



## Notes of the Eastern Regional Group Meeting

Held on: Tuesday 18<sup>th</sup> October 2011

At: Ipswich Town FC

Item	Notes	Action Points
1.	<p><b>Welcome, Apologies and Notes of Previous Meeting</b></p> <p>Paul Necus (PN) opens the meeting and introductions commence.</p> <p>Amy Talbot, PayByPhone takes the minutes for today's meeting.</p> <p>PN thanks the sponsors of the meeting:</p> <ul style="list-style-type: none"><li>• Keltic Clothing</li><li>• Whyte &amp; Co</li></ul> <p>Apologies</p> <ul style="list-style-type: none"><li>• Steven Brown, Chairman</li><li>• Sharon Stanley, Parliamentary Outreach</li><li>• Gary Hewett, Norwich City Council</li><li>• Item 3 of the Agenda – The UK Parliament – by Sharon Stanley Parliamentary Outreach will be rescheduled due to non-attendance.</li></ul>	
2.	<p><b>Open Forum</b></p> <p>Cambridgeshire County Council updates the group on CPE arrangements within Cambridgeshire. The CPE project has been postponed for South Cambridgeshire and East Cambridgeshire due to financial considerations.</p> <p>Norfolk County Council updates the group on CPE arrangements within Norfolk. The CPE project is progressing well and it's expected that six district council's will be working under CPE by the 7<sup>th</sup> November 2011. Norfolk County Council will delegate CPE responsibility to the Districts.</p>	
3.	<p><b>Working with the consumer – follow up on previous discussions with members of Disabled Motoring UK</b></p> <p>PN recapped on the last Eastern BPA Regional meeting (held</p>	

at Ipswich Town Football club on the 21<sup>st</sup> June 2011) where the group was visited by members of Disabled Motoring UK to highlight the challenges that they face when they park. The areas of focus were:

- Enforcement of Blue Badges (BB), BB miss-use and who should take responsibility of issuing BB's
- How to improve accessibility to payment methods
- How to improve help points for those that have a hearing impairment
- The relevance of the Keep Safe Scheme
- What training can be offered to staff
- Better accessibility in parking areas
- Better signage to help the visually impaired and those that are unable to read

PN suggested that the BPA put together a 'good practice' guide that encourages and helps parking professionals to incorporate the requirements of members similar to those in the Disabled Motoring UK Association. PN asked whether anyone had any response to this proposal.

Response:

The group didn't see any concerns with the proposed good practice guide.

Ipswich City Council (ICC) highlighted a key concern surrounding length of stay for BB holders. On-street P&D spaces are subject to maximum stay limits; however BB users can park in the areas for free without any restriction. ICC suggested that a restriction of some sort should be imposed. There are, however concerns that claims may be made under the Disability Discrimination Act. ICC highlights the issues associated with BB miss-use and how this impacts on those with genuine needs

PN highlights the concerns surrounding signage for PCN regulations on tariff boards and on the back of PCNs themselves. The complexity of the rules and how they're written may inhibit those that have a lack of education, cannot read or where English is not their first language.

ANPR international suggests that the Parking Shop offers PCN's with pictorial guidance on how to use the parking service. It's suggested that this is being used heavily in Europe as well as in Portsmouth and Bournemouth

	<p>The group asked whether they have responsibility for those with a lack of education and whether this is a genuine reason not to pay a PCN.</p>	
<p>4.</p>	<p><b>Video Badge Technology Developments – Alan Wood, Whyte &amp; Co</b></p> <p>Alan Wood (AW), Whyte &amp; Co provides the group with an update on Video Badge Technology</p> <p>Key Developments: Video Badge has been on trial for 2.5 months in Southend on Sea and Thurrock</p> <p>Outcome of the trial:</p> <ul style="list-style-type: none"> <li>• Debtors feel more confident that they are being dealt with appropriately, in particular lone females</li> <li>• Debtors have not insisted that the Video Badge is to be turned off</li> <li>• There has been no queries from the Councils to see the film which suggests that there has been no complaints from the Debtors</li> <li>• The data is fully encrypted</li> </ul> <p>Whyte &amp; Co and ANPR international are introducing a new handheld into the UK market.</p> <p>Specification:</p> <ul style="list-style-type: none"> <li>• Multi PDA Device with Phone, Radio, BlueTooth, GPS and GPRS</li> <li>• The PDA can live stream video to the back office function and take photos</li> <li>• The PDA can be used for enforcement (issuing PCNs)</li> <li>• All images are logged and time and date stamped</li> <li>• Allows for the Council to upload 'applications' allowing the device to be used for multi purposes</li> <li>• Man down facility</li> </ul> <p>PN asked whether there are any Data Protection issues:</p> <p>AW suggests that the Information Commissioner understands the need for such device. Whyte &amp; Co has since made a</p>	

	<p>written application and was asked to refer back to the CCTV guideline. This type of device has not been used before and so a test bed is required. The key is to ensure that the debtor is made aware that they are being filmed and why they are being filmed and to ensure that the data is encrypted.</p> <p>The next handheld will incorporate ANPR so that users can scan VRNs for PCN issuance. ANPR international has confirmed that they are in dialogue with the major back office notice processing companies.</p>	
<p>5.</p>	<p><b>BPA and Industry Updates</b></p> <p>PN opens a presentation on the BPA and Industry updates. Please refer to presentation for more information.</p> <p>Key updates:</p> <p><u>Private operator update</u> In-line with the clamping ban, the government has asked the BPA to introduce an independent appeals service by October 2012. This should minimize concerns associated with rogue ticketers.</p> <p><u>BESIG update</u> A TEC guidance was issued with a new warrant form. Sharon from Newlyn will forward on a copy to anyone that has not received this.</p> <p><u>Party conference update</u> PN attended the party conferences to discuss parking issues. This is raising the BPA's profile with ministers and politicians. The conference was a success and was a good use of time.</p> <p><u>DLVA focus group update</u> The new Elise project is getting off to a good start. Although there are considerable efforts involved in getting the process right, the DVLA data is being returned faster than previous Yearly Audit reports are being carried out by the DVLA to ensure that the company in question is not carrying out 3rd party checks without permission</p> <p>The private operators highlighted the huge compulsory investment that was required by the DVLA for the new ELISE link</p> <p><u>Approved operator scheme update</u> There were 200 complaints in 2007 and now there are 200 complaints a month. The sanction point system is still in operation for those that don't adhere to the code of practice</p>	

	<p><u>Annual BPA Conference feedback</u> PN requested feedback on this year's successful Annual BPA conference. An email will be sent to the attendees with a link to the feedback form.</p> <p><u>Dates for the diary</u> Members Dinner to be held on 30th November 2011 Parkex 2012 to be held on 17th and 18th April 2012</p> <p><u>Safer Parking Scheme</u> Recent research identified that there was a lack of public awareness with regard to the Safer Parking Scheme. Pulse Group has since been employed to promote the scheme. Pulse Group are specialists in partnership marketing</p> <p>A total of 4773 car parks have been awarded under the Safer Parking Scheme which is an increase of 150 car parks since the last meeting.</p> <p>474 car parks in the Eastern Region has been awarded under the Safer Parking Scheme which is an increase of 20 since the last meeting</p>	
6.	<p><b>Any other business</b></p> <p>ANPR international asked the group whether the City &amp; Guilds Parking Managers Qualification is of interest to anyone.</p> <p>Some members suggested that the cost will have a big impact on whether the qualification will be offered to staff .</p> <p><b>Date of next meeting – TBC</b></p>	