

Approved Operator Scheme Update

Presentation for the Healthcare SIG

By Steve Clark

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Membership Numbers

- There are currently 114 members of the Scheme which is broadly the same as 6 months ago
- The IPC has 77 members which is static when compared to July 2016.
- NO AOS members have left to join the IPC since May
- Two operators have moved from the IPC to the BPA in the same period
- The overall ATA market has remained fairly static during the last couple of years

Staffing Matters

- The Op Services Team structure has also been reviewed
- Office-based team led by Jill Cavanagh
- The 80/20 principle and specified expertise
- Tom – Audits, Mystery Shoppers and MP Correspondence
- Joanna – POPLA & Esme – Code/Sanctions
- Jan – deals with Pre-compliance, DPA, Enquires and Statistics
- New structure will provide greater resilience

Correspondence Update

- An increase in correspondence received so far in 2016 of almost 20% year on year.
- Team will handle 6000 pieces of written correspondence in 2016
- Largely achieving the required Service Standards;
 1. All motorist correspondence acknowledged within 3 days
 2. Active investigations are routinely between 40 and 50 – target less than 70
 3. Team focus remains on reducing the number of investigations at 4 weeks plus – currently routinely less than 10 – Service Standard is 20.

External Auditing

- Switched to RAG audits in May
- Brings us into line with DVLA – also more objective
- Green – no compliance issues
- Amber – Few minor issues that do not affect the parking incident – once resolved Amber moves to Green
- Red – major compliance issue – cannot move from a Red audit.
- Two consecutive Red Audits will generate PCP referral
- Since May, 34 Green Audits, 27 Amber and 1 Red.

Mystery Shopper Project

- Sites are randomly selected and a report completed
- Feedback to the Office team for follow up.
- Operators will be informed of positive inspections
- Total of 201 visits conducted so far by Area Managers.
- 171 successful visits and Operators have been advised.
- 30 have failed and visits have been fed back to the Office.
- AOS contact Operator and improvements made.
- No major issues identified.

Government Announcement

- No news yet on the much vaunted announcement
- Promised at the BPA Summit in May 2016
- Despite much chasing and lobbying
- Pushing for an independent Standard Setting Body
- A single Code of Practice to provide consistency
- One appeals service for the private parking sector
- Consideration of a 'licence to practice'
- No doubt that further regulation of the sector is required

Code Review Process

- No Code changes since 1 October 2015 – but under no pressure to amend the Code
- Possible changes to the Code to include;
 1. Introduction of a section of the Code to cover Byelaws.
 2. Additional clauses to cover Debt Recovery processes
 3. Enhanced requirements for the use of ANPR
 4. Cessation of financial incentives in regards to PCN issue
 5. Proposal that only the driver can appeal an onscreen PCN
 6. Revisions to the Flowcharts at the end of the Code

POPLA Update

- Just over 55,000 cases registered so far at OS
- 14,000 cases withdrawn – equates to 25%
- 36,000 decisions made – some remain in progress
- 34% of cases accepted versus 66% refused
- With the withdrawn cases, it's c.50/50
- No discernible backlog of cases
- Byelaw cases remain adjourned
- Initial OS Annual Report to be published shortly

Your Thoughts and Questions?

