellow lines. This is usually to carry out essential works or activity where it is necessary for a vehicle to be parked in close proximity to the building/site. Applications will not normally be considered where there is reasonable alternative off-street parking nearby (for example a public car park) or, if the reason the application is being made, is deemed to be for convenience rather than necessity.

A minimum 24-hour notice period is required; extending to 48/72/96 hours if making a request on the weekend, or where there's a bank holiday.

For more information on suspensions and dispensations including how to apply for one, please visit: www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/parking-suspensions-and-dispensations/

Vehicle Removals

Vehicles abusing parking restrictions have a significant impact on the county. To address these issues the Council has introduced a Vehicle Removal Policy. The Policy, which is specific to On-Street, supports:

- Essential highway works, enabling the Council to carry out statutory highway functions whereas previously they may have been delayed due to vehicle obstruction.
- Events - enabling the area to be kept clear supporting road closures.
- Filming activity and reducing the potential for delays.
- Designated reserved bays for those most vulnerable being abused
- Parking supply and demand issues effecting the high street/residents/visitors

The above list is not exhaustive.

The Council is also utilising its powers in accordance with TMA04 to adopt the Vehicle Removal Policy to tackle persistent evaders. A persistent evader is defined by the DfT as having three or more recorded contraventions for the vehicle and the penalties for these have not been paid, represented, or appealed against, within the statutory time limits, or the representations and appeals have been rejected but payment has not been received.

Since the policy was introduced in 2021:

7 vehicles have been lifted

6 vehicles were logged to be lifted – the owner returned and moved the vehicle before the recovery vehicle arrived



Full details of the policy can be found at:

www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/parking-policies-reports-and-documents/vehicle-removal-policy/

Appeals Process

Once a PCN has been issued, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22) is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered at the DVLA. It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver who is liable to pay any penalty charges incurred in respect of parking contraventions.

The only exceptions are; the vehicle was on hire at the time the PCN was issued and an authentic and signed hire agreement is in place; or, the vehicle had been taken without consent and the theft has been reported to the Police and a crime reference number has been obtained.

In accordance with the TMA04, a PCN may be paid at a discounted rate of 50% if it is paid within 14 days from the date a PCN is issued, or a challenge, otherwise known as informal appeal, is submitted within the same timeframe

A PCN may be disputed at three stages:

Informal

An informal challenge can be made against a PCN within 28 days of the PCN being issued. If the challenge is rejected, but the appeal was received within 14 days of the PCN being issued, the discount rate will apply for up to 14 days from the date the rejection letter is sent.

Formal

If a PCN remains unpaid and a Notice to Owner is served, there is a period of 28 days whereby a formal appeal, otherwise known as a Representation can be made. If the representation is rejected, the Notice of Representation' will include details how to appeal at the third stage, which is to the Traffic Penalty Tribunal

Traffic Penalty Tribunal

The Traffic Penalty Tribunal (TPT) is governed by the Parking and Traffic Regulations outside London (PATROL) committee. TPT adjudicators are independent lawyers, appointed with the consent of the Lord Chancellor. The role of an adjudicator is to decide appeals against PCNs issued by local authorities.

Informal and Formal appeals are dealt with by the Council's in house specialist appeals team. Each member of the team has been trained to national qualification standard and is able to review cases objectively, whilst considering the facts of the PCN, alongside any mitigating circumstances. All appeals are dealt with in a fair, transparent, and equitable manner.

More information on the appeals process can be found on the Council's webpage:

<https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/appeal-a-parking-fine/>

Useful links:



www.patrol-uk.info

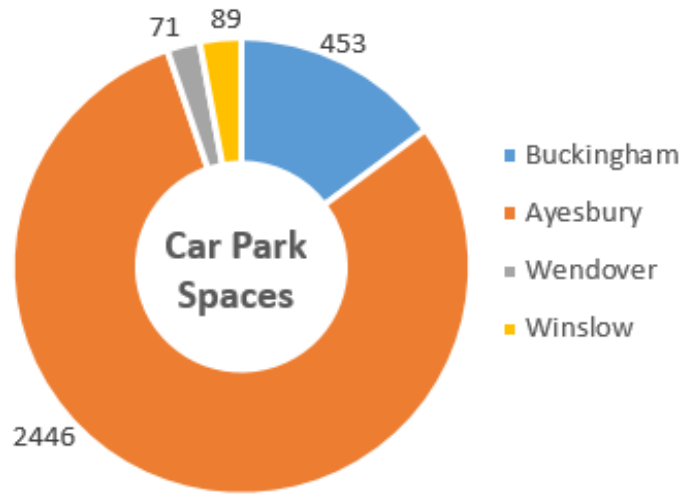


www.trafficpenaltytribunal.gov.uk/

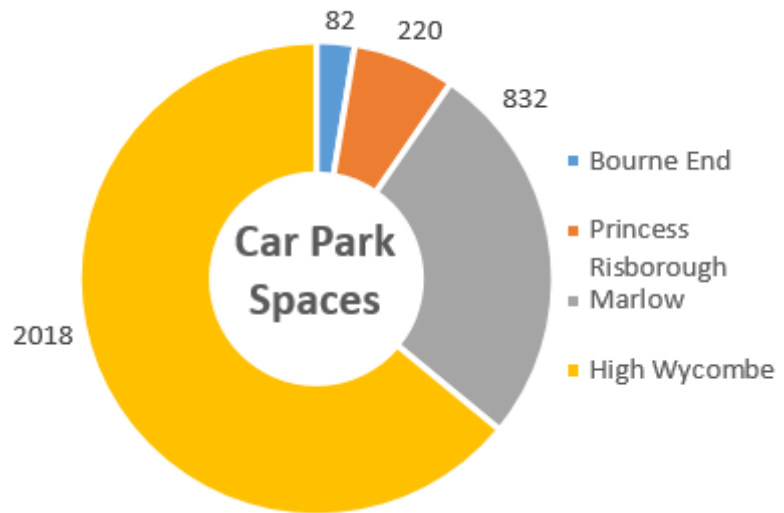
Parking Provision

Overview of the Off Street Parking locations and Capacity Levels

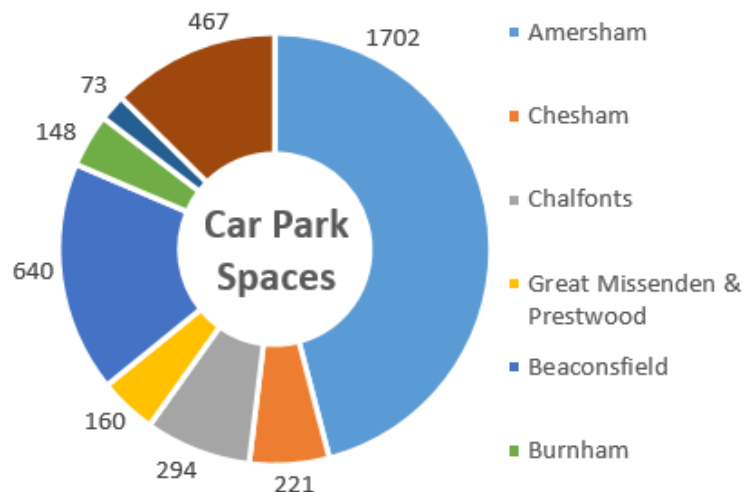
Aylesbury



Wycombe



Chiltern and South Bucks



Payment Methods

The Council provides various payment methods within both its off-street car parks and On-Street parking bays.

The provision varies by location, however payment by cash, contactless card and telephone are provided. For further details on specific locations please visit:

<https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/blue-badge-for-disabled-parking/>

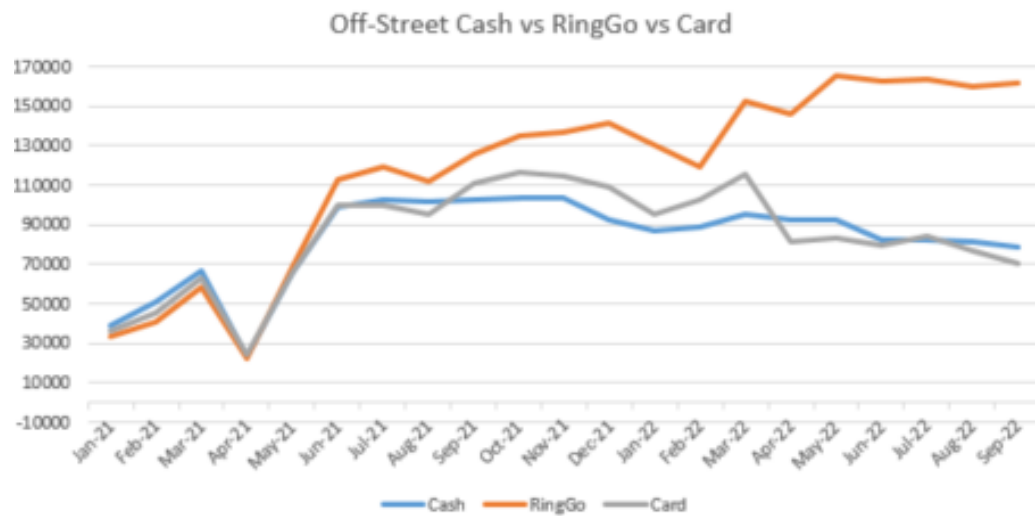
The option to pay by telephone is provided in all our pay & display car parks and On-Street pay & display bays via 'RingGo'.



The RingGo service provides a quick, easy and convenient method of paying for your parking sessions via telephone, text or mobile App. It eliminates the need to carry the correct change and removes there is no more queuing at the payment machines. A small convenience fee is payable for each parking session. For further information and to create an account up please visit <https://myringgo.co.uk/>

Since the pandemic, there has been a change to the way customers pay for parking. The charts below show the change between cash, card, and RingGo. The trend is still fluctuating and we are monitoring the curve closely to assess what a future payment model may look like. In the meantime, recognising the increase in demand for card payments we have rolled out a programme of works to introduce cashless card payments in car parks. The new machines also replace the old machines, particularly across Amersham and Chesham where faults have been occurring on a regular basis.

The current and coming soon payments arrangements can be found at:



Permit Parking

Season Tickets

In addition to customers being able to pay to park on a daily basis, the Council offers a variety of digital Season Tickets and Business Permits via the MiPermit platform; these are discounted against the daily paying charge. On-Street permits are also available to assist residents, businesses and local workers. Further information including prices can be viewed at:

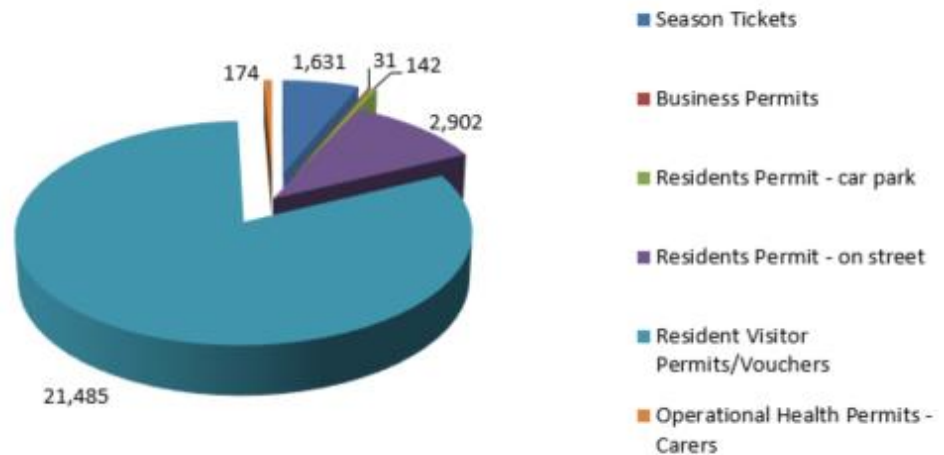
<https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/parking-permits-and-car-park-season-tickets/>

MIPERMIT

Resident Permits

Across the county there are a number of Resident Parking Schemes. The purpose of these schemes is to ensure that residents (and their visitors) who do not have access to 'off street' parking facilities are able to park their vehicles in close proximity to their residences. In addition, the scheme discourages non-residents and commuters, from parking all day in areas where parking is limited. Once a scheme is in place the MiPermit platform can be used to purchase a permit. Information on the current resident parking zones can be found on the Council's digital Traffic Regulation Order located at www.buckinghamshiretraffweb.uk

The chart shows number of season tickets/permits issued Sept 2021 to Sept 2022, broken down into each permit type.



Park Mark



Park Mark, the safer parking award is an initiative of the Association of Chief Police Officers (ACPO) designed to reduce criminal behaviour within the parking environment. The scheme is managed by the British Parking Association and is supported by the Home Office and all the Police Forces in England, Scotland, Wales and Ireland

To obtain the award an investigation is carried out by the police to assess the facilities in place and to ensure the parking area is of a high standard in relation to cleanliness, signage, surveillance and lighting. Once the police are satisfied that the parking area sufficiently meets the appropriate standards and that it is correctly managed and maintained, the safer park mark status will be awarded. To ensure car parks continue to meet the required criteria the award is renewed on a yearly basis following a re-assessment.

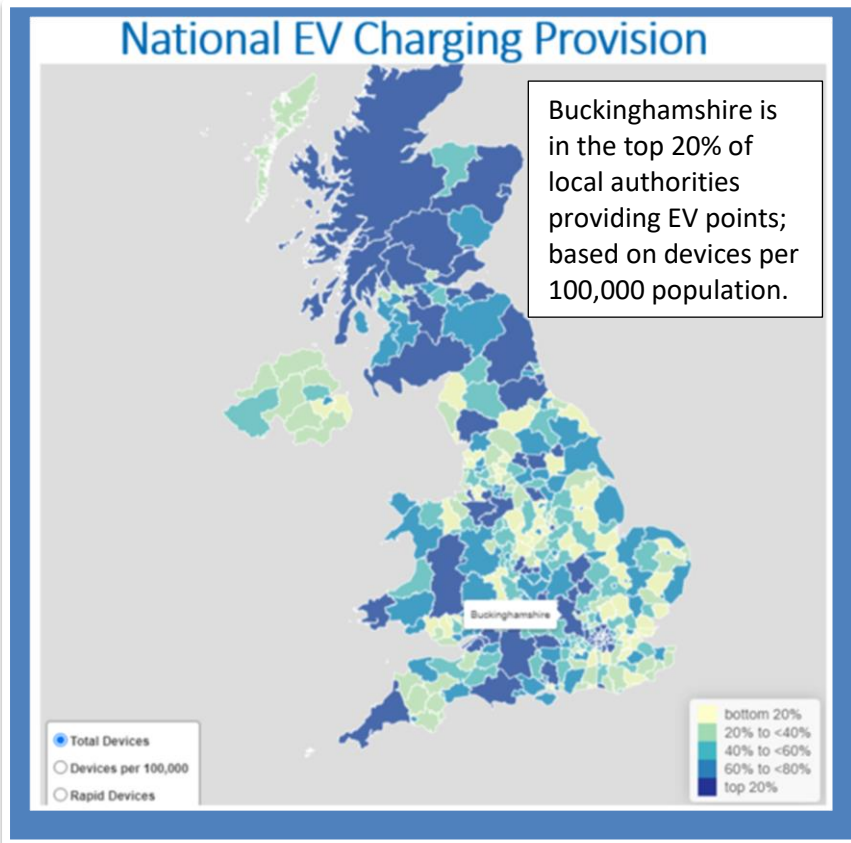
The Council is pleased to announce that all of Chiltern, South Bucks, and Aylesbury car parks have been awarded the safer park mark status. The Council's Wycombe area car parks do not currently hold the park Mark award due to legacy council arrangements. We are intending to achieve the awards in these car parks to ensure consistency across Buckinghamshire.

Parking for Specific Users

Electric Vehicles

The way we travel and the use of the different travel modes is continually evolving, particularly relating to sustainable transport linking to climate change and air quality.

Transportation currently contributes 51% of carbon emissions in Buckinghamshire, with 65% of these generated by cars. To help reduce carbon emissions further we are encouraging residents of Buckinghamshire to move away from petrol and diesel vehicles and toward Electric Vehicles.



To underpin creation of a wider EV charging infrastructure we have developed an EV Action Plan which sets out our aims and objectives. This includes:

- Double the number of EV charging spaces across Buckinghamshire by 2023/24, compared to a February 2022 baseline. (equating to 175 new charging space; our focus is on increasing coverage in areas where there are either no EV points, or access to them is minimal).
- Provide a range of publicly funded charging infrastructure to support different charging requirements, including for those without off-street charging at their home.
- Work with developers, local businesses, parish & town councils to encourage provision of privately funded charge points.
- Work with local public transport and taxi and private hire companies to facilitate charging infrastructure and support the transition to zero emission vehicles.
- Encourage use of EV as part of a sustainable transport network including active travel and public transport, whilst reducing the need to travel overall



EV Points in Chesham



EV Points being installed in Avlesbury

Additional information on EV Charging can be found in the Backward Glance and Forward Glance sections of this report and on the Council's website at:

<https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/electric-vehicle-charging/>

The Blue Badge Scheme

Concessions

The Blue Badge scheme is a national initiative to help people with disabilities to park close to their destination, either as a passenger or driver.

The concessions of the scheme apply to On-Street parking - details of where you can and cannot park is provided in the Blue Badge Scheme: Rights and Responsibilities in England. This can be accessed at:

<https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england>



Off-Street parking concessions vary from town to town and it is up to the car park owner as to whether concessions of the Blue Badge are available. Here in Buckinghamshire we allow Blue Badge holders to park for free in our car parks. Please see more information on our 'Find a council car park page' located at: <https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/find-a-council-car-park/>

Renewal / General Enquiries

For information on applying for a Blue Badge or queries around a renewal, please visit:

<https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/blue-badge-for-disabled-parking/>

Alternatively, the team can be contacted via telephone 01296 382 902, or by writing to Blue Badge Applications, 5th Floor, Walton Street Offices, Walton Street, Aylesbury, Buckinghamshire HP20 1UA.



Blue Badge Abuse

The badge is for the sole use of the person named on it. It must only be displayed if the badge holder is travelling in the vehicle as a driver or passenger, or if someone is collecting them or dropping them off. The badge may not be used by other people to do something on the badge holder's behalf, such as shopping or collecting something for them, unless the badge holder is travelling with them.

It is a criminal offence to misuse a Blue Badge and doing so can lead up to a £1,000 fine.



One of our priority enforcement aims is to ensure that Blue Badge holders are not inconvenienced by unauthorised users of Blue Badges. If you witness abuse taking place, please report this to us at:

<https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/blue-badge-for-disabled-parking/report-abuse-of-a-blue-badge/> and we will investigate.

To further support, our Civil Enforcement Officers may also ask to inspect a badge in accordance with "power to inspect", introduced by the Department for Transport.

Shopmobility

A nationwide scheme that lends manual wheelchairs and scooters to individuals with limited mobility, thus allowing them to visit shops and facilities within the town; Aylesbury in Buckinghamshire was one of the pioneers of the Service.

The team provide training to customers on how to use the equipment which includes 3- & 4-wheel scooters, travel scooters, wheelchairs (including power assisted and aided) and walkers. Long term hire is available including the option to take the equipment abroad.

Based in Upper Hundreds Multi-Storey Car Park, Aylesbury, the service operates Monday to Friday 09:30 to 16:30 and every other Saturday 09:00 to 13:00. To access the service, customers are required to become a member of the Shopmobility scheme; equipment can then be requested on the day or booked in advance to avoid disappointment. More information is available at:

<https://www.shopmobilityuk.org/centres/view/aylesbury/>

All training on how to use the equipment is provided by the Shopmobility team.

A much valued service, the team has recently been recognised for their work with Hearing Dogs for Deaf People and have received a Community Champion Award.



Backward Glance

Unitary - Buckinghamshire Council

As of 1st April 2020 Buckinghamshire Council was formed as a new unitary authority. This replaced the legacy four district councils, named Aylesbury Vale District Council, Chiltern District Council, South Bucks District Council, Wycombe District Council, as well as the Buckinghamshire County Council

Parking Service Integration

Prior to Unitary, the Parking Service was split into On-Street, undertaken by the legacy county council, and Off Street, undertaken by the respective legacy district councils. In addition, there was a mixture of in house operations and outsourced functions. To support the approach to an integrated service, all functions were brought in house in September 2021. Thereafter, through the Better Buckinghamshire programme all five teams have been brought into one integrated service, supporting residents, local communities, and customers, in a more efficient and customer friendly way.

Achievements so far

These include:

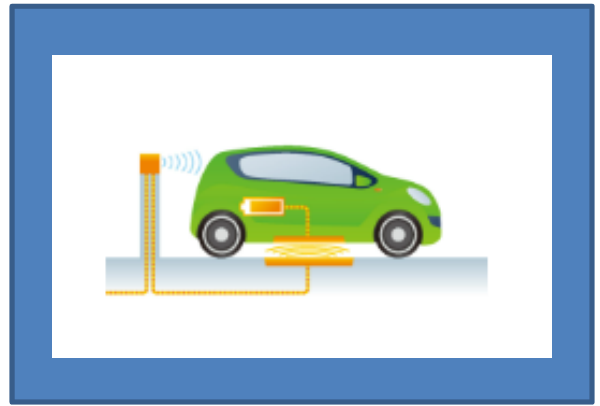
- Brought together on and off street **into one integrated parking team**, and developing new procedures and ways of working
- **Customer Focus** – working collaboratively with Customer Services and updating webpages
- New **Vehicle Removal Policy**
- **Supported vaccine centres** and testing centres throughout COVID
- **Implementing digital solutions** through roll out of RingGo, MiPermit and delivery of digital map based TRO's
- **New contracts** in place with DVLA, and for cash collection and enforcement agents
- Procured a **new parking management system**
- Created a new **Enforcement Service Priority Plan**
- Reviewed and aligned **operational risk assessments**



OSRIC Project

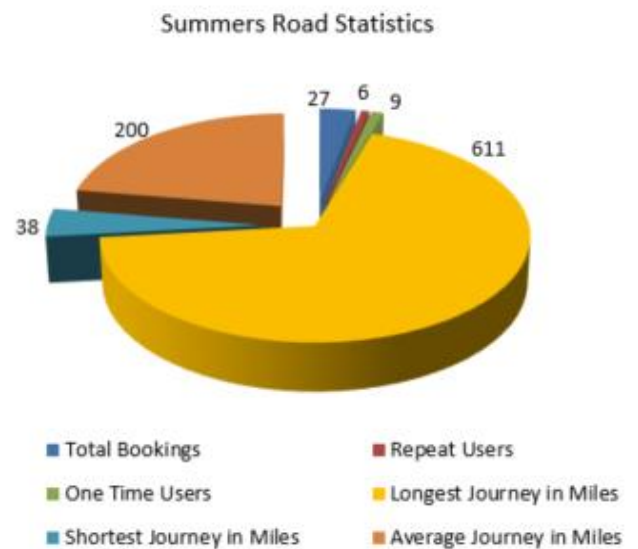
Buckinghamshire Council is committed to tackling climate change. As part of its commitment to acting as an enabler of sustainable innovation, the Council was one of the first Local Authorities to support the trial of a pioneering car club.

The trial, which took place in two locations within Buckinghamshire (Liston Road car park, Marlow and Summers Road car park, Burnham), was part of a revolutionary initiative that demonstrated the latest wireless charging technologies for Electric Vehicles.



Instead of plugging a car into a standard charging pillar, there is an electrical induction charging pad set into the ground, avoiding trip hazard wiring and charge-points cluttering the car park and/or the street. With this new exciting innovative trial, the pad could only be activated when an electric car (installed with the specialised induction pad) parked over it.

In addition to trialing the new technology, the car club brought residents the opportunity to drive an electric vehicle, so providing a 'try before you buy' scenario, as well as having access to a vehicle via a flexible booking system, thus reducing the need for additional vehicles within a household. The booking data for each car park:



The key messages from the trial:

- The charge rate was sufficient for short journeys
- Users appreciated the convenience of the wireless charging system although would also like the option to use wired charging for longer journeys.
- For the technology to be adopted on a larger scale, further support from vehicle manufacturers would be required.
- The technologies behind wireless charging are still evolving and their performance is improving, although further development is required.

The Council is in discussions to assess the opportunity for further trials.

Looking Forward

Moving Traffic Enforcement

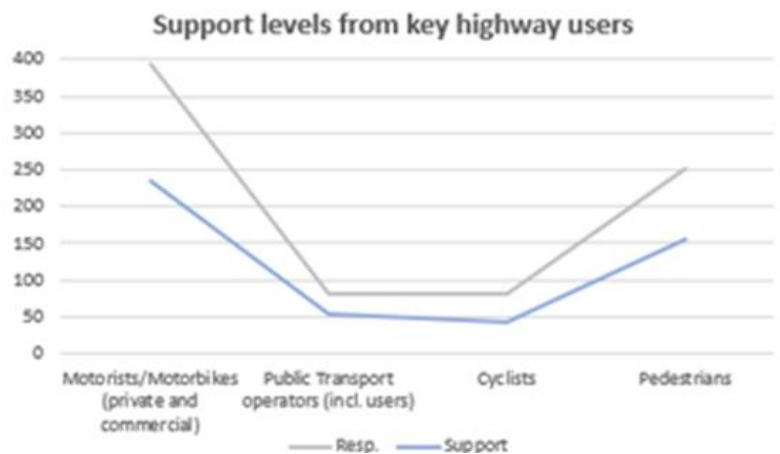
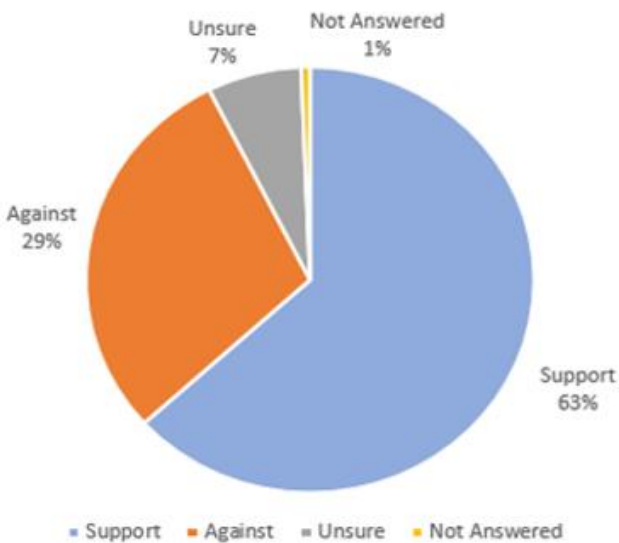
In Spring 2022, the DfT invited local authorities, who were carrying out Civil Parking Enforcement to apply for a Designation Order to enforce moving traffic offences (MTE). At that time, only London authorities in England had the powers to conduct MTE, with Police being solely responsible for enforcement elsewhere.

The benefits of MTE, although not limited to, are, improved pedestrian and cyclist safety, reduced congestion and improved journey times for public transport, thus improving air quality and supporting the Council's Climate Change and Air Quality Strategy. Additionally, cleaner air around schools, increased compliance with traffic regulations and changes to culture and driver behaviour.

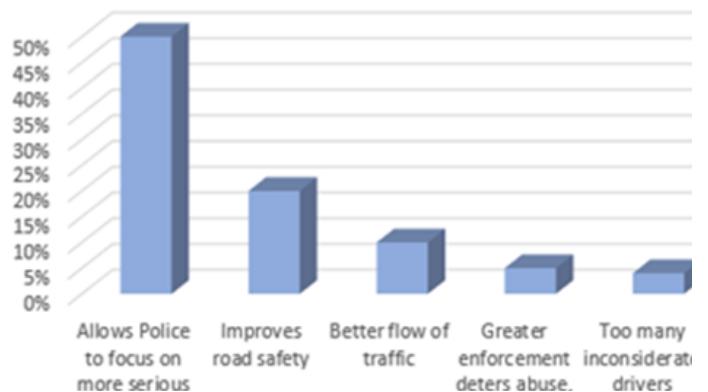
After public engagement and a decision by Buckinghamshire Council Cabinet on 10 May 2022 to submit an application to the DfT, the Council is just one of twelve authorities that has been successfully awarded the powers to enforce moving traffic. The Cabinet report can be viewed at:

<https://buckinghamshire.moderngov.co.uk/ieListDocuments.aspx?MIId=17388&x=1>

Public engagement is required to obtain feedback on locations where the Council has identified areas for camera enforcement, either from accident data, incident reports, or complaints. Engagement allows concerns to be raised, such as lines being faded or the contravention is not sufficiently signed. During public engagement the Council took the opportunity to obtain feedback around the introduction of camera enforcement generally in Buckinghamshire. Out of 477 responses an over whelming 63% were supportive.



Top five reasons for support



The Council will start rolling out the cameras in the near future.

Public engagement along with the initial 14 locations can be found at:

<https://yourvoicebucks.citizenspace.com/roads-parking/mto-consultation/>

To report new locations for consideration for MTE, please contact us via the 'Contact Us' form on the Council website <https://www.buckinghamshire.gov.uk/your-council/contact-us/>

Increasing EV points in Buckinghamshire

Buckinghamshire Council recognises the increasing popularity of Electric Vehicles and the need to support the infrastructure to encourage the channel to more sustainable modes of transport.

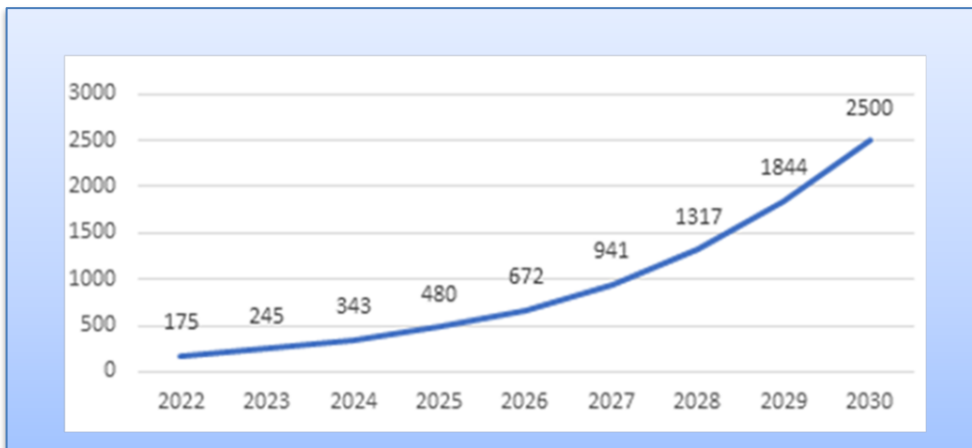
Residents in Buckinghamshire who either already own an EV or are considering whether to buy or use an EV will need to consider how and where to charge the vehicle.

To support this, an EV Action Plan have been developed, published in June 2022. To find out more about Electric Vehicles and read the plan please visit the Council's website at:

<https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/electric-vehicle-charging/>

Key points within this plan include:

- Increase the number of publicly available charging spaces in Buckinghamshire by 10 times, to 1000 spaces, within the lifetime of this plan.
- Align with the national ambition to increase the number of charge points 10 fold to 300,000 by 2030.
- The projection year on year to achieve this target:



- These targets include both publicly funded (i.e., facilitated by Buckinghamshire Council) and privately funded points (i.e., those in destinations such as supermarkets, workplaces and at service stations).

Coming Soon!

Following a successful application to OZEV (Office for Zero Emission Vehicles) in October 2022, the Council has been awarded a grant to introduce new points in Buckinghamshire in the near future. The new points, which will be installed by the end of March 2023, will increase the EV recharging provision in Buckinghamshire by 128 spaces. Locations destined for the new points:

Aylesbury	Beaconsfield
Buckingham	Burnham
Farnham Common	Gerrards Cross
High Wycombe	Marlow
Prestwood	Wooburn

Striving for further improvement

The parking service has undergone significant changes since the council was launched in 2020. The next stage is to review the wider strategic parking policies that will determine how the council delivers and develops its integrated Parking Service offer for the future.

This will take account of how best to meet local needs, support growth and vitality in towns and villages, and encourage greater parking compliance. In addition, to facilitate traffic flow on the Highway, manage kerb space, support the Local Travel Plan, and place the customer at the heart of everything we do.

Areas to review to help us continually improve and deliver a Better Buckinghamshire Parking Service:

- **Policy** - Review current and emerging policy in relation to parking at the national and local level.
- **Kerbside Controls and Infrastructure** - review existing kerbside controls to ensure they meet the longer term needs of all road users.
- **Customer** - benchmark customer experience and customer journeys when engaging with the parking service to identify areas for improvement.
- **Enforcement** - review the current enforcement deployment model against existing compliance levels and make recommendations for improvements including the use of automated enforcement methods.
- **Innovation and technology** - explore the evolving market for innovation in delivering parking services and identify opportunities to pilot and embed new innovative approaches including areas of opportunity to encourage behavior shift to support air quality and climate change policies



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