

## **OPERATIONAL SERVICES BOARD**

### **TERMS OF REFERENCE**

#### **1. Background**

This document sets out the Operational Services Board's terms of reference by defining its purpose, its membership, its conduct and its relationships with other bodies. The Operational Services Board will also provide guidance and advice to enable the Association to achieve its Vision - *"To achieve excellence in parking for all."*

##### *Main Purpose*

*To oversee the Association's direct services (including the Approved Operator Scheme and the Safer Parking Scheme) to ensure they continue to drive higher standards.*

#### **2. Purpose**

2.1 The purpose of the Operational Services Board is:

- i. To oversee the day to day delivery of the BPA Approved Operator Scheme, the Safer Parking Scheme and other similar Schemes developed by the BPA as well as related activities which arise from time to time which support and drive positively the profile of the BPA, its members and the parking profession. In addition the Operational Services Board will provide advice, guidance and opinion to the BPA Board on any matter associated with these activities.
- ii. To promote innovation, technology and sustainability in the delivery of parking services the Operational Services Board will ensure:
  - Schemes remains financially viable and self-financing
  - Schemes are subject to continuous review and improvement and will make recommendations for improvements and development.
  - Members of operational schemes are properly and continuously checked and audited to ensure compliance with Codes of Practice and Scheme rules and regulations.
  - That BPA Codes of Practice and Scheme rules and regulations are continuously reviewed so that they comply with relevant legislation, remain current and continue to reflect best practice and to make recommendations to the Professional Development & Standards Board as appropriate.
  - Support for industry and public awareness campaigns.
  - Improvements to schemes criteria and administration are regularly reviewed
  - The creation of an annual business plan and budget for the approval by the BPA Board as appropriate.
  - Expenditure and income against budget is monitored.
  - The interests of the Association are protected and enhance the reputation of the Parking Profession in the development and management of operational schemes.

- It reports on its activities to the BPA Board.
- Contribute to the development of policies on the use of new and existing technology in the delivery of parking services.
- Encourage Innovative and Sustainable parking solutions and Services.
- Promote socially responsible use of new and existing technology in the delivery of parking services.
- Encourage and oversee the monitoring of compliance with legal and technical standards in the use information technologies and systems for parking services.
- Promote fair and reasonable use of new and existing technology in the delivery of parking services.

### 3. Membership

#### 3.1 Composition

##### Voting Members

Chair of the Operational Services Board	<i>Elected by and from representatives of BPA Corporate membership organisations on the Council of Representatives and sits on the BPA Board</i>
4 Council of Representative Members	<i>Elected by and from the Council of Representatives. No more than one from any one electoral college</i>
3 Members from Parking on Private Land	<i>(2 frontline operators + 1 service provider)</i>
3 Safer Parking Scheme Members	<i>Open to both BPA and Non-BPA members of the Safer Parking Scheme. Elected by members of the Safer Parking Scheme but no more than one from any one electoral college/sector.</i>

##### Non-Voting Members

Chair of BPA Board	<i>Attends as required</i>
Government Representatives	<i>As appropriate (DfT ACPO, DVLA, BIS)</i>
Stakeholders / Invitees	<i>As appropriate</i>

Treasurer of BPA	<i>Ex-officio</i>
Chief Executive of the BPA	<i>Ex-officio</i>
Chief Operating Officer and/or Head of Operational Services	<i>Or other BPA Executive staff as required.</i>

### 3.2 Invitees and Co-Opted Non-Voting Members

The Operational Services Board may invite others with relevant experience and expertise, including professional advisers, external consultants and non-BPA members to attend meetings from time to time in an advisory non-voting capacity.

### 3.3 Term of membership and other issues

The term of office for the Chair shall be 2 years and elected members and invited/coopted members 3 years. The Chair and members are eligible to stand for re-election. A Vice-Chair will be appointed from within the Operational Services Board and will deputise for the Chair in his/her absence. That appointment will last for a maximum of 3 years.

### 3.4 Secretariat

The work generated by the Operational Services Board will be supported by BPA staff who will take responsibility for preparation and distribution of papers. There will be occasions when a number of members of the secretariat will attend the Operational Services Board.

### 3.5 Quorum

A quorum necessary for the transaction of business shall be **SIX** voting members which includes the chair/vice chair (and ONE other Council of Representatives member).

## 4. Conduct of meetings

4.1 Voting Table 3.1 above sets out voting rights. Any resolution of the Operational Services Board shall be passed by a simple majority of the votes of members of the Board present at the meeting. In the case of an equality of votes, the Chair shall have a second (or casting) vote.

4.2 Decisions of the Operational Services Board may be taken at several levels:

- By the full Board either at meetings or by correspondence between meetings.
- By a single board member authorised by the full board.

- By a BPA staff member authorised by the Operational Services Board (with delegated authority)

#### 4.3 Attendance at Operational Services Board Meetings

A minimum attendance of 75% is required of Members to ensure that best practice in board governance is reached and maintained. Those members that fail to attend three consecutive meetings of the Operational Services Board or who do not achieve at least 75% attendance in a rolling year, without showing good cause (e.g. a long-term illness, etc), may be automatically removed from the Operational Services Board and will not be eligible to stand for re-election for one year.

#### 4.4 Sub-Committees and Working Groups

The Operational Services Board may appoint such sub-committees / working groups as it considers necessary from time to time and shall specify the terms of reference of such groups.

#### 4.5 Frequency of meetings

The Operational Services Board shall meet as and when the business dictates but normally at least every three months in a published schedule. The Chair will be responsible with the Secretariat for calling additional meetings as required.

#### 4.6 Agendas for meetings and supporting papers

The agenda of items to be discussed and supporting papers will be published electronically at the soonest opportunity and normally at least seven days before the meeting.

#### 4.7 Notes of meetings

The secretariat shall take notes of the proceedings of all meetings of the Operational Services Board, including recording the names of those present and resolutions/decisions made. Notes shall be made available, within a reasonable timeframe, for scrutiny by BPA members on request. *It should be noted that the BPA is not subject to FOI requests unlike public sector organisations and therefore the notes should not be circulated to external bodies or persons without seeking the permission of the Chief Executive or Chief Operating Officer.*

#### 4.8 Website

It will be good practice for the work of the Operational Services Board to be publicised on the BPA's website.

#### 4.9 Planning

The Operational Services Board will take account of BPA plans when contributing to the 5 year strategic plan and one year annual plan which include a work programme and budget implications.

#### 4.10 Risks

A risk register will be maintained as part of the planning process.

### 5. Relationships

It is important to ensure sound relationships with stakeholders and partners. In particular, the following are of special interest.

#### 5.1 The BPA Board

To ensure appropriate corporate governance, the Operational Services Board is answerable to the BPA Board. The Chair shall formally submit brief progress reports to meetings of the BPA Board and Council of Representatives as required. The Chair will also submit a review of the OS Board's activities over the year for inclusion in the BPA Annual Report, covering its work streams and outputs since the previous edition of the same.

#### 5.2 The Parking Profession

Whilst the Operational Services Board is part of the BPA's work, it will nevertheless always endeavour to ascertain and keep informed of the needs of the whole sector.

#### 5.3 Partner Organisations

The BPA forms partnerships and contracts with external bodies (e.g. DVLA, ACPO) and separate memorandum of understanding or other contractual arrangement will be maintained with external bodies as appropriate

### 6. Public Relations

6.1 The Operational Services Board shall have no direct contact with the Press or Media or release press statements. All press enquiries should be directed through the BPA public affairs officer.

6.2 The Operational Services Board shall aim to enhance the reputation and standing of the BPA and do nothing to bring the name of the Association into disrepute.

- 6.3 The use of the BPA and its logos and references to BPA/AOS/SPS etc. recognition shall, at all times, be in strict accordance with the appropriate guidelines.
- 6.4 As referred to in 4.7 above, it should be noted that the BPA is not subject to FOI requests.