

Report Title:	Parking Strategy (2020 – 2030)
Contains Confidential or Exempt Information?	No - Part I
Lead Member:	Councillor Cannon, Lead Member for Public Protection (including parking)
Meeting and Date:	Cabinet: 29 October 2020
Responsible Officer(s):	Hilary Hall, Director of Adults, Health & Commissioning Ben Smith, Head of Commissioning – Infrastructure
Wards affected:	All

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REPORT SUMMARY

1. The report recommends the adoption of a new parking strategy which replaces the previous strategy and supporting policies (for example: enforcement strategy) which have been refreshed. In addition, it brings together a number of existing policies and practices into one document.
2. The strategy recognises and seeks to balance the impact and influence of parking in terms of 'Place' making; commerciality and in supporting the Climate Change strategy.
3. The strategy is designed to provide a framework for decision making; policy making; guide financial decisions and help to prioritise and deliver activity in a co-ordinated manner which brings improvements to customers.
4. In addition, the report recommends the introduction of 'pilot' residents parking discount scheme to support the local economy and directly benefit residents.
5. During 2021, the council will be developing a strategy focussed on opportunity and innovation. The parking strategy promotes the future use of innovative technology (for example: wireless charging and 'Green' projects) and seeks to support economic opportunity by creating infrastructure to promote and support regeneration and development.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report and:

- i) **Adopts the 'Parking Strategy 2020 – 2030' shown in Appendix 1**
- ii) **Delegates authority to the Director of Adults, Health and Commissioning in consultation with the Lead Member for Public Protection (including Parking) to make reasonable minor amendments to the Parking Strategy after consideration by the Infrastructure Overview & Scrutiny Panel; Maidenhead and Windsor Town Forums and the Disability and Inclusion Forum**
- iii) **Approves for a trial period (November 2020 to March 2021) a new discount scheme for resident parking comprising one-hour free**

parking in Grove Road, Hines Meadow, Alexandra Gardens, East Berkshire College and three hours free parking in Hines Meadow, King Edward VII Avenue and Romney Lock. This will be an 'app' only discount scheme.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
(a) adopt the Parking Strategy and recommended specific initiatives This option is recommended	Adoption of the strategy will provide clear objectives for parking, taking into consideration current and future requirements and brings existing policies and strategy up to date. Approval of specific initiatives will begin delivery of the strategy realising benefits for residents and business
(b) reject the Parking Strategy and retain existing strategy and policies. This option is not recommended	(b) This is not recommended as existing strategies and policies have been updated and refreshed to reflect current conditions. This is effectively a 'Do Nothing' option
(c) Amend the Parking Strategy This option is not recommended	(c) This is not recommended as the strategy offers a balance between 'Place' making and commerciality whilst recognising opportunities for future improvement. If there are areas which Cabinet wish to develop in further detail, additional bespoke pieces of work can be commissioned within the framework of the strategy.

- 2.1 Option (a) is recommended as it adopts a strategy which reflects current conditions and priorities; updates and refreshes existing policies and provides a sound foundation for future decisions on the parking service.
- 2.2 In addition to adopting the parking strategy it is recommended that a 'pilot' residents discount parking scheme as set out in Appendix A to the parking strategy be approved for implementation by the end of November 2020.
- 2.3 It should be noted that this will be an 'app' only discount scheme as the complexity of such resident discount schemes has caused major delivery problems in the past and any reintroduction of a car park machine based resident discount system will lead to similar delivery problems.

3. KEY IMPLICATIONS

- 3.1 The influence and impact of parking on 'Place Making'; the financial stability of the Royal Borough and in supporting the Climate Change Strategy is significant. The strategy seeks to provide a balance between these objectives and provide a framework to guide decision and policy making and help prioritise and manage activity in a co-ordinated way.
- 3.2 Parking is a cross-cutting service and the action plan must be delivered corporately to ensure it is effective. In addition, the strategy may guide future decisions on prioritisation of revenue and capital budgets.

Table 1: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
The Parking Strategy is consciously used to guide decision making; policy making and financial decisions	Not considered	Clear examples of the strategy guiding decision making; policy making and financial decisions			Commencing 1 st November 2020
Delivery of the action plan	Not Delivered	The action plan is delivered on the phased basis set out in the strategy with clear outcomes			Commencing 1 st November 2020

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 Approval of the Parking Strategy itself requires no additional funding, however, individual actions set out in Section 14 (Action Plan) may require investment and have financial implications.
- 4.2 Priority initiatives are recommended for approval as part of this report with the financial implications set out in the following paragraphs.
- 4.3 Future initiatives within the Action Plan will be subject to the appropriate approval route prior to delivery.
- 4.4 There is no requirement to introduce discounts to the parking tariffs. However, a commitment was made to consider this by Council. The introduction of the recommended residents parking discount scheme will reduce parking income by £144,000 annually. There is currently no budget cover for such a scheme. It is proposed to pilot the scheme using one off funding that will be identified by the service. If at the conclusion of the pilot period Members wish to continue with the discounts then budget cover for the full annual amount must be built into the 2021-22 budget, due for approval in February 2021. As the pilot will not be concluded at that point Members will need to determine in the formulation of the budget proposals how they will to address this.

Table 2: Financial Impact of report's recommendations

REVENUE COSTS	2020/21	2021/22	2022/23
Revenue Loss	£48,000	£144,000	£144,000
Reduction	£0	£0	£0
Net Impact	£48,000	£144,000	£144,000

CAPITAL COSTS	2020/21	2021/22	2022/23
Additional total	£0	£0	£0
Reduction	£0	£0	£0
Net Impact	£0	£0	£0

5. LEGAL IMPLICATIONS

5.1 The council has the power to operate a parking service and take the actions proposed by and embedded in the strategy. The parking service (including enforcement) is operated under the following legal, powers:

- The Road Traffic Regulation Act 1984
- The Traffic Management Act 2004

Statutory Guidance issued under Section 87 of the Traffic Management Act 2004

5.2 The Parking Strategy itself has no legal implications. However, a number of the elements embedded with the strategy and the method of delivering them may require significant legal and procurement advice.

6. MANAGEMENT

Table 3: Impact of risk and mitigation

Risks	Uncontrolled risk	Controls	Controlled risk
Delivery of the action plan and strategic objectives are not achieved	Medium	The action plan is phased with indicative timescales and a nominated lead officer to drive delivery which seeks to reflect anticipated resource availability and affordability	Medium
The parking strategy is not aligned, conflicts with or does not complement other strategies and policies resulting in lack of clear objectives; inefficiencies	Medium	Parking strategy to be considered in developing new strategy and policy with the objectives recognised and embedded (wherever possible). Proactive communication with officers and Members to ensure that there is awareness and	Low

Risks	Uncontrolled risk	Controls	Controlled risk
and mixed messaging to residents and business		understanding of the strategy. Corporate Leadership Team to provide challenge in decision and policy making to ensure that the strategy is recognised and considered	
Delivery of the strategy is unaffordable	High	Individual elements of the action plan will be subject to approval. The strategy has been developed to align with the current and projected financial position	Medium
The enduring impact of Covid-19 alters the parking 'landscape' significantly making data; trends and projections embedded in the strategy incorrect resulting in an outdated strategy	High	There is no certainty on the enduring impact of Covid-19 on the parking business. The strategy will be reviewed and updated dynamically as the impacts become clearer to reflect prevailing conditions	Medium
Covid-19 reduces income to a point which impacts negatively on the financing of the authority	High	Proactive financial monitoring; reporting and decisions made to reflect the prevailing financial position in the short, medium and longer term	Medium

7. POTENTIAL IMPACTS

7.1 **Equalities.** The Equality Act 2010 places a statutory duty on the council to ensure that when considering any new or reviewed strategy, policy, plan, project, service or procedure the impacts on groups, including those within the workforce and customer/public groups, have been considered. An EQIA screening assessment has been completed which is available at [Equality Impact Assessment](#).

7.2 **Climate change/sustainability.** The parking strategy is aligned with the Climate Changes Strategy which followed the Council motion to declare a

climate emergency. Section 2 (Policy Context) of the strategy sets out key principles which are explored further in each detailed section.

It is recognised that tensions exist between transport policy; climate change and economic viability which impact upon the parking business. The Parking Strategy seeks to strike a balance between these objectives and aims of these themes.

7.3 **Data Protection/GDPR.** The Parking Strategy does not relate to personal data and, a Data Protection Impact Assessment (DPIA) is not required. However, a DPIA will be completed for individual elements of the action plan as they are developed and delivered.

7.4 **Covid-19:** the strategy has been developed with recognition of the Covid-19 global pandemic. However, the enduring impact on the parking business is unknown and is unprecedented. There are many interlinked factors across all sectors (for example: recovery; economic impact; working practices and travel patterns) which impact the strategy commercially and operationally, Therefore, the strategy must be reviewed to reflect the prevailing conditions as they emerge and be dynamic and flexible, albeit providing a sound base from which to operate.

8. CONSULTATION

8.1 The strategy has been subject to extensive internal consultation and will be circulated electronically for comment to Members of the Infrastructure Overview & Scrutiny Panel; Windsor Town Forum; Maidenhead Town Forum and the Disability and Inclusion Forum.

8.2 In addition, the above Forums will be offered the opportunity to add this item to the work programme at one of their future meetings for discussions if they feel that this would be beneficial. Comments will be shared and considered by the Director of Adults, Health and Commissioning and the Lead Member for Public Protection (including Parking).

9. TIMETABLE FOR IMPLEMENTATION

9.1 Implementation date if not called in: **Immediately**

10. APPENDICES

10.1 This report is supported by 1 appendix:

- Parking Strategy (2020 to 2030)

11. BACKGROUND DOCUMENTS

11.1 This report is supported by 1 background documents:

- [Equality Impact Assessment](#)

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Councillor Cannon	Lead Member for Public Protection (incl. Parking)	16/10/20	26/10/20
Councillor Johnson	Leader of the Council	16/10/20	
Councillor Stimson	Lead Member for Climate Change and Sustainability	16/10/20	
Councillor Clark	Lead Member for Infrastructure	16/10/20	
Duncan Sharkey	Managing Director	09/10/20	13/10/20 & 21/10/20
Russell O'Keefe	Director of Place	09/10/20	
Adele Taylor	Director of Resources/S151 Officer	09/10/20	20/10/20
Kevin McDaniel	Director of Children's Services	09/10/20	
Hilary Hall	Director Adults, Commissioning and Health	09/10/20	13/10/20 & 26/10/20
Andrew Vallance	Head of Finance	09/10/20	
Elaine Browne	Head of Law	09/10/20	16/10/20
Mary Severin	Monitoring Officer	09/10/20	13/10/20
Nikki Craig	Head of HR, Corporate Projects and IT	09/10/20	15/10/20
Louisa Dean	Communications	09/10/20	
Karen Shepherd	Head of Governance	09/10/20	14/10/20
Chris Joyce	Head of Infrastructure, Sustainability and Economic Development	09/10/20	
Barbara Richardson	Managing Director – RBWM Property Company	09/10/20	
Chris Pearse	Property Services	Comments on strategy added	

REPORT HISTORY

Decision type:	Urgency item?	To Follow item?
Key decision - entered into the Cabinet Forward Plan: 30 th September 2020	No	No
Report Author: Ben Smith, Head of Commissioning: Infrastructure (01628) 796147		



Royal Borough Windsor & Maidenhead

Draft Parking Strategy

2020 to 2030

October 2020

Version 4



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Appendix 1 Borough Local Plan Policy's

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1. INTRODUCTION

- 1.1.1 This document sets out a parking strategy for the Royal Borough of Windsor and Maidenhead. It draws on the national and local policy context and will replace the adopted 2016 Parking Strategy
- 1.1.2 The council will use the strategy to build on its agenda of creating a 'Borough of Opportunity & Innovation'. The parking strategy will seek to promote and offer the maximum flexibility for users of the car parks and thus increase footfall, basket spend, viability of town centres, promote 7-day usage, enhance and support an increase in night-time economy and revenue.
- 1.1.3 This Strategy is intended to be a dynamic strategy that considers the latest influences (such as policy and funding) and will be periodically reviewed.
- 1.1.4 This Parking Strategy sets out the strategy for the next 10-year period including how parking will be enforced across the Borough until 2030.
- 1.1.5 Car travel is the most prevalent form of transport in the Royal Borough for residents and visitors, thus generating competing demands for sufficient supply of parking for residents, commuters, retail, leisure, tourist and business needs. This demand has to be managed so as to seek to minimise congestion, improve air quality, maximise the use of existing assets and support the economic growth of the towns addressing national and global climate related issues.
- 1.1.6 The parking issues are varied across the borough with each location having its own unique issues. However, there are two key issues which tend to be consistent throughout and these are increasing pressure on parking and parking capacity.
- 1.1.7 This document seeks to tackle parking matters of most importance to residents, businesses, retailers, visitors and other users based on an investigation of parking issues in the borough, and the latest parking research and best practice. It sets out our overarching strategic aims for parking, supported by objectives and detailed parking principles with an action plan for the next 2, 5 and 10 years.
- 1.1.8 The document does not seek to cover all aspects of parking in detail or to report on specific operational matters or performance.
- 1.1.9 Likewise, the document does not seek to address the complex issue of parking standards – that is the maximum levels of car parking the council will permit for various types of development in different areas across the borough. The current SPD dated 2014 is due to be updated as part of the Local Borough Plan review in 2020/21. This strategy sets the future development of parking in the borough, ensuring a consistent and well-founded approach which meets the needs of visitors, local residents and businesses.



- 1.1.10 The strategy will include an understanding on how it will have an impact, and influence, on 'Place Making'; climate change and financial sustainability the project will encompass both the car park estate and on-street parking across the whole of the Royal Borough.
- 1.1.11 In summary the strategy will provide an action plan with a phased implementation of proposals and define a new resident's discount scheme.
- 1.1.12 The strategy has been developed with recognition of the Covid-19 global pandemic. However, the enduring impact on the parking business is unknown and is unprecedented. There are many interlinked factors across all sectors (for example: recovery; economic impact; working practices and travel patterns) which impact the strategy commercially and operationally, Therefore, the strategy must be reviewed to reflect the prevailing conditions as they emerge and be dynamic and flexible, albeit providing a sound base from which to operate.

1.2 Purpose of the Strategy

- 1.2.1 The purpose of this strategy is to provide a comprehensive policy and delivery statement about how parking will be promoted and managed in line with statutory powers, national and local policy and contribute towards achieving the LBP Climate Change Strategy, Medium Term Financial Plan, LTP, local objectives and outcomes.
- 1.2.2 The key to a successful parking strategy is to strike an appropriate balance between the conflicting objectives of the differing areas across the borough. This Strategy seeks to balance the desire to increase the economic competitiveness of the borough, promote regeneration while seeking to use parking as a means of meeting the Climate Objectives of the Council.
- 1.2.3 The strategy provides an action plan for delivery of the related schemes and initiatives to be taken forward.

1.3 Developing the Strategy

- 1.3.1 To ensure that the Parking Strategy is kept up to date, the Council will undertake periodic reviews to take into account developments of the policy and funding context, as well as other influences on the Strategy. The Parking Strategy can therefore be seen as a dynamic document which evolves over time rather than being a static strategy requiring a review in parallel with local plan policy every 5 years.



1.4 Structure of the Strategy

1.4.1 Following this introduction, the remainder of this document is structured as follows:

Section 1	Introduction
Section 2	Policy Context
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2. Policy Context

2.1 Planning

- 2.1.1 There are various influences that have a material impact on the level of parking provision for the public and residents. The Council must seek to comply with relevant national, regional and local statutory duties and look to manage any parking provision proposed in order to ensure sustainability improvements across the authority and limit exposure to potential risks associated with the provision and design of parking.
- 2.1.2 There is a significant amount of anecdotal evidence, opinion and speculation over the relationship between car parking provision and town centre prosperity. This ranges from arguments suggesting that 'greater accessibility for cars on the high street will increase the viability of town centres by improving trading for businesses' to 'restricting accessibility for cars will increase the viability of town centres by cutting congestion and pollution whilst making the high street more pedestrian friendly and increasing dwell time'.
- 2.1.3 The Royal Borough of Windsor and Maidenhead is a unique borough, made up of two major urban conurbations Windsor and Maidenhead, smaller urban areas such as Ascot, Sunningdale and Sunninghill, small villages or hamlets and a significant area of the borough which could be defined as rural. We have both vibrant visitor destinations, where congestion is a live issue and demand for parking is unmet and growing towns, with excellent transport links to London, so significantly attractive to commuters; where town centre regeneration is a key strategic priority and avoiding congestion is a must.
- 2.1.4 Shaping parking provision can contribute to achieving many objectives including economic and environmental objectives but parking policy can be a stimulant or brake on local economic activity as places seek a competitive advantage. A strategic approach to parking provision and management in the Royal Borough is needed but must recognise the unique nature of the Borough and should be flexible enough to consider those differing requirements across it. This strategy recognises that parking here is a service to the public, residents and visitors alike, as well as being a mechanism to support businesses as part of our economic regeneration strategy but that it also has a role to raise revenue for and to protect our local services.
- 2.1.5 The period of 2018/21 will see a major change in parking provision, especially in Maidenhead, as our Joint Venture partners Countryside Limited (add other partners and major developers) progress with the regeneration of their sites, many of which are on historical car parks. Therefore, the strategy needs to consider the need for alternative temporary provision through this period coupled with the

anticipated increases in parking demand subject, notwithstanding the unknown and enduring impact of COVID 19.

2.2 The Local Plan

- 2.2.1 The Borough Local Plan (BLP) is a plan for the future development of the Borough and will identify the main locations for new development within the borough and provide a policy framework for the determination of planning applications.
- 2.2.2 When adopted, the plan will replace the current [Local Plan](#) and the [Maidenhead Town Centre Area Action Plan \(MTCAAP\)](#) and will direct new development in the Royal Borough of Windsor and Maidenhead up to 2033.
- 2.2.3 The BLP identifies how much development is being planned in the borough for the period to 2033 and shows through the spatial strategy how this will be distributed. It includes strategic policies on a range of issues, including transport, housing, employment and infrastructure, and strategic site allocations.
- 2.2.4 The table below sets out a summary of the Borough Local Plan Policy's that can be related to parking, which are set out in Appendix 1.

Policy Ref	Policy Name
EP2	Air Pollution
EP4	Noise
IF1	Infrastructure and Developer Contributions
IF2	Sustainable Transport
SP1	Spatial Strategy for RBWM
SP2	Sustainability and Placemaking
SP3	Character and Design of New Development
TR1	Hierarchy of Centres
TR2	Windsor Town Centre
TR3	Maidenhead Town Centre
TR4	District Centre
TR5	Local Centre
TR6	Strengthening the role of Centres
TR7	Shops and Parades outside defined centres
TR8	Markets
VT1	Visitor Development



2.3 Climate Strategy

2.3.1 The Councils Climate Strategy seeks to set out a vision where the community collectively works together to achieve a sustainable future, protecting and enhancing our natural environment and achieving net zero carbon emissions by 2050.

2.3.2 The document is structured around four key themes (as per below), each of which has an overarching aim and defined objectives.

- THEME 1: CIRCULAR ECONOMY Reduce waste and increase repair, re-use and recycling in the borough
- THEME 2: RENEWABLE ENERGY Reduce energy consumption and decarbonise supply
- THEME 3: NATURAL CAPITAL Improve the natural environment and establish the principle of net gain
- THEME 4: SUSTAINABLE MOBILITY Enable sustainable transport choices

2.3.3 Although the transport is relevant to all the Themes, the primary in relation to the Parking Strategy is Theme 4 : Sustainable Mobility

2.3.4 The strategy is designed to be reactive to future evolutions in technology, behaviour change, well being and life style changes which will support and direct future activity and investment in climate strategy.

2.3.5 Theme 4 has 3 main objectives as set out below in summary

- Improve health and wellbeing through transport
- Enable the transition to more sustainable vehicle use
- Support innovative smart mobility solutions

2.3.6 To achieve the climate change objectives, the council will need to work in collaboration with business, industry, residents and community groups to achieve the local targets and make this a reality.

2.3.7 To meet the net zero threshold by 2050, will also require liaison with neighbouring councils, the LEP, major utility company's, car industry, developers and an increase in funding. The council will seek to work with these bodies to lobby Government for funding to tackle the climate crisis.

2.3.8 The borough is subject to a wide range of transport modes (Car, HGV, Buses, Trains and Airplanes) that will need to be addressed in parallel to meet any targets especially those linked to air quality. The most dominance of these will be from car trips, to and from and through the borough.



2.3.9 Therefore the council need to create a balance between points below and the need to maintain and increase the viability and economic growth of the Borough.

- need to travel by this mode,
- the type of vehicle used to make that journey,
- the time of the journey and
- the need to make the journey

2.3.10 The objectives, will need to consider,

- promoting alternate modes (walking, cycling and public transport)
- switching to a more environmentally friendly vehicle
- look to undertake the journey outside of peak times
- is the journey necessary at all, especially by car

2.3.11 The ongoing evolution of ways to improve the local environment, coupled with the need to meet the national guidance will lead to other considerations that may in the long-term impact on the future parking strategy considerations such as

- Town Centre pedestrianisation
- Low Emission Zones
- Freight and Servicing of town centre (timed access)
- Evolutions of public transport services
- Autonomous vehicles

2.3.12 The key to delivery of the climate targets will be partnership with all stakeholders, behaviour change, technology advancements and lifestyle changes to make the net zero by 2050 a reality.

2.4 Local Transport Plan

2.4.1 The Local Transport Plan (LTP3) for the Royal Borough of Windsor and Maidenhead for 2012 to 2026 was adopted in July 2012. It comprises a long-term strategy to 2026 covering all forms of transport in the borough.

2.4.2 The Local Transport Plan sets out a range of policies that will determine how transport is provided within the borough. It is intended that further detail will be provided by a range of supporting documents covering specific topics, such as air quality, noise and parking, as well as a series of Neighbourhood Plans, which are being developed in partnership with local communities as part of the Localism Act.

2.4.3 This Plan was been produced in accordance with the Local Transport Plan Guidance issued by the Department for Transport in 2009 and takes into account national and local policies and plans.



2.4.4 The document sets out a **STRATEGY** of which reflects the Council's core values as set out in the Corporate Strategy, namely:

- Putting our residents first
- Providing value for money
- Equipping ourselves for the future
- Working in partnership

2.4.5 The document then defines the **Over-Arching Objectives**, which reflect both local priorities and Central Government's over-arching principles. These are:

- To improve access to everyday services and facilities for everyone
- To improve road safety and personal security for all transport users
- To support sustainable economic growth
- To improve quality of life and minimise the social, health and environmental impacts
- of transport
- To mitigate and adapt to the effects of climate change.

2.4.6 The LTP sought to highlight the **Key Challenges** to achieving the above

Access to Everyday Services and Facilities:
Transport improvements are necessary to ensure that all residents can take advantage of employment, education, healthcare and leisure opportunities in the borough. The availability, affordability and physical accessibility of local transport networks need to be improved, with better integration between different forms of transport. In particular, the Council and its partners will need to respond to the accessibility challenges posed by an ageing population to ensure that older people do not face social exclusion issues.
Safety and Security:
While significant progress has been made in reducing the number and severity of casualties on our roads, maintaining this reduction will be challenging, requiring a multi-agency approach to target high-risk road user groups and locations with poor casualty records. Similar progress has been made in recent years to reduce instances of vehicle crime and the challenge will be to maintain this reduction. Also, further progress is required to address anti-social behaviour, since surveys show that some residents still feel this to be an issue.
Sustainable Economic Growth:
Transport improvements are an integral part of plans to rejuvenate Maidenhead Town Centre. In order to support economic growth, there is a clear need to address existing congestion associated with commuting trips and the school run, as well as mitigating the impact of new development. As a major UK tourist destination, we also need to manage the impact of visitor travel and improve public transport access to Heathrow Airport.
Quality of Life:
The borough has three existing Air Quality Management Areas (AQMAs) triggered by pollutants from vehicle exhaust emissions, with elevated levels in other areas making it likely that further AQMAs will need to be designated. Emissions in these areas must be reduced if we are to achieve air quality objectives. The Royal Borough also has 37 areas where road traffic noise is at levels where intervention should be considered. Although the health of local residents is generally good, levels of physical activity amongst both adults and children are relatively low, with walking and cycling levels



2.4.7 The Royal Borough is committed to reducing carbon emissions associated with local transport networks in order to help mitigate future increases in global temperatures. Road transport accounts for just over 37.5% of local emissions, which is higher than the industry / commercial and domestic sector emissions. The other challenge is ensuring that local transport infrastructure is designed to cope with extreme weather events, including flooding and high temperatures.

2.5 Thematic Strategies and Neighbourhood Plans

2.5.1 We have developed four borough-wide thematic strategies, one for each of the strategic aims of the LTP, with the fifth, Climate Change, being the 'golden thread' that runs through the other strategies. Together, these describe how our strategic approach will be delivered through a series of policy interventions. These strategies provide a borough-wide policy framework for how we will deliver improved travel and transport.

2.6 Supporting Documents

2.6.1 The Local Transport Plan has a number of supporting plans and strategies covering particular topics which are integral to the overall wider borough strategies especially with respect to Climate Change, as per below :

- Air Quality Action Plan
- Equalities Impact Assessment
- Habitats Regulations Assessment
- Highways Maintenance Management Plan
- Neighbourhood Plans
- Noise Action Plan
- Parking Strategy
- Public Rights of Way Improvement Plan
- Strategic Environmental Assessment

2.7 Implementation

2.7.1 The strategy is being delivered by a series of short-term implementation plans, which will reflect the 'forward look' period for which the Council's own investment programmes are developed.

2.7.2 The Climate Strategy, will be integral to the future Local Transport Plan, in that its key objectives, as per below, could be easily be those which form the basis of the LTP

- Improve health and wellbeing through transport
- Enable the transition to more sustainable vehicle use
- Support innovative smart mobility solutions



2.8 Unforeseen Situations

2.8.1 The policy's and characteristics set out above, are based on "normal or average" living conditions, however this is not always the case. In the past the Borough, Country and the world have been impacted by travel disruption which can be due to natural disasters (climate/weather), terrorist acts and the diseases, such as the current Covid 19 pandemic.

2.8.2 At the time of the preparation of this parking strategy the Covid 19 pandemic is ongoing and as such parking demand across the borough, Country and world have been significantly impacted due to the shutting down of air travel, the reduction in public transport provision and the lock down preventing individual travel to work, shopping, leisure, tourism and holidays.

2.8.3 The borough not only has the normal demands of a borough with multiple urban conurbations, but it also has major tourist attractions and with the Great Western Line and Elizabeth Line running through the borough any of the stations act as attractors for users from in and outside the borough.

2.8.4 The Covid 19 situation has seen a reduction across all user types as set out below

- Employees Driving to Work
- Employees travelling by Public Transport to work
- Commuters travelling to station car parks for work
- Trips to and from retail centres or High Streets by car
- Trips to and from retail centres or High Streets by public transport
- Trips to and from tourist attractions by car
- Trips to and from tourist attractions by public transport

2.8.5 These changes in travel patterns have the greatest impact on parking, both private and public sector. The period of impact cannot be defined, and the level of impact mitigated within any single policy. However, these events do highlight how differing public car parks are impacted, subject to location and the user types of the car parks.

2.8.6 As an example, at the start of the pandemic in March 2020, car parks in Maidenhead and Windsor had less than 5% occupancy, whereas 5 months into the pandemic and Windsor has increased to around 60% occupancy, whereas Maidenhead is still only at 30% occupancy.

2.8.7 This pattern highlights a number of points as set out below and illustrates that the parking policy moving forward needs to be sufficiently flexible to address and consider such events.



- The tourism attraction at Windsor has led in part to the increased occupancy, which in part is linked to the need for UK residents to “home vacation”
- Other town centres have higher increases in occupation than Maidenhead, this is due to the retail offer, the high level of commuter usage or the high level of permit/season ticket employee-based trips



3 Borough Characteristics

3.1.1 This section seeks to set out in summary some of the current and likely future characteristics of those that live within the borough and those that work within the borough. This seeks to define any trends in demand or supply for parking based on historical and possible future trends in local, regional and national patterns for car usage.

3.1.2 The table below, suggests that car ownership between 2001 and 2011 in the borough has remained consistent as has the ownership in the larger conurbation's across Berkshire and the South East. However, it is anticipated that in the 2021 census that ownership especially within city and town centre locations will witness a reduction or slowing as developments are occupied with low or car free provision. This coupled with a likely reduction in younger drivers purchasing vehicles in favour of the city/town centre lifestyle, cost of insurance/running and their changes in habit favouring more sustainable and climate conscious means of travel.

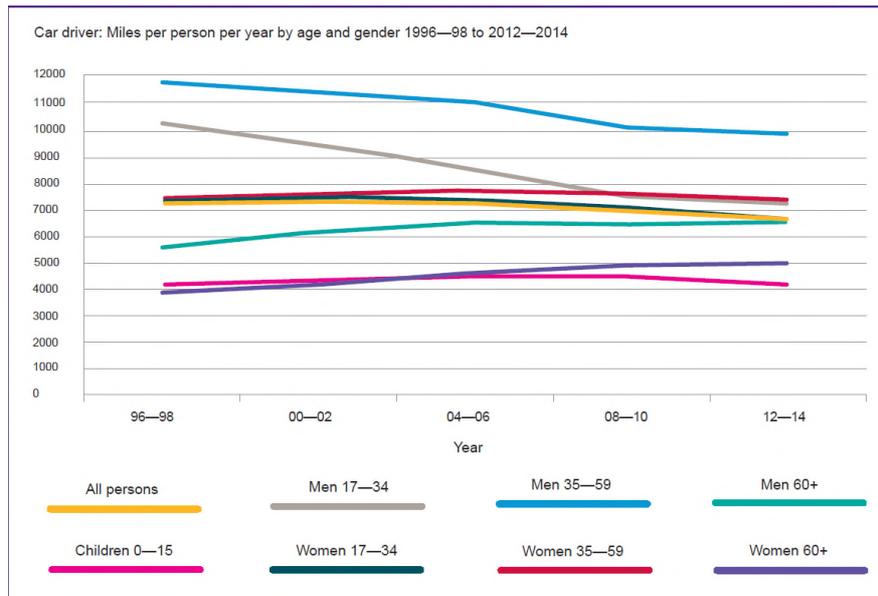
Location	Car Ownership (Average Per Household)	
	2001 Census	2011 Census
South East (Excluding Greater London)	1.3	1.4
Berkshire	1.4	1.4
Royal Borough of Windsor and Maidenhead (RBWM)	1.5	1.5
Windsor	1.5	1.5
Maidenhead	1.5	1.6
Ascot	1.6	1.7

3.1.3 The table below suggests that there was a slight increase in car ownership across the borough in terms of number of cars per property. If the borough follows national trends this is likely to level off or begin to reduce in the future. However, the table does indicate that over 13% of dwellings in the borough don't own a car, a percentage which is likely to increase in the next 2 to 5 years with the increased level of town centre development.



Car Ownership (%)								
Location	2001 Census				2011 Census			
	No Car	1 Car	2 or More Cars	Total Car Ownership	No Car	1 Car	2 or More Cars	Total Car Ownership
South East (Excluding Greater London)	19.4%	42.6%	38%	80.6%	18.60%	41.7%	39.7%	81.4%
Berkshire	16.9%	41.0%	42.1%	83.1%	16.70%	40.6%	42.7%	83.3%
Royal Borough of Windsor and Maidenhead (RBWM)	14.3%	39.6%	46.0%	85.7%	13.30%	40.2%	46.5%	86.7%
Windsor	13.1%	39.9%	47.0%	86.9%	12.3%	40.3%	47.4%	87.7%
Maidenhead	12.1%	38.3%	49.6%	87.9%	11.40%	38.5%	50.1%	88.6%
Ascot	10.9%	35.0%	54.0%	89.1%	8.30%	36.0%	55.6%	91.7%

3.1.4 However, the graph below seeks to show car ownership is showing a reduction across all genders and age groups in terms of miles driven since 2014, thus suggesting that use of other modes is becoming more prevalent, especially for shorter journeys.



3.1.5 This data suggests that the general trend is for the reduction of car based trips in the long term, however at the time of this strategy the changes are still fluid and in transition in part due to the climate emergency requirements, the switch to electric and the changes to working patterns that Covid 19 has had on short to long term travel patterns.

3.1.6 The 2011 census shows that the for those working in RBWM, over 75% of trips are made by car drivers or passengers as shown below.

Mode of Travel	%
Driving Car/Van	71.5
Car/Van Passenger	4.9
Taxi	0.4
M/C/Scooter/Moped	0.7
Train/Underground	6.4
Bus/Mini/Coach	2.5
Cycle	2.8
Walking	10.4
Other	0.4
Total	100

Commuting Mode Share for People Working in RBWM (Source: 2011 Census Data)

3.1.7 The Borough has a fairly balanced in/out bound flow profile for work trips, with some 37,000 people entering the borough and around 35,000 exiting the borough across all travel modes within the peak hours. When considering car/van only, the inflow is around 29,000 and those leaving around 26,000. The table below shows the top five locations for people and car/van trips to and from the Borough,

Inbound People	Inbound Car/Van	Outbound People	Outbound Car/Van
Slough	Slough	Slough	Slough
Bracknell	Bracknell	Hillingdon	Hillingdon
Wokingham	Wokingham	Westminster	Wycombe



Inbound People	Inbound Car/Van	Outbound People	Outbound Car/Van
Wycombe	Wycombe	Wycombe	Bracknell
South Bucks	South Bucks	Bracknell	Wokingham

3.1.8 The table shows that a high proportion of the people and car/van trips are from and to local destination in adjacent councils. The only outstanding designation is Westminster which highlights the main rail-based movement in people from the Borough to London. This clearly indicates that the Maidenhead Station is an attractive means to access London for residents and commuters.



4 Regeneration and Place Making

- 4.1.1 There are two main conurbations in the Borough, Maidenhead and Windsor, which are currently, or in the near future going to be subject to major regeneration proposals in terms of place making, increase in attraction, uplift in town centre living, increase in commuter trips, uplift in tourism and economic growth.
- 4.1.2 Each of them will have a differing model, however below seeks to demonstrate how there is a need to create new places for people, which will impact on the current and future parking demands, while also seeking to promote the sustainable and climate lead objectives of the council. Similar models can be utilised in the smaller towns and rural areas of the Borough to promote regeneration, place making while maintaining accessibility.
- 4.1.3 The regeneration programme will improve economic development opportunities, improve connectivity, and the borough's status as a major tourism destination does and will continue to generate an increase in parking demand across the borough.
- 4.1.4 This regeneration programme will enable the council to reimagine and reinvent public spaces, thus strengthening the connection between people and the places they inhabit and interactive with daily. Place making is a collaborative process which seeks to not only promote better urban design but generate creative thinking as to how places can be better utilised with respect to the physical, cultural and social identity of a town or place.
- 4.1.5 The level of regeneration especially in Maidenhead, is significant and is beginning to change the character of the town, by creating a day and night time economy by replacing the dominance of employment and retail, with town centre living and the café/restaurant environment to support that culture. However, placemaking is community led and as such there is a need to build on the current local community assets, inspiration and potential so as to create quality public realm that will contribute to health, happiness and well-being of the current and new users of the environment.
- 4.1.6 In many cases this may lead to redefining areas of the town, such as Cultural, Community, Heritage, Retail, Commercial, Recreational and how these places interact, noting that each will have differing user types and modes seeking access to them, the approach needs to provide equality across all users. The creation of areas or zones in a town or urban area, can also be utilised for parking, where there is a dominance for commuter, retail, leisure etc, with each again having their own specific requirements for access and use.



- 4.1.7 The creation of an enhanced public realm through the regeneration of poorly utilised areas of the town, the better connectivity between areas and the creation of additional demand for those areas will be achieved through visionary town centre master planning. However, to maximise the benefit of these areas and their viability and economic growth they must maximise their accessibility. This requires consideration of those travelling to and from area and not just those that live/work in these new developments.
- 4.1.8 The placemaking principles also extend to the ease of journey to and from the site for all modes. In terms of parking, it relates to their location, ease of access, their provision for all users, their environment, their connectivity to the town and in part the pricing. The council have a number of surface and multi storey car parks across the borough, many of which are located in Town Centre locations, which require high volumes of vehicle movements to penetrate the centres of Maidenhead and Windsor, thus having a material impact on the environment.
- 4.1.9 The regeneration process allows these to be reviewed and where appropriate redeveloped, consolidated, user types changed, type of parking provision changed, and older facilities upgraded to enhance the use for the customers. These changes will also allow the council to begin to address the environmental impacts parking does create while balancing its need to support the regeneration and economic growth of these town centres. As with any place making the location, access and how the car park is utilised is a critical when seeking to create public realm and how all users will utilise the facilities.
- 4.1.10 Within the borough the users of the car parks are varied, residents, commuters, shoppers, employees, visitors, mobility impaired, shop mobility, tourists and in certain car parks council employees. These all need to be considered, with each having unique requirements and demands and their impact on the towns very different, but all need to be considered as each result in benefits and disbenefits to the town they utilise.

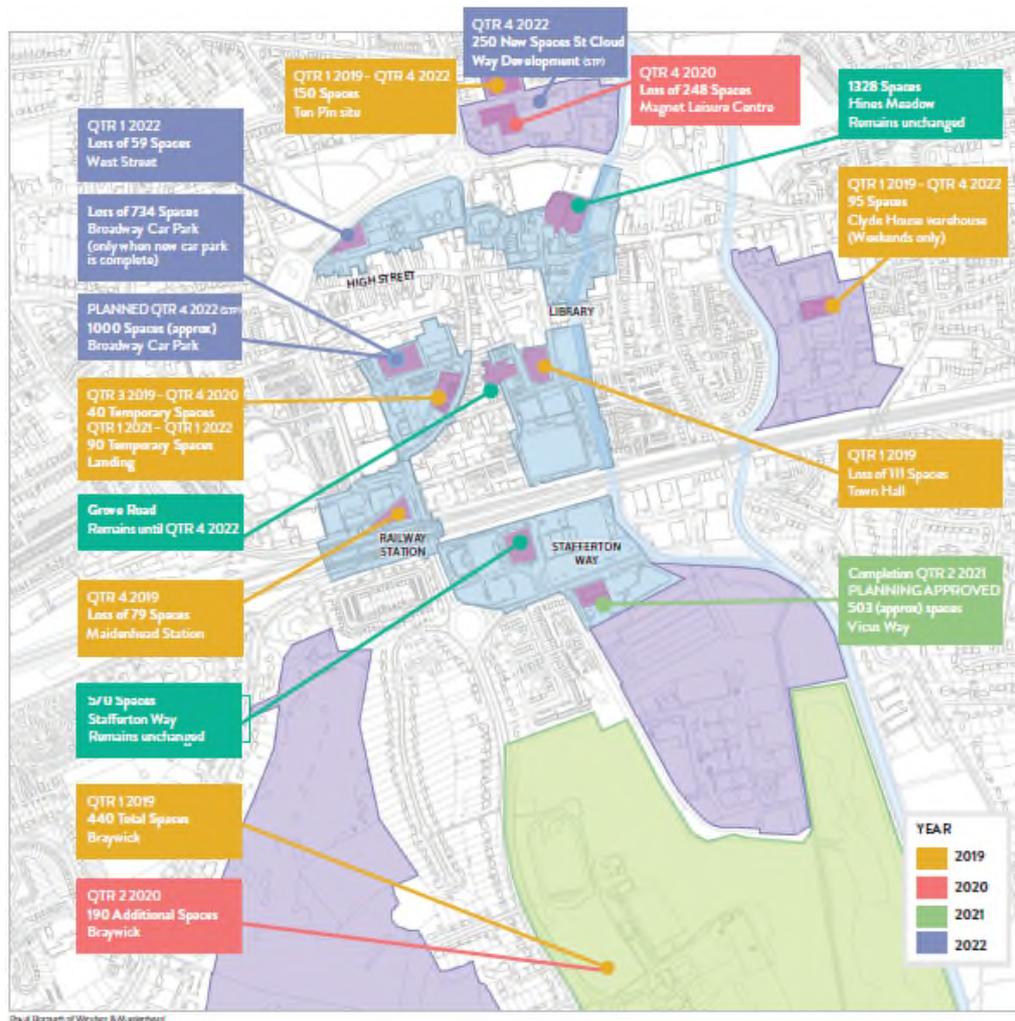
Maidenhead

- 4.1.11 The vision for Maidenhead is being realised as the town is being transformed through the council's commitment to delivering creative and inspiring schemes to achieve better place making, a vibrant economy, spaces for people and better movement and accessibility of the town centre.
- 4.1.12 This town is currently witnessing major regeneration which is being led by the council working with their JV partner and other private sector developers. Under the partnership there are ambitions to build a thriving town centre with new homes, shops, businesses and community areas for residents old and new to enjoy.

4.1.13 The town is anticipated in this strategy's timeline to generate over 1,000 new homes, 100,000 sqm of Grade A Office development, a new leisure centre, new café/restaurants, new retail and public realm areas. This is likely to be doubled/tripled across the local plan period based on the current call for sites and the Government Guidance on housing numbers.



4.1.14 As defined above and shown in the plan below, Maidenhead is going to initially witness the major change in town centre regeneration and rejuvenation as such the council are seeking to manage this change and seek to maintain and growth of parking in the town centre where appropriate to maintain access to the town during this transition period, but considerate of the climate and environmental policies.



4.1.15 The Council have led the regeneration process, by promoting redevelopment of 4 of the current town centre car parks into residential development.

- Magnet Leisure Centre 248 spaces (Oct 2020)
- West Street 59 spaces (Variable Loss 2021-2023)
- Grove Road 82 spaces (April 2023)
- Town Hall 101 spaces (evening and weekend) (2019/20)

4.1.16 The redevelopment of these sites will generate in excess of 1000 residential units but result in the loss of around 500 town centre spaces, which were located in the town centre.

4.1.17 In addition to these car parks, the front forecourt of the Railway Station is being redeveloped into a public plaza area, with limited vehicle access, to support the improved connectivity of the station with the town centre, which will result in the loss of a further 79 spaces.



4.1.18 The town is subject to other major redevelopments, Chapel Arches, The Landing, Statesman/Braywick Park and Nicholson's Centre. The Nicholson Centre redevelopment will see the current car park demolished in 2021 and rebuilt as part of the new town centre redevelopment and it will include public and a proportion of lease/permit spaces for the offices. The planning application submitted in May 2020 for Nicholson's Centre is still to be determined.

4.1.19 In addition to the redevelopment sites, there are new employees seeking to relocate to Maidenhead and secure parking within the council car parks and the introduction of the Elizabeth Line will see an increase in the demand for season tickets.

4.1.20 The council have engaged in two main parking projects as part of this long-term strategy. The new Braywick Sports Centre includes additional parking through a 3-phase approach as set out below and a new MSCP at Vicus Way for 500 long stay spaces due end of 2021.

- Braywick Car Park 200 spaces in 2019
- Braywick Leisure Centre 440 in Jan 2020
- Braywick Leisure Centre 630 in April 2020

4.1.21 The Vicus Way car park supports the growth and viability of Maidenhead, offering flexibility in location and an increase in season ticket provision for the town. The scheme also supports the rationalisations of current town centre car parks, limiting vehicle movements to the edge of town in accordance with the climate objectives and facilitating the wider town centre redevelopment when key car parks will be out of use for periods of time.

4.1.22 These coupled with short term small surface car parks negotiated with the private sector developers will allow the council to manage demand and loss over this transition period. This approach also provides the council with the flexibility to maintain provision for season ticket holders as car parks are removed and closed, offering them an alternate in the town.

4.1.23 The changes also allow the council to review its employee parking policy and seek to relocate such spaces to the edge of town, thus reducing trips in the centre and seeking to support the climate agenda.

Windsor

4.1.24 Windsor does not have as an advanced regeneration strategy as Maidenhead, however with nearly all the car parks within the town centre, thus drawing traffic into the AQMA areas, there are considerations for certain car parks to be redeveloped in the future such as Alexandra Gardens, Alma Road and Coach Park, so as to reduce vehicle trips into the centre.



- 4.1.25 In addition, the council control the Victoria Street car park, which is a 1960's MSCP, which in the future, may require major works.
- 4.1.26 The council in the past, have secured park and ride facilities at Centrica and the racecourse and considered a park and rail scheme in 2008. Given the limited space in the town centre and their access through narrow residential roads which will increase environmental issues in the town, it may be necessary for any regeneration proposals to consider wider parking considerations outside the town area.
- 4.1.27 The borough also has a number of major tourist attractions, predominantly around Windsor, Windsor Castle, Windsor Racecourse, Lego Land, The Thames and other locations. The council working with the relevant operators would seek to grow the visitors to these locations as such there may be a need to review and reconsider current practices such as the Legoland Park and Ride.
- 4.1.28 As with any major tourist destination, the area witnesses significant demand throughout the year, but especially in the summer, school holidays and during events. The town has limited scope to accommodate these demands and a such will have a suppressed demand, that could offer additional revenue, if the regeneration and possible replacement parking can be managed and seek to adhere and improve on current and future climate related policy's.

Ascot

- 4.1.29 The main parking on the town managed by the council is on street. The town is subject to both consented and likely forthcoming applications for increased redevelopment, especially around the High Street. This will increase the local population and provide additional economic benefit to the town. This increase may be lessened, if additional parking is not forthcoming to support this increase demand for access to the High Street.

Regeneration Summary

- The parking portfolio needs to remain flexible and fit for purpose as the town centres are subject to regeneration and rejuvenation
- The council seek to maintain parking provision during any regeneration period, to support the remaining land uses in the town centre
- The car parks need to be utilised to their maximum benefit for the towns to increase footfall, economic growth and make the user want to visit the towns.
- If car parks are not fully utilised, located in areas that may raise environmental issues or could be replaced, then these should be considered for redevelopment
- Car parks in the town centres should be reviewed in terms of the users type and which land uses they are optimum to support and therefore could be subject a new zonal definition
- If car parks are to be assessed zonally, then there would a case to review where season/permit ticket users are located



5 The Challenges

5.1 Introduction

5.1.1 As defined previously The Royal Borough of Windsor and Maidenhead is made up of 5 distinctive and vastly differing areas, each of which have specific challenges

- Windsor
- Maidenhead
- Ascot, Sunningdale and Sunninghill,
- Smaller villages or hamlets and
- Rural areas

5.1.2 The following section seeks to define in part the overlapping challenges and those specific to each of the 5 areas. The previous chapters have highlighted some of the local issues these are consolidated and summarised in the following chapter.

5.2 Shared Challenges

5.2.1 The following list is a set of shared or universal challenges which subject to their scale will influence how parking in these areas should be considered,

- Need to provide sufficient parking to support economic growth in the area and to seek to retain the viability of commercial and retail units
- Balance between need for long and short stay parking to support the various users so as to maintain sufficient parking provision across the day for all user types
- Positioning of long- and short-term parking to maximise utilisation of car parks
- Need to manage parking demand to minimise increasing congestion on local road network
- Need to protect resident parking areas from illegal use
- Developer demands to seek increased parking provision within their developments
- Manage demand for contract parking in public car parks
- Limit the impact on established Air Quality Management Areas (AQMA's)
- Climate Change Strategy

5.2.2 The usage of the car parks is further complicated by their differing usage patterns during weekdays, evenings and weekends across the borough.

Maidenhead

5.2.3 The town is witnessing major regeneration and development work both in the town centre and on the outskirts. This is only likely to increase with the evolving Local Plan which is forecasting further growth around the town. The usage of the town is further complicated by its differing usage patterns during weekdays, evenings and weekends.



5.2.4 This coupled with other aspects as discussed below, mean that Maidenhead has its own defined challenges

Maidenhead	
Weekdays	Weekends/Evenings
Over subscription versus lack of provision of Commuter based parking	Commuter car parks often underutilised outside of weekdays
Increased demand for local employee/contract permit parking in town, conflicts with retail demand in town centre car parks	Lesser demand for employee/contract permit parking in town, generally in town centre car parks conflicting with public demand
Increased demand for commuter parking in town centre car parks conflicts with retail demand for town centre car parks	Commuter parking demand significantly less outside of weekday
Demand for public parking is focused in, the Town Centre which conflicts with the long stay parking demand	Less conflict at weekends with lower demand for contract parking
Future Loss of Short-Term Parking spaces due to redevelopment (RBWM)	Future Loss of Short-Term Parking spaces due to redevelopment (RBWM)
Loss of privately controlled parking - Network Rail (Forecourt)	Loss of privately controlled parking - Network Rail
Completion of the Elizabeth Line will increase contract demand	Completion of the Elizabeth Line may increase weekend trips and public parking demand
Edge of town car parks under utilised	Edge of town car parks under utilised
RBWM Staff permitted to utilise town centre car parks removing opportunity for public use	Although reduced RBWM Staff demand at weekends their removal would still provide opportunity for public use

Windsor

5.2.5 Inevitably a key issue for Windsor is related it being one of the UK's major tourist destinations with multiple facilities all of which have their own impact on the town. The town has a partial zonal approach with the central car parks having higher charging rates, which reduce the further out of the town you travel. Through such tariff variations the usage of car parks by differing users and length of stay can be managed.

5.2.6

Windsor	
Weekdays	Weekends/Evenings
Dominance of Tourist based parking	Dominance of Tourist/Retail based parking
Demand Exceeds Provision at key car parks	Demand Exceeds Provision at key car parks
Significant Business/ Contract Parking limits public spaces in outer car parks	Reduction in Business/ Contract Parking demand, but car parks switch to leisure, so do not add to weekend provision
Demand is for access to Town Centre, Castle, River, Shopping, Eton etc.	Demand is for access to Town Centre, Castle, River, Shopping, Eton etc.



Windsor	
Weekdays	Weekends/Evenings
Use of Public Car Parks by Borough Residents due to lack of on street parking	Use of Public Car Parks by Borough Residents due to lack of on street parking
Weather/Seasonal Peak create unmanageable demand on town	Weather/Seasonal Peak create unmanageable demand on town
Arthur Road utilised as a key route to and from town in part due to Sat Nav and Concentration of parking it serves.	Arthur Road utilised as a key route to and from town in part due to Sat Nav and Concentration of parking it serves.
Routes in and out of town historical and lined with residential dwellings leading to environmental issues	Routes in and out of town historical and lined with residential dwellings leading to environmental issues

Ascot, Sunningdale, Sunninghill and Datchet

5.2.7 These towns/villages have their own unique issues which are local to area and may be affected other influences, the racecourse, railway stations and hospital.

- All public car parks in these areas are free and therefore enforcement is a key element to prevent illegal use
- Review options for increasing on and off-street parking
- Current and forthcoming developments in the BLP will promote and seek to improve place making opportunities in the town, thus increasing pressure on current parking levels.
- Ascot, Sunninghill and Sunningdale are all witnessing increased tension in terms of level of provision and usage of on-street parking

Smaller Villages or Hamlets

5.2.8 As with above the smaller villages and hamlets will have very localized issues,

- All public car parks in these areas are free and therefore enforcement is a key element to prevent illegal use
- Review options for increasing on and off-street parking

Rural Areas

5.2.9 There are limited public car parks in these areas, however there are some linked to the Windsor Great Park.

6 Current Base and Future Baseline Car Parks

6.1 Current Strategy

- 6.1.1 The previous Parking Strategy has defined the parking provision and how on and off street parking is managed and controlled since 2016, which in summary results in the council controlling, the On-street spaces and off-street parking is provided by a combination of private operators, company car parks and council operated car parks.
- 6.1.2 The focus of this section will be on the car parks maintained by the council, on street parking will be addressed later in this strategy as will non council related parking.
- 6.1.3 The council have maintained a hierarchy for parking across the borough considering the differing demands of each area with an emphasis on whether they are short or long stay users. The hierarchy is not meant to be rigid; it needs to account for the particular characteristics of an area and the nature of parking demand and pressures/issues present.

On-street hierarchy	Off-street hierarchy
<ul style="list-style-type: none"> • Blue Badge Holders • Residents • Essential Business Users • Short-Stay Shoppers & Visitors • Long-Stay Shoppers & Visitors • Commuter Parking • Employee Parking 	<ul style="list-style-type: none"> • Blue Badge Holders • Short-Stay Shoppers & Visitors • Long-Stay Shoppers & Visitors • Commuter parking • Employee Parking

- 6.1.4 The current parking tariffs are variable across different locations to address the differing demands of those areas, the availability of spaces and their turnover. This has led to a complicated tariff system across the Boroughs car parks which has grown over time. The tariff system was further complicated by the old resident discount provision by the “Advantage Card” system which allowed residents to access lower tariffs than the general public. This system was discontinued in 2020, however later in this report a new system will be discussed.



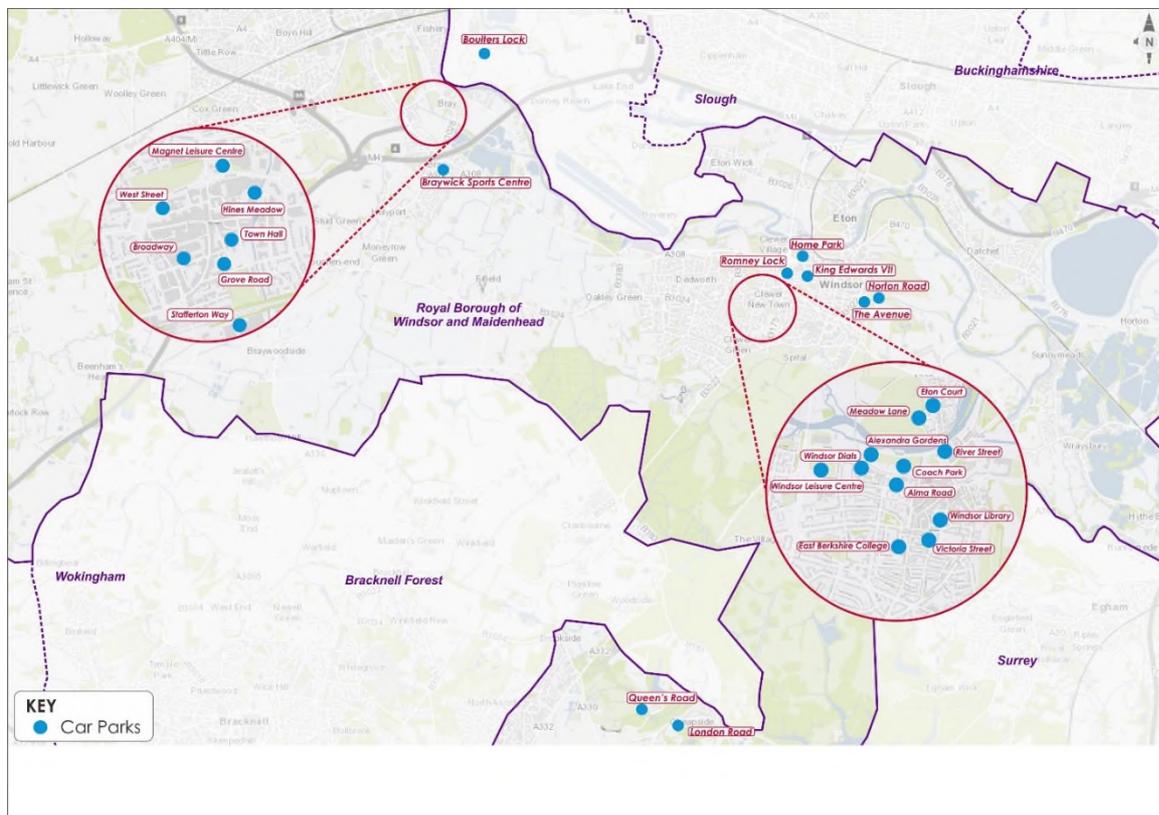
6.2 Short/Long Stay v User Type

6.2.1 As stated, the definition of short or long stay, coupled with their location and the defined tariff, is the key management tool for defining how each car park will be utilised and influencing the level of stay. As an example, in a predominately retail based car park, it is favourable to have a high turnover of spaces, to offer the public maximum opportunity to use these spaces based on a 2 to 3-hour average usage. Therefore, all day parking should be restricted and not promoted in terms of use of such a facility or pricing the tariff to direct such users to another car park, which is targeted for those longer stay users.

6.2.2 As car parks are redeveloped, it means that users will transfer to other car parks. These types of users may not be the optimum type for those car parks and lessen the availability of spaces in those car parks for more appropriate users. Therefore, the town centres need to be assessed with a more zonal approach, defining what are the retail, employee, commuter, leisure, tourist, evening and weekend car parks.

6.3 Current Baseline (up to 2023)

6.3.1 At the time of the strategy being published, there have already been a number of car parks allocated for redevelopment as such for around 2023 baseline especially for Maidenhead, is already evolving and developing as defined in the generation section of this report.





6.3.2 The borough is made up of 5 types of conurbation as set out below, in principle the majority of the council paying car parks are located in Windsor and Maidenhead with a few in smaller conurbations or linked to railway stations.

- Windsor
- Maidenhead
- Ascot, Sunningdale and Sunninghill,
- Smaller villages or hamlets and
- Rural areas

6.3.3 Across these areas in 2020, the council operated around 27 off street car parks which provided over 5,500 spaces, which is increased in the short term to over 6000 spaces with the completion of Braywick Park. The table below shows these car parks and the spaces per car park, per area and across the borough.

Windsor		Maidenhead		Other	
Name	Total	Name	Total	Name	Total
Alexandra Gardens	198	Boulters Lock	87	Horton Road, Datchet	60
Alma Road	130	Braywick Park	48	The Avenue, Datchet	113
Coach Park	74	Grove Road	82	Eton Court, Eton	42
East Berks College	112	Hines Meadow	1280	Meadow Lane, Eton	111
Home Park	181	Magnet Leisure Centre	248	London Road, Sunningdale	210
King Edward VII	192	Nicholson's	734	Queens Road, Sunningdale	52
King Edward VII Hospital	150	Stafferton Way	576		
River Street	145	West Street	59		
Romney Lock	94	Town Moor	30		
Victoria Street	206				
Windsor Dials	250				
Windsor Leisure Centre	249				
Windsor Library	15				
York House	42				
Total	2038		3144		588
Borough Wide excluding Braywick	5770				
Borough Wide including Braywick (582 spaces)	6352				

6.3.4 With respect to Maidenhead those shaded will be subject to change in the period of this strategy document.

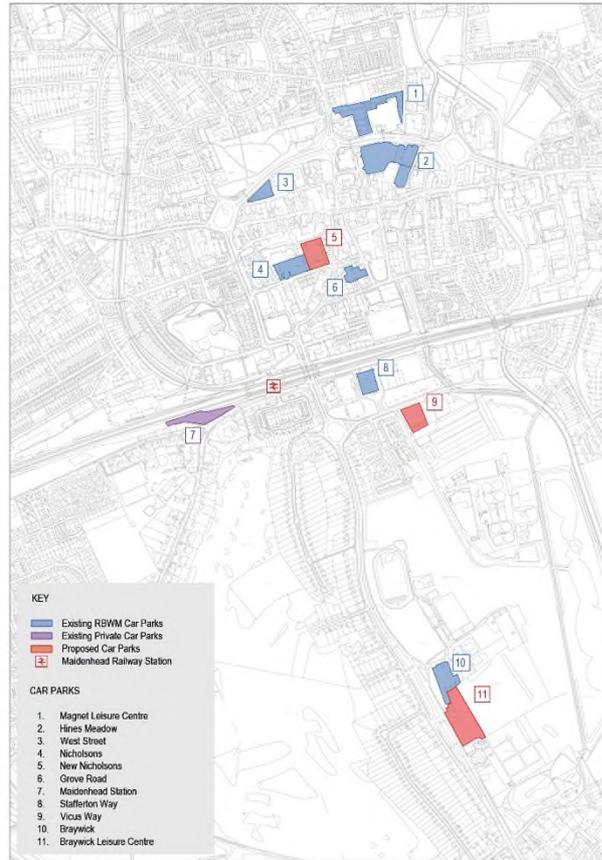
6.3.5 The table does highlight that around 55% of the chargeable spaces in the borough are in Maidenhead, 35% in Windsor and 5% in the remaining Borough. However, in terms of revenue, 60% is generated by Windsor, 40% by Maidenhead.

- 6.3.6 This highlights that although the lower provision of spaces is in Windsor it generates the higher revenue in terms of parking across the Borough. This is a key aspect to note, especially given that majority of car parks in Windsor are in the town centre and therefore require all users to gain access through narrow residential roads. It also reinforces why Windsor has seen a higher increase level of uplift due to the current pandemic than Maidenhead, as it has not only the retail and employment provision, but the tourist attractions and the river.
- 6.3.7 In addition to these spaces, it should be noted that there are some private car parks in operation in Maidenhead there are around 171 spaces within control of Network Rail at the station and in Windsor there are around 744 spaces in King Edwards Court, 208 spaces at Riverside Station and 115 spaces at Castle.
- 6.3.8 As can be seen below the percentage of parking managed by the council in terms of the overall provision is materially different between Maidenhead and Windsor, noting that Windsor provides a higher return per space.

	RBWM	Private	Total	RBWM %
Maidenhead	3144	171	3315	95%
Windsor	2038	1067	3105	66%

6.4 Future Baseline 2023

- 6.4.1 Based on current and submitted planning consents the focus has been on Maidenhead, in the short term up to 2023, there are unlikely to be any major changes with respect to Windsor and the rest of the Borough, with the exception of Ascot, which has a number of applications pending.
- 6.4.2 The proposed changes to Maidenhead, will create a new baseline within the timeline of this strategy, based on the changes shown in the plan below.



6.4.3 The table below, seeks to define the provision of public spaces in Maidenhead in 2023 and beyond. The table assumes that

- Grove Road, West Street and Magnet have all been closed for redevelopment
- Vicus Way is operational
- Braywick Park has a provision of RBWM staff relocated (250 spaces)
- Nicholson's is re-built to 1280 spaces of which 245 are for lease

Maidenhead			
Name	2023	2023 Public	Public Post 2023
Boulters Lock	87	87	87
Braywick Park	630	380	380
Hines Meadow	1280	1280	1280
Nicholsons	734	734	1035

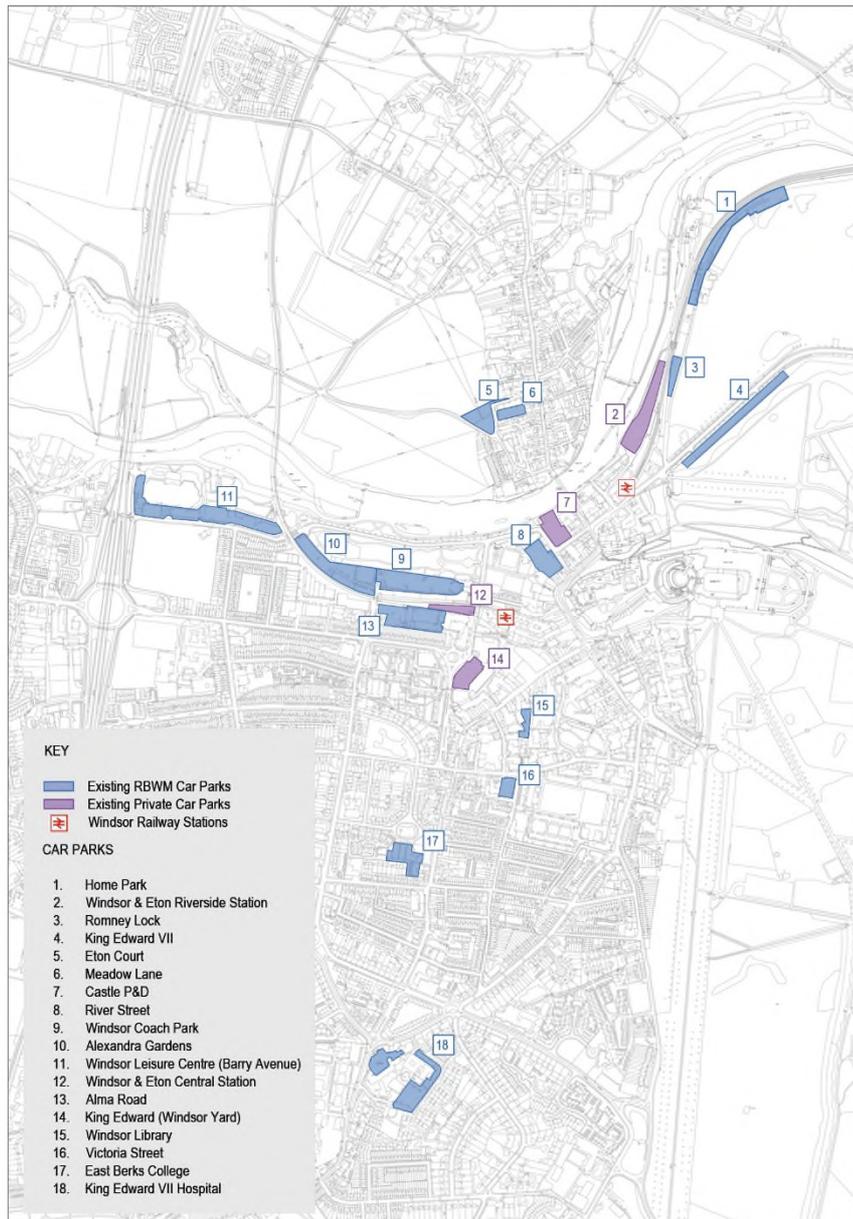


Maidenhead			
Name	2023	2023 Public	Public Post 2023
Stafferton Way	576	576	491
Vicus Way	503	503	503
Maidenhead	3810	3560	3776
Borough Wide	6394	6234	6450

6.4.4 The table clearly shows that the major regeneration in Maidenhead requires an uplift and a rationalisation of spaces, which will in part be addressed by the consolidation of town centre car parks and the creation of new town centre car park at Nicholson's, a new commuter car park at Vicus Way and the extension of the Braywick Car park to allow long stay users other than commuters to be relocated from town centre retail focused car parks and thus maximise the use and number of spaces in those car parks.

6.5 Forecast Beyond 2023

6.5.1 The focus has been on Maidenhead in the short term, however it is clear from the revenue proportion and the increase in return to use that parking in Windsor needs to be reviewed in a similar way to Maidenhead within the timeline of this strategy. However, it is noted that the availability of land within Windsor is limited and as such alternate options to standard car parks may need to be considered.



6.5.2 The town has limited scope to accommodate excess demands and as such will have a suppressed demand, that could offer additional revenue.

6.5.3 The Council control other car parks across the borough which are currently operated as free parking. As an asset to the council and with ongoing financial restraints including the short-term impact of Covid, mean that these need to be reviewed in terms of considering if some of them should become chargeable.

6.5.4 The smaller conurbations, villages, hamlets and rural areas are all subject to redevelopment, the change in the retail economy, the increase and have been impacted in the short term by Covid as such these areas would benefit from an updated parking review.

6.6 Non-residential Private Development Parking

- 6.6.1 The council have maintained a policy across the Borough, where it requires developers of non-residential private developments to offer their parking to the council for evening/weekend use in town centres.

Current and Future Parking Summary

- The regeneration proposals in Maidenhead need to be completed and to support this the proposal for Braywick Park, Vicus Way and Nicholson's Car Parks need to be completed by end of 2023
- The car parks need to be reassessed in terms of user types as well as Short and Long stay and optimised for those users
- A new Windsor Parking Review is required
- A review of other non-pay car parks in the Borough is required.
- Retain the policy that seeks non-residential private development to offer their parking to the council for evening/weekend use

7 On-street Parking

- 7.1.1 Demand for on-street parking often out-strips the amount of available kerb space, and difficult decisions must be made as to which users should have priority in terms of use of that space.
- 7.1.2 There is a large stock of on-street car parking in the Borough, particularly in towns and villages. In mixed development areas there can be competition for parking space, and this is generally managed through residents' parking schemes and other measures. The ability to offer short stay on-street parking in town centres can make a valuable contribution to economic and social vitality when it is well managed.

7.2 Permitted On Street Parking

- 7.2.1 In addition to public parking bays on street, the following table sets out the type of other on street bays that the council promote. The council will seek to review and expand on these, especially with respect to green permits, car club and electric vehicle spaces, all of which are key to the council's climate strategy.

Type	Description
Residents Parking Bays	<ul style="list-style-type: none"> - Permit allows the use of a space in a controlled parking zone (CPZ), however there is entitlement or guarantee of a specific space - Resident Permits were made free of charge from October 2013, however charges were reintroduced in 2020 - Residents are entitled to a maximum of two permits in schemes introduced before 2010 and in most cases up to 3 permits are permitted in schemes introduced after 2010, which is reduced if they have on street parking - Eligibility is linked to main residence address being within the borough, main user/keeper of vehicle, vehicle is registered at the address and be registered for council tax
Visitor Parking Voucher	<ul style="list-style-type: none"> - Visitor vouchers can be purchased from the Borough - Entitles them to parking in resident permit areas during hours of control - Vouchers cover family and friends, but also tradespersons, health service and other business related to the residents - Vouchers are available for 2hr, 6hr and all-day denominations
Hire Car	<ul style="list-style-type: none"> - Some residents choose to not own a car and seek to hire when required, they can obtain a permit for the hire car.
Courtesy Car	<ul style="list-style-type: none"> - During periods of repair the Council will amend the registration number on the permit, but only on receipt of a letter from the garage providing the vehicle - The residents permit will not be valid



Type	Description
Business Parking	<ul style="list-style-type: none">- There are three types of business permit that can be used in business bays in that zone• a zone-specific permit used in conjunction with vouchers• a universal permit that can be used in any zone.- Business permits are issued to businesses, where the vehicle is essential to the running of the business and the business would not be able to function without the vehicle and there is no other reasonable form of transport available.- The permit allows registered company vehicles to park throughout the CPZ hours.- There is a limit of four permits per business although it is possible to have up to three vehicles registered on each permit. Only one vehicle can be parked using the permit at any one time.- The company has to be registered for business rates in the borough.- By law, vehicles operated by utility companies are exempt from normal waiting and loading restrictions when working on infrastructure adjacent to, on, or under, the public highway.
Waiting and Loading	<ul style="list-style-type: none">- There are no formal permits to allow loading and waiting- The Traffic Act limitations imply- The Council has a number of enforceable loading bays- Drivers must demonstrate that they are loading and unloading for their duration of stay- Blue Badge holders are not permitted to utilise these bays
Coach and Lorry Parking	<ul style="list-style-type: none">- commercial vehicles are banned from waiting overnight- vehicles of a maximum gross weight which exceeds five tonnes are banned from parking in any restricted street between the time of 6.30pm on any day and 8am on the following day.- The council will continue to enforce this ban on overnight parking.
Car Club	<ul style="list-style-type: none">- NEW – Defined spaces only – The Council are working with developers to secure car club spaces for both development and public use, which will be managed by <i>COWHEELS/ENTERPRISE (TBC)</i>
Electric Spaces	<ul style="list-style-type: none">- NEW – Defined spaces only



7.3 Resident with Parking Permits

- 7.3.1 Resident permit holders in Zones E, F, G, H, I, J and K can park free of charge in all Windsor car parks (except River Street) between the hours of 6pm and 9am when displaying a valid resident permit.

7.4 Shared Space Parking Option

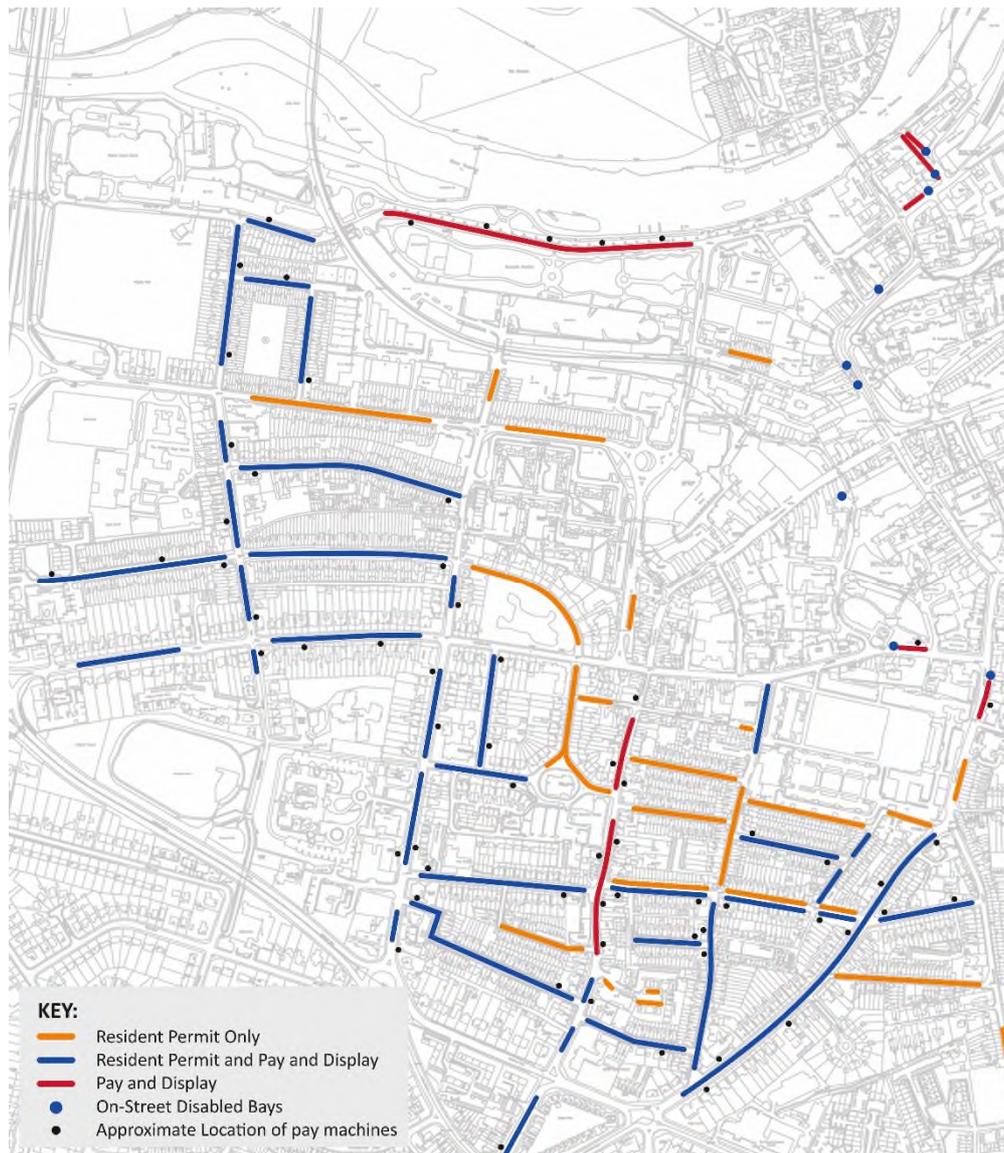
- 7.4.1 The majority of resident parking areas are permit only within the Borough. Across the Country, many councils have already or are investigating the option of converting these spaces to shared use. This looks to allow the public to park in these spaces (at a charge) at times when resident use is low, normally related to a time limit such as 8am to 6pm on a weekday only. The council are committed to maintaining and protecting parking for residents, but in some areas, there may be scope to investigate shared space.

7.5 Public On Street Parking Provision

- 7.5.1 There are two forms of on-street public parking requiring different types of management:

- On street short stay parking
- On-street long-stay parking

- 7.5.2 At this time there are only 3 areas which offer chargeable public on street, areas in Windsor (as shown by the plan below) and limited roads in Datchet and Eton.



7.5.3 The council have previously implemented these schemes road by road. This can often lead to simply moving drivers to other areas where there are limited restrictions and no charging. This often means that those occupiers have to seek the council to intervene and impose additional restraints. The opportunity to expand the on street public parking provision needs to be across wider areas and should involve a borough wide review of possible locations across all conurbations in the borough.

7.5.4 The plan seeks to define areas that the council are considering to extend the public on street provision into within the timeline of this strategy.



7.6 Public On Street Parking Payment Methods

- 7.6.1 The council as are many other councils looking to technology to remove the need for parking machines, which have increased costs such as operational, maintenance, money collection, soft/hardware updates and signage updates (tariff changes etc). The use of pay by phone and the increased use of smart phones means that the number of machines required to support on street parking can be reduced in favour of additional signage.
- 7.6.2 The council are considering reducing the level of parking machines in some of the Windsor on street parking areas in the near future and coupled with the switch to the Ringo App in September 2020. (This is discussed in more detail later in this strategy).

7.7 New Development Restrictions

- 7.7.1 The council's planning policies promote the provision of 'permit-free housing' developments in certain areas where good public transport exists and/or high levels of on-street parking pressures exist. Residents in such developments are not eligible for a resident permit. However, they will normally be eligible for visitor parking vouchers, depending on the conditions of the planning approval.
- 7.7.2 These restrictions seek to maintain sufficient parking for those properties already utilising those roads and limit the impact of properties being converted into multiple occupancy, where there is no scope to provide additional parking, other than that previously accommodated by that premises.
- 7.7.3 To maintain the parking for residents, the policy would be upheld for all future development land uses such as commercial, retail and leisure, which could use the business permit system, with the exception of disabled bays which will be considered on an individual basis.

On Street Summary

- Promote expansion of car club and electric vehicle spaces
- Review the option for converting some resident parking areas to shared use.
- Consider expanding the on street public parking provision across the Borough
- Review the option to remove some of the on-street parking machines in favour of additional pay by phone signage.
- Reinforce that new developments with limited parking or car free are not permitted resident permits



8 Financial Review

8.1 Existing Public Tariff Review

8.1.1 In January 2020, Project Centre undertook a review of the existing parking tariffs and local resident discounting system. This chapter seeks to summarise that review and provide a means for considering the future tariff levels and how any discount may be offered to residents.

8.1.2 The review shows that the council operate multiple daily, nightly and weekend timing and tariff per hour systems across their 27 car parks set out below

- 4 daily profiles from Mon-Fri, Mon- Sat, Mon- Sun to Weekends Only
- timing profiles from 9am/9.30am through to midnight with break times at (1600, 1700, 1800 and 1900
- 21 differing public tariff systems
- 14 of the car parks including an evening tariff
- 11 of the car parks accept season tickets

8.1.3 A benchmarking exercise was carried out to identify how other local councils structure their parking charges tariff and to identify opportunities for RBWM to increase revenue through tariff amendments. The following local authorities were benchmarked for this exercise:

- Wokingham Borough Council;
- Bracknell Forest Council; and
- Reading Borough Council.

8.2 Review of 2019/20 Income

8.2.1 The council currently have two forms of payment for daily parking, at the machines or by phone as shown below, which receive in the region of £7 million per year across the two transactions types.

Payment Type	Base Year
Pay & Display Transactions	£4,322,937
Pay by Phone Transactions	£1,320,830
Total	£6,931,374



8.2.2 Of the car parks in the Borough, River Street and Nicholson's car park generate significantly more than any other car park per year, both securing over £900k per year based on 2019/20 accounts (pre covid), as such any change to charging structure in these two car parks will need to be carefully assessed, so as to maintain the revenue.

8.2.3 The table below, reinforces the premise that Windsor is the dominant revenue generator, but only accommodates around 35% of the council's public parking spaces. The table shows that 7 car parks achieve an income per space over £5 per day, 6 of which are in Windsor. The only other car park is West Street, with Nicholson's being below the £5 per day limit. Indeed around 7 of the borough car parks generate less than £2 per day per bay.

Car Park	Location	Spaces	Avg. income/space per day
Riverside	Windsor	145	£18.80
Library	Windsor	15	£17.02
Coach Park	Windsor	74	£9.12
Alexandra Gardens	Windsor	198	£7.63
Alma Road	Windsor	130	£7.41
Romney Lock	Windsor	94	£5.73
West Street	Maidenhead	59	£5.51
Nicholson's	Maidenhead	734	£4.10

8.2.4 A low percentage of potential income is a factor of low occupancy and large variance in tariff. Consideration should be given to the factors that are leading to a low occupancy rate, with data collected to confirm this on an annual basis. Price may be a factor, with consideration being given to lowering tariffs in those car parks where the percentage of potential income is lowest.

8.3 Season Tickets

8.3.1 There are season tickets in many of the car parks mostly related to employees who work in the town, some residents, but mainly commuter parking to access Maidenhead Station. In addition, in Maidenhead there is a high level of RBWM Employee permit holders, some 400. The income from season tickets in 2019 was £910k

8.3.2 In Maidenhead, two of the three largest car parks, Stafferton Way (commuter) and Hines Meadow (staff and employees) have 40-48% of their revenue generated from season tickets, which means that by volume the total number of parking activities for season tickets in these two car parks is more than 50%.



- 8.3.3 However, certain town centre or retail based short term car parks such as Nicholson's and Victoria also have a proportion of season ticket holders.
- 8.3.4 As with the public tariffs the season ticket or permit holders also have 11 differing rates, which appear individually based and bear no comparison to the hourly and daily tariffs. The current season ticket varies between 45 and 66% of 220 days of the current daily rates, again this needs to be standardised and made simpler across the Borough.

8.4 Resident Discount Tariff Review

8.4.1 The Council are seeking to implement a new resident discount system. Information related to resident discounted parking schemes has been gathered and evaluated as possible alternatives to the Advantage Card. The following local authorities were benchmarked for this exercise:

- Bath & North Somerset Council;
- Scarborough Borough Council; and
- London Borough of Islington.

8.4.2 The benchmarking exercise has determined that the resident discount offered previously by RBWM was significantly higher than other local authorities, which set the discount at between 10% and 20%, compared to RBWM which averaged around 58%.

8.5 A New Model

- 8.5.1 Prior to the recent update of parking machines, introduction of pay by phone and the age of the supporting the data collection systems, it has meant that being able to forecast or option test parking objectives was complicated and limited.
- 8.5.2 The council working with Project Centre have created a new parking financial model which has the benefit of having a full set of records for 2019/20 with detailed data from each car park, which includes all methods of payment across all tariffs.
- 8.5.3 Using this data, the new model has been created to replicate the 2019/20 revenue generated based on the current tariffs, season ticket tariffs and usage. The model provides a simplified dashboard output as per below which shows car park specific and borough wide data.



8.5.4 The model provides the council the opportunity to now test options for amended tariffs for public, season and resident discount options per car park/area/borough. This is seen as a key tool for the council moving forward with respect to parking as it allows them to carry out desk top assessments within a validated model.

8.5.5 This chapter has highlighted that the current tariffs for public and season tickets are complicated and may not be comparable to surrounding boroughs (can we reword to reflect that we want to create something that is more user friendly etc. rather than because it is not in line with other). The use of pay by phone is growing with nearly 20% of all transactions carried out by this method. The previous resident discount has been shown to be unique with only a few councils across the country offering similar systems, but at a much lower rate.

8.5.6 The new model will allow all these issues to be assessed and reported on to the council.

8.6 Standardised Tariffs

8.6.1 There is scope to simplify and standardise the councils traffic system. The council are considering a new 7/8 band tariff system as per below. The evening tariffs are different in that the charges between 6pm and 9pm will use the standard tariffs, after 9pm there will be a fixed tariff until 6am or the time the car park is closed.

- 1 hour
- 2 hour
- 3 hour
- 4 hour
- 5 hour
- 5 hours plus
- Evening 6pm to 9pm
- Evening After 9pm



Financial Review Summary

- Utilise the new parking model to inform the council of the impact of possible changes as considered below
- Consider standardising the public tariff system.
- Consider standardising the season ticket tariff system
- Review the option for a new resident discount system



9 Special Parking Provision

- 9.1.1 There are a number of special parking requirements that require specific locations, design, access arrangements or charging mechanisms. These include parent and child parking bays, and parking for people with disabilities, taxis, motorcycles, cycles, servicing and freight.
- 9.1.2 Parking should be well-designed and in appropriate locations for people to access buildings, services, workplaces and social activities. Parking bays should be located at suitably convenient points, e.g. close to lifts or ramps.
- 9.1.3 There are a large number of users who have specific parking requirements that cannot be catered for by the general arrangements these are defined as “Special Permits “as defined below
- Disabled People
 - Emergency health workers and social services staff carrying out similar duties
 - Motorcycles and Scooters
 - Street traders
 - Taxis
 - Diplomatic vehicles.
- 9.1.4 The focus for the parking strategy is focusing on Blue Badge and Shopmobility as the key special parking provisions.

9.2 Blue Badge

- 9.2.1 The council participates in the Europe-wide blue badge scheme which was introduced in 2000. The blue badge scheme is an arrangement of parking concessions for people with permanent severe walking difficulties, and who travel either as drivers or passengers. The scheme also applies to registered visually impaired people, and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand.
- 9.2.2 It allows badge holders to park close to their destination. Once issued, badges remain valid for three years, at which time a reassessment of the holder’s needs is made to see if the badge should be renewed (Department for Transport, 2003).
- 9.2.3 The blue badge scheme is operational on all the borough’s public roads, but the scheme does not apply:
- on private roads (such as those on public or private housing estates)
 - resident only permit areas
- 9.2.4 In line with government guidance, blue badges are issued to ‘a disabled person of any prescribed description resident in the area of the issuing authority for one or more vehicles driven by him or used by him as a passenger’ (HMSO, 1991), against the following criteria
- receive the higher rate of the mobility component of the disability living allowance
 - receive a war pensioners’ mobility supplement



- use a motor vehicle supplied for disabled people by a government health department
 - be registered blind
 - have a severe disability in both upper limbs and regularly drive a motor vehicle but cannot turn the steering wheel of a motor vehicle by hand even if that wheel is fitted with a turning knob.
- 9.2.5 In the borough blue badge holders are able to park for free in resident and shared use bays for an unlimited time in addition to the national concession. Disabled bays are therefore not normally designated within CPZs. However, if parking places are regularly full, and the applicant cannot usually park within a reasonable distance of their home, the council will consider providing a dedicated permit bay close to the applicant's home subject to the applicant meeting set criteria. These dedicated permit bays are called Blue Badge Disabled Person Parking Places.
- 9.2.6 Disabled bays may also be designated within the borough for badge holders close to their place of work or close to shopping areas. Disabled bays are operational at any time and are enforced 24hrs a day, seven days a week. Non-dedicated disabled bays may be used by any blue badge holder.
- 9.2.7 Applications for Blue Badge Disabled Person Parking Places and dedicated permit bays are considered after consultation with the police and other bodies. The location of a parking bay must not cause an obstruction of the highway, or a danger to other road users.
- 9.2.8 The council is committed to ensuring that areas of high demand such as shopping centres are provided with sufficient disabled bays to meet the needs of disabled visitors, and parking restrictions will be reviewed as necessary.
- 9.2.9 Most blue badges are issued on a discretionary basis, however, on the grounds that the individual 'has a permanent and substantial disability and be unable to walk or have very considerable difficulty in walking'. Discretionary blue badges are subject to the applicant undergoing a medical assessment.
- 9.2.10 The badge entitles holders to special concessions only if it is displayed in the windscreen of the vehicle in which they are travelling. The use of blue badges is only permitted if the disabled person to whom the badge has been issued is a driver or passenger in the vehicle at the time of the parking.
- 9.2.11 The parking concessions available are detailed in the Department for Transport leaflet
- 9.2.12 'The Blue Badge Scheme'. The council offers an extra concession permitting badge holders to park for an unlimited period in resident bays, with the badge displayed. Table F1 sets out the available concessions in full.

Table F1: Blue badge concessions in the borough

Type of	Concession for blue badge holders
Disabled bay	Park free of charge without time limit
Short stay bay	Park free of charge without time limit. The badge must be displayed



Type of	Concession for blue badge holders
Resident bay	No parking allowed.
Loading bay	No parking allowed
Single yellow line	Park free of charge for up to three hours (except where there is a ban on loading or unloading shown by yellow 'stripes' on the kerb above the yellow line. The times of the loading ban are shown on a white sign beneath the yellow 'no parking' sign.)
Double yellow	As above
Zigzags	No parking allowed

9.2.13 When the length of stay is restricted, a blue badge clock must be displayed with the badge and set to indicate the arrival time. Outside of the loading ban times, normal blue badge rules apply on single or double yellow lines. Stopping briefly to set down or pick up passengers is allowed if there is a loading ban.

9.2.14 Under the Road Traffic Act 1991 vehicles displaying a current and valid blue badge are exempt from wheel clamping. Although there is no similar statutory exemption from removal of vehicles, the council recognises that people with disabilities are frequently heavily or completely reliant upon their vehicles and removal of a vehicle could cause distress.

9.2.15 The council does not remove vehicles displaying a valid blue badge unless there are emergency, security or ceremonial reasons, or the vehicles are causing a serious safety hazard or obstruction. This is in line with government guidance. If removal is absolutely necessary, and the driver of the vehicle cannot be located within a reasonable time, the vehicle will be moved to a position nearby where there is no hazard or obstruction. Whenever possible, a message will be left for the driver indicating where the vehicle is located. Only as a last resort, and where there is no better position nearby, will a vehicle be moved to a pound. In that case special recovery arrangements are made and normally the recovery fee will be waived.

9.2.16 Misuse of blue badges is very common, as is the theft and illegal duplication of badges. Any misuse of a badge is an offence and the badge can be withdrawn if it is misused or others are allowed to misuse it. Specifically, it is a criminal offence:

- for non-disabled people to use a badge – if they do so, they are liable to a fine
- to drive a vehicle displaying a blue badge unless the badge holder is in the vehicle, or the vehicle is being driven to or from an area which is accessible only to vehicles displaying a blue badge in order to pick up or drop off the holder

9.2.17 Because the badge relates to an individual rather than a specific vehicle, it is difficult for the council's civil enforcement officers to establish if badges are being misused and the council therefore relies on holders respecting the terms of use of the badge.

9.2.18 As the concessions offered by blue badges are considerable, they are particularly valuable and therefore prone to theft whilst being displayed in vehicles. These badges are then used illegally, duplicated, or sold on. The badge does not show a vehicle registration number and thus any vehicle may be used. This is useful to badge holders who are passengers and rely on transport from a number of sources. It is not obvious however that the badge has been stolen until the owner notifies the



council. If a civil enforcement officer suspects a badge is being illegally used, they will issue a PCN. They may also remove the vehicle in order to confiscate the badge.

9.2.19 Many disabled people have told the council that their badge is especially prone to theft when it is displayed overnight in a vehicle outside their home. The council has decided to issue local blue badge holders with a free resident permit. This will enable the holder to park outside their home in a resident or resident/shared use bay without having to display their badge.

9.3 Shopmobility

9.3.1 In town centres where Shopmobility services are available, accessible parking in pedestrianised areas will not be permitted. However, accessible parking provision should be made available as close as possible to pedestrianised areas and Shopmobility centres, to serve the needs both of those who wish to make use of Shopmobility and those who prefer to make their own arrangements.

9.3.2 The Royal Borough of Windsor and Maidenhead's Shopmobility service provides manual and powered wheelchairs and scooters for use in Windsor and Maidenhead town centres. The service is also available at shows, events and rambles during the summer months. Shopmobility is for anyone who has difficulty walking, whether as the result of an accident, age, illness or even a temporary mobility problem.

9.3.3 On the first visit to these facilities, the driver is required to complete the registration process and to receive instruction on the safe use of the vehicle. A small charge is made on an annual or single visit basis. Shopmobility parking is free to members using a Shopmobility vehicle.

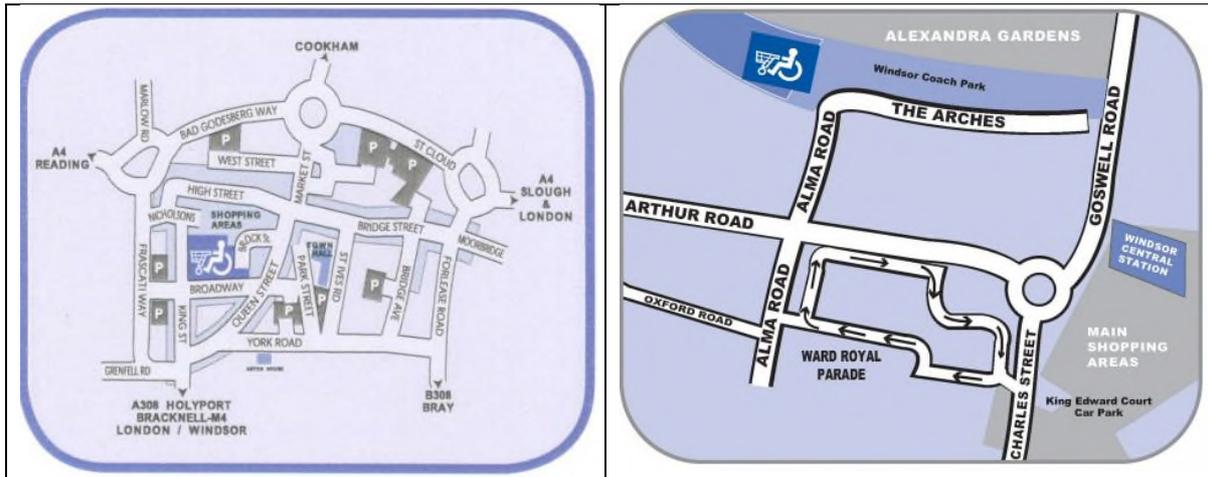
9.3.4 There are discounts available on membership fees:

- RBWM Residents and
- for those in receipt of Income Support, on production of a benefit book

9.3.5 The Council operates a booking system and it is strongly recommended that users seek to book a vehicle and parking bay at least 24 hours in advance, especially at high demand periods.

9.3.6 The Council operates two shopmobility schemes in Maidenhead and Windsor as defined below,

Maidenhead Shopmobility	Windsor Shopmobility
Nicholson's Car Park, Broadway, Maidenhead, Berkshire SL6 1NT Tel: 01628 543038 Fax: 01628 623857 E-mail: shopmobility@people2places.org.uk Opening Times: Monday - Saturday 10am - 5pm	The Coach Park, Alma Road, Windsor SL4 3HY Tel: 01753 622330 Fax: 01628 623857 E-mail: shopmobility@people2places.org.uk Opening Times: Monday - Saturday 10am - 5pm



9.3.7 The shopmobility will remain in the Nicholson's Car Park post redevelopment of the area, however in the interim, it will be relocated to West Street Car Park for a temporary period during the construction of the new car park.

Special Parking Summary

- review the current blue badge location and level of provision
- retention and expansion of new shopmobility in Maidenhead
- review Windsor shopmobility provision



10 Private Non-Residential Car Parking

10.1 Introduction

10.1.1 There are two main types of private parking in the borough as defined below

1. Those that are for public use, but managed by private operators
2. Those that serve businesses and retail outlets but offer their spaces to the council for evening or weekend use.

10.2 Private Public Car Parking

10.2.1 These are limited across the borough, the majority are linked to railway stations, major retail centres such as King Edward Court and general use such as River Street in Windsor. These car parks are monitored in terms of their tariff and ticketing offers by the council, so that they can be compared to the council offer and comparable rates as appropriate.

10.3 Shared Use Public Car Parking

10.3.1 A number of business in the town centres have basement, deck and surface car parks that are utilised by those premises Monday to Friday, but often vacate at night and at weekends. These are offered to the council to manage during these low usage periods to increase the parking provision during the evening and at weekends. As examples, Windsor has Windsor Dials, which allows Alma Road to increase its weekend provision and Keys Place in Maidenhead.

10.3.2 These provisions can be secured through long term agreements, however generally they are short term, to allow the landowner to review/develop as required.

10.3.3 In addition to town centre car parks, the council have in the past worked with Centrica and Windsor Racecourse to utilise their car parks in the past to operate during seasonal peaks or for major events via a park and ride facility for Windsor. However, although offering additional capacity, their limited availability across the week, makes them less attractive to users, than a permeant 7-day scheme.

10.3.4 Due to the scale of the car park the council also work with Legoland to provide a park and ride facility for Windsor.

10.3.5 As set out previously in this document, the Council would seek to work with and where possible utilise planning policy to encourage any employer in the area with vacant parking at evenings and weekends to work with the council to maximise the use of these car parks for public use.

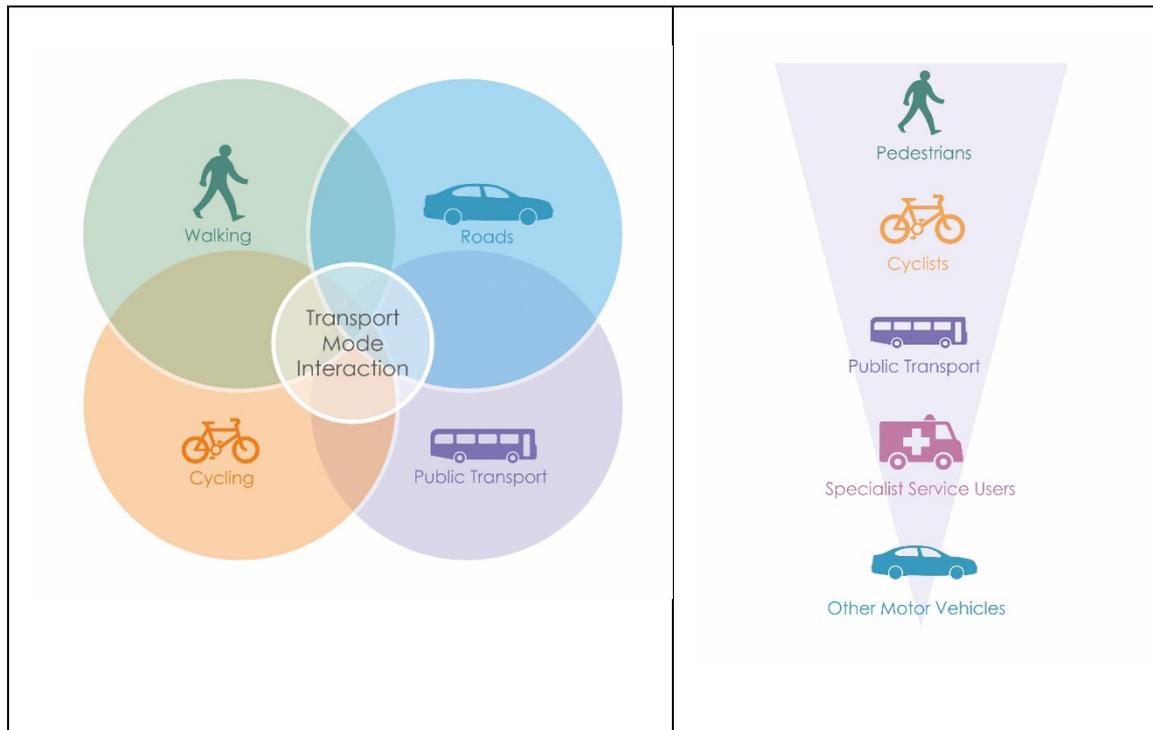


10.4 Parking Provision

- 10.4.1 Car parking supply and location for future developments can be controlled through the planning system. However, the attraction of a large number of private non-residential car parks in town centres and in business parks contribute to traffic congestion on Borough roads. Travel plans, workplace parking levies and dual use are three mechanisms that may be applied to manage the supply, demand and use of non-residential car parks.
- 10.4.2 A number of councils are investigating through new legislation the option of workplace place charging where parking levies are imposed on vehicles parked within a development within a defined area such as a town centre.
- 10.4.3 The premise is to seek to reduce private parking in a town centre, generally linked to office employment, so as to lessen the number of vehicle trips to and from the town and therefore seek to improve on key environmental aspects such as noise and air quality.
- 10.4.4 The current COVID pandemic, has highlighted the possibility for less demand for private parking in the future as employees seek to amend their working balance by working more from home or locations remote to their traditional place of work. However, those buildings with parking are showing a higher level of return while there are still restrictions due to social distancing and reduced services on rail and bus services, employees opting to walk, cycle or drive to work in the interim.
- 10.4.5 Currently the council have no plans to impose this system on workplace car parks as it recognises that any such policy may deter current and future employers considering locations in the Borough. However, if other councils are successful with their studies, the borough reserve the right to review this option as part of any future broader transport policy in future LTP's rather than parking strategy.

10.5 Travel Plans

- 10.5.1 Travel plans are a package of measures designed to reduce car use for the commute to work or school and may include car-sharing, teleworking and increased walking, cycling and public transport use. In the Royal Borough, travel plans are required for new and expanded developments through planning obligations in order to encourage employers/employees to make better use of the car and reduce the number of car trips to, or in the vicinity of, workplaces.
- 10.5.2 These documents seek to consider the interaction between the different modes, and this can lead to the determination of a "hierarchical" structure in the modal promotion which can also be duplicated by the Council in terms of the promotion of road space and car parking.



10.5.3 These seek to reduce the demand for off-street parking as well as encouraging commuters to avoid using on-street parking (in both residential areas and town centres).

Private Non-Residential Car Parking Summary

- Maintain a review on the private parking provision in the towns and compare with the council's own provision seeking to consider market share
- Seek to use the planning system to promote use of private parking for public evening and weekend use
- Retain the option as national guidance evolves to consider other options such as parking levy's
- Promote Travel Plans to reduce parking provision within current and new developments



11 Technology and Customer Experience

This section has been defined in 3 parts as set out below

- **Current Technology**
- **Customer Experience**
- **Future Technology**

11.1 Current Technology

11.1.1 The following set out the technology being utilised by the council in 2020. This is seen as a springboard for the council to build on and expand as digital and vehicle technology increase over the strategy period.

- **Current Charging Methodology's**
- **Resident Discount Trial**
- **Electric Car Recharging Networks**
- **Car Share**
- **Car Club**
- **Real Time Information**

Current Charging Methodology's

11.1.2 The council utilise a range of charging methods for the long and short stay public car parks and on street provision as summarised below

1. Pay and Display (Cash and Credit Card)
2. Pay on Foot (Cash and Credit Card)
3. Pay by Phone (Credit Card)

11.1.3 In addition to the short to long term stay charging methods, the Council have a season ticket system for a number of car parks in Windsor, Eton, Datchet and Maidenhead. Tickets can be purchased or renewed online by choosing the defined car park and the length of term which included 1 month, 3 months, 6 months and 1 year.

11.1.4 During major events, especially in Windsor, season ticket holders may need to park in a different car park as their car park may be unavailable. Alexandra Gardens / Alma Road car parks should be used as a first choice.

11.1.5 The council manage their car parks and on street parking and maintain the ticket machines that support these locations.

11.1.6 In 2020, the council switched to the RINGO pay by phone system which runs in parallel to the ticket machines and offers the public the option to pay on site or virtually via the RINGO App. In 2019/20 around 20% of the parking payments were made through the parking app, this type of transaction is increasing as smart phones usage increases.



- 11.1.7 In terms of the management of the system the use of the app, enables councils to save money through lower maintenance, servicing and collection costs, and gives consumers the ease and convenience of topping up remotely, receiving an e-receipt and reducing the chance of getting a parking fine.
- 11.1.8 The council seek to generally update their tariffs yearly. With the digital app, this is carried out remotely and the new charges can be uploaded to the council website. However, to update the machines and associated signage is more complicated and a longer drawn out process.
- 11.1.9 The process is simple, those wishing to use the system, simply need to register on the My Ringo App (<https://myringgo.co.uk/>), once the account is created, the user can book their parking space and once booked manage their space as per below

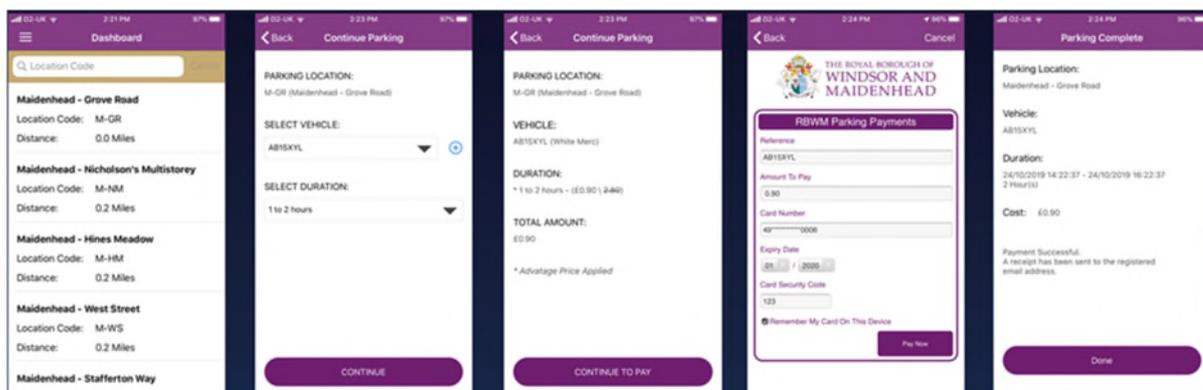
Create an account	Book parking in seconds	Manage your booking
<ol style="list-style-type: none">1 Add a mobile number, email address and password2 Set your marketing preferences3 Agree to our Terms of Service and Privacy Policy and you're done! <p>Register now</p>	<ol style="list-style-type: none">1 Select where you want to park2 Select the correct vehicle3 Select how long you want to stay4 Check your payment method5 Booked!	<ul style="list-style-type: none">🕒 Extend your session Need more time? Extend without returning to your car.🚗 Change your vehicle Selected the wrong vehicle? Change vehicle up to 15 minutes after booking.📄 Download receipts Receipts can be accessed anytime after you make a booking.★ Save your favourites Save your session as a favourite for faster booking next time round.

Resident Discount App

- 11.1.10 In 2020, the Council removed the Advantage Card from the parking system, thus requiring residents in the interim to use public tariffs. In early 2020, the council committed to providing a new resident discount system to allow for discount parking. The council propose to create a new app which will provide resident parking discounts this will be fully operational as of April 2021



11.1.11 Before the end of 2020, the Council will begin trials of the App which is being designed and managed by Adelante. The app will follow a similar system to the My Ringo App in that it will allow them to pay by phone for parking, but it will be for residents only.



11.1.12 The table below seeks to set out the process.

Register	Pay for Parking	Manage Parking
<ol style="list-style-type: none"> Residents will need to download the app Residents will need to register on the app, with their Council Tax No, Postcode, Email Address and Mobile number Upload car registration (up to 5 per Council Tax No) Upload Payment Option 	<ol style="list-style-type: none"> Access App Insert Location (trigger discount) Choose of Insert Vehicle Insert period of Stay (trigger discount) Make Payment Close App 	<ol style="list-style-type: none"> If during the parking period or close to the end, you seek to extend your parking period this can be done via the APP, subject to "return policy's "for each of the car parks or on street locations.

11.1.13 For the purpose of the trial, the following car park and discount periods are suggested. These offers car parks in both main parking locations, Maidenhead and Windsor and a selection of discount across 1 or 3 hr use.

Period of Discount	Location Maidenhead	Location Windsor
1 Hr Free	Grove Road Hines Meadow	Alexandra Gardens East Berks College
3hr Free	Hines Meadow	King Edward VII Avenue Romney Lock

11.1.14 During the trial period other discount options will be reviewed for all car parks, these may be

- Time based
- Day based
- Evening based or
- Seasonal based.

Electric Car Recharging Networks

11.1.15 Currently, charging points for Electric Vehicles (EV) have begun to be installed in cities, towns and urban areas. However, only a tiny fraction of the UK's current parking capacity caters for EV charging. There is no doubt that EVs are the future of private road transport, with the UK planning to ban the sale of new petrol and diesel vehicles by 2040. With more people switching to EVs in the future, car park owners will face increasing demand to install electric charging points so drivers can recharge their cars on site. There is also the question of whether this electricity will be provided free by local authorities or businesses, or if car park users should pay for this – and how that will be managed.



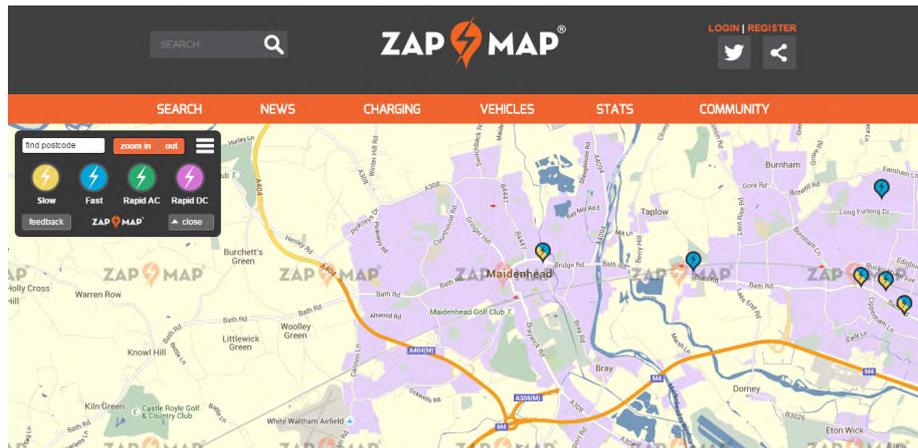
11.1.16 The benefits of electric vehicles are a clean and efficient alternative to petrol- and diesel-powered vehicles and are an increasingly common sight on our roads and include:

- They do not emit any air pollutants that have a harmful effect on human health
- Owners do not pay Vehicle Excise Duty or the London Congestion Charge.
- They have significantly lower fuel costs than equivalent petrol or diesel models.
- They have sufficient range for everyday travel.

11.1.17 A list of the electric cars and vans that are available in the UK and eligible for the plug-in car and van grants is available on the [Go Ultra Low](#) website.

11.1.18 The council has a dedicated webpage for electric vehicle which can be found on the following link https://www3.rbwm.gov.uk/info/200213/parking/1215/electric_vehicles

11.1.19 The public charging points available in the borough are available online and via various smart phone apps for iOS and Android devices (e.g. [ZapMap](#)).



11.1.20 Once registered, the user is provided free parking on the premise that they pay for their charging. There are some parking restrictions at some of the on-street charging points and some locations may not be accessible without a valid resident or business permit.

11.1.21 Within the borough the public charging points can be found in Maidenhead and Windsor as per below:

Maidenhead	Windsor
<ul style="list-style-type: none"> • Braywick Park car park - 6 x 7kW Type 2 (Pod Point). • Hines Meadow car park - 2 x 7kW Type 2 (Polar). 	<ul style="list-style-type: none"> • Alma Road - 2 x 7kW Type 2 (Connected Kerb). • Park Street - 3 x 5kW Type 2 (Ubitricity). • Tesco Superstore, Dedworth Road - 4 x 7kW Type 2 (Pod Point). • Windsor Lawn Tennis Club - 1 x 50kW CCS / 50kW CHAdeMO / 43kW Type 2 (Polar). • York House car park - 6 x 7kW Type 2 (Pod Point).

Car Share

11.1.22 RBWM support a borough wide Car Share scheme “give it a go, go together” is the sites branding. Many motorists are looking for ways to reduce their fuel costs and parking problems: car sharing is an easy way to do just this, and it's also a great way to socialise!

[Register below](#) and enter your journey details and search for someone who is making a similar journey.

<https://rbwmcarsshare.co.uk>

Car Club

- 11.1.23 The Council are working with developers to secure car club spaces for both development and public use, which will be managed by *COWHEELS/ENTERPRISE (TBC)*

Real Time Information

- 11.1.24 The Council in 2013/14 upgraded their in-house systems in the larger public car parks in Windsor, which allowed more accurate data collection and real time data on their occupancy. The replacement ticket machines and software upgrades across the borough have further increased the availability of real time data. This data is fed back to a central data base, which allows car park occupancy figures to be set to the website, “variable message signs” in Windsor and in the future by target apps.

- 11.1.25 The parking signs implemented in 2013/4 in Windsor as shown below provide fixed directions and space availability in the defined car parks. Although these are Variable Message Signs (VMS), they are limited. The more recent VMS signs implemented on the strategic routes into Maidenhead are more information signs and offer a lot more flexibility and opportunities to engage with drivers. These signs offer a wider range of information from directional, incident awareness on the surrounding road network, parking occupancy, road safety messages, driver targeted messages, events, roadworks to define only a few of the options.

Windsor Parking Signs



Maidenhead Information Signs



- 11.1.26 These have now been introduced in Windsor on strategic links with the sign on the relief road currently being upgraded. These signs offer more opportunity to engage and provide drivers with real time information as such there is scope to expand use of these signs across the borough to provide wider parking and travel information.

11.2 Customer Experience



11.2.1 The customer experience is also part of the decision-making process as to which car park they choose to utilise. This experience begins with the journey to the car park, the experience in the car park, the way finding from the car park to the destination and the return journey. Although location and cost are generally the primary reasons for choosing a car park the “customer experience” is a further consideration.

11.2.2 Each one of these can affect the choice of car park however there are a wider range of measures that the Council can consider improving the management of the car parks and provide an improved service to the customers.

- Customer Information
- Customer Routes to and from Car Parks
- Zonal Parking
- Pedestrian Way Finding in Car Park
- Enhanced Facilities
- Space, aisle and ramp sizes
- Pedestrian Safety
- Security

11.2.3 These need to be considered not only when building new car parks, but with respect to refurbishment of current car parks.

Customer Information

11.2.4 Tourists in particular could use help in getting around an unfamiliar town, so providing local guides and maps to help customers find their way around from the moment they arrive and indeed to and from the car park and inside the car park. See RBWM Website

<https://www.rbwm.gov.uk/home/transport-and-streets/parking/car-parks-and-park-and-ride>

Customer Routes to and from Car Parks

11.2.5 The Council have undertaken a review of routes to and from the main car parks in Maidenhead and recommended improvements have been set out in the Councils Access and Parking Strategy 2014, for them to consider.

11.2.6 The council has the option to carry out a similar review for the Windsor Car parks, however these were previously considered in the Windsor Parking Strategy in 2008 and key routes where improved at the time.

11.2.7 These previous study's does not preclude the option for an ongoing reviews and possible improvements as the parking provisions are altered across the town.

Zonal Parking

11.2.8 Both Maidenhead and Windsor's main public car parks capacity for public use are influenced by the level of contract, business and resident parking in key car parks, which inevitably reduce the number of spaces that can be offered to customers.

11.2.9 In Windsor, there is a provisional zonal management system with business parking pushed to the edge of town car parks such as King Edwards and Home Park, this does release spaces in the town centre for all other users.

Space, aisle and ramp sizes

11.2.10 This is an issue especially with older car parks and often lead to major issues when seeking to refurb them as it often leads to loss of spaces. Traditionally parking spaces are 2.4m by 4.8m, this should be the minimum size. As vehicles are getting larger, there is consideration to increase space sizes to 2.5m by 5m. The other key issues are the aisles and the ramps with respect to narrow features often leading to damage to vehicles or vehicles entering adjacent pedestrian walkways leading to retro fitting of safety barriers etc that can often further reduce widths. The council would seek to promote "good design" practices for new car parks whether public or privately operated.

Pedestrian Way Finding in Car Park

11.2.11 Either through major refurbishments or new builds of the councils or privately run public car parks, customer wayfinding is a key to guide customers smoothly around a complex of buildings or floors and then safely back to their cars. Wayfinding signage is vital if any large visitor location with multiple entrances and facilities. Large multi storey car parks, retail parks, shopping centres, education and hospitals are reliant on way finding to enhance journey and manage the users. The ability to re-paint and improve lighting is all key to improving security and coupled with way finding can lead to the customers "feeling safer". In addition to these the following item can all be used to further promote improved way finding.

Surface Painting	Clear Definitions of Floors (No's and Colours) at lifts/stairs
-------------------------	-----------------------------------------------------------------------



Reinforce Level Definition at parking bay



Replacement of Conventional small-scale signage



Enhanced Facilities

11.2.12 It is now commonplace to have a car wash/valet facility in major car parks. However other private car park operators are seeking to enhance their customer experience and seek to offer a unique set of convenient services so that their customers feel superbly looked after from arrival to departure and enjoy an exceptionally positive experience, which adds to their trip and influences their choice of car park.

- Provision of Umbrellas
- Shoeshine Facility's
- Food and Drink Dispensers
- Buggy rental
- Alcohol Tester
- Heart Defibrillator
- Jump Starter Facility
- Possible flat tyre service

Pedestrian Safety

11.2.13 Traditional measures such as increasing the number and visibility of help points further provide confidence to the customers who may be using the facility for the first time.

Voice Only	Video Screen	At Parking Machine
		

Security

11.2.14 The Borough will continue to make its car parks safer using security measures such as CCTV cameras, 'Help points', good lighting and regular patrols. The Council will continue to seek to meet the "Park Mark" standards which is an award given to car parking facilities that have demonstrated they are concerned with safety and have taken steps to ensure that they're secured and safe from crime. The Park Mark award scheme is managed by the British Parking Association and fully supported by the Home Office and Scottish Government.



11.2.15 This status should be sought for all car parks. The Council will seek to maintain the quality of its car parks through capital investment and possible revenue from car park charging to meet the criteria below.

- A car park that has been vetted by Police to ensure it is fully secured.
- Measures taken to deter anti-social behaviour and criminal activity.
- The site receives expert consultation from Development Managers to help keep the security up to a high standard.
- The site belongs to a nationwide scheme dedicated to combating crime and raising standards for public services.

11.3 Future Technology

11.3.1 The use of technology and digital systems in relation to motor vehicles and parking over the past 10 years has been significant, leading to such options as self-parking vehicles, autonomous vehicles and self-charging vehicles, the latter two still in their infancy but could in the timeline of this strategy become common. This section seeks to highlight the possibly way the council may seek to manage, control, enhance and

promote technology in the future. This list is seen as a foundation for the explanation of technology and digital systems in the short to long term of this strategy.

- **Electric Recharging Networks**
- **Parking Management**
- **Park and Ride**
- **Autonomous vehicles**

Electric Recharging Networks

11.3.2 In line with national and local guidance the council will seek to promote new charging locations for the public and simultaneously seek developers in line with Policy to provide the required active and passive charging to support their developments in line with the 2040 aspirational deadline.

11.3.3 The use of standard charging stations with cable connections are still likely to be utilised in the short to medium time of the strategy, however the ability to remote charge whether parked or while moving are systems that in the long term could remove cable connections and significantly increase the distance vehicles can travel. A similar enhancement in vehicle and battery capacity could also achieve the same distance benefit again lessening the need for cable charging.

11.3.4 The increase in electric motor bikes, motor scooters, pedal bikes and scooters will also lead to a requirement for additional charging points in car parks and town centres.

- **Wireless Charging** In the future the option to remote charge cable free either while parked or on the move. When parked it would be easier to regulate the purchase of the power.



- Electric car parking spaces brings the additional challenge of unauthorised use too. Car parks will need to be managed effectively in order to ensure these spaces remain open and used by electric car owners only – and not users who have traditional petrol or diesel cars.
- **E- Bikes / Scooters** – An increase of electric bikes and scooters being used and available has become a recent trend in the UK. This has led to an increase in demand for secure parking facilities and poses the same problems with management and misuse as EVs. Charging points will also be necessary in the same way that they will be for cars.



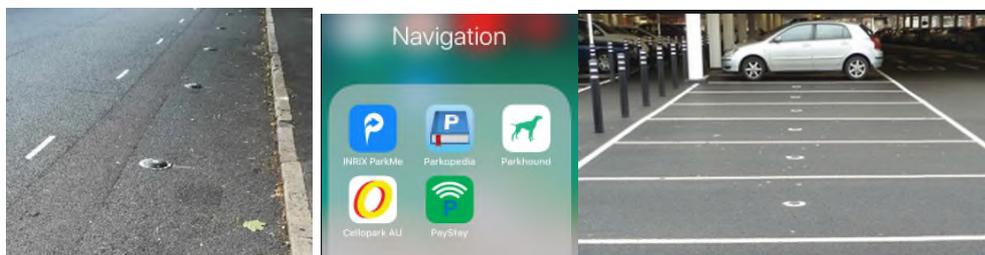
Parking Management

11.3.5 Areas of technology which are already in place now and will likely become increasingly used for car parking management in the short-term future are discussed below:

- Smart Parking** - Some newer car park installations are already using real-time parking availability, electric sensors (above or in the floor) and digital display boards to indicate exactly how many spaces are free and where they are. More sophisticated systems allow pre-booking of spaces via mobile apps. This allows dynamic pricing to become much easier to implement when there is a parking database which has data constantly fed into it. However, it also brings more car park management challenges to prevent misuse.

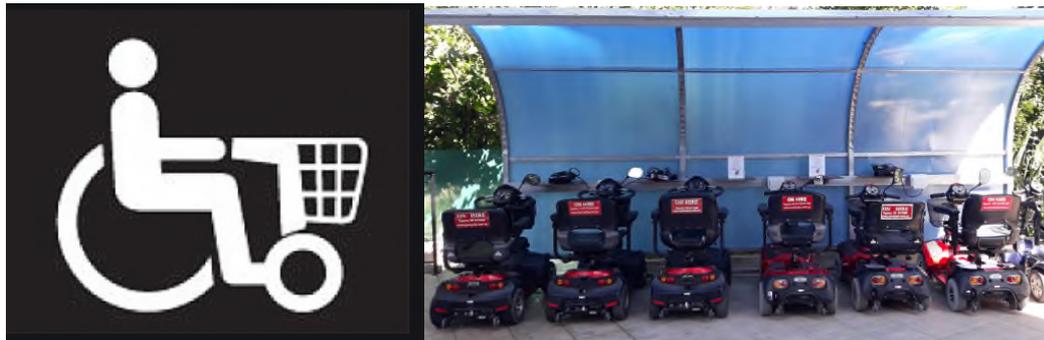


- On Street APPS** – There are multiple apps now available for locating on street parking spaces whether for general use, loading or disabled (blue badge). These APPs can be separated into 2 types location and availability. The location system is solely APP based and simply informs the driver of location of space and often tariff and time restraints. The availability APP requires a sensor to be placed in the bay which will tell the APP, if the bay is occupied or not. These sensors can be used in both car parks and on street parking. More sophisticated allow pre-booking and relay real-time parking and traffic information to mobile apps or directly to the car itself.



Mobility – The demand for increased use of mobility scooters as the population ages, will be increased. As such the demand for Shopmobility in car parks is likely to increase. The traditional requirements may change in terms of charging,

nature of vehicles and expansion for wider town centre use, not just parking related.



11.3.6 Space in car parks is becoming more and more valuable, but the demand for electric charging, motorcycles, scooters and bikes and disabled bay coupled with wider walkways, stairwells, lifts and public areas, means that some technology which are popular abroad (Europe and Japan) for stacking and racking cars, bikes etc could be considered in maximising use of floor space as per below:

- **Deck/MSCP** – The more traditional methodology to increase parking capacity on a site is to add additional decks to the site, either above or below ground. In financial terms it is more cost effective to build upwards, but costs obviously increase subject to the number of floors. A single or double deck would often be the limit in town centre locations due to planning and environmental issues. The scope for a new MSCP will be subject to location and previous land use.
- **Stacking** – In areas of restricted land take there is a trend for stacking vehicles, cycles etc either above or below ground. In many cases especially with respect to cycles, the process for parking is automated. These systems reduce parking areas considerably but can be expensive to build and operate.



Park and Ride

11.3.7 In addition to the above there are other parking options which are more current and traditional that with new technology can be upgraded and modernised.

- **Park and Ride** – As vehicle numbers are forecast to decline, then current road space could be reassigned to public transport. This could be enhanced with the use of tram or autonomous vehicle style vehicles. This would allow valuable town centre car parks to be replaced in favour of outer town park and ride sites, but with a high-class delivery service to the centre. Options to be explored further as transport policy develops and a new LTP emerges.



Autonomous Vehicles

11.3.8 Areas of technology which have yet to go beyond a design and testing stage, but may become a fixture in the long-term future are below:

- Autonomous Vehicle Valet Parking** - The biggest change that could shake up transportation and car park usage is autonomous vehicles. The use of autonomous vehicle valet parking will allow people to be dropped at a convenient location, the vehicle then driving itself to a parking facility until needed again. This will allow for more compact car parks, as there is no need for doors to open on cars while passenger walkways, lifts, stairs etc., will also be unnecessary (beyond what is needed for service access). This also makes possible a move towards suburban or out-of-town car parks and the complete repurposing of town centre car parks.



- However, legal and technical complexities mean that it is unlikely that we will see the widespread use of autonomous vehicles in UK towns and cities for several years.
- Autonomous Vehicle Pods** – A system where drivers park non-autonomous cars away from the centre and are then transferred by smaller autonomous pods to the centre, thus removing congestion. However, this does pose similar problems such as legal and technical complexities as autonomous vehicles.



- **Autonomous Vehicle on Demand** – A system where drivers call up or pre-book an autonomous vehicle from a storage area, which allows them to choose the type of vehicle they require for that occasion, with door to door service.



Technology and Customer Care Summary

- Monitor the technical enhancements for payment technology either at the machines or remotely and seek to increase level of automation to the current and future system
- Create a trial for a new resident parking discount app to be trialled until end of March 2021
- Implement the permanent resident parking discount app from 1st April 2021.
- Increase the provision of electric charging sites in the borough in car parks, key locations and on street
- Promote the Car Share scheme
- Increase the number of publicly accessible car club spaces in the town centres working with operators and developers
- Enhance the use of the VMS system in terms of customer information including car parking (Maidenhead)
- Consider expanding the VMS system to Windsor and possibly on strategic links into the borough
- Enhance the digital information provided to customers including real time data on car park capacity



- Review and seek to enhance the customer experience in current and new car parks
- Increase the electric charging facilities for other electric based vehicles (Cycles, Motorbikes and Scooters)
- Review and update electric charging systems as technology progresses
- Increase information systems in and on approach to car parks as to capacity and location of spaces
- Investigate introducing on street sensors to provide availability of space via app for specific users such as blue badge or general public spaces
- Review options for increasing parking provision on current or new car parks via use of decks, basements or multi storey provision
- Consider increased use of P&R as a means of increasing parking numbers, but in line with environmental policy to limit vehicle trips to town centre
- Review the progress of autonomous vehicles and investigate their future opportunity to limit need for town centre parking in favour of demand use only



12 Enforcement

12.1.1 Good parking provision is vital for the economy of the Borough and for the convenience of residents and visitors alike. It must, however, be recognised that parking space and availability is directly linked to traffic volume, which is linked to both congestion and pollution. A careful balance must, therefore, be struck between parking provision, parking controls, levels of charges and enforcement in order to ensure that RBWM obtain optimum value for the economic well-being of the Borough as well as for sustainability and environmental issues.

12.1.2 Parking and Traffic Enforcement is central to the Council's overall approach to transport and has as its primary purpose, the achievement of traffic management objectives, through encouraging compliance with traffic regulations. Effective enforcement assists the Council in delivering its wider transport objectives. These key objectives can be summarised as follows:

- Managing the safe and free movement of vehicles, pedestrians and cyclists
- Improving road safety
- Improving the local environment
- Maximising the use of parking space to balance the needs of road users, including residents, businesses and visitors
- Improving the movement and accessibility of public transport
- Meeting the needs of people with disabilities

12.1.3 The legislative framework for local authorities to carry out enforcement changed to the Traffic Management Act 2004 (TMA) Part 6 on 31st March 2008, replacing parts of the Road Traffic Act 1991 (as amended) and the Local Authorities Act 2000 (as amended).

12.1.4 The regulations in part 6 of the TMA largely replicate those contained in the Road Traffic Act 1991 (as amended) but decriminalised parking contraventions. This meant that they are no longer dealt with under Criminal Law in the Magistrates Courts but come under the jurisdiction of the Civil Law. This transferred powers to Local Authorities to enforce parking restrictions, previously the responsibility of the Police.

12.1.5 Since RBWM adopted the sole responsibility for enforcement it has continued to develop additional enforcement powers, through its parking enforcement, parking contraventions are enforced.

12.1.6 The Borough's parking enforcement policy seeks to abide by both Acts of Parliament and to incorporate best practice within its protocols. Reference is made to the Department for Transport's Traffic Management Act 2004 Operational Guidance to Local Authorities: Parking Policy and Enforcement March 2015.

12.1.7 RBWM are committed to the following approaches to ensure that effective parking enforcement delivers the objectives:

- Encouraging a 'customer service' attitude towards residents, local businesses and visitors to the area in all aspects of the parking operation



- Developing parking strategies that meet local objectives, focusing particularly on congestion, road safety and accessibility
- Adopting best practice guidance available, including enforcement operations that are firm but fair and are reasonable to motorists and others who live and work in the borough
- Establishing clear performance standards in applying parking restrictions
- Communicating clearly to motorists what regulations are in force and how compliance is to be achieved
- Implementing appropriate recruitment, retention and training practices to ensure professional parking enforcement throughout the Borough
- Ensuring the process for challenging and appealing penalty charge notices is consistent and transparent
- Strengthening the status and profile of the parking appeals procedure and the role of the Independent Adjudication Service
- Maintaining independent scrutiny of Parking Enforcement
- Monitoring and publishing the standards we achieve

12.2 Considering the Future

12.2.1 Enforcement is a key measure in seeking to prevent illegal use of parking spaces both off and on road. However, in major cities and London Boroughs they are investigating alternate options to enforcement and how technology can support the enforcement process.

12.2.2 RBWM are not committed to the utilisation of these methods in the Borough, however the following measures could add weight to the Councils current enforcement strategy.

12.3 Manage V Enforcement

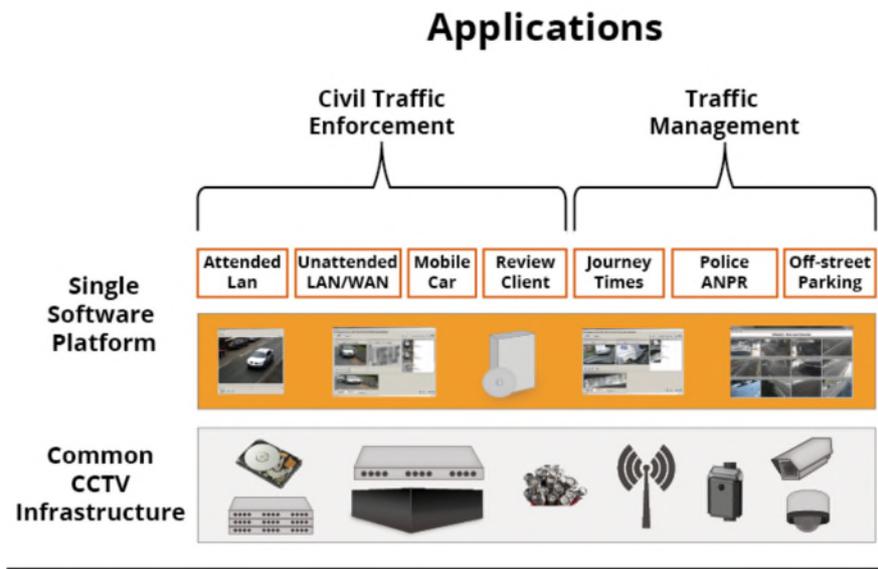
12.3.1 In terms of civil enforcement officers (CEOs), some councils are now rebranding these as 'marshals'. These Parking Marshals are fully qualified CEOs, authorized to enforce road traffic contraventions, however they also have a new ambassadorial role.

12.3.2 Their duties differ from traditional CEOs in that a marshal's main function is to educate motorists and help them comply with traffic regulations. As well as educating and assisting the public, marshals will also be managing kerbside spaces, and establishing a positive working relationship with drivers, residents, businesses, workers and visitors. This will be key to ensuring good traffic flow.

12.3.3 Enforcement will be carried out as necessary or when rules and regulations are continuously being ignored, however they have the option to work with the public and seek to manage the traffic and parking issues before considering prosecution.

12.4 Automated Enforcement

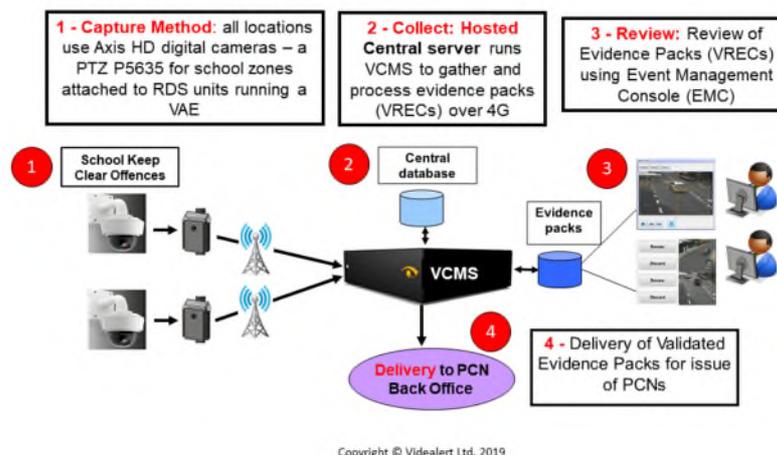
12.4.1 The use of remote enforcement via static or mobile cameras or other systems is becoming common practice in London and those with special powers. These powers are linked to current guidance that is limited to those locations, but in the future as such legislation is widened then councils around the country can begin to use more technology to remote enforce. As per below these systems offer multiple opportunities to the council for civil traffic enforcement, school safety, police ANPR detection and traffic and parking. Although not part of the current contracts, these systems can also be augmented to include additional detection facilities linked to environmental data such as AQ.



12.4.2 The council are talking to Videalert Limited in order to address the requirements to deploy an unattended camera system to enforce a number of schools keep clears at hotspot school locations within the Royal Borough of Windsor & Maidenhead, hereinafter "RBWM".



12.4.3 Videalert is proposing to address RBWM’s requirements with the deployment of its fully hosted solution without the need for any software or hardware to be installed on the client’s premises. At the target location a capture unit and processes the video from the cameras in real-time and any data, evidence packs, video etc. can be retrieved by the centrally hosted servers at Videalert’s Data centre, completely bypassing ITC and any intermediary networks and communications providers.



12.4.4 Once stored on the hosted servers, either council staff or its contractors can remotely review the evidence packs held on these servers using standard PC web browsers over any internet connection. Once approved, the evidence packs can be despatched to the council's various Back Office systems (or to a single system where agreements can be reached for this approach).

12.4.5 Many councils are now moving forward with complete CCTV control room upgrades, moving to digital CCTV systems, merging public realm and traffic activity into a single area, to improve the quality of service and to drive down operational costs. This is leading to requirements where vendors need to supply multiple CCTV traffic applications.



Enforcement Summary

- Consider increasing the role of the CEOs to educate motorists and help them comply with traffic regulations rather than standalone enforcement.
- Expand use of static camera enforcement for specific locations such as school entrances
- Consider additional upgrades to control centre as digital static and mobile enforcement increases.
- Seek to promote expansion of static and mobile enforcement use outside of London
- Consider providing dual purpose enforcement and monitoring facilities to increase council's data collection capability and cross department sharing of data
- Adopt refreshed parking enforcement policy (See Appendix 3 and 3A)

13 The Strategy

13.1 Background

13.1.1 To achieve the aspirations, which are particularly challenging in this area which has high rates of car ownership and high tourist/seasonal demands, the effective management of the Borough's parking stock is the basis of the Parking Strategy for the whole borough.

13.1.2 The objectives and principles of this parking strategy have been derived by considering a number of RBWM policy documents, The Local Borough Plan, The Local Transport Plan, The Climate Strategy, the regeneration aspirations and the previous 2016 Parking Strategy.

13.1.3 These documents coupled with National Planning Policy Framework and major development opportunities being considered in Maidenhead and Windsor specifically all have an influence on the future parking strategy.

13.1.4 As shown by the figure below, there are multiple influences on parking choice subject to the type of user.



13.1.5 The key factor in influencing a journey is generally the reason for trip, whether it be retail, employment, leisure etc, as the objective is to utilise the closest car park to the required destination, unless there are no suitable types of spaces or financially it is not viable to stay in that car park for allotted time.

13.1.6 Royal Borough of Windsor and Maidenhead is a unique Borough, in that it is made up of 5 distinctive and vastly differing areas, each of which have specific challenges

- Windsor
- Maidenhead
- Ascot, Sunningdale and Sunninghill,
- Smaller villages or hamlets and
- Rural areas



13.2 STRATEGIC AIMS

13.2.1 This document sets out how parking in the Royal Borough should progressed over the span of the document seeking to promote short- and long-term objective, while maintaining sufficient flexibility to accommodate change over that period. The strategic aims and statements have been refined from the outputs of the previous section of this report and are summarised below.

Strategic Aims	Statement	Relevant Chapters
Commercial Viability	Seek to ensure adequate provision and enable the Council-owned car park stock to become self-financing and/or reinvestment in improvements to parking facilities, roads and other transport modes	Policy Context Regeneration and Place Making Current and Future Baseline Parking On Street Parking Challenges and Options Financial Summary Special Parking Technology Enforcement
Parking provision	Seek optimum use of the parking stock and ensure adequate provision, ensuring that spaces are available at locations that maximise the potential for achieving transport, social, economic and environmental goals, while also achieving a balance between supply and demand for both on-street and off-street parking.	Policy Context Regeneration and Place Making Current and Future Baseline Parking On Street Parking Challenges and Options Financial Summary Special Parking Private and Non-residential Parking Technology Enforcement
Parking quality	Seek to ensure the borough's parking stock is designed to ensure personal and property security, accessibility by all users, better road safety and traffic management and the physical impact of parking areas and buildings is minimised. This quality approach will extend to routes to and from parking areas and the major defined destinations in urban areas.	Policy Context Regeneration and Place Making Borough Characteristics Current and Future Baseline Parking On Street Parking Challenges and Options Financial Summary Special Parking Private and Non-residential Parking Technology Enforcement

13.2.2 The following will set out the strategy for each of the 5 distinctive areas

- Windsor
- Maidenhead
- Ascot, Sunningdale and Sunninghill,
- Smaller villages or hamlets and
- Rural areas

Windsor

13.2.3 The table below sets out the proposed parking strategy for Windsor based on the aspirations for Windsor and how they can be met within the strategy.

The Aspirations for Windsor	
Aspiration	Future Considerations
<p>Income The number of spaces in Windsor restricts the level of income that can be obtained, especially as the town has multiple users and an all year demand. Windsor has higher income per space than any other part of the borough but only supports around 30% of the councils public parking provision.</p>	<p>Growth The town has a suppressed demand which doesn't account for its all year round usage, as such it warrants an increase in overall parking for the town centre, however any increase needs to be carefully planned and address climate, congestion and access issues to the town centre.</p>
<p>Seasonal Congestion The yearly demand in Windsor is elevated in the summer, during school holidays, bank holidays and</p>	<p>Management The parking provision needs to be flexible and centralised to allow for this seasonal fluctuation. The town currently</p>



<p>festivals such as Christmas. The increase in demand is not catered for as there is limited uplift in the number of spaces provided during these periods.</p>	<p>has multiple small town centre car park the majority of which are surface and have limited scope for increased provision. As has been done in Maidenhead, the rationale of these car parks in the future need to be assessed and alternatives considered which can be better managed to meet the peak demands, by zoning the car parks and defining current and future more by user, than seeking to mix long/short stay.</p>
<p>Shopper/Tourists Windsor has a unique user profile which not only generates a 7-day demand, but also a nighttime demand for parking. When considering the two main users' shoppers and tourists, their demand periods are similar off-peak weekdays and Saturday and Sunday. However, their length of stay is often different with tourists looking to spend longer in the town and therefore the quality and location of the short and long stay parking is a key consideration in terms of the attractiveness of each user and their defined destination.</p>	<p>Flexibility The challenge in balancing the demand between long and short stay in Windsor is key. Each user has a profile, the shopper tends to be defined as short stay and wanting to be as close to their destination as possible, the visitor more likely long stay, but with a similar destination. They may be prepared to consider an alternate location or mode to get them there, as they have more time to spare. The town could benefit from an increase in "long stay" parking. This could allow a rationalisation of the town centre car parks, switching town centre spaces to short stay, with limited increase in volume in the town centre. This nature of the long stay user would promote other options such as park and ride.</p>
<p>Economic Success The continued growth of the town is integrally linked with parking as it supports increases in footfall for all aspects off the town. However, this increase can also create negative aspects with increase traffic and congestion, which can deter visitors.</p>	<p>Viability The balance is to generate an increase in spaces that can promote increased footfall and economic growth but can be managed to minimise the possible detrimental impacts of additional cars.</p>
<p>On Street Provision – Windsor has an established-on street parking provision for public use, which has evolved over time. The demand on these areas is increasing and the need to review and consider how these can be expanded, while retaining sufficient protection for residents.</p>	

Maidenhead

13.2.4 The table below sets out the proposed parking strategy for Maidenhead based on the aspirations for Maidenhead and how they can be met within the strategy

The Aspirations for Maidenhead	
Aspiration	Future Considerations
<p>Income Maidenhead has a plan to increase the level of parking within the town centre and seek to rationalise the tariff system and better use of the car parks in line with the proposed growth of the town. Maidenhead has the highest number of spaces in an individual location, as such the income per space needs to be maximised.</p>	<p>Growth The town has a mixed use across the week, with certain car parks being busy or full during weekdays, but with some witnessing very low usage at weekends. The growth of the town has been managed through rationalisation of car parking, which has proposed an increase in the future, but through consolidation a lessening of vehicle trips to multiple sites across the town centre</p>
<p>Seasonal Congestion There is a marginal variation in demand during school holidays, bank holidays and festivals such as Christmas. The demand is generally centralised to key town centre car parks where short and long stay users compete for spaces</p>	<p>Management The overall increase in parking, the rationalisation of car park and the management of where short and long stay and permit/season ticket holders are located seeks to provide an increase in short stay parking in the centre of the town at the two main retail car parks.</p>
<p>Shopper/Tourists Maidenheads parking demand is more focused on retail, employment and commuters, the town has more “daytime” based demand across the week, with limited demand for evening</p>	<p>Flexibility The regeneration proposals seek to generate sufficient short and long stay spaces to meet the demand, while seeking to balancing the demand between long and short stay while minimising their</p>



<p>parking. However, the quantum and type of regeneration in the area, means that the future parking provision needs to promote and support this growth and provide sufficient type, quantum and located in the optimum location for those user types.</p>	<p>impact on the town and its specific environmental issues such as the AQMA's. However, the quantum needs to be flexible and balance the demand against the financial cost, thus offering a tariff structure to encourage use in edge of town car parks for long stay and maximise the remaining town centre car parks for retail etc.</p>
<p>Economic Success The continued growth of the town is integrally linked with parking as it supports increases in footfall for all aspects off the town, especially with seeking to expand on the daytime economic growth thorough creation/support of a nighttime economy.</p>	<p>Viability The balance is to generate an increase in spaces that can promote increased footfall and economic growth. The use of a zonal system to maximise use of spaces in the town centre and seek to accommodate future growth seeks to concentrate the provision and ensure the towns long term viability throughout the week.</p>
<p>On Street Provision – Maidenhead has no formal on street paid parking areas. As the town centre is consolidated and tariffs amended there may be a level of displacement as such the council need to review how surrounding roads can be protected for use by residents, while considering the option for shared use or waiting restrictions to limit further displacement and impact on edge of town communities</p>	

The Wider Borough

13.2.5 The table below sets out the proposed parking strategy for those areas outside of Windsor and Maidenhead based on the aspirations and how they can be met within the strategy.

Location	Aspiration	Future Considerations
<p>Ascot, Sunningdale and Sunninghill,</p>	<p>These areas have limited council operated facilities, in many cases the majority of the public parking spaces are free and controlled by time limits in terms of use. These locations are subject to growth and future development which will promote visitors from outside the area, already leading to congestion and under provision. The primary means of access will be by car, given the limited public transport facilities and disbursement of the population across a wider area outside the town's urban limits</p>	<p>The development in and around these locations are increasing demand on the current parking provision, as such there needs to be a review on the current control on these spaces which may lead to a change in control or an increase in provision subject to environmental and other policies. In many cases certain roads in the area are resident permit only and any changes to off and on street parking will need to consider this and need to prevent any additional displacement.</p>
<p>Smaller villages or hamlets</p>	<p>Smaller areas such as Datchet and Eton have differing types of parking on and off street. The parking is heavily influenced by commuter and tourists as such these areas have pay and display</p>	<p>The scale of any increase in provision would need to be assessed against the current users seeking to balance demand between residents, shoppers, commuters and tourists. There is</p>



Location	Aspiration	Future Considerations
	on and off street, resident parking limits and unrestricted parking. The areas are often subject to multiple small-scale developments which support the local amenities.	limited land for car park extensions, as such any increases are likely to be on street and would need to consider current resident requirements, thus suggesting the possibly of increased shared use spaces.
Rural Areas	The majority of the rural car parks are linked to recreational areas (for example: Windsor Great Park or the River Thames	Due to the environmental constraints there is limited scope to expand these facilities, however their location is optimum to promoting their use to improve health and well-being.

Outside the Borough

13.2.6 The Council are committed to co-ordinate and be compatible with our neighbouring authorities where necessary. This will require review of tariffs, levels of cross boundary trips and if there are opportunity for shared cooperation in terms of provision or management of spaces.

14 Action Plan

14.1.1 To deliver the strategic aims of parking, its associated objectives and policy principles as introduced through this document, an Action Plan has been developed below. A number of the actions overlap in terms of the chapter headings as such they have only been included as a single action in order of the chapters of this document.

14.1.2 The Parking Strategy and specifically the action plan provides the council with a phased investment strategy to deliver the individual items set out in the action plan.

14.1.3 This combination of cost and programme will allow the council to manage their future capital expenditure required to implement the items in the action plan. The action plan can also be utilised by the council to secure external funding from central government, government agencies, the LEP or developers through appropriate contributions.

14.1.4 The action plan utilises a provisional cost band as per below

£	=	£20 to 100K
££	=	£101K to £500k
£££	=	over £500k

Table 13.1 Regeneration and Place Making				
Ref	Action	Responsibility	Timeline	Cost
R1	Parking Strategy needs to remain flexible and fluid to support current and future regeneration proposals	Planning, Highways and Regeneration Department	2020 to 2030	£
R2	Car park usage needs to be maximised to footfall and economic growth	Planning, Highways and Regeneration Department	2020 to 2030	£
R3	Review car park locations and consider a zonal approach based on primary users	Planning, Highways and Regeneration Department	2020 to 2023	£
R4	Review underutilised car parks and determine if their use can be increased or should be subject to redevelopment and the Property & Asset Strategy	Planning, Highways and Regeneration Department	2020 to 2030	£
R5	Current town centre car parks draw traffic into AQMA areas as a such redevelopment opportunities should consider environmental policy's	Planning, Highways and Regeneration Department	2020 to 2030	£

Table 13.2 Current and Future Baseline Parking				
Ref	Action	Responsibility	Timeline	Cost
FB1	Complete the regeneration proposals for Maidenhead (New Car parks Vicus Way and Enlarged Nicholson's Way)	Planning, Highways and Regeneration Department	2020 to 2023	£££
FB2	Complete a Windsor parking Review to establish local policy	Planning and, Highways Department	2020 to 2023	£
FB3	Complete a review of current non charging car parks borough wide for future possible charging	Planning and, Highways Department	2020 to 2023	£
FB4	Maintain policy that current / new developments should offer their private parking for evening and weekend use if appropriate (Included in planning policy)	Planning and, Highways Department	Ongoing	£

Table 13.3 On Street				
Ref	Action	Responsibility	Timeline	Cost
OS1	Promote phased expansion of car clubs and electric charging facilities Car Club – 5-10 per town/1-2 per village Electric Spaces – 20-40% of car park spaces Electric Spaces – 20% of on street spaces	Highways Department	2020 to 2030	£££
OS2	Review and convert resident permit parking to shared use in certain areas across the borough to achieve additional parking provision and more flexible use	Highways Department	2020 to 2025	£
OS3	Review and consider option for increasing on street public parking zonally in key areas	Highways Department	2020 to 2025	££
OS4	Reduce street provision of payment machines to deliver operational savings	Highways Department	2020 to 2023	£

Table 13.4 Financial				
Ref	Action	Responsibility	Timeline	Cost
F1	Review and refine the Public Parking tariffs and times – adopt 8-band tariff model	Highways Department	2020	£
F2	Review and refine the Season ticket tariffs and times – adopt standard discount	Highways Department	2020	£
F4	Trial new app for Resident parking discount	Highways Department	2020 to 2021	£
F5	Implement new app for Resident parking discount	Highways Department	2021	£- ££

Table 13.5 Special Parking				
Ref	Action	Responsibility	Timeline	Cost
SP1	Review current location and level of provision for blue badge holders	Highways Department	2020-2023	£
SP2	Propose new shopmobility facility in new Nicholson's Car Park	Highways Department	2023-2025	££
SP3	Review current shopmobility facilities in Windsor as part of wider parking review	Highways Department	2023	££

Table 13.6 Private and Non Residential Parking				
Ref	Action	Responsibility	Timeline	Cost
NRP1	Monitor use of parking levy's across the country and consider future introduction	Highways Department	2022-2030	£
NRP2	Promote Travel Plans to minimise car use	Highways and Planning Department	2020-2030	£

Table 13.7 Technology				
Ref	Action	Responsibility	Timeline	Cost
T1	Promote use of car share through website and planning process.	Highways and Planning Department	2020-2030	£
T2	Increase usage of Information based VMS signs across borough to provide real time data and other information to drivers and residents.	Highways and Planning Department	2020-2022	££
T3	Review option to extend VMS to additional approach roads to Windsor	Highways and Planning Department	2020-2025	££
T4	Enhance digital systems to provide real time data with respect to car park occupancy to public in terms of Website or APPS	Highways and Planning Department	2020-2023	£

Table 13.7 Technology				
Ref	Action	Responsibility	Timeline	Cost
T5	Review and increase electric charging and parking places	Highways and Planning Department	2020-2025	£
T6	Investigate implementation of on street parking sensors Creation of or use of current apps for Blue Badge users or other defined spaces such as loading bays	Highways and Planning Department	2020-2025	£
T7	Investigate implementation of on street parking sensors and creation of or use of current apps for general public bays	Highways and Planning Department	2020-2025	£
T8	Review increased opportunity for park and ride	Highways and Planning Department	2020-2025	£££
T9	Review progress of autonomous vehicle usage on public highway and impact on parking demand	Highways and Planning Department	2020-2030	£

Table 13.8 Enforcement				
Ref	Action	Responsibility	Timeline	Cost
E1	Implement Static enforcement systems at key locations (Schools)	Highways and Planning Department	2020-2023	£
E2	Review options to expand use of static and mobile enforcement as national legislation is amended	Highways and Planning Department	2020-2025	£
E3	Seek to increase data collection capability across departments with static and mobile systems	Highways and Planning Department	2020-2025	£
E4	Adopt refreshed enforcement policy (attached as Appendix 3/3A) and review periodically			



APPENDIX LOCAL PLAN POLICY

Policy TR 1

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Hierarchy of Centres

1. The area's centres will be supported and strengthened to ensure that they continue to be the focus of communities. Initiatives which safeguard and enhance their role and function will be supported.
2. The hierarchy of centres in the Borough is defined as follows:
 - Town Centres: Windsor; Maidenhead
 - District Centres: Ascot; Sunningdale
 - Local Centres: Cookham; Cookham Rise; Datchet; Dedworth Road West, Windsor; Eton; Eton Wick; Old Windsor; Shifford Crescent, Maidenhead; Sunninghill; Vale Road, Windsor; Wessex Way, Cox Green; Wooton Way, Maidenhead; Wraysbury.
3. Windsor and Maidenhead will be the preferred location for the development of main town centre uses, followed by the District and Local Centres. The extent of the centres is defined on the Policies Map.
4. Development proposals for main town centre uses including retail development, leisure, entertainment facilities, offices and arts, cultural and tourism development will be supported in accordance with the hierarchy, provided they are appropriate in terms of their scale and design, and are well-related to the centre.

Policy TR 2

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Windsor Town Centre

1. Development proposals should promote and enhance the role of Windsor town centre and its vitality and viability. The retail role of Windsor town centre will be supported.
2. New development proposals within the primary shopping area, as defined on the Policies Map, should broaden the range of shopping opportunities and improve the image of the town as a sustainable and high quality shopping destination. In particular proposals to extend retail floorspace within existing stores and complexes and to extend department store provision within Windsor Town centre will be supported.
3. Development proposals for retail and service provision aimed particularly at visitors will be supported in a visitor development area that is appropriate to the character and function of the area, which includes Windsor Castle, Royal Windsor Shopping Centre, High Street and Thames Street.
4. Primary frontages, defined on the Policies Map, should include a high proportion of retail uses. Development proposals for non-retail uses within primary frontages will be permitted where they would enhance vitality and viability, be appropriate to the character and function of the area and retain prominent shop units within the primary frontage.
5. Development proposals in secondary frontages will be supported where they contribute to the existing character, function and vitality of the street or surrounding environment.
6. Development proposals for residential use on upper floors throughout Windsor town centre will be encouraged.
7. An allocation for a mixed use development comprising ground floor retail units with residential units is identified on the Policies Map at Minton Place.



Policy TR 3

[View Comments \(14\)](#)

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Maidenhead Town Centre

1. Development proposals should promote and enhance the role of Maidenhead town centre and its vitality and viability. The retail role of Maidenhead will be supported and development proposals for the regeneration of sites for town centre uses and those that protect, enhance or diversify retail activity, within the primary shopping area will be supported.
2. Reference should be made to the adopted Maidenhead Town Centre Action Area Plan with regard to the most appropriate locations and requirements for town centre uses and activities. Subsequent revisions of retail floor space projections should be taken into account in development proposals.
3. Primary frontages, defined on the Policies Map, should include a high proportion of retail uses. Development proposals for non-retail uses within primary frontages will be permitted where they would enhance vitality and viability, be appropriate to the character and function of the area and retain prominent shop units within the primary frontage.
4. Development proposals in secondary frontages will be supported where they contribute to the existing character, function and vitality of the street or surrounding environment. In particular, proposals to expand the cultural, entertainment and food offer of Maidenhead will be encouraged.
5. Proposals that make more efficient use of sites through intensification, higher densities or innovative design will be encouraged, provided that it is of exemplar design, supported by adequate infrastructure and transport and environmental impacts are appropriately addressed.
6. Within the town centre, development for tall buildings which are of exemplar design will be encouraged providing they do not compromise the character and appearance of the centre and that of nearby Conservation Areas.
7. Development proposals for residential use on upper floors throughout Maidenhead town centre, and proposals that would enhance the town's waterways, will be encouraged.

Policy TR 4

[View Comments \(4\)](#)

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District Centres

1. Ascot and Sunningdale are district centres, defined on the Policies Map, whose main functions are to provide a range of shops and services to the surrounding areas. A broad mix of uses will be maintained within the centres to support their current functions and to help them meet their full potential.
2. Development proposals for retail use within district centres will be supported, particularly within the primary shopping areas as defined on the Policies Map.
3. Non-retail uses and services will also be supported provided the overall function of the centre and opportunities for customer choice are maintained.
4. The scale of development that will be appropriate in district centres will be smaller than that in town centres, and will be determined by reference to the scale and function of the centre in question. Development proposals should not be of such a scale that they would elevate the centre to a higher level in the retail hierarchy.
5. Development proposals for residential use on upper floors in district and local centres will be supported. Where there is a considerable proportion of vacant property in a centre, residential or other uses at ground floor level will also be considered by the Borough provided that they would not adversely affect the function of the centre within the retail hierarchy.
6. Special considerations will apply in situations of sustained high levels of vacancy, for example where more than 30% of the units in a centre have been vacant for more than a year. Where there is a sustained high level of vacancy, the Council will consider active town centre uses as a first resort with residential or other uses at ground floor level as a last resort.
7. A diverse range of appropriate uses including retailing will be appropriate and there is limited scope for new retail floorspace in either district centre. The Neighbourhood Plan for the area, Ascot, Sunninghill and Sunningdale Neighbourhood Plan 2011-2026, supports the provision of small retail units on sites in both centres.



Policy TR 5

[View Comments \(8\)](#)

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Local Centres

1. Development proposals for retail use within local centres will be supported, particularly within the primary shopping areas as defined on the Policies Map. Non-retail uses and services will also be supported provided the overall function of the centre and opportunities for customer choice are maintained.
2. The scale of development that will be appropriate in local centres will be determined by reference to the scale and function of the centre in question. Development proposals should not be of such a scale that they would elevate the centre to a higher level in the retail hierarchy.
3. Development proposals for residential use on upper floors in local centres will be supported. Where there is a considerable proportion of vacant property in a centre, residential or other uses at ground floor level will also be considered by the Borough provided that they would not adversely affect the function of the centre within the retail hierarchy.
4. Special considerations will apply in situations of sustained high levels of vacancy, for example where more than 30% of the units in a centre have been vacant for more than a year. Where there is a sustained high level of vacancy, preference will be given to active town centre uses. Residential or other uses at ground floor level will also be considered by the Borough provided they would not adversely affect the function of the centre within the retail hierarchy.
5. Local centres defined on the Policies Map will be supported to provide a broad range of services for their local community, mainly serving specialist local needs or the immediate day to day needs of their local area.
6. The local centres identified in Policy TR1 exclude small parades of shops of purely neighbourhood significance.

Policy TR 6

[View Comments \(12\)](#)

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Strengthening the Role of Centres

1. Main town centre uses must be located within the centres defined in the hierarchy of centres where sites are suitable, viable and available. Subject to operation of this sequential test and as set out elsewhere in policy, offices may also be located in defined business areas.
2. Unless a development proposal is intended to meet a particular local need that occurs only in a specific location or catchment area, development proposals must assess in-centre sites in the following order of preference:
 - a. sites in town centres (Maidenhead, Windsor)
 - b. sites in district centres (Ascot, Sunningdale)
 - c. sites in local centres.
3. Where suitable and viable in-centre sites are not available, edge of centre locations must be considered. If suitable and viable edges of centre sites are not available, out of centre sites should be considered. When considering edge of centre and out of centre proposals, preference will be given to accessible sites that are well-connected to the centre.
4. Flexibility should be demonstrated on issues such as the format and scale of development. All centres within each individual level of the hierarchy are of equal status for the purposes of this sequential test.
5. Outside the defined centres, retail development including subdivision of existing retail units or widening the range of goods allowed to be sold will be resisted unless the proposal passes the sequential test outlined above, or is intended to meet a particular local need that occurs only in a specific location.
6. Development proposals for retail, leisure and office development larger than the thresholds set out below, located outside defined centres must be accompanied by an assessment of their impact on the vitality and viability of and investment in defined centres within their catchment:
 - a. retail development: 1,000m² within Maidenhead and Windsor urban areas; 500m² elsewhere
 - b. leisure development: 2,500m²
 - c. office development: 2,500m²
7. Neighbourhood Plans may set different thresholds where local considerations, supported by evidence, indicate this is appropriate.



Policy TR 7

[View Comments \(2\)](#)

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Shops and Parades Outside Defined Centres

1. Development proposals that enhance the community function of shops and parades located outside centres defined on the Policies Map will be supported.
2. Where it is proposed to change the use of a shop outside a centre, an assessment will be made of its value to the local community. If the shop fulfils a function of benefit to the local community, development proposals must provide credible and robust evidence of an appropriate period of marketing for retail use.
3. Where evidence suggests that a shop does not fulfil a function of benefit for the local community, or where a community benefit exists to changing to another use, marketing evidence will not be required.

Policy SP 1

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Spatial Strategy for the Royal Borough of Windsor and Maidenhead

1. The Council's overarching spatial strategy for the Borough is to focus the majority of development in three growth areas (Maidenhead, Windsor and Ascot) to make best use of infrastructure and services, in addition to providing a sustainable approach to growth.
2. New development will largely be focused on the strategic growth location of Maidenhead. Maidenhead town centre will be a major focus of sustainable growth to support its important role within the wider Thames Valley. Higher intensity development will be encouraged within and near to Maidenhead town centre to make the most of the town's transport links, and to take advantage of the Elizabeth Line connections.
3. A large proportion of the Borough's new housing development is to be built as an extension of the town with approximately 2,500 homes focused on a cluster of sites near to Maidenhead railway station (Maidenhead Golf Course, Land south of Harvest Hill Road and Land south of Manor Lane). Growth in Maidenhead will be focused on existing urban sites wherever possible, with some limited release of Green Belt.
4. Windsor is identified as a growth area accommodating limited growth in the town centre and on its western edge. Windsor town centre has national and international significance as a major focus of visitor and tourist activity based on Windsor Castle and the River Thames. The conservation of existing heritage assets is particularly important, meaning limited development will only be permitted where it seeks to enhance the quality of the built environment and does not compromise its character and appearance. Limited Green Belt release will accommodate additional housing growth on the western edge of the urban area.
5. Development in the Ascot growth location will be largely based on Ascot Centre. The coordinated development of several sites related to Ascot High Street will provide the opportunity to strengthen its role as a significant centre in the Borough providing a wide range of uses and activities, and include the provision of public open space. This will be achieved through the redevelopment of existing sites as well as limited Green Belt release.
6. The villages excluded from the Green Belt will continue in their roles as local centres as well as providing limited opportunity to accommodate new development. This will largely be achieved through the redevelopment of existing brownfield sites within the villages alongside limited Green Belt release.
7. Employment needs will largely be met in existing settlements.
8. The Green Belt will be protected from inappropriate development in line with Government policy.



Policy SP 2

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Sustainability and Placemaking

1. All new developments should positively contribute to the places in which they are located.
2. Larger developments⁽¹⁾ in particular will be expected to:
 - a. Provide a harmonious, integrated mix of uses, where appropriate, that foster a sense of community, vibrancy and activity;
 - b. Contribute to the provision of social, natural, transport and utility infrastructure to support communities;
 - c. Be designed to facilitate and promote community interaction through the provision of:
 - i. walkable neighbourhoods; and
 - ii. attractive public spaces and facilities and routes which encourage walking and cycling;
 - d. Create places that foster active healthy lifestyles;
 - e. Be of high quality design that fosters a sense of place and contributes to a positive place identity.

6.5 Policy SP3 Character and Design of New Development

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Policy SP 3

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Character and design of new development

1. New development will be expected to contribute towards achieving sustainable high quality design in the Borough. A development proposal will be considered high quality design and acceptable where it achieves the following design principles:
 - a. Respects and enhances the local, natural or historic character of the environment, paying particular regard to urban grain, layouts, rhythm, density, scale, bulk, massing, proportions, trees, water features, enclosure and materials;
 - b. Provides layouts that are well connected, permeable and legible and which encourage walking and cycling;
 - c. Delivers easy and safe access and movement for pedestrians, cyclists, cars and service vehicles, maximising the use of sustainable modes of transport where possible;
 - d. Respects and retains high quality townscapes and landscapes and helps create attractive new townscapes and landscapes;
 - e. Retains important local views of historic buildings or features and makes the most of opportunities to improve views wherever possible (including views of key landmarks such as Windsor Castle, Eton College and the River Thames);
 - f. Creates safe, accessible places that discourage crime and disorder. Well connected, attractive, legible places with strong active frontages will be expected;
 - g. Incorporates interesting frontages and design details to provide visual interest, particularly at pedestrian level;
 - h. Designed to minimise the visual impact of traffic and parking;
 - i. Protects trees and vegetation worthy of retention and includes comprehensive green and blue infrastructure schemes that are integrated into proposals;
 - j. Provides high quality soft and hard landscaping where appropriate;
 - k. Provides sufficient levels of high quality private and public amenity space;
 - l. Has no unacceptable effect on the amenities enjoyed by the occupants of adjoining properties in terms of privacy, light, disturbance, vibration, pollution, dust, smell and access to sunlight and daylight;
 - m. Is accessible to all and capable of adaption to meet future needs;
 - n. Provides adequate measures for the storage of waste, including recycling waste bins, in a manner that is integrated into the scheme to minimise visual impact;



10.4 Policy VT1 Visitor Development

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Policy VT 1

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Visitor Development

1. Maidenhead and Windsor town centres will be the main focus for major visitor related development. Development will be acceptable in other settlement locations provided that the type and scale of activity and the number of trips generated are appropriate to the accessibility of the location by walkers, cyclists and users of public transport. Proposals for hotel development at Windsor and Ascot racecourses will be supported if a case of very special circumstances is made in each case.
2. Development proposals for visitor development will be expected to:
 - a. be consistent with the sequential approach to site selection within that settlement or as an exception show evidence that the proposed development is locationally specific and consistent in terms of scale, impact and function with their location
 - b. contribute positively to the character of the area, the amenity of surrounding land uses and the retention and enhancement of heritage assets
 - c. contribute, where appropriate, towards town centre rejuvenation and environmental enhancement and a sustainable, safe, attractive and accessible environment
3. Development required to meet the changing needs of visitors at existing visitor attractions will be supported if the proposal does not have an adverse impact on local environment, amenity or traffic.
4. Development proposals for visitor development in rural locations will be supported where the proposals promote the rural economy and contribute positively towards the ongoing protection and enhancement of the countryside.
5. Visitor development proposals located in the Green Belt will be expected to demonstrate that they maintain the character of the Green Belt in that location, protect historic and heritage assets, are in conformity with current Green Belt guidance, policy and legislation, and are supported by a case of very special circumstances.

13.5 Policy EP2 Air Pollution

[View Comments \(0\)](#)

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Policy EP 2

[View Comments \(38\)](#)

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Air Pollution

1. Development proposals will need to demonstrate that they do not significantly affect residents within or adjacent to an Air Quality Management Area (AQMA) or to residents being introduced by the development itself.
2. Development proposals which may result in significant increases in air pollution must contain appropriate mitigation measures, thus reducing the likelihood of health problems for residents.
3. Development proposals should aim to contribute to conserving and enhancing the natural and local environment, by avoiding putting new or existing occupiers at risk of harm from unacceptable levels of air quality. Development proposals should show how they have had regard to the UK Air Quality Strategy or any successive strategies or guidance, ensuring that pollutant levels do not exceed or come close to exceeding national limit values.
4. Development proposals should show how they have considered air quality impacts at the earliest stage possible; where appropriate through an air quality impact assessment which should include the cumulative impacts. Where relevant, air quality and transport assessments should be linked to health impact assessments, including any transport related mitigation measures that prove necessary.



13.9 Policy EP4 Noise

[View Comments \(0\)](#)

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Policy EP 4

[View Comments \(19\)](#)

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Noise

1. Development proposals should consider the noise and quality of life impact on recipients in existing nearby properties and also the intended new occupiers ensuring they will not be subject to unacceptable harm.
2. Development proposals that generate unacceptable levels of noise and affect quality of life will not be permitted. Effective mitigation measures will be required where development proposals may generate significant levels of noise (for example from plant and equipment) and may cause or have an adverse impact on neighbouring residents, the rural character of an area or biodiversity.
3. Development proposals in areas significantly affected by aircraft, road or rail noise will be supported if the applicant can demonstrate via a noise impact assessment, effective mitigation measures.
4. Development proposals will need to demonstrate how they have met the following internal noise standards for noise sensitive developments:
 - a. Internal noise levels within all habitable rooms shall not exceed an average noise level (LAeq) of 35 dB(A) during the daytime measured between 07.00am to 11.00pm
 - b. Internal noise levels within all habitable rooms shall not exceed an average noise level (LAeq) of 30 dB(A) during the night – time measured between 11.00pm and 07.00am
 - c. Internal noise levels within the bedroom environment shall not exceed a maximum noise level (LAm_{ax}) of 45 dB(A) during the night – time measured between 11.00pm and 07.00am
 - d. Where feasible, measures shall be taken to ensure the external noise levels as part of the development do not exceed an average noise level (LAeq) of 55 dB(A) during the daytime measured between 07.00am and 11.00pm
5. The Council will require noise impact assessments to be submitted in circumstances where development proposals will generate or be affected by unacceptable levels of neighbourhood or environmental noise.

Neighbourhood Noise

6. Where neighbourhood noise associated with a particular development is likely to cause unacceptable harm to existing or future occupiers, the Council will require applicants to submit a noise assessment.
7. Development proposals will be expected to demonstrate how exposure to neighbourhood noise will be minimised by the use of sound insulation, silencers, noise limiters, screening from undue noise by natural barriers, man made barriers or other buildings and by restricting certain activities on site.

Environmental noise

8. Development proposals will need to carry out a noise impact assessment in compliance with BS7445-1: 2003 for development proposals affected by environmental noise, to determine the noise levels that affect the development,



Policy IF 1

[View Comments \(62\)](#)

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Infrastructure and Developer Contributions

1. Development proposals will be supported that deliver infrastructure to support the overall spatial strategy of the Borough, including making contributions to the delivery of infrastructure projects included in the IDP in the form of financial contributions or on site provision.
2. Implementation of the CIL ensures a consistent and co-ordinated approach to the collection of developer contributions. Alongside CIL, dedicated Planning Agreements (S.106 of the Town and Country Planning Act, 1990) will be used to provide the range of site specific facilities which will normally be provided on-site but may where appropriate be provided in an off-site location or via an in-lieu financial contribution.
3. Applicants will be subject to a requirement for a financial viability appraisal if it is considered that the level of affordable housing being sought will threaten the viability of the development proposal.
4. The loss of existing infrastructure will be resisted unless a suitable alternative can be provided or it can be demonstrated that the infrastructure is no longer required to meet the needs of the community. The Council will expect development proposals to demonstrate that consultation with an appropriate range of service providers and the community has taken place.
5. The Council will work in partnership with infrastructure service providers and developers to ensure that the infrastructure needed to support development is provided in a timely manner to meet the needs of the community. In some cases, it will be necessary for the infrastructure to be provided before development commences.
6. Development may be phased to ensure the timely delivery of the infrastructure that will be necessary to serve it. Each case will be determined on its individual merits during the development management process.

Policy IF 2

[View Comments \(209\)](#)

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Sustainable Transport

1. Development proposals should support the policies and objectives of the Transport Strategy as set out in the Local Transport Plan.
2. The Council will develop and implement revised parking standards. Transport and parking proposals including any varied parking standards set out in Neighbourhood Plans that have been made will also be supported.
3. New development should be located close to offices and employment, shops and local services and facilities and provide safe, convenient and sustainable modes of transport. Development proposals that help to create a safe and comfortable environment for pedestrians and cyclists and improve access by public transport will be supported.
4. Development proposals should show how they have met the following criteria where appropriate:
 - a. be located to minimise the distance people travel and the number of vehicle trips generated;
 - b. secure measures that minimise and manage demand for travel and parking;
 - c. be designed to improve accessibility by public transport;
 - d. be designed to improve pedestrian and cyclist access to and through the Borough's centres, suburbs and rural hinterland;
 - e. facilitate better integration and interchange between transport modes particularly for Windsor, Maidenhead and Ascot town centres and railway stations;
 - f. optimise traffic flows and circulation to minimise negative environmental impacts of travel including congestion, air pollution and noise;
 - g. provide car and cycle parking in accordance with the current Parking Strategy, including disabled parking spaces, motorcycle parking and cycle parking as well as provision of electric vehicle charging points where appropriate.
5. Transport Assessments and Statements and Travel Plans will be required to be prepared and submitted alongside development proposals, including residential schemes, in accordance with Department for Transport guidance and local authority requirements. Appropriate provision for public transport services and infrastructure will also be required.



Policy IF 3

[View Comments \(13\)](#)

[Add Comments](#)

Green and Blue Infrastructure

1. The Council will encourage improvements to the quality and quantity of the green and blue infrastructure network in the Borough.
2. In the growth areas which are subject to high levels of intensification, developers will be expected to provide innovative and high quality green and blue infrastructure networks as part of their proposals. High intensity schemes that do not support development with high quality green and blue infrastructure in terms of quantity and quality will be resisted.

1. Introduction

As part of budget setting for 2020/21 Council approved fees and charges which removed parking discounts for residents which were accessed through use of an Advantage Card. The Advantage card system remains in place and can be used

Residents using Royal Brough car parks were, therefore, required to use the standard daily tariffs.

At Council in February the Lead Member with responsibility for Parking committed ‘... the council was currently undertaking a review of a number of options for parking charges within an overall borough parking strategy. This would particularly focus on the issues in Windsor. He could confirm that, subject to proper due process, new arrangements would take effect from 1 September 2020...’ (extract from Council minutes 25th February 2020). One element of this review was consideration of a new resident discount scheme

2. Objective

The full parking strategy delivers on the commitment and this paper focusses on options to offer a resident discounted parking tariff. This also assist in redistributing demand and optimising use of low occupancy car parks.

3. Options

The council considered a number of operational options to deliver a resident’s discount scheme delinked from the ‘Advantage Card’ - summarised below

Ref	Option	Scheme	Advantages	Disadvantages
1	Card System	Replace the old card system	Able to be used by all residents; utilises pre-existing system; minimal investment costs	Previous usage issues with machines, costly process and lack of tracking; lack of control and subject to abuse
2	Add to Ringo System	Seek to utilise the current pay by phone system	Existing System; minimal investment costs	Limited to smart phone users; no way to verify residents formally other than postcode
3	Create new App	Create a new resident only app for parking	Allows RBMW full control over discounts and system can verify borough resident	Limited to smart phone users
4	Advance Discount	Issue households’ advance payments (tokens/codes) for use in car parks	Able to be used by all residents	Complicated system, no ability to predict use and increased backroom systems

4. Recommendations

The recommended approach is to create a new parking specific app to provide residents with access to controlled discounted tariffs.

Parking Strategy 2020 – 2030: Appendix 2: Resident Discount Scheme Option Paper:

The 'Parking Strategy' includes several recommendations for simplifications of the current tariff system to which could be brought in April 2021 as per below

- Confusion to the public with multiple charge rates across individual town and periods
- Ability to link resident discount and season ticket to tariffs
- Allows forward modelling and better forecasting of car parking charging changes
- Reduced back office processes and promotes cashless transactions

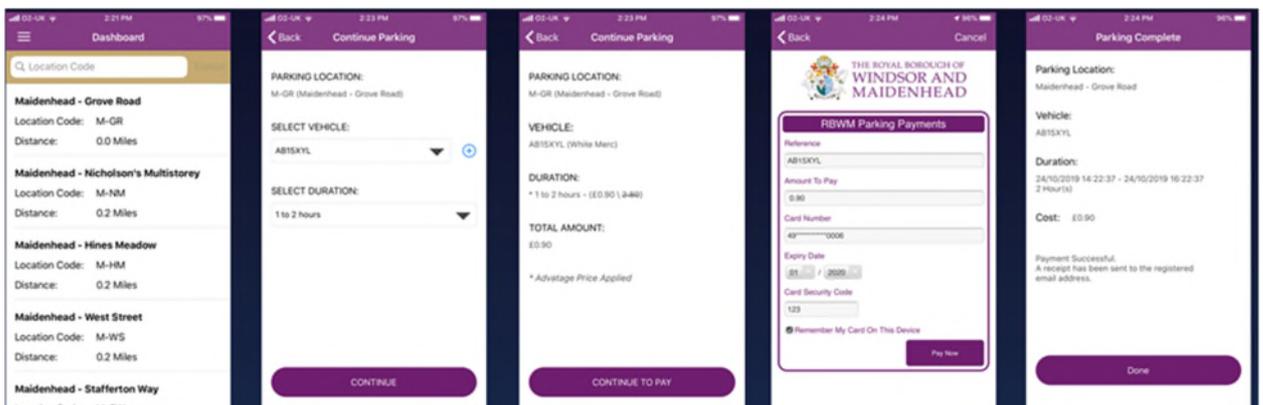
Alongside the overall simplification to improve the customer experience, it is recommended that a 'pilot', 'App' based discount system be introduced from November 2020 based on a selection of car parks and varying discounts which aim to (i) trial the system; (ii) gain customer insight; (iii) prove the technology; (vi) validate financial projections and (iv) enable the impact to be assessed.

The 'pilot' will remain in place until April 2021 with a review and report back to the Lead Member with a recommendation on the way forward.

The 'App' based process is set out in the table below

Register	Pay for Parking	Manage Parking
<ol style="list-style-type: none"> 1. Residents will need to download the app 2. Residents will need to register on the app, with their Council Tax No, Postcode, Email Address and Mobile number 3. Upload car registration (up to 5 per Council Tax No 4. Upload Payment Option 	<ol style="list-style-type: none"> 1. Access App 2. Insert Location (trigger discount) 3. Choose or Insert vehicle details 4. Insert period of Stay (trigger discount) 5. Make Payment 6. Close App 	<ol style="list-style-type: none"> 1. If during the parking period or close to the end, you seek to extend your parking period this can be done via the APP, subject to "return policy's "for each of the car parks or on street locations.

Below is an example of test windows that the APP may utilise to support the parking process.



Resident Discount Options

A range of resident discount options and permutations are available dependent upon the objective to be achieved.

For the purpose of the trial, the following car park and discount periods are suggested as per table below

Period of Discount	Location Maidenhead	Location Windsor
1 Hr Free	Grove Road Hines Meadow	Alexandra Gardens East Berks College
3hr Free	Hines Meadow	King Edward VII Avenue Romney Lock

These offer car parks in both main parking locations, Maidenhead and Windsor and a selection of discount across 1 or 3 hr use. The projected revenue forgone for this basket of discounts for the 'pilot' period (ie. November 2020 to March 2021) is £48,000.

In recommending the proposed discounts a range of alternatives were considered which will be developed during the pilot period as shown below. These may be and included

Discount Type	Examples	Potential Revenue Loss*
Time based	- 1 hr free in all car parks - Extended range of tariffs where discount applies	£420,000
Day based	- Free Saturday parking across the whole estate	£520,000
	- Free Sunday parking in Windsor (Maidenhead already free)	£250,000
Evening based	- Free evening parking from 6pm or other time	£135,000
Seasonal based	- Free parking events (for example: markets) - Free parking for seasonal periods (for example: Christmas) - Free parking during periods of low usage to encourage activity (for example: Saturdays at Stafferton Way to encourage)	Variable dependent upon extent of concession applied

(Note: * potential revenue use is based on 2019/20 data and does not reflect the Covid-19 impact on the overall parking business)

5. Cost

The proposed APP based solution is a modification of a previously created parking app which was designed to support Advantage Card discounts. Costs to bring the APP into use for the 'pilot' period are £3,000.

Operational costs will be evaluated as part of the ‘pilot’ scheme and be integrated into the review and recommendation on the way forward post ‘pilot’.

6. Equality Impact Summary

It is recognised that the use of an APP does offer both benefits and disbenefits as per below,

Benefits	Dis-Benefits
<p>Paying for parking with your phone offers greater convenience because:</p> <ul style="list-style-type: none"> • you don't need to have change on you to pay for your parking • you don't have to display a parking ticket • you can pay to extend your stay without having to return to your car (maximum stay restrictions may apply) • you can see your parking history and receipts • SMS text message • manage your account, • can secure parking from comfort of vehicle 	<p>Paying for parking with a phone can result in inconvenience because</p> <ul style="list-style-type: none"> • Not owning a smart phone prevents use of the discount service • Limited technical knowledge can prevent use of the discount service • A number of medical and disabilities may prevent use of the discount service • Require access to a debit/credit card facility

In general terms the app offers both visual and audible guidance for processing the parking transaction via a number of digital devices.

In principle the payment by phone process is designed to limit the need to find a pay machine as the location will have dedicated increased signage allowing you to pay close to if not in your car, thus seeking to limit walk distances. However, the reduction in pay machines could extend the distance to secure parking, if the driver is not able to use the app.

It is recognised that age does play a material factor in the use of such technology. On average 77% of over 65's has a cell phone; however, this falls to 18% who have a smart phone and the numbers reduce the higher the age.

This also has to be seen in the context of phone technology, in 2012, 680million smart phones were sold, in 2019 this had increased to 1.5 billion. Which meant around 19% of the world population owned a smart device. This is forecast to be closer to 40% by 2021 and in the developed world this could be closer to 85%.

As with any technology there is a transition and evaluation period, which often means that the differing generations and in some cases those with disabilities or medical conditions have variable levels of take up as set out above.

The Royal Borough of Windsor and Maidenhead Parking Policy

November 2013



THE ROYAL BOROUGH OF
WINDSOR AND
MAIDENHEAD

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Foreword

This document is intended to provide a comprehensive reference guide to the strategy and policies laid down by the Council for everyone with a vested interest in parking enforcement within the Borough. It will be regularly updated to keep pace with changing priorities, assimilate new ideas and reflect changes to the regulations that control parking demands.

The purpose of the document is to:

- Communicate clearly The Royal Borough of Windsor and Maidenhead's (RBWM) parking enforcement policy to motorists, who either reside, work in or visit the Borough,
- Ensure that RBWM's Parking & Traffic Enforcement's staff apply the policy as required,
- Assist RBWM's Parking & Traffic Enforcement's staff in the decision making process, ensuring that consideration to parking matters demonstrate consistent high quality decision making.
- Help ensure a consistent approach to initial advice on all parking matters is given by officers across the Borough.

Disclaimer

This document supersedes any information appearing on The RBWM website or published documentation pertaining to civil parking enforcement (CPE) within the Borough.

The contents and polices contained within this document seek to clarify those areas where the Borough has discretion on CPE regulations. It does not over-ride the Traffic Management Act 2004 (TMA), Highway Code or any related regulatory framework. Where there may be contradiction please ensure that the Department for Transports (DfT) and Secretary of State's guidance (Feb 2008 onwards) takes precedent on statutory matters.

1 An introduction to RBWM's Parking Policy

1.1 Legislation on Parking Enforcement

The legislative framework for local authorities to carry out parking enforcement changed to the Traffic Management Act 2004 (TMA) Part 6 on 31st March 2008, replacing parts of the Road Traffic Act 1991 (as amended) and the Local Authorities Act 2000 (as amended). The TMA was introduced to improve public perception of parking enforcement by providing greater consistency of nationwide parking regulations and providing a fairer and more transparent system.

The TMA has also brought consistency to parking enforcement regulations for London and non-London authorities.

The regulations in part 6 of the Traffic Management Act 2004 largely replicate those contained in the Road Traffic Act 1991 (as amended).

The Traffic Management Act 2004 strengthens the requirements for local authorities to have consistent and transparent enforcement policies.

The parking regulations as prescribed by the 1991 Road Traffic Act are consolidated in the Traffic Management Act 2004 decriminalised parking contraventions, which means that they are no longer dealt with under Criminal Law in the Magistrates Courts but come under the jurisdiction of the Civil Law. In effect, the Act gave powers to Local Authorities to enforce parking restrictions, previously the responsibility of the Police (traffic wardens).

Since RBWM adopted these it has continued to develop additional enforcement powers, through its parking enforcement, 'prohibited' and 'permitted' parking contraventions are enforced.

The Borough's parking enforcement policy seeks to abide by both Acts of Parliament and to incorporate best practice within its protocols. Reference is made to the Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking contraventions (Traffic Management Act 2004 issue Feb 2008) Codes of Practice for enforcement.

1.2 How RBWM's parking Policy has developed

Parking is very much a local issue. Central Government sets the framework but local authorities draw up policies and local regulations for their implementation and, where they have the relevant powers, enforce them. At RBWM, in addition to local implementation of legislative requirements, the Parking Enforcement Policy (PEP) incorporates the Council's own transport strategies governing parking enforcement.

The PEP guides the actions of the Council's parking enforcement team, determines the basic objectives for the Council's parking permit schemes and informs the Council's approach to determining the appropriate level of charges for casual parking, permits and other parking concerns.

1.3 The case for controlled parking in the Borough

Good parking provision is vital for the economy of the Borough and for the convenience of residents and visitors alike. It must, however, be recognised that parking space and availability is directly linked to traffic volume, which is linked to both congestion and pollution. A careful balance must, therefore, be struck between parking provision, parking controls, levels of charges and enforcement, in order to ensure that we obtain optimum value for the economic well-being of the Borough as well as for sustainability and environmental issues.

Over the last ten years, traffic in the Borough has increased and the demand on parking space is increasing steadily. The net result is that parking has grown in significance as a priority and now affects all the Borough's residents and the business community, directly or indirectly.

To address these growing needs, the Council has responded by introducing Controlled Parking Zones (CPZs) to the Borough and there is pressure in some areas to expand these further. 8 of the CPZs are self administered by the residents themselves.

Parking and Traffic Enforcement is central to the Council's overall approach to transport and has as its primary purpose, the achievement of traffic management objectives, through encouraging compliance with traffic regulations. Effective enforcement assists the Council in delivering its wider transport objectives. These key objectives can be summarised as follows:-

- Managing the safe and free movement of vehicles, pedestrians and cyclists
- Improving road safety
- Improving the local environment
- Maximising the use of parking space to balance the needs of road users, including residents, businesses and visitors
- Improving the movement and accessibility of public transport
- Meeting the needs of people with disabilities

It is important to remember that these objectives have been devised with one or more outcomes in mind. For example, it is intended to improve the traffic flow within the borough, enable residents to park near to their homes or reduce congestion and improve the experience in busy shopping areas.

1.4 How we aim to deliver positive parking and enforcement outcomes

It will be important to measure the on-going effect of the approaches set out in this policy. The following approaches will be adopted to ensure that effective parking enforcement delivers the objectives:

- Encouraging a 'customer service' attitude towards residents, local businesses and visitors to the area in all aspects of the parking operation
- Developing parking strategies that meet local objectives, focusing particularly on congestion, road safety and accessibility
- Adopting best practice guidance available, including enforcement operations that are firm but fair and are reasonable to motorists and others who live and work in the borough
- Establishing clear performance standards in applying parking restrictions
- Communicating clearly to motorists what regulations are in force and how compliance is to be achieved
- Implementing appropriate recruitment, retention and training practices to ensure professional parking enforcement throughout the Borough
- Ensuring the process for challenging and appealing penalty charge notices is consistent and transparent
- Strengthening the status and profile of the parking appeals procedure and the role of the Independent Adjudication Service
- Maintaining independent scrutiny of Parking Enforcement
- Monitoring and publishing the standards we achieve

1.5 Our Enforcement ethos

Through its parking enforcement, the Council is committed to providing parking management and 'on street' enforcement that is consistent, effective and progressive.

This document reflects our desire for a 'customer service' attitude towards residents, businesses and visitors in all aspects of the Parking Enforcement.

It is inevitable that some drivers will feel aggrieved and occasionally errors will occur. Our intention is to keep these to a minimum through clear policies, robust procedures and by employing high calibre, well trained staff. Where mistakes have occurred, we will acknowledge them and rectify them as soon as possible.

There are compelling road safety reasons for enforcing parking restrictions. Without parking regulation there can be little doubt that many busy parts of the Borough would quickly grind to a halt. However, the Council recognises that a practical, common sense approach is needed to carry out its parking enforcement responsibilities. The Council's Civil Enforcement Officers who enforce parking restrictions, all receive comprehensive training to enable them to carry out their duties effectively. Specific policies have been developed to ensure that officers carry out their work in a non-discriminatory and reasonable manner.

The use of technology is now an integral part of enforcement duties and assists in ensuring that Penalty Charge Notices are correctly issued. Required evidence is collected to enable the penalty to be pursued and provide motorists with proof of contravention in order to reduce errors and time spent on the appeals process. Lessons learned and feedback provided will be used to improve the way we conduct our business. We will publish useful information to enable the Borough's road users to understand what we are seeking to achieve, why we do it and how we perform against our stated aims.

1.6 Structure of Parking Enforcement in RBWM

The Borough's Parking Enforcement consists of three key elements:

- Parking Enforcement carried out by Civil Enforcement Officers
- Parking Operations
- Parking Administration

1.6.1 Parking Enforcement

Civil Enforcement Officer

Civil Enforcement Officers (CEO's) are responsible for the enforcement of parking restrictions throughout the Borough.

Some of the types of restrictions they are likely to enforce include parking in bus stops, adjacent to a pedestrian crossing, footways, dropped kerbs, yellow lines, overstaying, non-payment and resident's parking schemes.

The principal aim of parking enforcement is traffic flow and this is achieved with a well-trained and committed staff. Civil Enforcement Officers also provide an on-street presence as the "eyes-and-ears" of the council.

Parking Operations

The Team are directly employed by the Royal Borough. They are responsible for the installation, repair and maintenance of the entire Borough's paid for parking equipment which includes the collection of revenue from the machines.

This team carries out the suspension of parking bays and the signing and placing of traffic cones to ensure free access and traffic movement for major events within the Borough.

Site checks of parking enforcement signs and lines.

Parking Administration

This team of officers deal with the processing of Penalty Charge Notices (PCNs) and associated correspondence. This has the benefit of providing automatic review of the enforcement activity conducted by the enforcement officers which ensures that customers are dealt with according to the standards required by the Council and in accordance with Part 6 of the Traffic Management Act 2004. Ultimately, the independence of this team from the Civil Enforcement Officers ensures that there is a separation to the process.

The team also process payments, resident permits, parking permits, season permits and other permits. Initial queries and requests for evidence supporting PCNs can be directed to parking@rbwm.gov.uk

In addition to this the team also deal with complaints and Freedom of Information requests as well as providing customer feedback, the team will identify improvements necessary to our processes and procedures to ensure that customer experience is always fair, transparent and equitable.

Our website provides information on our overall performance. Any comments concerning the enforcement policy and performance should be emailed to parking@rbwm.gov.uk

2 An overview of Parking Enforcement

2.1 Introduction

This section deals with the need for enforcement and explains the background and legislation relating to decriminalised enforcement. The objectives of RBWM's Council's parking enforcement are also explained.

2.2 The parking regulations explained

The Road Traffic Regulation Act 1984 defines the objectives for which parking regulations can be introduced. These can be summarised as:

- Safety
- Congestion reduction
- Management of the kerb space where demand for parking exceeds supply
- Maintenance of access to premises

Raising revenue is not a lawful objective for either introducing or enforcing 'on street' parking controls and is a by-product of the service. Any revenue resulting from parking enforcement is used for covering the strategic and operational enforcement costs and meeting and developing the Council's Transport Policy objectives.

The Council enforces all parking, waiting and loading restrictions within the borough. The parking regulations enforced by the Council fall into two basic groups:-

- a) Those that apply nationally - in which case the Council must be clear as to why it enforces them and in what circumstances; and
- b) Those that have been applied by the Council through the making of Traffic Regulation Orders (TROs), in which case the Council needs to have a policy determining when the use of these powers are appropriate. The question of whether these restrictions should be enforced does not apply because if it was appropriate to introduce and maintain the restriction it is appropriate to enforce it.

The precise regulations made by the Council will depend on the circumstances at the location. There is a distinction between **‘prohibited parking’** and **‘permitted parking’**.

Prohibited parking relates to regulations introduced for safety reasons, likely to be in the form of yellow lines or ‘school entrance – keep clear’ markings. Where congestion reduction is the issue, single yellow lines might suffice. Enforcement is strictly adhered to on public safety grounds.

Permitted parking may include pay and display bays and residents’ zones which are all symptomatic of areas where demand exceeds supply, requiring the Council to give priority to particular groups of motorists, e.g. residents and persons with disabilities, or forms of parking such as short stay or loading bays.

2.3 Objectives of decriminalised enforcement

The objective for the decriminalised enforcement regime is to ensure compliance with the regulations and achieve traffic management objectives. As noted above, the Road Traffic Regulation Act 1984 sets out the only lawful objectives for making parking regulations.

Both statute and case law make it clear that any authority that based its enforcement policy on the objective of raising revenue would be acting unlawfully.

In the majority of cases the parking restrictions enforced by the Council are introduced by the making of Traffic Regulation Orders (TROs), the local regulations that determine parking restrictions in the borough.

The parking restrictions that the Council can apply are also limited to:-

- No waiting (single and double yellow lines)
- No loading/unloading (kerb blips used in conjunction with yellow lines)
- School keep clear marking
- Pedestrian crossing zigzag marking
- Controlled Parking places

2.4 How the regulations are applied

The Council can enforce the following restrictions: -

- Contraventions where parking is prohibited as defined by Traffic Management Order and the Road Traffic Act (including the Highway Code)
- Parking contraventions in permitted parking bays or in restricted areas
- Non-payment – overstay and inconsiderate parking

Where parking is prohibited, apart from emergencies or circumstances beyond motorist control, there are limited exemptions.

In permitted parking areas, resident permit holders will be given priority in residential areas,

while short stay parking and deliveries will be given priority in town centres and shopping areas.

In many locations where such measures are introduced it is not possible to meet all the demand for parking spaces, even for priority users. In some residential areas the demand for residents' parking now is starting to outstrip the supply of spaces. In mixed-use areas, there are competing demands from shoppers, residents and deliveries. In these cases, difficult decisions have to be made over allocation of kerb space. The introduction of short stay parking gives an option.

Short stay parking is regulated either by having limited stay free parking bays or by minimal charges. Short stay free parking is difficult to enforce but can nevertheless be effective in certain circumstances, whilst paid-for parking provides a more effective rationing mechanism and also makes enforcement simpler. The Government's advice is that parking charges should be set to achieve approximately 85% occupancy of bays available for short term parking. This ensures that there are always a few spaces available and minimises traffic searching for a parking space and reduces congestion.

When parking demand greatly exceeds supply then the Council may introduce a Controlled Parking Zone (CPZ). A CPZ has the following elements:-

- The creation of controlled parking places
- The introduction (or extension) of permit schemes
- Possible restrictions on the type of vehicles that can use the controlled parking places (such as height and length of vehicles)
- The introduction of some control (waiting/loading/ zigzag) on all kerb space not designated a permitted parking place

Enforcement may be carried out by Civil Enforcement Officers (CEOs) who patrol on foot and by vehicle. The Council may issue Penalty Charge Notices and in very rare cases, remove vehicles.

2.5 Traffic Regulation Orders

The infrastructure of controlled parking places and signs & lines is fundamental to ensuring that road users are aware of traffic regulations operated within the borough boundaries and enforced by the Borough. In adopting decriminalised enforcement powers in 2008, RBWM was required to update and consolidate all its Traffic Regulation Orders (TROs), which are available for viewing on our website.

As part of the Council's continuing drive for customer service improvement, it is our aim that the civil parking enforcement regime be considered legitimate and accountable. Our current plan includes an ongoing review of TROs to ensure that the orders underpinning our protocols are legal and accurate. It is Parking Enforcement's responsibility to ensure that attention to TROs does not stop once they are in place.

Reviews will also cover the parking infrastructure of lines and signs, which notify the public

about the requirements of each order. The Authority's TROs will be updated to reflect changing patterns of demand.

2.6 Parking Charges

Our aim is to achieve an average rate of 85% occupancy during the peak periods, reducing the volume of traffic cruising for a space and ensuring that drivers who do need to park 'on street' are better able to find space. In order to achieve this, charging systems are in place for both on street and off street parking. A differential in pricing exists between the two to encourage the use of car parks wherever possible.

Charges and tariffs for services other than PCNs are set to ensure the service offerings are self-supporting. The Members are very clear that they do not wish to increase charges indiscriminately but on a fair and economic basis. The charge for Resident permits was removed from the 1st October 2013.

Parking place usage, turnover and charges are reviewed annually in order to ensure that the objectives outlined above continue to be met. All increases in parking charges are agreed by the Members before implementation and advertised widely so that drivers are advised of the revised charges in advance. We also aim to ensure that charges for parking bays in the Borough remain competitive when compared with neighbouring boroughs. Meanwhile, the Department for Transport statutorily set PCN levels.

In the Borough, a 'Cashless' parking system (Park Mobile) is in place, for 'on-street' and car park spaces, concurrently with the traditional method of cash payments into pay and display machines. This is designed to remove the need for drivers to find the correct change for a pay and display ticket. Where the Pay & Display machine is out of service the cashless payment service must be used.

2.7 Enforcement Protocols

2.7.1 Processing Penalty Charge Notices

Penalty Charge Notices are issued and processed subject to regulations set out in legislative guidance which this document seeks to replicate. Such replication is for the benefit of easy access and reference. However, for the avoidance of doubt readers should ensure they consult the Traffic Management Act 2004 and relevant Road Traffic Regulations. These are available upon request or by visiting the DirectGov and Department for Transport websites. There are variations according to the type of notice issued, whether; a parking contravention issued by either a CEO.

2.7.2 Vehicle Removals

The Royal Borough operates a removal and relocation service using an outside contractor, On-Time Services Ltd, under the direction of the Borough's parking enforcement supervisors. Vehicles removed are taken to the On Time pound in Iver.

Removals are focused on persistent evaders (vehicles with 3 or more PCNs where there is no longer any opportunity to appeal) and foreign registered vehicles (where the owner details and recovery of the penalty is unlikely).

Prior to a removal taking place a vehicle will be issued with a Penalty Charge Notice and then if it falls into one of the above categories will be considered for removal. Depending on the contravention or whether the vehicle is a persistent offender the removal may take place instantly.

Where it is thought more appropriate, the relocation of the vehicle may take place to the Council's pound in the Coach park. Relocations may take place where a vehicle is parked in a suspended parking area and was in-situ at the time of the suspension boards being erected. It may also be deemed inappropriate to remove certain other vehicles such as blue badge holders, diplomatic vehicles, etc. and these too may be relocated.

The details of any vehicles removed or relocated are passed to the Customer Service Centre and the Police along with the details of the vehicle's new location. Recovery from the pound you will be required to show proof of ownership, along with payment of the removal/storage and PCN fee. Details of the appeal against the removal in the event of a challenge will be provided. Any challenge can only be made once the vehicle has been released from the pound.

The Persistent Evaders Policy is considered to be compliant with the requirements contained within the TMA 2004. It is also considered that the removal policy correctly identifies those vehicles and circumstances which require prioritisation within the guidelines of the TMA 2004.

2.7.3 Correspondence

PCNs issued will often result in correspondence from drivers who are seeking evidence or clarification on why they have received one. It is RBWM's policy to respond to all first stage challenges and representations in full. We aim to ensure that the driver is provided with all relevant information with regard the issue of the PCN in accordance with the statutory process.

Any matter relating to the contravention, issue and progression of a PCN must be dealt with in accordance with the TMA. The Council accepts communication by email and letter which will be dealt with in accordance with the legislation. It must however, be noted that complaints and Freedom of Information requests are dealt with under a separate policy and do not fall within the legislative requirements.

Local Councillors are accountable to their electorate and may be approached by constituents to intervene in individuals cases. However, the TMA is clear concerning this issue and states that "elected members and unauthorised staff should not, under any circumstances, play a part in deciding the outcome of individual challenges or representations." The representation and appeals process has legal implications and as such intervention from a 3rd. party may deny the appellants full appeal rights. Additionally, the process may not be perceived as transparent, particularly to those who are not residents and do not have access rights to local Councillors.

It is the aim of the Council to provide clear, consistent, advice to all parties that have dealings with the Parking Enforcement Team. All correspondence must be responded to in full, advising the appellant of the range of options that are open to them and providing advice and guidance with regard the process.

Full details of the representation and appeal process can be found in Appendix A

2.8 Persistent Evaders and Foreign Registration Plates

Local Authorities have the power to remove persistent evaders' vehicles if they are in breach of parking regulations at the time of removal.

The Government is currently consulting on whether to allow Councils to remove identified persistent evaders even if parked legally.

Foreign registered vehicles make up a significant number of penalty charge evaders. The Council's policy, is to also remove foreign registered vehicles contravening the parking regulations where the owner cannot be readily traced. This policy accords with the EU cross state convention as such removals are sanctioned against UK registered vehicles where the owners of vehicles without tax or license plates who cannot be readily traced have their vehicles removed where an offence warrants a Penalty Charge Notice.

2.9 Cancellation Policy

The cancellation policy provides a reference guide relating to the cancellation policies and procedures for penalty charge notices (PCNs). This policy is intended to provide guidance and clarity to the public and Council officers for the more common types of request for cancellations received by Parking Enforcement. All representations and requests for exemptions will be treated on their individual merits. This cancellation policy may require future amendment to reflect changes in legislation and the Borough's enforcement priorities.

The purpose of the cancellation policy is to:

- Provide clarity for the Borough's residents, members of the public, Elected Members and Council officers
- Assist officers in the decision making process
- Adopt a best practice guidance that is fair and in line with the requirements of TMA 2004 and the Traffic Penalty Tribunal (TPT)

RBWM's cancellation policy is contained in Appendix B.

3 Parking restrictions that apply in RBWM

The parking regulations enforced by the Council are categorised as:

- Those that apply nationally – in which case the Council must be clear as to why it is enforcing them and in what circumstances; and
- Restrictions applied by the Council – which have been made through TMOs and therefore, require a policy explaining why the use of these powers is appropriate

If it was appropriate to introduce and maintain the restriction it is therefore correct that controls are in place to enforce it.

3.1 Parking restrictions which are applicable nationally or locally

Parking against Dropped Kerbs

Section 86 of the Traffic Management Act 2004 allows the Council to enforce against vehicles that block dropped kerbs. It is important for pedestrians, particularly the elderly, infirmed, persons with disabilities and parents with pushchairs to be able to cross the road safely. The Council provides dropped kerbs to –

- Assist pedestrians
- Allow vehicles to leave and join the carriageway

The Council will also carry out enforcement in locations where the level of the carriageway has been raised to the level of the footway.

The Council will proactively enforce against vehicle parked adjacent to pedestrian dropped / raised kerbs. Enforcement will be carried out irrespective of whether yellow lines are present.

Where a dropped kerb is to a single residential property the Council can only enforce with the consent of the occupier of that property, providing no other restriction applies (e.g. a single yellow line). Enforcement action will only be carried out when requested by a resident who has paid for a vehicle crossover to their property and is able to provide a landline telephone number as a means of contact. Where dropped kerb access leads to a multi-residential property (e.g. a block of flats) then the Council is able to carry out proactive enforcement.

Pedestrian Crossing (zigzag) markings

As a highway authority, the Council is required by law to install zigzag markings at all pedestrian crossings. The markings prevent any vehicle from stopping (other than when impeded by traffic).

The purpose of the restrictions is to protect sight lines for motorists (seeing pedestrians on or about to proceed on the crossing) and pedestrians seeing approaching vehicles. They meet the legal requirement to provide clear uncluttered sight lines for both motorists and pedestrians and assist in the creation of a "safe place to cross".

Although this offence has been partly decriminalised, the police may still issue a Fixed Penalty Notice. Where it does happen, the police action takes priority and any Penalty Charge Notice issued by the Council will be cancelled.

The Council considers that zigzag markings make a significant contribution to the creation of safe locations where pedestrians can cross the road and will continue to take enforcement action against vehicles that park in breach of these regulations.

Obstruction and Double Parking

Legislation has enabled the Council to enforce obstructions where this is due to double-parking or parking too far away from the edge of the carriageway. Exercising this power of enforcement allows the Council to address nuisance and obstructive parking and relieves pressure on Police time. The Council will continue to enforce against "double parking".

Any vehicle parked on the highway, other than in a designated parking place, could be considered to be causing an obstruction under Article 85 of the Traffic Management Act 2004.

3.2 Restrictions applied by the Council

In addition to the introduction of Controlled Parking Zones (CPZs), there are a number of options available to the Council to control where vehicles stop and park and these are outlined below. They have the effect of preventing any vehicles from stopping during the controlled hours other than to set down or pick up passengers.

School Keep Clear Markings

The Council has introduced keep clear markings outside most schools in the borough and most of these are formalised through Traffic Management Orders and are enforceable.

The purpose of the markings is to:-

- maintain sight lines for children crossing the road to/from school
- maintain good access for emergency vehicles and to facilitate evacuation

School keep clear markings prevent any vehicles from stopping. They attract a considerable number of infringements both at the start and end of the school day and it is recognised that parents dropping off and picking up their children cause this. Parking Enforcement's response to these situations is:

- At the start and end of the school day we respond to requests for enforcement
- Where there has been no request for enforcement we visit schools on a programmed basis.
- During term time, the start/lunch time and end of the school day, we will issue PCNs to any vehicle seen on a school keep clear marking even when the driver is present

The restriction is primarily there to improve safety. Failing to adequately enforce the restriction (or having a policy that accepts that full enforcement of the restriction is not desirable) not only endangers our children but could result in the Council being party to injury compensation claims.

Waiting Restrictions

Waiting restrictions are only used when absolutely necessary to achieve a clearly stated objective or to deal with a demonstrable problem. As such they attract a high priority for enforcement.

Single and double yellow lines indicate that waiting restrictions are in place. 'Single yellows' indicate a restriction that applies for any period less than 24 hours. A time plate shows the times of control unless the restriction is in a CPZ and the hours of operation coincide with the CPZ operating times. Double yellow lines operate 24 hours a day all year. As such, a time plate is not required.

Waiting restrictions are used to: -

- Facilitate road safety by keeping sight lines clear at junctions
- Facilitate commercial activity by "reserving" space that can be used for visible loading and unloading
- Reducing congestion by preventing parking that would obstruct traffic flow

The majority of waiting restrictions in the Borough are on strategic and distributor roads, where they are largely introduced to remove obstructive parking at locations such as the approaches to traffic signal junctions or at bus stops. These also aim to assist in reducing traffic congestion and consequently air pollution.

Waiting restrictions across the Borough are applicable over many different time bands. The Council is working towards a more consistent approach for restrictions to reduce confusion amongst motorists. However, road users have a duty to ensure they are familiar with the restrictions in the area they wish to park.

Other than within Controlled Parking Zones (CPZs), there are fewer restrictions in residential areas. Where they are introduced it is generally at potentially dangerous locations such as close to junctions, on bends, outside schools, where visibility of other motorists is obstructed and where restrictions may improve road safety and reduce accidents.

Pressure on available on-street parking space has led to increasing abuse of the Highway Code's basic rules regarding parking in obstructive or dangerous places. More restrictions in conjunction with enforcement are, therefore, required to increase compliance with these basic rules and thereby to improve road safety.

Loading Restrictions

Loading restrictions are used in conjunction with waiting restrictions and have the effect of removing the ability to load and unload which is permitted on yellow lines as outlined above.

This prevents stopping by vehicles that would normally be allowed to park on yellow lines, such as Disability (Blue) Badge holders. In general, loading restrictions are introduced in areas or at times where such loading would be obstructive or dangerous or would increase congestion and delays during peak traffic periods.

Loading restrictions are denoted by yellow kerb markings placed on the kerb at right angles to the kerb. A single kerb marking indicates that the restriction operates less than 24 hours and a double indicates 24 hours, 365 days a year. A time plate indicating the hours of the restriction must always be shown, even if the hours coincide with those of the CPZ or are in 24 hour operation over 365 days of the year.

Stopping for the purpose of loading and unloading goods is permitted on a waiting restriction (where no loading restriction is present) providing it is constant.

Waiting and loading restrictions are only imposed when absolutely necessary and in order to: achieve a road safety objective and prevent obstruction by parked vehicles.

What constitutes loading and unloading?

This is not defined in the legislation or in the Council's TRO. However, definitions have been provided by decisions by Traffic Penalty Tribunal (TPT) appeals adjudicators in cases that have considered the process. The Royal Borough has adopted these principles until such time as the Department of Transport issues regulations. The following information, when considering the issuing or appeal of PCNs, will guide Civil Enforcement Officers and our appeal processing staff.

For commercial vehicles it is considered necessary that they be able to park close to the premises where they are delivering or collecting goods, as there are considerations of health and safety and security involved in the delivery and collection process. The goods involved do not have to be heavy or bulky and the delivery process can include checking goods and paperwork. However, the goods do have to be pre-ordered and the delivery or collection process should be completed as soon as possible without any undue delays. Waiting for the premise to open or warehouse staff to arrive does not constitute legitimate loading or unloading.

Although private delivery and collection activities may involve heavy or bulky goods, there is a distinction between these and commercial loading. For the private motorist, the goods must be bulky or heavy so that they could not easily be carried by hand and it, therefore, becomes necessary for the vehicle to be parked close to the premises. The goods must be pre-ordered and the process must be completed as soon as practicable.

Exemption: Setting down/ Picking up, No Waiting Ban explained

Vehicles are permitted to set on a "no waiting loading/ unloading" restriction and although not a legislative requirement the Royal Borough currently has a 5 minute observation policy during which time a vehicle will be observed for any signs of setting down/picking up. Where no such activity is observed during this period the vehicle is deemed to be parked and a penalty charge notice (PCN) will be issued.

Where setting down/picking up activity is observed there is no set time limit with regards to passengers boarding or alighting and if it is apparent that the passenger is elderly or disabled the action of boarding/alighting can take as long as necessary. However, this action must be clearly observable by the CCTV operator or Civil Enforcement Officer and if it is not, a PCN will be issued.

Motorists are not permitted to set down and pick up passengers at marked bus stop locations, yellow box junctions and pedestrian crossing / zigzag lines.

Controlled Parking Zones (CPZs)

Every metre of kerb space within a CPZ is controlled. CPZs are put into operation for areas experiencing conflicting demands for parking at certain times of day or throughout the day. The controls used are a combination of: -

- ❑ waiting restrictions (yellow lines)
- ❑ loading restrictions (kerb blips)
- ❑ zigzag markings (pedestrian crossings, schools, hospitals)
- ❑ permitted parking places
- ❑ parking for permit holders
- ❑ parking for casual use (normally pay and display)
- ❑ parking for shared use (permit holders and casual users)
- ❑ loading bays
- ❑ disabled persons parking bays

Traffic signs are situated at all the access points to a CPZ showing the hours of operation. The Council installs signs on each street showing specific restrictions where they may differ from the CPZ hours of operation.

Controlled Parking Places

Without going to the extent of introducing a full Controlled Parking Zone it is possible to introduce limited on-street controlled parking places. The Council has introduced these in a small number of locations, principally around busy local shopping parades for the benefit of shoppers. These have normally been introduced following petitions from shop owners for economic support and complaints from nearby residents concerning visitors taking limited parking space supply.

Regulations in force at Council car parks

An Order is in place to control the use of 'off-street' car parks, specifying the opening times, charging hours, permitted class/es of vehicle, maximum length of stay and scale of charges for each car park. The Order also includes regulations relating to pay and display tickets and various by-law style rules controlling how individuals should park. Full details of all car parks and spaces can be found at Appendix C.

3.3 Signs and lines

Signs and lines must be legally compliant, well maintained and regularly checked. When new restrictions are introduced, the Council must lay the correct lines and erect the proper signs. If correct lines and appropriate signs are not in place, intended restrictions cannot be enforced.

The Traffic Signs Regulations and General Directions specify in precise detail the signs that must be used to indicate parking restrictions. Where there is an unusual or non-standard type of restriction, the Department for Transport is requested to specifically authorise each sign and, quite often, its location.

The Council's Highways and Traffic Teams monitor signs and lines to ensure that they are in place and provide an inventory of faults. Civil Enforcement Officers also report discrepancies. Complaints and reviews of PCN cancellations are other sources used to provide feedback and check inaccuracies in signage and road markings. The Council endeavours to take remedial action as soon as possible when problems are identified and will introduce a regular review of signs and lines compliance to ensure that all restrictions in the Borough can be properly enforced. However, minor deviations to lines do not render the parking control invalid. Motorists should ensure that they continue to park within the spirit of the legislation.

4 Suspensions, Dispensations and Exemptions

While they may appear very similar, Suspensions, Dispensations and Exemptions have quite specific meaning when it comes to Parking Regulations, not only in relation to CPZs but more generally. This section explains:

- The exemptions included in the Council's Traffic Management Orders
- The availability of dispensations from the waiting and loading restrictions
- The Council's ability to suspend certain parking regulations

4.1 Suspensions

Having introduced or "designated" a permitted parking place such as permit holder, shared use, pay and display, doctor, persons with disabilities, etc., it may be necessary to suspend it for a short time. Unless there are exceptional circumstances, the Council will only suspend a designated parking place in the following situations:-

- a) to facilitate maintenance and repairs to the highway
- b) to facilitate maintenance and repairs to services (gas, water, electric, telecoms etc.) buried within the highway
- c) weddings (only for the bridal carriage)
- d) funerals (hearse only)
- e) business or domestic removal
- f) building works (skip and loading)
- g) filming
- h) community events

- i) trade events
- j) VIP visits

The suspension of parking bays is normally prompted by the request of a resident, resident service provider (removal company, builder etc) or utility company (gas, telecom etc). The request is made in the first instance to the Parking Team who maintain records of all suspensions. The team, then ensure that the appropriate signage is displayed at the location.

Every effort is made to reduce the inconvenience of suspended parking bays. It is our normal practice to erect signs five working days in advance. Applicants must apply at least 10 days in advance. This allows a reasonable period of advance warning for the general public.

A charge is levied on each suspension to ensure that parking spaces are returned to their designated use as promptly as possible. Suspensions generally carry an admin charge and per bay/ per day charge, see the website for current charges. Statutory utilities only pay for the first day of any suspension.

If a suspension is cancelled prior to the designated day a refund may apply to the charge made for the bay only. The administration charge is non-refundable.

The Council does not charge for suspensions in the following circumstances:-

- a) funerals
- b) when a suspension is required to facilitate vehicular or pedestrian traffic movement during a development programme

To minimise the inconvenience of parking bay suspensions the Council will:-

- a) only grant a suspension when absolutely necessary
- b) restrict the suspension to the minimum space required to perform the task or carry out the event
- c) restrict the duration of the suspension to the shortest possible amount of time
- d) consider the size of suspension in conjunction with the duration (i.e. a long term suspension is more acceptable if only a short length of kerb is taken)
- e) subject applications for suspensions to a minimum 5 working days' notice period to enable those affected to be suitably notified
- f) choose to suspend free or "pay and display only" bays rather than "permit holder only" or "shared use" bays where there is a choice
- g) ensure that suspensions are correctly and clearly signed
- h) monitor suspensions to ensure they are removed within agreed time and when no longer required

In exceptional circumstances the Council may accept suspensions at short notice. These requests are treated on a case by case basis. Residents should, therefore, look out for "parking suspended" signs and comply with them as designated parking bays in the Borough could be suspended at any time.

At the time of sign placement, details of all vehicles in the suspended area are recorded and the signs are photographed. Signs are placed at each location, although their exact number and placement is dependent on availability of street furniture and extent of suspension. At the conclusion of the suspension the signs are re-photographed and removed.

DfT approved signs currently used are a rigid foam board, in high visibility yellow, approximately 2 feet square. Full details of the duration, location and nature of the suspension are entered on the sign.

Alternative parking arrangements are not normally made as most suspensions are relatively short in duration and kerbside length. However, in the case of major suspensions (e.g. Thames Water Mains Replacement Program) alternative parking provision is considered.

Civil Enforcement Officers enforce as per the suspension board. Information collected at the time of board placement is used to assist with the enforcement process.

4.2 Dispensations

A "dispensation" is short for "dispensation from the waiting and loading restrictions".

It is Council policy only to introduce waiting and loading restrictions when absolutely necessary. It follows, therefore, that a dispensation from the waiting and loading restriction can only be granted where there is no alternative.

On receiving an application for a dispensation, the Council will examine whether it is possible to carry out the task in a different manner;

- a) outside the hours when the restrictions apply
- b) by correctly using a permitted parking place in the vicinity of (but not immediately adjacent to) the destination

Underlying its decision making process are the following considerations:

- a) finding alternatives to inconveniencing other road users
- b) granting dispensations for special one-off events
- c) assessing increased risk to public safety

The Council will consider applications for dispensations to allow:-

- a) major building works
- b) removals
- c) delivery and collection of cash and high value items where the vehicle requires a dispensation to get close to the destination premises. This acknowledges that some routine "dispensations" may be allowed and reflects the fact that secure deliveries will often be irregularly scheduled for security reasons, making it difficult to deliver during permitted times

A dispensation does not give permission to mount the footway. It is relevant to mention this

here because waiting and loading restrictions are often imposed when the carriageway is narrow. When the carriageway is narrow, delivery drivers often feel that blocking the footpath for pedestrians is preferable to blocking the carriageway. The correct action is to carry out the delivery or task as quickly as possible and move away. The Council will issue tickets (PCNs) to any vehicle with one or more wheels on the footway regardless of any dispensation that has been issued.

Any dispensation from the waiting and loading restrictions is very specific, in that it will show the following details -

- a) the location(s) where the dispensations may be used
- b) the times and date(s) when it may be used
- c) the reason it has been issued
- d) any conditions attached to its issue
- e) the vehicle registration number (VRN) of the vehicle in question must be shown and a description of the vehicle (e.g. delivery van, removals lorry, mobile crane, concrete pump, armoured vehicle)
- f) the name of the applicant or company name and their contact telephone number

If the dispensation is not being used correctly and the requirements as to vehicle registration, location, times and dates are not met, a Penalty Charge Notice will be issued.

Charges are levied for dispensation notices to cover the costs of processing applications and monitoring use. The fees are subject to annual review.

4.3 Exemptions

A TMO is required to impose most of the parking, waiting and loading regulations currently enforced by the Council. Exemptions from the regulations are also contained within the TMOs and these are designed for two major reasons:-

- To ensure that necessary commercial activities can continue
- To accommodate certain situations or activities

The Council's TMOs currently grant exemptions to the following classes of vehicle use:-

- Emergency services vehicles, i.e. police, ambulance and fire, whilst on official duties.
- Taxis waiting at a cab rank.
- Local Authority vehicles whilst being used in connection with statutory duties.
- Post Office (and other postal delivery service providers) whilst engaged in picking up or delivering postal packets.
- Gas, water, electricity and telecommunications providers whilst the vehicles are being used in connection with works on the highway or in emergency situations.

There are also exemptions that apply to any vehicle, but only in certain circumstances:

- Those displaying a valid blue badge (see further information below).
- A vehicle stopping to allow someone to board or alight from the vehicle.

- A vehicle prevented from moving due to circumstances beyond the driver's control.
- Loading and unloading (discussed earlier in this document).

4.4 Exemption (Blue Badge)

As with most Boroughs, the national/international Blue Badge Scheme is recognised in the Borough. Applications for badges are made to the Customer Service Centre and considered in accordance with the criteria as set by the Department for Transport.

The Blue Badge Scheme is more correctly known as the Disabled Person's Parking Exemption. The badge conveys a number of benefits to the holder, including an exemption from waiting restrictions (single and double yellow lines). Badge holders may park for up to three hours on single or double yellow lines (provided a loading ban - yellow kerb blips - is not in place) and a clock is displayed.

Additional benefits are available to Blue Badge holders when in the Borough:-

- In commercial areas, on-street parking is provided for Blue Badge holders where appropriate. These spaces are clearly signed or marked.
- In car parks spaces are reserved for Blue Badge holders. Badge holders can park free of charge within the Borough car park without limitation of time.
- Free parking in on-street pay and display and shared use bays (except where controlled signs state otherwise).

Blue badge holders are not permitted to park on loading restrictions or pavement/verges and, with increasing numbers of such badges, it is regrettably becoming necessary to step up enforcement to prevent dangerous and obstructive parking by inconsiderate badge holders. Such contraventions may necessitate removal.

The Traffic Management Act 2004 includes provision for enforcement officers to inspect Disabled (Blue) Badges.

There are five main types of fraud committed which are as follows:-

- A false declaration is made to obtain the badge.
- The badge is altered to extend the expiry date.
- Displaying a fake or copied badge.
- Use of a stolen badge.
- Where the badge is used by friends or family of the badge holder when that person is not a passenger in the vehicle.

Where badge holders are complicit in any of the above it jeopardises their rights and the badge could be suspended. Anyone charged with falsely using a badge can face a fine up to £1000.

5.1 Purpose for Controlled Parking Zones

Controlled Parking Zones (CPZs) are a fundamental component of national, regional and local transport policies. CPZs form part of the Borough's Transport Strategy and are an integral part of the Council's Local Transport Strategy. A CPZ will have clear objectives and the controls that are introduced will be commensurate with achieving these. CPZs introduce uniform restrictions throughout an area.

Every metre of kerb space is controlled during the hours in which the CPZ operates. The hours of operation are posted on every road by which a motorist can enter the CPZ. Where a single yellow line is imposed, there is no need for a separate time plate unless the hours differ from those of the overall CPZ – this has the effect of a significant reduction in sign clutter on streets. Nevertheless, there are occasions where repeater signs are desirable to reduce confusion to motorists. CPZ times are also shown on parking bay signs within the controlled area. CPZs may operate for a limited time during the day/week or 24/365.

Significant consultation takes place with residents and local business prior to introduction. The Council introduces such zones where there is support for them. Controlled Parking Zones are introduced to:-

- a) Ensure adequate access and safety standards are maintained;
- b) Manage competing demands of different road user groups;
- c) Ensure a balance in parking provision between vehicles required for residents, disabled, delivery and service vehicles etc in residential areas;
- d) Reduce traffic congestion in the longer term and make essential vehicle journeys easier;
- e) Encourage a choice of more sustainable means of transport;
- f) Manage available parking space to ensure convenient short term parking is available for shoppers and visitors; and
- g) Ensure adequate access is maintained, particularly for emergency vehicles.

5.2 Consultation on CPZs

CPZs have clear strategic and local advantages. However, they are only introduced following local consultation and after community support has been demonstrated. Statutory consultation involves public notices displayed on-street and within local publications. In addition, the Council will seek to gauge public support for the CPZ by sending leaflets to local residents and asking for a response.

Once a CPZ has been designed and before its installation, the recommended design will be made available to the public who will have the opportunity to comment on the proposals.

In designing a CPZ, the following issues are always considered:-

- a) Safety of all road users
- b) The need for steady movement of traffic

- c) Projected demands for day-time and night-time residents' parking
- d) Convenient parking for people with disabilities
- e) The balance between parking for residents, visitors and local businesses
- f) Opportunities for and implications of the dual use of parking spaces
- g) Convenient parking provision for delivery and service vehicles
- h) Business permit requirements
- i) The volume of signage and reduction of street clutter
- j) Restraint on traffic growth by reducing available commuter parking
- k) Good practical design to support the efficient day to day operation of the zone such as:-
 - Casual parking located as close as possible to points of attraction such as shops
 - Pay and display bays (and therefore equipment) grouped so that in the event of a unit failing it is a practical proposition to require the motorist to find and use an alternative working machine
 - Financial viability, like only locating pay & display equipment where they are likely to generate sufficient revenue to recover their operating, maintenance and depreciation costs
- l) Standard hours of operation across the Borough, for ease of understanding by motorists, commensurate with achieving the stated objectives of the CPZ in question

5.3 Motor Cycle Parking

The demand for parking by 'two-wheelers' in the Borough is low. There are some free 'off-street' motorcycle designated parking bays in the Borough. A charge is payable in respect of motorcycle parking in car park and on street pay and display bays.

Riders are expected to comply with all other restrictions, to park considerately - avoid dropped kerbs and not park on the pavement. Parking on the pavement is particularly dangerous for the blind and disabled and for young children who could touch a hot engine/exhaust. The Council, has, therefore, adopted a firm enforcement policy against illegally parked powered two-wheelers in this respect.

5.4 Non-CPZ Parking Controls

Some of the regulations on roads outside the Council's controlled parking zones have been in place for many years. Given the changing demographics and management challenges the Authority now faces, it is our intention to introduce regular reviews of locations and the parking regulations which apply to ensure that they are fit for purpose.

However, we consider that existing controls provide a minimum acceptable standard and future amendment will strengthen enforcement, introduce additional regulations and seek to maximise consistency across the Borough.

6. Permits

Permits Scheme

The Council has introduced a number of permit schemes in accordance with Controlled Parking Zone (CPZ) objectives. The way in which the control is implemented is through the use of specific parking permit bays (business and resident), pay and display areas and yellow lines. In many cases a bay may be open to use by a variety of permit types or “paid for parking” users. In this instance, the bay is referred to as “Shared Use Bay”.

It is the permit holder’s duty to ensure that they display a valid permit relevant to the CPZ at all times. Failure to do so may result in a PCN being issued. The Council will make every endeavour to send out reminders in the form of text messages, email and/or letters. However, occasions may arise where this is not possible. The Council will not cancel PCNs in these circumstances.

Any person who has outstanding Penalty Charge Notices (PCNs) with the Borough will not qualify for a permit until such a time as they are paid. PCNs that have been appealed and are awaiting a decision by the Parking and Traffic Appeal Service are excluded.

Any renewal application must be received by the Council within 28 days of the expiry of the valid permit. Any application outside of this time must be made as new application on the relevant form, with the required evidence submitted to support the application.

Resident Bays are highly discounted when compared to normal tariffs and protected spaces generally available when required. For these reasons Permits are highly desirable resulting in fraudulent applications. Anyone found to have submitted false information in the application process is likely to have their Permit revoked and prevented from applying for a Permit for up to 4 years.

From 1st October 2013 no charge is applied to any resident wishing to apply for a permit.

6.1 Resident’s Permits

Resident permits allow the holder to park within the Resident Bays and Shared Use Bays (where resident permits are acceptable) of their Controlled Parking Zone. A resident of the Borough can apply for a Resident Parking Permit providing their principal address is within a CPZ, is not part of a ‘car free development’ and the vehicle is not over 7ft high.

There is a limit placed on the number of permits that can be issued to an individual or to the household, this is currently set at 2. However in residential roads where there is not a parking issue the number of permits available to each household can be increased. No charge is payable in respect of the first permit and any subsequent permits issued.

Permits are issued for 12 months. Applications can only be accepted when supported with proof of residency, vehicle ownership and reference to current address within insurance documentation.

If you change your vehicle during the period of the permit, you can request that the permit be changed, an administration fee maybe payable prior to any changes being made to the permit.

If you lose or damage your permit you will be charged an administration fee to replace it. If the permit is stolen it will be replaced free of charge upon production of a police crime reference number.

If your vehicle is off the road because of an accident or major repair and you have been provided with a courtesy car, you must obtain a temporary permit and must clearly display it in the windscreen of your courtesy car.

Please note:

- Child-minders or nannies do not qualify as residents and cannot apply for this permit. Business or Visitors permits may prove a suitable alternative.
- A permit will be cancelled where it is discovered that a permit holder no longer resides at his/her stated CPZ address.

6.2 Temporary Resident's Permit

These are available to existing resident permit holders when their vehicle changed or when the resident has been issued with a replacement vehicle temporarily. Temporary resident permits are free of charge and can be issued:

- For a maximum of 7 days when the change of vehicle is permanent
- Up to 28 days (subject to the hire/lease agreement) if a replacement vehicle is temporary

Temporary resident permits can not be extended or renewed.

6.3 Resident's Visitors Permit

Residents living within a CPZ may purchase Resident's Visitor Permits which can then be used when their visitors need to park on street; the scratch card must be displayed in the visitor's vehicle. You are not required to have a Resident Parking Permit to purchase Resident's Visitor Permits; however, proof of residency is required when applying.

This is a form of scratch card whereby a visitor of a resident may park in the Resident Permit Areas of the Borough. The voucher is only valid in the Zone indicated.

The card need to be completed and validated as per the instruction on the front and reverse of the card, otherwise enforcement action may be taken.

There are 3 types of voucher available:

- 24 Hour - Allows up to 24 Hours parking
- 6 Hour - Allows Up to 6 Hours parking
- 2 Hour - Allows up to 2 Hours parking

Any resident of this area irrespective of whether or not they have a Resident Permit or off-street parking may apply for these vouchers. With the use of a voucher you may park in any Resident Permit space for that ZONE, which states Visitor Voucher parking for a maximum period of the voucher.

Vouchers cannot be used in areas which are solely Pay & Display parking and /or Car Parks. Vouchers do not guarantee a parking space.

Allowance

Each property is allowed a maximum number of vouchers. The vouchers have no expiry date and may be kept until they are required, even if it is into a future year. If you do not request up to the maximum number of vouchers within a year, you cannot carry any unused allowance over to the next year. The year runs from the date of receipt of the application.

- 50 24 Hour Vouchers
- 50 6 Hour Vouchers
- 25 2 Hour Vouchers

Residents of Bridgewater Terrace or Park Street may apply for 100 of the Standard Vouchers in the same period. It is not possible to have extra Vouchers of 1 type to make up for less in another type.

Cost

24 Hour Vouchers cost **£2.00** per Voucher (Residents aged 60 and over can apply at a reduced cost of **£0.50** per Voucher).

6 Hour Vouchers cost **£1.00** per Voucher (Residents aged 60 and over can apply at a reduced cost of **£0.50** per Voucher).

2 Hour Vouchers are **FREE**.

Vouchers can be bought in any amounts up to the maximum.

6.4 Carer Permits (CPZ specific)

Carers who regularly visit sick or dependant residents and provide them with routine care can apply for a Carer Permit. This permit is specifically for relatives and friends who care for sick or dependent relatives. Proof of the resident's address and the care issue is required. Carer Permits must be used as if they were Residents Permits (see above). These permits are valid for 1 year.

It is recommended that the resident make the application and keep the badge in their possession to allow more than one carer to use the badge. Alternatively Business or Visitors Permits may provide more cost effective parking benefits without the requirement for detailed proofs.

Please note that child-minders or nannies do not qualify as carers and cannot apply for this permit. Business or Visitors permits may prove a suitable alternative.

6.5 Staff Permits

Departments that are part of the internal structure of the Council can have their staff apply for a Permit to park in the Borough's car parks. Permits are issued to staff upon application. Staff

who are required to make frequent visits in the execution of their duties may need to apply for a more restricted permit and this would need a business case from their Manager saying why this is required. Permits are vehicle specific and are not transferable. Organisations that work in partnership with the Council may also apply for a permit under the same terms. Applications must be approved by the applicant's Head of Service.

Normal staff permits can be used in either King Edward VII car park in Windsor or the higher levels of Hines Meadow in Maidenhead. There are various other types of staff permits that give varying degrees of parking in car parks and on street in the borough.

Employees of the council and its partner organisations found to be using permits other than for work related site visits may have their permits withdrawn. Permits must be used in line with the terms and conditions of the relevant car parks or street restrictions.

6.6 Business Permits

Applications may be made by anyone with a business within a particular zone. There are several zones in Windsor, Datchet and Eton. Business Applicants do not have to be a resident within the Borough. Business Permits are valid in Business Bays and Shared Use Bays (where business permits are applicable) of their Controlled Parking Zone.

Business permits can be in the vehicle registration number or company name and the zone shown on the permit and are not transferable.

If you change your vehicle during the period of the permit, the permit will be changed.

If you lose or damage your permit you will be charged an administration fee to replace it. If the permit is stolen the permit will be replaced free of charge upon production of a police crime reference number.

If the business moves outside of the CPZ, by surrendering a valid permit you may qualify for a refund if 3 months or more is left to the permit's expiry date. If the business moves to another area of the borough which also has a CPZ then we will issue you with a replacement permit for the new zone up to the expiry date of the old one; you will be charged an administration fee.

6.7 Car Park Season Tickets

The Council invests in car parks for two strategic reasons 1) to assist with alleviating traffic density on its road network particularly in built up areas and 2) as an investment.

Within those car parks where there are sufficient spaces the Council offers Season Ticket parking. This allows persons who visit the Borough regularly to purchase permits at a commercial rate that is competitive with daily charges. Season tickets can be purchased in advance on a monthly, quarterly, six monthly or annual bases. Prices may vary according to location.

Refunds may be considered for full price annual season tickets where one month or more remains to expiry date.

Season Ticket Car Parks
Alexandra Gardens / Alma Road - Windsor
Home Park - Windsor
King Edward VII / Romney Lock - Windsor
Meadow Lane / Eton Court - Eton
The Avenue - Datchet
Hines Meadow - Maidenhead
Nicholsons - Maidenhead
Stafferton Way - Maidenhead

6.8 Special Events

There are occasions when special circumstances arise when Parking & Traffic Enforcement will be required to make a small, one-off adjustment without prejudice to its overall aims. Some examples of circumstances that will require a change of enforcement are local and general elections and religious festivals.

The Council will make temporary and specific provision for religious and similar festivals, upon request and provided that it would not cause significant problems. Each request for enforcement variations for religious festivals is treated as an individual case and procedures are in place to deal with each situation individually.

6.9 Fraud and misuse of Permits

The Council offers permits for the benefit of its residents and stakeholders within the community. RBWM takes seriously fraudulent applications, false declarations with the intent to deceive and the misuse of permits for pecuniary gain.

Any permit holder found to have acquired a permit falsely or misused it by fixing it to other vehicles either not registered and/or not belonging to them will have the benefit withdrawn. Fees paid will not be refunded and future applications will be denied. Civil Enforcement Officers will also check permits for enforcement purposes and may issue PCNs for parking without displaying a valid permit.

7. Legal Implications

7.1 How the Council Collects and Processes Your Personal Information under the Data Protection Act 1998

The aim of the Act is to open up the inner workings of government departments and public bodies. The general principle is that people have a right to know and should not have to demonstrate a need to know.

The personal information that you have provided to Parking Services may be processed by other Council service areas where appropriate to facilitate the provision of services in respect of any of the Council's activities including (but not limited to) benefits, to verify data accuracy, housing, environmental health and care services. There may be a need to share with external partners and organisations e.g. other enforcement agencies, other local authorities or information may be used in the prevention and detection of fraud and crime. A full list of what information we control and process and for what purposes is set out in the Council's data protection notifications filed annually with the Information Commissioner.

All information collected will be processed and held securely under the principles of the Data Protection Act 1998. For further information on data protection and the Council's use of information sharing please contact Records & Information Governance Officer Legal Services Corporate Resources, Town Hall, St Ives Road, Maidenhead SL6 1RF.

The Data Protection Act does not allow third party involvement without express written consent from the person directly affected by the matter.

7.2 Freedom of Information Act

The Freedom of Information (FOI) Act 2000 gives you right of access to information held by public authorities. The aim of the act is to make public authorities more open and accountable. The enquirer is entitled to be told whether the council holds the information (this is known as the duty to confirm or deny) and, if so, to have access to it. Access can include providing extracts of a document or a summary of the information sought, or access to the original document.

The Act recognises the need to preserve confidentiality of sensitive information in some circumstances and sets out a number of exemptions, which are capable of limiting the duty to supply information alone, or both the duty to supply information and the duty to confirm or deny.

Appendix 3(A)

Royal Borough of Windsor & Maidenhead Cancellation Procedure

The policies set out in this document provide guidance only. Each case must be considered on its own merits, taking into account all of the evidence available and the exceptionality of the circumstances.

Introduction:

The policies in this document are intended to provide guidance to council employees working in the enforcement of parking regulations.

These policies aim to provide clarity, consistency and transparency within the enforcement process and compliance with the aspirations of the Traffic Penalty Tribunal and the Local Government Ombudsman however once again it is essential to appreciate all mitigating circumstances.

These policies represent a foundation upon which fairness and discretion can be applied.

The policies address the following:

- Observation/Grace times for enforcement staff.
- The statutory grounds upon which representations may be made.
- Compelling reasons (mitigating circumstances).
- The acceptance or rejection of representations.

It is important to recognise that each case will be considered on its own merits, objectivity, fairness and reasonableness.

These policies will be subject to ongoing review and individual circumstances will dictate the cancellation of a Penalty Charge Notice (PCN).

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CR3 Where the motorist stopped to use the toilet.

CR4 Where the motorist stopped to collect prescribed medication from a chemist.

CR5 Where the motorist was a patient visiting a Doctors' or Dentists' surgery.

CR6 Where the motorist claims to have been recently bereaved.

CR7 Where the motorist claims that they were attending a funeral.

CR8 Where the motorist was delayed in returning to their vehicle and parking time purchased had expired.

CR9 Where a motorist "fed" a pay and display machine by buying subsequent time to park in the same place or returned to the same place within a specified and prohibited time period.

CR10 Where the motorist left the vehicle parked without a valid ticket on display to obtain change.

CR11 Where the motorist claims to have been unaware of charges or restriction in the car park or on street relating to vehicle's class or weight.

CR12 Where the motorist claims to have been unaware of tariff increase or misread tariff.

CR13 Where the motorist had parked with one or more wheels outside of a marked bay in a car park.

CR14 Where the motorist is a blue badge holder or transporting a blue badge holder and they did not have the blue badge and/or clock on display or it could not be read or had expired or parked within a restricted area.

CR15 Where the motorist is parked in a disabled bay and claims that they were not aware it was a disabled bay.

CR16 Where the motorist claims to have been unaware of the existence of a controlled parking zone or claims to be an estate agent.

CR17 Where the motorist was not displaying, or was displaying an expired, authorisation to park i.e. waiver, dispensation notice, season ticket, residents permit, business permit or visitors permit.

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[CR29](#) Where the motorist claims to have put money into the ticket machine but the resident permit holders only restriction had come into force.

[CR30](#) Where the vehicle in question was on police, fire brigade or ambulance duties.

[CR31](#) Where the vehicle in question was on an emergency call out for gas, electricity, water etc.

[CR32](#) Where the motorist claims to have been collecting or depositing monies at a bank.

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[CR34](#) Where the registered keeper liable for payment of the PCN is expected to be absent for a long period of time e.g. is living abroad or is in prison.

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[CR36](#) Where the motorist received a Fixed Penalty Notice (FPN) from a police officer or traffic warden when parked in the same location.

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STATUTORY GROUNDS TO MAKE REPRESENTATIONS

Important note:

Although the following are the statutory grounds to make representation, in accordance with a directive issued by the Local Government Ombudsman, full consideration will be given and account taken of all representations received, whether or not they fall within the description of "Statutory grounds". It is for this reason that an additional ground (compelling reasons), encompassing any other information the motorist or owner/keeper would like the Council to consider, has been included.

S1 the contravention did not occur

S1.1 where the motorist claims he/she was loading/unloading

May accept representations

On a waiting prohibition or in a controlled bay:

If evidence is available or provided to show:

1. Goods being delivered or collected were heavy, bulky, or numerous and it would be unreasonable to expect them to be carried from a substantial distance.
2. Loading/unloading activity was adjacent to the premises concerned.
- 3 Loading/unloading activity was timely (includes checking goods and paperwork, but not delayed by unrelated activity).

May reject representations

Where no proof of loading is established.

If parked within any of the following areas:-

On school zigzag markings

On bus stop clearways

On taxi ranks

On Police bays

Where loading is prohibited:-

In car parks: (except when depositing materials in recycling bins)

If a valid pay and display ticket was not purchased first.

S1.2 where the motorist claims that a parking pay and display machine was faulty

May accept representations

If service records confirm a fault or that the machine had been taken out of service at the time of the contravention and an approved alternative method of payment was not available or faulty.

If there is reasonable doubt because evidence is not available to confirm that a machine was working at the time (test ticket) and there was not another ticket machine nearby which was operating correctly and an approved alternative method of payment was not available or system was faulty.

If valid session was active using approved alternative method of payment

May reject representations

If there was another ticket machine nearby that was working correctly at the time.

If there is no record of the machine being faulty or taken out of service or a cash audit error.

If there is reasonable doubt because evidence confirms that visitors had been able to purchase tickets during the relevant period.

S1.3 where the motorist claims that the restriction is not clearly signed or marked

May accept representations

If signs and/or markings are missing or unclear.

If signs and markings are inconsistent with each other and/or Traffic Order or legislation.

May reject representations

If site visit records or photographs establish that signs and/or markings are correct and consistent with each other and the Traffic Regulation Order.

S1.4 where the motorist claims that the PCN was not served (i.e. PCN not found attached to vehicle or handed to driver, or served as a VDA)

May accept representations

If the CEO's pocket book and/or computer notes confirm that the PCN was not served.

May reject representations

If the CEO's notes or photographs confirm that a PCN was correctly served, i.e. handed to the motorist or fixed to their vehicle.

If there is proof that the "PCN" was served by post within the set guidelines.

S1.5 where the motorist claims that their vehicle was not parked in the location at the time and on the date alleged on the PCN which was issued

May accept representations

Following consideration of all available evidence:

If a witness statement is provided showing it to be implausible for the vehicle to be at said location.

If evidence reporting to Police or DVLA cloned vehicle registration number is provided.

May reject representations

If there is no evidence or if the evidence presented does not support the claim or is inconclusive.

S1.6 where motorist claims that a valid authorisation to park has been issued

May accept representations

If records show that the motorist holds a valid authorisation to park and is clearly displayed where possible.

May reject representations

If the motorist cannot provide a copy of the valid authorisation to park or if there is no record of any issue of the authorisation.

If the motorist did not park in accordance with the authorisation.

S1.7 where motorist claims that a pay & display ticket or valid authorisation was purchased and displayed. But this had fallen off, been obscured, not been displayed correctly or the motorist displayed the incorrect section of ticket i.e. displayed the refund voucher rather the valid pay and display ticket.

May accept representations

If the motorist produces a pay & display parking ticket that was valid at the time the penalty charge notice was issued and / or the CEO confirms that a face down ticket or a ticket that was displayed but concealed in some way was seen and it is the first contravention of this kind.

May reject representations

If the motorist is unable to produce a valid pay & display ticket.

If the motorist has made a similar representation before and had a previous PCN cancelled. (after giving them the benefit of the doubt.)

The CEO noted that the motorist obtained their ticket from another motorist in the car park.

Where digits have been entered / altered on the face of the ticket.

If the motorist claims a valid pay and display ticket was clearly displayed within the vehicle but photographs show that refund voucher was only seen to be displayed.

If the motorist makes a false statement with regards to the locality of the said pay and display ticket and the council has evidence to the contrary.

S1.8 Where the motorist claims that the disabled badge was displayed within the vehicle but this may have fallen off or been obscured.

May accept representations

If a copy of the valid disabled badge can be provided.

If notes and photographs taken by the CEO confirm the disabled badge to be partially obscured.

May reject representations

If leniency has been exercised to the previously.

If the motorist provides an expired badge or the badge provided differs from the badge seen to be displayed within the vehicle.

If the motorist makes a false statement with regards to the locality of the badge and the council has evidence to the contrary.

S1.9 Where the motorist claims that they were not parked at a dropped footway or raised carriageway (kerb)

May accept representations

If the vehicle is parked wholly within a designated parking place or any other part of the carriageway where parking is specifically authorised.

If the vehicle is used by the fire, ambulance or police services (emergency services).

If loading / unloading is taking place.

If the vehicle is being used for waste collection, building works or road works.

May reject representations

If a complaint has been received from the resident/owner of the property affected and the call has been correctly logged.

If the motorist claims that they are a blue badge holder.

In all other circumstances

NOTES

The provisions in the TMA mean that an authority can enforce this prohibition without a TRO

A complaint is required from the occupier of the property affected before this contravention is enforced; the request therefore needs to be logged as required, unless the dropped kerb is for pedestrian access.

S1.10 Where motorist claims that they had valid parking session using approved alternative method of payment but vehicle registration number was incomplete or one or more characters were incorrect.

May accept representations

If evidence of faulty service is provided

May reject representations

In all other circumstances

S1.11 Where motorist claims that they had valid parking session using approved alternative method of payment for incorrect location.

May accept representations

If evidence of faulty service is provided

If signage at the location Had incorrect information.

May reject representations

In all other circumstances

S2 the penalty exceeded the relevant amount

May accept representations

If the PCN and / or NtO showed the incorrect amount of penalty charge, i.e. the wrong penalty charge band.

May reject representations

If the PCN or NtO showed the correct amount of the penalty charge.

S3 the Traffic Regulation Order was invalid

May accept representations

If the Traffic Regulation Order which prescribes the restrictions that the vehicle was parked in contravention of, was either not constructed correctly, i.e. is ultra-vires, or was not made correctly, i.e. not consulted on properly.

May reject representations

If the Traffic Regulation Order which prescribes the restrictions that the vehicle was parked in contravention of, was constructed and made correctly.

If the motorist merely considers the restrictions to be unfair.

S4 the motorist was not the owner / keeper of the vehicle at the time of the contravention:

S4.1 where the current registered keeper claims that the vehicle was disposed of before the contravention occurred

May accept representations

If the current registered keeper is able to provide proof that the vehicle was disposed of before the contravention, i.e. a bill of sale, registration documents, insurance documents or a letter from the DVLA.

If the current registered keeper is able to provide the full name and address of the person to whom they disposed of the vehicle.

May reject representations

If the current registered keeper is unable to prove that they neither disposed of the vehicle before the contravention nor provide the name and address of the person to whom they disposed of the vehicle.

If the person named by the current registered keeper as the person to whom they disposed of the vehicle, either does not exist, cannot be traced or is for some other reason not considered to be bona fide.

S4.2 where the current registered keeper claims that the vehicle was purchased after the contravention occurred

May accept representations

If the current registered keeper is able to provide proof that the vehicle was purchased after the contravention, i.e. an invoice, registration document, insurance document or a letter from the DVLA.

If the current registered keeper is able to provide the full name and address of the person from whom they purchased the vehicle.

May reject representations

If the current registered keeper is unable to prove that they neither purchased the vehicle after the contravention nor provide the name and address of the person from whom they bought the vehicle.

If the person named by the current registered keeper as the person to whom they disposed of the vehicle, either does not exist, cannot be traced or is for some other reason not considered to be bona fide.

S4.3 where the current registered keeper claims that a contracted third party was responsible for the vehicle at the time of the contravention

May accept representations

Only when a hire agreement exists (see policy [S6](#)).

May reject representations

In all other circumstances because the registered keeper is always liable, including where the vehicle was left in the care of a garage.

S4.4 where the motorist claims that they never owned the vehicle

May accept representations

If the DVLA confirm that the motorist was not the registered keeper at the time of the contravention.

May reject representations

If the DVLA confirms that the motorist was the registered keeper of the vehicle at the time of the contravention.

If the previous registered keeper provides proof that the motorist bought the vehicle before the contravention, or the subsequent registered keeper provides proof that the motorist sold the vehicle after the contravention.

If the motorist is proven to have hired the vehicle for the day on which the contravention occurred and signed an agreement to take responsibility for PCN's Incurred, subject to the time of hire (see policy [S6](#)).

S5 the vehicle had been taken without the owner's consent

S5.1 where the current registered keeper claims that the vehicle had been stolen:

May accept representations.

If the registered keeper provides a valid police crime report reference number.

May reject representations.

If the current keeper is unable to provide any proof of theft.

If the police crime report reference number provided by the current registered keeper does not exist or it does not match the theft or date of the alleged theft.

S5.2 where the current registered keeper claims that the vehicle was driven by a third party (i.e. a friend, relative or estranged partner)

May accept representations

In no circumstances.

May reject representations

In all circumstances because the registered keeper is always liable, except for when a hire agreement exists (see policy [S6](#)).

NOTES

The Council may accept the discounted charge in some circumstances

S6 the owner is a hire company and have supplied the name and address of the hirer

May accept representations

If the hire company are able to provide proof that the vehicle was hired at the time of the contravention, i.e. a signed agreement.

If the hire company are able to provide the full name and address of the person to whom they hired the vehicle.

May reject representations

If the hire company are unable to prove that they neither hired out the vehicle on the date of the contravention nor provide the name and address of the person to whom they hired the vehicle.

If the person named by the hire company as the person to whom they hired the vehicle, without proof, either does not exist, cannot be traced or denies responsibility for the contravention.

If the vehicle was being used as a courtesy car without an agreement signed to accept responsibility for penalty charge notices issued.

S7 procedural impropriety on the Council's part

May accept representations

If the Council has served a document or a charge certificate in advance of the time scale set out in the TMA regulations.

If the registered keeper provides proof that the Council has not sent the document out by 1st class post and the franked date on the envelope does not match the date on the document.

If the motorist claims that the incorrect vehicle registration mark has been recorded and photographic evidence confirms this. If photographs are not available request copy of vehicle registration document from keeper.

If the motorist claims the CEO has recorded the vehicle at an incorrect location and GPRS data or photographic evidence confirms this is the case.

May reject representations

Where the Council considers that all documents have been served in the correct time.

If the vehicle registration document shows that the vehicle registration mark has been incorrectly recorded or DVLA records confirm no trace of vehicle.

If the CEO's notes or evidence confirm correct location.

S8 that the NtO should not have been served because the penalty charge had already been paid in full or by the reduced amount of any discount set within the set period

May accept representations

If evidence is provided (i.e. a receipt or copy of both sides of the cheque from the bank) to show that the payment was received and cashed by the Council.

May reject representations

In all other circumstances.

S9 Compelling Reasons (Any other information that the motorist / vehicle owner want the Council to take into consideration)

May accept representations

The decision whether or not a penalty charge notice should be cancelled, will only be taken following very careful consideration taking into account all of the evidence available

CR1 where the motorist claims to have become unwell whilst driving

May accept representations

If the motorist provides proof of a medical condition, temporary or permanent, that is consistent with the conditions described.

When the notes made by the CEO support the motorist's representations.

May reject representations

If the motorist cannot provide some proof of a medical condition, temporary or permanent, consistent with the conditions described.

Where other evidence contradicts the motorists claims.

CR2 where the motorist claims to be a doctor, nurse, or health visitor attending a patient

May accept representations

If the motorist concerned possesses a carer's permit that the Council recognises and approves and / or is exempt under the relevant order.

If the motorist produces evidence that they were responding to an urgent medical call and there was no nearby legal parking place.

May reject representations

If the motorist was not attending a patient in urgent circumstances or if there were parking spaces nearby.

If the motorist was parked outside their practice or other place of work for any reason other than to collect supplies for an urgent call.

If the motorist was parked in an area which does not correspond with claims made in representations, i.e. far from patient's property, say, in a car park.

CR3 where the motorist stopped to use the toilet

May accept representations

On production of medical evidence confirming a relevant medical condition and in support of the circumstances described in a representation.

If the CEO's notes support the motorist's claim.

May reject representations

In all other circumstances

CR4 where the motorist stopped to collect prescribed medication from a chemist

May accept representations

Only in the most grave, urgent and exceptional of circumstances and the use of a “legal” parking place would have caused an unacceptable delay.

May reject representations

In any lesser circumstances.

CR5 where the motorist was a patient visiting a Doctors or Dentists surgery

May accept representations

If the motorist can provide a letter from a doctor to confirm that the visit was an emergency and that they were unable to walk from the nearest legal parking space.

May reject representations

If the motorist was not the patient but only driving the vehicle carrying the patient.

If the motorist was attending a pre-arranged, non-urgent appointment.

If the motorist could reasonably have been expected to parked legally elsewhere.

CR6 where the motorist claims to have been recently bereaved.

May accept representations

If it can be established that parking in contravention would have been necessary given the circumstances.

May reject representations

Only if there is a significant reason to doubt the sincerity of representations, i.e. the CEO's notes indicating that the motorist was going about a normal day, say shopping or working, or the bereavement considered to be a long time ago.

CR7 where the motorist claims they were attending a funeral

May accept representations

If Council was notified to confirm that a funeral was taking place.

If not notified review the circumstances.

If no evidence exists to the contrary, taking into account the sensitivity of this issue.

May reject representations

If there is significant reason to doubt the sincerity of representations, i.e. the CEO's notes indicating that the motorist was going about a normal day, say shopping or working.

CR8 where the motorist was delayed in returning to their vehicle and parking time purchased had expired

May accept representations

If supported by appropriate evidence, the motorist's representations claim's that the delay in returning to the vehicle was caused by circumstances that were entirely unforeseen, unavoidable and exceptional.

If motorist's vehicle had broken down subject to concurrence with policy [CR30](#)).

If the motorist was unable to drive, since parking the vehicle.

May reject representations

If the delay described by the motorist was entirely avoidable, i.e. queuing in a shop.

If the motorist simply underestimated the time needed and could have reasonably purchased more time, i.e. when conducting business, shopping or commuting.

If the motorist was unable to drive since parking due to excess alcohol in the body or had been detained and charged by the police.

CR9 where a motorist "fed" a pay & display machine by buying subsequent time to park in the same place or returned to the same place within a specified and prohibited time period.

May accept representations

In no circumstances.

May reject representations

If the motorist overstays initial period of time purchased or returns within a period of "No return".

CR10 where the motorist left the vehicle parked without a valid ticket on display to obtain change

May accept representations

If the motorist had returned to the car park, or on-street pay and display area, after obtaining change and a ticket was purchased within the observation period.

May reject representations

If the CEO's notes indicate that the motorist returned to their vehicle, having completed their purpose for parking, while the PCN was being issued, i.e. carrying shopping, or had left vehicle in car park, or on-street pay & display area, while obtaining change.

In all other circumstances.

CR11 where the motorist claims to have been unaware of charges or restriction in the car park or on-street relating to vehicles class or weight.

May accept representations

If references to restrictions on tariff board(s) are incorrect or missing.

May reject representations

In all other circumstances.

CR12 where the motorist claims to have been unaware of tariff increase or misread tariff.

May accept representations

If statutory notices were not erected in accordance with procedural regulations.

If revised tariff is not on tariff board(s).

May reject representations

If statutory notices were erected in accordance with procedural regulations and tariff board(s) were correct.

CR13 where the motorist had parked with one or more wheels outside of a marked bay in a car park

May accept representations

Only in the most exceptional of circumstances that were outside the motorists' control and are supported by incontrovertible evidence.

Otherwise - In no circumstances.

May reject representations

When clear and incontrovertible supporting evidence (photographs/sketch plan) is available.

CR14 Where the motorist is a blue badge holder or transporting a blue badge holder and they did not have the blue badge and/or clock on display or it could not be read or had expired or parked within a restricted area.

May accept representations

If it can be established that this is the motorist's first contravention of this type and they can provide evidence that they are a valid blue badge holder or were transporting a valid blue badge holder (with the exception of parking in restricted areas).

If there is a subsequent PCN issued and there are compelling reasons due to mental or physical capabilities of the blue badge holder.

May reject representations

If the motorist has previously had a PCN cancelled for the same contravention and has been warned to display a valid badge / time clock, correctly in the future.

If the motorist was parked on a waiting restriction beyond the 3-hour time limit permitted by the blue badge scheme, or on another restriction for which the blue badge does not provide an exemption i.e. a loading ban or dropped kerb.

If the motorist was parked displaying a blue badge within either a resident permit area, loading bay or other restricted zone.

If clock accompanying a blue badge was not set correctly.

CR15 where the motorist is parked in a disabled bay and claims that they were not aware it was a disabled bay.

May accept representations

If it is established that the signing and marking is incorrect or non-existent.

May reject representations

If signing and marking is correct.

CR16 where the motorist claims to have been unaware of the existence of a controlled parking zone or claims to be an estate agent.

May accept representations

If it can be established that the signing and marking of the CPZ is at fault.

May reject representations

In all other circumstances.

CR17 where the motorist was displaying an expired authorisation to park, i.e. waiver, parking dispensation, season ticket, residents permit, business permit or visitors permit

May accept representations

If it can be established that other reasonably unforeseen circumstances delayed the renewal of an authorisation to park, e.g. sickness on the part of the applicant or a postal dispute/delays (supported by appropriate evidence).

If a delay in the permit renewal was caused by the Councils administrative processes or a postal dispute/delay.

May reject representations

In all other circumstances.

CR18 where a resident / visitor parked within a controlled zone was not displaying a valid permit or visitors permit for that vehicle or was using a courtesy car.

May accept representations

In no other circumstances.

May reject representations

On all occasions.

CR19 where the motorist was parked in a controlled zone and was displaying incorrectly completed visitors permits.

May accept representations

In no circumstances

May reject representations

In all circumstances

CR20 Where a health visitor was displaying a carer's permit but was parked on a no waiting restriction.

May accept representations

If an emergency was taking place and supporting evidence is provided.

May reject representations

In all other circumstances

CR21 where the motorist is parked in contravention of a waiting / parking prohibition whilst displaying a residents or visitors permit

May accept representations

In no circumstances

May reject representations

On all occasions

CR22 where the motorist is a new resident within a controlled parking zone and had parked in a residents bay without displaying a valid residents permit

May accept representations

In no circumstances

May reject representations

On all other occasions.

CR23 where the motorist had parked incorrectly in a controlled bay on-street

May accept representations

If it can be established that the motorist was genuinely loading / unloading, subject to compliance with policy [S1.1](#).

May reject representations

On all occasions.

CR24 where the motorist assumed that they were entitled to a “period of grace” before the PCN was issued

May accept representations

If the CEO has not allowed the appropriate observation periods as agreed by the Council, see below:

In no other circumstances.

May reject representations

In all other circumstances.

NOTES – see end of document for Observation/Grace Periods

PCN's are issued instantly for all other contraventions.

CR25 where the motorist claims to have lost their car keys

May accept representations

If the motorist is able to provide evidence of losing keys or new key purchase.

If CEO's notes confirm that motorist lost keys.

May reject representations

If no evidence can be provided.

CR26 where the motorist claims that snow, foliage, fallen leaves or flooding covered the signs or markings

May accept representations

If it can be established that such conditions prevailed and it is likely that signs and markings were obscured as claimed and there was no alternative indication of the restriction.

May reject representations

If it can be established that such conditions did not cause lines and signs to be obscured as claimed.

If the CEO's notes and photographic evidence etc directly contradict the motorist's version of events.

If the location of the contravention was unlikely to be subject to the natural conditions described by the motorist, i.e. it was under cover.

CR27 where the motorist claims that their vehicle had broken down

May accept representations

If the motorist is able to provide evidence of a breakdown, i.e. proof of vehicle recovery or a bill of sale for repair or parts.

If CEO's notes confirm that vehicle had broken down.

May reject representations

If vehicle had not been moved within 24 hours from breakdown.

If the motorist is unable to provide evidence of any kind that their vehicle had broken down.

If the CEO's notes contradict the motorist's version of events.

CR28 where the motorist claims that they were attending an emergency or another vehicle had broken down

May accept representations

If the motorist is able to provide reasonable proof of the emergency, i.e. a credible report or an accident or incident, or that they were attending to another vehicle that had broken down.

May reject representations

If the motorist is unable to provide evidence of any kind that they were attending an emergency or another vehicle which had broken down.

If the CEO's notes contradict the motorist's version of events, i.e. the motorist was not seen attending an emergency or another vehicle which was broken down.

CR29 Where the motorist claims to have put money into the ticket machine but the resident permit holders only restriction had come into force.

May accept representations

If the signage in place is not in accordance with regulations.

May reject representations

In all other circumstances.

CR30 where the vehicle in question was on police, fire brigade or ambulance duties

May accept representations

If a senior officer of the service concerned supports the representations and there is no reason to doubt that the vehicle was engaged on operational activities.

May reject representations

In all other circumstances.

CR31 where the vehicle in question was on an emergency call out for gas, electricity, or water etc.

May accept representations

If the motorist is able to provide evidence of the call out.

In no other circumstances.

May reject representations

If the motorist is unable to provide evidence of any kind.

CR32 where the motorist claims to have been collecting or depositing monies at a bank

May accept representations

If the procedure explained in the motorists' representations is consistent with the allowance for loading and unloading, see Policy S1.1.

If specific arrangements have been agreed.

May reject representations

In all other circumstances.

CR33 where the motorist claims to have been unaware of a temporary parking restriction or special event restriction

May accept representations

If the motorist claims that there was no indication of the restriction, and the CEO's notes / photographs do not confirm that appropriate signing was in place.

If the process followed to make the temporary order was defective in some way.

May reject representations

If the CEO's notes / photographs confirm that the vehicle was parked in an area restricted by the Temporary Order or Notice, and that appropriate signing was in place and clearly visible.

CR34 where the registered keeper liable for payment of the PCN is expected to be absent for a long period of time, e.g. living abroad or in prison

May accept representations

In no circumstances.

May reject representations

On all occasion.

CR35 where the registered keeper liable for the payment of the PCN is said to have died

May accept representations

Where the circumstances can be confirmed (by sensitive enquiry).

May reject representations

Only if there is significant evidence to doubt the sincerity of the representations.

CR36 where the motorist received a fixed penalty notice (FPN) from a Police Officer or Traffic warden when parked in the same location

May accept representations

In no circumstances.

May reject representations

In all other circumstances.

CR37 where a Council Officer or Member parked in contravention and claims to have been on Council business

May accept representations

If the Officer was carrying out emergency or other statutory work.

May reject representations

All other circumstances

CR38 where the motorist stopped to drop off / pick up someone

May accept representations

If the circumstances are seen by the CEO.

If, in exceptional circumstances and subject to observations times, the motorist had to escort a passenger (child, elderly or disabled person) to home, or school.

May reject representations

If motorist was parked / stopped on school keep clear markings, pedestrian crossing, bus stop or clearway.

CR39 where the motorist was unaware of the overnight waiting ban / commercial vehicle waiting restriction

May accept representations

If motorist was instructed / authorised to park in contravention by the Police.

May reject representations

In all other circumstances.

CR40 where the motorist states they were in Police custody when the PCN was issued

May accept representations

If proof (from the Police) has been provided that the Police had instructed the motorist to leave the vehicle.

If the time of arrest (proof required from the Police) provides confirmation that the motorist was legally parked and was unable to move the vehicle before the restriction started.

May reject representations

If no proof provided.

If vehicle could have been legally parked before arrest.

CR41 where the motorist claims that they were visiting a friend or relative in urgent circumstances

May accept representations

If due to an emergency the parking contravention could not be avoided due to the exceptional nature of the incident.

May reject representations

If motorist has already received a PCN, which has been cancelled for the same reason.

If the CEO's pocket book notes provides sufficient reason to doubt sincerity of representation.

CR42 where the motorist claims there was no 'legal' place to park

May accept representations

In no circumstances

May reject representations

On all occasions

CR43 where the motorist claims they were parked on private property

May accept representations

If land search maps confirm location is private property and not subject to a relevant Traffic Regulation Order.

If there is sufficient evidence to establish location of vehicle.

May reject representations

In all other circumstances.

CR44 where the motorist was delayed in returning to their vehicle parked in a limited waiting parking place

May accept representations

If supported by appropriate evidence, the motorist's representations claim that the delay in returning to the vehicle was caused by circumstances that were entirely unforeseen, unavoidable and exceptional.

If motorist's vehicle had broken down, subject to concurrence with policy [CR30](#).

If the motorist was unable to drive, since parking the vehicle.

May reject representations

If the delay described by the motorist was not exceptional, i.e. queuing in a shop.

If the motorist simply underestimated the time needed and could have reasonably purchased more time.

If the motorist was unable to drive since parking due to excess alcohol in the body or had been detained by the Police for any reason, unless subsequently released without charge or proven innocent.

CR45 where the motorist had parked whilst asking directions

May accept representations

In no circumstances.

May reject representations

In all other circumstances.

CR46 where the motorist stopped to answer mobile phones

May accept representations

In no circumstances.

May reject representations

On all occasions.

CR47 where the motorist claims they were unaware of enforcement on Sundays / Bank / Public holidays

May accept representations

Check signs are in place to confirm enforcement at these times.

May reject representations

On all other occasions.

CR48 where the motorist claims that the restriction was marked after the vehicle had been parked

May accept representations

If records confirm that signing / lining / placement of cones or suspension notices was likely to have taken place after the vehicle parked.

May reject representations

If there is evidence to show that markings were already in place at the time of parking.

CR49 where the motorist was carrying out building works or works of a statutory nature

May accept representations

If evidence confirms that the motorist was simply loading / unloading (see policy [S1.1](#) on page).

If a valid waiver/ permit to park at the location in question had been issued and was on display in the vehicle.

If works are of a statutory nature or are exempted from restrictions by a Traffic Order or legislation e.g. Utility Companies.

If it can be proven that works were an emergency.

May reject representations

In all other circumstances.

CR50 where motorcyclist was not parked in a motorcycle bay and was not displaying a relevant permit / P&D ticket

May accept representations

Where a motorcycle is parked in a car bay and a P&D ticket was purchased but not displayed.

Where motorist made payment for parking using approved alternative method.

May reject representations

In all other circumstances.

CR51 where motorist was parked on wrong level of multi storey car park for the tariff paid

May accept representations

If the signing is not in place.

May reject representations

In all other circumstances.

CR52 where the motorist has changed car park from long stay to short stay

May accept representations

If there are significant mitigating circumstances.

May reject representations

In no other circumstances.

CR53 where the vehicle driven by the motorist is diplomatically registered

May accept representations

In all circumstances. A Notice to Owner should never be sent to the keeper of a diplomatically registered vehicle.

KCC should be informed of all penalty charges recovered from keepers of diplomatically registered vehicles. They will pass information n concerning these debts on to the Foreign and commonwealth Office.

May reject representations

In no circumstances.

CR54 where motorist claims that they left the vehicle parked whilst away on holiday and they had parked the vehicle in a suspended parking place or failed to display a permit in a residents parking zone

May accept representations

If the suspension notice was displayed after the motorist departed on holiday and appropriate documentation is provided to confirm holiday dates and records confirm the date suspension notices were erected was after the start of the holiday.

If confirmation is received that the resident was away on holiday during the period the penalty charge was issued.

May reject representations

In all other circumstances.

CR55 where motorist claims that they were unaware that they were not allowed to park on a grass verge

May accept representations

If there is evidence of loading / unloading.

If TRO is incorrect.

May reject representations

In all other circumstances.

Observation/Grace Periods

Off Street

Code Contravention

70	loading area	instant
80	parking longer than permitted	instant
81	restricted area	instant
82	payment expired	instant
83	without clear display	10 minutes
85	permit bay	5 minutes (was 10 minutes)
86	beyond bay markings	instant
87	disabled parking space	instant
91	commercial vehicle	instant
93	closed car park	instant
96	engine running	instant

On Street

Code Contravention

1	restricted st –	3 minutes (was 5 minutes)
2	loading in restricted st	instant
5	payment expired –	10 minutes
6	without clear display –	10 minutes
12	no display in resident/shared use	5 minutes (was 10 minutes)
19	invalid resident/shared use	5 minutes (was 10 minutes)
21	suspended bay	instant
22	reparked in the same place	instant
23	wrong class of vehicle	instant
24	not parked correctly	instant
25	loading space	5 minutes
26	double parked in SEA	instant
27	dropped footway in SEA	instant
30	parked longer than permitted	instant
40	disabled parking	instant
45	taxi rank	instant
46	clearway	instant
47	bus stand	instant
48	restricted school area	instant
62	footpath	instant
64	grass verge	instant
99	pedestrian crossing	instant