



Buckinghamshire Highways - Working with Community Boards

A guide to problem solving and support for highways and road safety

Welcome

Working with the new Highway alliance

April 2023 saw the launch of a dynamic new partnership designed to further improve the way our roads and footways are maintained and managed, bringing positive changes for our local communities.

The newly formed 'Buckinghamshire Highways' is an alliance between Buckinghamshire Council and two highly experienced and industry-leading organisations - Balfour Beatty Living Places and Atkins, a member of the SNC-Lavalin Group, as well as a number of specialist framework contractors.

Our vision

Our Community Board members will continue to proactively collaborate with local communities to help find appropriate solutions to improve our local areas.

We're pleased to be sharing this new way of working through the Six Step Plan and we hope it assists you in identifying opportunities to improve our highways and road safety - with a focus on ensuring that the solution is right first time.

As part of this, some Community Boards may prioritise problem solving issues related to highways and road safety.

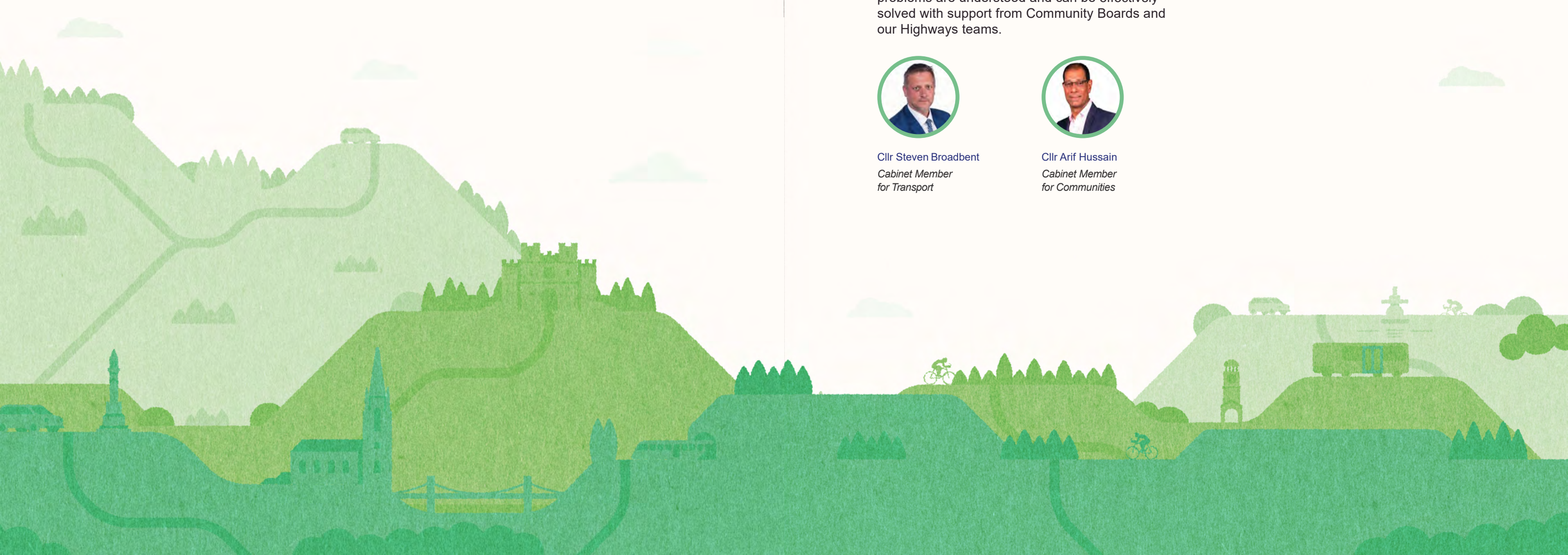
We want to ensure that the root causes of problems are understood and can be effectively solved with support from Community Boards and our Highways teams.



Cllr Steven Broadbent
*Cabinet Member
for Transport*



Cllr Arif Hussain
*Cabinet Member
for Communities*



How to use this guidance document

Welcome to Buckinghamshire Highways' Community Board Guidance Document.

This guidance document is intended for use by Buckinghamshire's communities, including Community Board members, Town and Parish Councils, local residents and residents' groups, who wish to tackle issues related to highways and road safety in their local area. If your Community Board does not currently have a Highways priority, we encourage you to still utilise this document as a guide for problem solving.

This is an interactive guidance document designed to be used online and should be read in conjunction with the [Buckinghamshire Community Boards](#) webpage.

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Buckinghamshire's Community Boards

Working together: *local voices, local choices, local action*

What is a Community Board?

Community Boards are a key part of Buckinghamshire Councils innovative approach to empowering community-led planning. Community Boards enable the council to look at local opportunities and find ways to enhance and celebrate the social and cultural identities of an area.

Community Boards work with communities to identify local opportunities and priorities that need to be addressed for their area and create an action plan to do this.

They aim to support in the following ways:

-  Represent the voices of local people
-  Capture thoughts, ideas, and suggestions in innovative ways
-  Facilitate active conversations and participation about priorities
-  Bring together local communities and delivery partners
-  Identify local needs and work to produce creative solutions

There are many ways you can be involved in your Community Board. You may want to join the Community Board meetings, take part in action groups exploring local issues or you may just want to sign up to your Community Board newsletter.

If you would like to find out more about Community Boards and how to get involved, please [click here](#) for further information.

Community Boards support the design and delivery of local projects to help address priorities. Community Boards have an annual budget to help achieve this.



How Community Boards support local communities

Community Board priorities vary across the Boards but often include supporting younger people, reducing social isolation, and enhancing green spaces and biodiversity. For a flavour of how Community Boards deliver outcomes for their local communities, you can read the latest [annual report](#) which highlights local engagement and projects that address each Board's local priorities.

Supported projects



Brookmead School Road Safety

Funded by the Parish Council and the Wing & Ivinghoe Community Board, this scheme improved road safety by introducing traffic calming measures to slow traffic and pencil bollards to reinforce that the area is being used daily by the school community.

Red high friction surfacing in Longwick

A dangerous crossroad in Longwick was highlighted by the Parish Council. It was agreed to implement red high friction surfacing and install an advanced "give way" sign on its approach to the A4129 Thame Road. Funded by Northwest Chilterns Community Board, this provides a visible cue to motorists of the approaching junction and an improved surface to brake on.



In addition, on the approach to this junction, the existing 30 mph signs were replaced with yellow-backed signs. Dragon's teeth road markings were also installed at the 30 mph limit location.

About your Highways team

At the heart of the Highways client is the Highways Community Liaison team. This team manages the routine maintenance of day-to-day enquiries as well as focusing their skills and knowledge of each area they cover with liaison with key stakeholders. This includes liaising with Members, Town and Parish Councils as well as listening and giving guidance to community groups within the Community Boards on raised matters.

The Liaison team is built up of:

Local Area Technicians

Each will be responsible for a number of Towns and Parishes. Local Area Technicians will carry out routine maintenance identification and delivery across the network. They manage all enquiries from customers, Members, Towns and Parishes and other stakeholders. Other responsibilities include work orders, reacting to emergency and planned works, attending site visits, and liaising with Design and Construction teams on infrastructure and improvement works across the network.

Highways Community Design Officers

The team is a dedicated but shared team within the Community Boards who will offer technical advice, guidance on localised issues and suggested solutions. It is important that solutions meet national guidelines and are safe and legal to apply on the Public Highway. It is the role of the community design officers to ensure that the solutions meet these guidelines.

Buckinghamshire Council Highways Community Liaison Team

Rosie Tunnard
Highways Manager

Zoe Ford - Highways Community Liaison Team Leader
Aylesbury Area

Kate Rolfe - Highways Community Liaison Team Leader
High Wycombe Area

Michael Raven
Highways Community Liaison Team Leader
Chiltern & South Bucks Area

1 Haddenham and Waddesdon
Colin Woolford

2 Buckingham and Villages
Simon Skilton

3 Winslow and Villages
Mark Whittage

4 Watermead Buckingham Park
Cublington Weedon Wing Ivinghoe
Paul Foot

5 Marsh Gibbon
Grendon Underwood
Bill Oakley
Steeple Claydon
Alison Poland

6 Aylesbury
Wendover, Aston Clinton & Bertton & Villages
Leah Mearns

7 Chislehampton
Great Missenden
Chiltem Ridges
Hayes Fisher

8 Chesham
Little Chalfont
Amersham Common
Amersham & Chesham Bois
Jill Howarth

9 Penn Wood
Old Amersham
Beaconsfield
Di Wils

10 Chalfont St. Peter
Chalfont St. Giles
Gerards Cross
John Tackewy

11 Farnham Common
Burnham Beeches
Cleveland
Stoke Poges
Chris Smith

12 Wexham
near
Dunham
Elliot Palmer

13 Terrans & Amersham Hill
Totteridge & Bowden
Ryemond & Mickfield
Tyers Green & Loudwater
Huzemere
Woodburn, Bourne End & Hedder
Claire Newbould

14 Ridgeway West
Ridgeway East
The Ribborough's
James Tunstall

15 Alton
Boake, Cresser & Castlefield
Downley
West Wycombe
Paul Fegan

16 Marlow
Chiltem Villages
Fackwell Heath,
Little Marlow & Marlow South East
Peter Corbett

May 2023

Problem solving

Partnership working

Community Boards and Buckinghamshire Highways have worked together to develop a new Six Step Plan to deliver Community Board projects under the new Buckinghamshire Highways partnership.

This new approach has been developed as a guide to support communities in identifying shared needs and priorities, ensuring the most effective, sustainable measures are implemented. Ideas that have been evidenced, explored and designed with those who will directly benefit from them will ensure that the right solutions are delivered.

Understanding local needs through early engagement can often identify opportunities that are quicker and less costly to implement, such as educational, informative and promotional initiatives. These are noted in step two of the plan as 'softer measures' and should be considered first before more "physical measures".

Taking a new project forward – The Six Step Plan

This section provides a summary of the Six Step Plan.



Step 1
Highlighting a perceived problem



Step 2
Exploring softer measures



Step 3
Exploring physical measures



Step 4
Requesting a quote



Step 5
Agreeing a quote and ordering works



Step 6
Implementation and evaluation

Step 1

Highlighting a perceived problem

The first step for the project leader (point of contact for the group/organisation) is to raise an identified highways and road safety problem with their local Community Board.

This may be directly through the Community Board Manager or via an action group if the Community Board has a highways or road safety priority. The reported problem will be reviewed by the Community Board team and a collective decision will be made on the best course of action. It may be signposted to other services within the council, to the local Town or Parish Council or you may be asked to report on Fix My Street [here](#), should this be a routine maintenance issue that Buckinghamshire Highways can resolve.

It is important that there is data to evidence the problem during this step - your Community Board Manager will advise and signpost if further evidence and information is required. Further information about collecting evidence can be found on page 9.

If the problem is evaluated to be appropriate for Community Board support, the lead requestor will be advised to review step 2 of the plan which starts to look into the potential solutions for the identified problem. Your Community Board Manager will support further with signposting.

You are welcome to raise issues at any point in the year. An issue will be prioritised based on how it meets local Highways priorities and Officer capacity.

Step 2

Exploring softer measures

The project leader should explore and review softer, non-engineered measures in the first instance.

Softer measures often focus on behavioural change and are likely to be more effective and offer better value for money. Page 12 provides helpful information and best practice examples of both local and national soft measure projects. All non-engineered softer measures must be explored during step 2 – your Community Board Manager will be able to assist you with this.

Some softer measures may not require funding. If funding is required, it may be possible for the project leader to make an application to the Community Board. All funding requests are subject to Community Board funding criteria.

It is the project leader's responsibility to source contributory funding for any feasible project. More information and guidance can be found on the Community Board funding page.

A review of physical measures will only be considered after all appropriate softer measures have been evaluated. If the project leader provides evidence that softer measures are not appropriate, then this will be reviewed by the Community Board and the Local Area Technician. If it is agreed, the project leader will be referred to step 3.

Step 3

Exploring physical measures

Once an agreement is made between all relevant partners, including Buckinghamshire Highways, that softer measures are not an appropriate solution, physical measures can be explored.

Examples of physical measures are outlined on page 14. Your Local Area Technician will be able to advise on which of the measures might be suitable considering factors such as location.

After approval has been sought from your Community Board chair or your local elected member as well as the community board manager, if a physical measure is agreed to be an appropriate solution, the project leader can proceed to requesting a quote (step 4) for the proposed solution.

Step 4

Requesting a quote

An indicative cost for some physical measures has been provided on page 14.

The actual cost will vary depending on the individual factors of the site. For example, detailed searches or traffic management may be required. The prices provided therefore should only be used as a guide.

It is important to obtain a specific quote to formalise a request for design and implementation. Quotes are provided to the requestor at no cost, and they should expect to receive a quote within 4 weeks. This process will be kept under review regarding the volume of quotes requested from each Community Board.

Physical measures requested through this process will be delivered by Buckinghamshire Highways only.

Please note, the project leader will need to explore sources of contributory funding for implementation of the measure prior to being advised that they can request a quote. Buckinghamshire Highways Commissioning team will not be able to accept requests for quotes without evidence of this.

Individual site suitability will be explored and determined. Quotes must be requested via the Buckinghamshire Highways Commissioning team after approval has been sought from your Community Board Manager.

If funding is required for implementation, it may be possible for the project leader to make an application to their Community Board. Funding requests are subject to meeting Community Board funding criteria.

Step 5

Agreeing a quote and ordering works

Once a quote is ready, this will be given directly to the project leader to review.

This will also be shared with the Community Board Chair or your elected member Community Board Manager and the Local Area Technician. If you wish to proceed with the works, the project leader will need to confirm that all funding is secured.

Project leaders will be responsible for ordering works directly via the Buckinghamshire Highways Commissioning team. Details on how to do this will be advised once all funding is in place.

The organisation represented by the project leader will be invoiced directly by the Buckinghamshire Highways Commissioning team. Your Community Board is not involved in this process.

Step 6

Implementation and evaluation

We expect any works to be completed within a maximum of 12 months once you have placed the works order.

The Highways Commissioning team will advise you on the expected delivery dates and the Highways Community Design team will keep in touch with you at any key milestones or changes during project.

Evaluating the impact of both softer 'non-engineered' and physical solutions is key in measuring outcomes. Where Community Board funding is allocated to projects, you will be asked to complete an end of project evaluation form and may be asked to attend Board meetings to feed back on the project.

Things to consider

When thinking about a project idea, it is important to consider the following throughout the process:

What are the local challenges or issues that need addressing? For example, are there too many vehicles parking outside a local amenity, blocking the pavement for periods of time? Does your workplace need some assistance in breaking down barriers to employees walking/cycling to work?

What are the objectives/aims? What you would like to achieve, what will the outcomes be from the project?

Who will benefit from your project? Will it be young people attending a school or youth clubs? Will it be your residents accessing the high street?

When will the project need to be put in place? For example, if it's a school project, will it need to be during term time? Is there an annual calendar of events to tie in with?

Does the project address the area priorities determined by your local Community Board? This can be found [here](#).

Which organisations/individuals do you need on board? There will be two lists: list the organisations/individuals that can help you to shape and influence your project and list the organisations who will help deliver your project (they may be the same organisations!).

How will you measure success? Will you ask people what they thought of the project? Will you do surveys? The National Centre for Voluntary Organisations has support and guidance with monitoring and evaluation more help can be found [here](#).

Evidencing the need and seeking support

People are the heart of our communities. Demonstrating that a project idea has an identified need and local support is crucial to its initial success and long-term sustainability.

Delivering change can be a rewarding but challenging process and requires an ongoing commitment from partners to work collaboratively together.

By demonstrating support and evidence up front, proposals are more likely to be successful in the short and long term for the communities they are striving to support.

Evidencing...

For a project idea to be successful, it should showcase several elements such as a need and local support, including but not limited to the following examples:

...a need

- ▶ **Demographic information** including any census data, indices of deprivation and local profiles.
- ▶ **Community perception** surveys to understand travel behaviour, safety concerns and local needs and opportunities.
- ▶ **Data surveys** demonstrating traffic speed, volume and parking counts, walking, and cycling levels, road traffic collision data or air quality data.
- ▶ Underpins and supports local/national **Policy and Strategy**.
- ▶ School and larger workplace **travel plans**.
- ▶ **Photographic or video evidence** of a physical problem such as a busy road, difficulty crossing or underutilised public space.
- ▶ **Ongoing campaigns** by an Eco Schools team Community Working Group or Parent Councils.

...local support

- ▶ **Letters of support** from elected members, local councils, schools, housing associations, charities and community groups, accessibility groups and local businesses .
- ▶ **Expert testimonial**, for example advocates for play, health, biodiversity.
- ▶ **Quotes** from any previous or ongoing engagement including reports, websites, or news articles .
- ▶ **Feedback from residents** through local engagement & community conversations in person, newsletters or via social media pulse questionnaires. Your Community Board Manager can advise you on ways to do this.



Holding community conversations

You should consider discussing the problem with the community to understand the issues and to problem solve collaboratively. When preparing engagement activity, you should consider:

Audience:

Who your audience and key stakeholders are - how do you find them?



Purpose:

A clear purpose of the conversation - share this in advance.



Goals:

Goals and intended outcomes - how will you find the root cause of the issues?



Logistics:

Format and location - consider how to effectively explore the problem at the best times for your audience.



Difference:

How will you manage any differences of views and opinions?



Progress:

Facilitators and participants to help drive discussion.



Next steps:

How will you follow up and keep people in the loop?



Funding support

Each Community Board has a budget to support the delivery of projects which address local priorities. If your local Community Board has a priority related to highways, it may be possible for eligible organisations to apply for Community Board funding to support the following:



Softer measures



Physical measures

All funding requests need to meet the [Community Board funding criteria](#) and the new Six Step Plan outlined on page 4 of this guidance document. It is the applicant's responsibility to source contributory funding which is mandatory for projects over £1,000. The maximum that a Community Board can contribute to a project is £15,000.

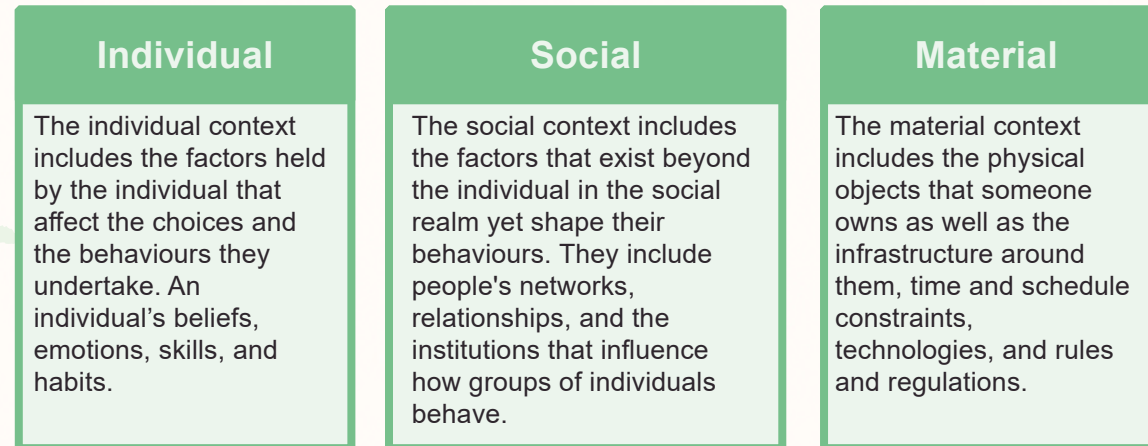
We encourage you to browse Community Impact Bucks' [Funding page](#) where you can access online funding directories, such as Bucks Funding Search, to find a range of funding opportunities. Community Board Managers can also support in signposting to internal and external funding sources.

Further information about opportunities to apply for funding through your Community Board can be found [here](#).

Exploring softer measures

What do we mean by softer measures?


Travel behaviour is a complex topic. The factors that shape people's behaviours can be split into three contexts:



Interventions should take account of influences across all three contexts to achieve substantive and long-lasting change. Through the process, stakeholders develop a shared understanding of people's behaviour, and identify their respective roles in bringing about change.


Examples and support for softer measure solutions

There are a range of softer measures which could be implemented as part of a project. The appropriate measures would be identified and developed through early engagement with the community but could include some of the following activities:




Travel Planning

- ▶ **Personal, school and business travel planning** provides people with information, incentives, and motivation to make more sustainable travel choices. We can support the creation of plans through [Modeshift STARS](#). More information on active travel support for schools can be found at the Council's [School Travel Planning website](#).
- ▶ **Travel apps & the Bucks Online Directory** provide information to people on local cycling and walking routes. An example of this is the [Aylesbury Travel App](#) which is layered with a variety of cycle routes, walking paths and heritage walks. The [Bucks Online Directory](#) is a searchable directory of activities, groups, organisations, and services for adults in Buckinghamshire which includes Repair Cafes, litter picking, lunch clubs, social groups, and advice and support.




Walking

- ▶ **Health walks** provide people with a supportive and social environment to enjoy the many benefits of walking. We offer over 60 walks through the [Simply Walk](#) programme.
- ▶ **Walk to school** initiatives such as [crocodiles](#), [footsteps](#), [National Walk to School \(Living Streets\)](#) and [Walk Once a Week \(WOW\)](#) help to enable and incentivise pupils to walk to school in a safe and enjoyable manner.



Road Safety

- ▶ **Road Safety** is a priority in Buckinghamshire with Town and Parish Councils encouraged to promote a range of free Road Safety courses across their communities ([Speed Awareness](#), [Winter Driving](#), [Older Drivers](#)).
- ▶ **Community Speedwatch** is a national campaign which supports local communities tackle speeding in their area. We provide support for this through [Thames Valley Police](#). Local traffic count apparatus are available to local communities by applying [online](#).



Cycling

- ▶ **Led rides & Scooting** provide people with a supportive and social environment to enjoy the many benefits of cycling. More information on cycling and scooting opportunities can be found [here](#).
- ▶ **Cycle training** provides people with the skills to cycle confidently in our urban streets rural path network. For more information about opportunities available to schools, teenagers and adults to undertake, visit [Bikeability](#).
- ▶ **E-bike and E-scooter hire** provides people with access to E-bikes and E-scooters which helps riders to cycle or scoot more easily whilst improving their health. In Aylesbury there is bike and scooter hire as well as electric docking station facilities. More information can be found [here](#).

- ▶ **Mobile Vehicle Activated Signs (MVAS)** can be used to measure speeds. MVAS can be purchased by Town and Parish Councils subject to meeting criteria as set out [here](#). Please note, Community Boards can only fund new devices and cannot fund ongoing maintenance or replacements.
- ▶ **Play Streets** allow communities to temporarily close off their road to vehicles to socialise and play safely outside in their neighbourhood. We provide support for this through our [Road Space Management Team](#).
- ▶ **Road Safety Posters** can be used to help you promote your initiatives and campaigns. These can be displayed around your community to raise awareness of road safety. All sites will be risk assessed before posters are erected. For more information on the types of posters that can be supported, please contact: roadsafety@buckinghamshire.gov.uk

Please Note: The above is not an exhaustive list, and we welcome your creativity in identifying new opportunities for softer measure projects.

Exploring physical measures

What do we mean by physical measures?

Another way to improve our public realm is to alter the physical layout of a street to make this safer and more attractive to spend time in and travel through. We call these physical measures.

Physical measures should only be considered after all appropriate softer measures have been evaluated. Indicative prices have been provided for physical measures as a guide only. Please note, these costs do not include traffic management fees and utility searches at this stage. Bespoke costing for physical measures to take all factors into account will be required.

Types of physical measures we support

There are a range of physical measures which could be implemented as part of a project. The appropriate measures would be identified and developed through early engagement with the community but could include some of the following measures depending on feasibility and funding availability.



Dragon's Teeth are white markings give the appearance of reducing the lane width so that drivers slow down. Dragon's teeth were installed on the approach to the existing 30 mph speed limit on the A416 Amersham Road for Chesham Bois Parish Council in 2017.
Indicative installation cost: £628.87* (14 dragon's teeth)

Gateways & Village Signage indicate the transition to a slower speed street. This can include features such as signage, artwork, planting, and seating. Gateways were introduced at several entry points into Waddesdon village.
Indicative installation cost: £1,133.75* (includes two posts and foundations) or £1,856.62* (including gate entry)



Pocket Park is an area of greenspace that could also introduce resting places, informal play, opportunities for the local community to come together to plant flowers, plants and trees and design artwork. Please see an example [here](#).
Item to be costed at project submission stage

Protected Cycle Lanes are a type of cycle lane that separate people cycling from traffic and those walking on the footway by using kerbs and other features as protectors. They allow people to feel safer and can either be one-way, with people cycling in the same direction as traffic, or two-way, with people cycling in two directions on the same side of the road.
Item to be costed at project submission stage

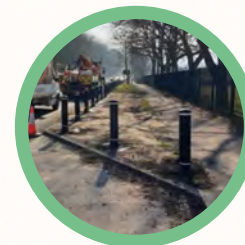


14 *Guide prices are accurate at date of publishing in 2023 and are subject to change. Traffic management costs and utility searches are not included in the figures provided.



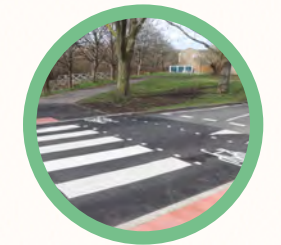
Speed Limit Roundels are hard-wearing markings that indicate the speed limit on the carriageway. They are most commonly used in residential areas or where children and the elderly are likely to be crossing the road.
Indicative installation cost: £770.79* (includes two roundels).

Rain Gardens are an area of attractive, low maintenance, wildlife friendly space which manages surface water runoff from hard surfaces such as footways. Please see an example [here](#).
Item to be costed at project submission stage



Street Bollards are typically made from cast iron or treated wood, which are known for its durability, strength, and classic aesthetic appeal. Bollards are often used for various purposes, including traffic management, pedestrian safety, and urban design. There are various types of bollards which can be used and are in keeping with your local Town or Parish.
Indicative installation cost: between £800-1,000* (for 5 bollards) depending on the type of bollard.

Parallel Crossings are a type of crossing that provides priority to people crossing the road on foot and by bicycle. People cycling and walking have separate space and can be with existing traffic lights or with zebra where drivers give way. Please see an example [here](#).
Item to be costed at project submission stage



Cycle Signals are used at junctions with protected cycle lanes and can give people cycling a separate instruction to proceed. These can be run alongside people walking who are in a separate space. This helps to make all movements safer.
Item to be costed at project submission stage

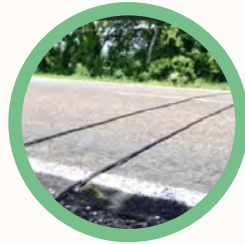
Secure Bicycle Storage provides secure cycle storage on street and at village locations for those with limited space at home for bikes.
Indicative installation cost: £328.42* (single cycle stand)



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Rumble Strips are an effective way of highlighting a potential hazard to drivers by causing a tactile vibration and audible “rumble” transmitted through the wheels into the vehicle cabin. Rumble strips are effective (and cost-effective) in raising awareness in drivers and can reduce accidents due to inattention.

Indicative installation cost: £3,862.87 (6 rows of rumble strips)*



Speed Surveys can be used to measure the average speed people drive along a street and to identify if an area has a speeding issue. Your Parish or Town Council can request a speed survey [here](#).

Indicative installation cost: £550* for each location and £1,005* for a speed limit assessment

Heavy Goods Vehicle (HGV) Interventions such as signage can be used to highlight unsuitable routes for larger, heavy goods vehicles. Signage placed with a traffic regulation order (TRO) can be implemented to reduce HGV movements. Projects must include legal and advertisement costs which are required for the TRO.

Indicative installation cost: £931.89* for an advisory sign on a single post. Costs can vary depending on the location and could reach up to £20,000*



Vehicle Activated Signs (VAS) can be used to display the speed limit, drivers' current speed and warnings of hazards ahead. More information can be found [here](#).

The cost of a VAS is dependent on power supply

We encourage anyone who is facing issues with parking to review information and guidance found [here](#) and to explore softer measures contained within this document where appropriate. If parking controls are evidenced to be the next appropriate solution, you can make a request for this [here](#). Parking controls are restrictions that can be used to make long-term changes to parking issues. The parking control request process is managed by Buckinghamshire Council's Parking Service. If you are interested in commissioning a feasibility study, please contact your LAT or Community Board Manager for advice on how this can be achieved.

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Contact us

Thank you for taking the time to read through the Buckinghamshire Highways working with Community Boards guide.

This guide has been produced for Buckinghamshire's Community Boards. If your Community Board does not currently have a Highways priority, we encourage you to still utilise this document as a guide for problem solving.

If you would like to find out more about Community Boards and how to get involved, please [click here](#) for further information.

We look forward to continuing to work and support our communities across Buckinghamshire.

