



**Notes of the South West Group Meeting  
Held on: 23<sup>rd</sup> May 2017**

**At: Aix En Provence room, Bath Guildhall, High Street, Bath, BA1 5AW**

1.	<p><b>Welcome, apologies and Notes of Previous Meeting</b></p> <p>Signed in Attendees : Paul Kyte (Bristow &amp; Sutor), Chris Kemp (Suited and Booted), Maria Wheatley Cotswold District Council), Kevin Mayor (Online Collections Group), Rebecca Harper (BPA), Amanda Neales (Creditcall), Kevin Higgins (Bath &amp; North East Somerset Council), Adrian Lardner (Bristow &amp; Sutor), Richard Boulton (IPS), Chris Heddle (New Parking Solutions), Jeremy Landy (NSL), Nicola Keyworth-Wright (Dorset Councils Partnership), Mark Hawkins (GoParkit Technologies Ltd), Mike James (Bristol City Council), Ian Gamble (Newlyn), Paul Helbrow (Gloucestershire County Council), Chris Rook (Devon County Council), Andrew Dunn (Bath &amp; North East Somerset Council)</p>
2.	<p><b>BPA Updates presented by Rebecca Harper, BPA</b></p> <p>Our main focus is on membership engagement, with key developments in:</p> <ul style="list-style-type: none"><li>• Member benefits</li><li>• Account managers</li><li>• Communications process touch-points</li></ul> <p>Events coming up for the year include: <b>Scottish Exhibition:</b> 7 September <b>Annual Conference:</b> 5 October <b>Members' Dinner:</b> 22 November</p> <p>BPA LawLine pilot continues. BPA members entitled to 30 minutes free legal advice. Email: <a href="mailto:bpa@jmw.co.uk">bpa@jmw.co.uk</a></p> <p>Updates from the service boards can be found in the slides</p> <p>This year we have had the largest number of elections in BPA history, with more still to come this year. A list of the newly elected/re-elected members of Council can be found in the slides.</p> <p>Please also let us know of any consultations you are aware of that you feel the BPA may be interested in responding to by emailing <a href="mailto:consultations@britishparking.co.uk">consultations@britishparking.co.uk</a></p> <p>Headlines: <b>The Parking Places (Variation of Charges) Bill 2016-17</b> The Private Members Bill brought about by David Tredinnick MP is to make provision in relation to the procedure to be followed by local authorities when varying the charges to be paid in connection with the use of certain parking places. This Bill was given royal assent on 27 April. This means the Bill has now become an Act. The Act does nothing without the supporting Regulations, which the Department for Communities and Local Government agreed to consult on with stakeholders. Despite this, usefully, the General Election means that Purdah has intervened, pausing any regulations or consultation. Potentially, the incoming government will not make the Regulations and so the status quo will remain. Our political monitoring/activity latest work and updates can be found on our website. <a href="http://www.britishparking.co.uk/Political-monitoring">www.britishparking.co.uk/Political-monitoring</a></p> <p><b>Awaiting Government Announcement on Off-Street Parking Policy in England</b></p> <p>Contact details: Rebecca Harper – Membership and Events Officer <a href="mailto:rebecca.h@britishparking.co.uk">rebecca.h@britishparking.co.uk</a></p>

3.	<p><b>Infographics: Partnership between bath council and Suited and Booted presented by Andrew Dunn of Bath &amp; North East Somerset Council and Chris Kemp of Suited and Booted</b></p> <p>The heritage of Bath is what attracts a lot of visitors to the town and the first and last thing visitors should be thinking about is parking.  Bath &amp; North East Somerset Council launched Parking Services Plus which highlighted the things that were being done well and also resulted in an action plan which was derived from the things that required work. One of the biggest things to come from this was a need to improve communication channels. There is a desire in today's society to make things more accessible on mobile devices and reduce the amount of text on screen. This is where infographics comes in.  Infographics can be static or animated, but they provide a visual representation of information as opposed to a page of text.  One of the biggest benefits of using infographics is the movement towards self-services as opposed customers calling in – which costs money.  The infographics were produced as a result of working closely with the parking team to address the FAQ's most commonly asked by customers.</p> <p>Q: Can infographics be used across Council services?  A: Yes clear messaging can be used as both a commercial tool (used internal for processes) and as an informative tool (externally for the services used by customers).  Q: What are the costings for a five-minute clip?  A: A five-minute clip would be too long, but for a two-minute clip you would be looking in the region of 3k – 3.5k  If a group of councils came together with a mutual benefit, it could cost as little at £500 each.</p> <p>Contact details:  Chris Kemp – Company Director  <a href="mailto:chris@suitedandbooted.org">chris@suitedandbooted.org</a></p>
4.	<p><b>Frustrated Parking Managers presented by Mike James of Bristol City Council</b></p> <p>General Enforcement Issues</p> <ul style="list-style-type: none"> <li>• Not all singing from the same hymn sheet – Wales is different, London is different</li> <li>• DVLA – cancelling meetings for funny reasons. There should also be better access to the information they hold. They currently rely on out of date tech which means there is not instant access to information. They are also nervous about who they give their information too.</li> <li>• Persistent offenders</li> </ul> <p>Changes in the use of Approved Devices</p> <ul style="list-style-type: none"> <li>• The use of ANPR in carparks by LA's</li> <li>• The use of emails – why can't more documents be sent this way as opposed to post</li> <li>• Moving contraventions</li> </ul> <p>Frustrations with DfT or DCLG, MoJ, TEC, TPT, DVLA, TCP</p> <ul style="list-style-type: none"> <li>• PCN charge levels – why no more choice of charge levels</li> <li>• Postal – Email PCNs – Allow more use of electronic communications methods?</li> <li>• Penalties through the post?</li> <li>• Moving contraventions, banded left and right turns Yellow boxes – Wales has them why not the rest of</li> <li>• England – they give out millions to LAs for very high-profile bus priority system – no way to enforce banded movements/yellow boxes to ensure free flow of traffic</li> <li>• Pavement parking – Yes or No?</li> <li>• Guidance? Is there any, will it get updated?</li> <li>• Who controls what On-Street parking – Off Street parking</li> <li>• Written process – make more simple – Standard NOR/NTO – DfT or TPT or TEC?</li> </ul>
5.	<p><b>Open discussion on TEC/DVLA/MOJ issues led by Paul Kyte, Chair</b></p> <p>DVLA</p> <ul style="list-style-type: none"> <li>• Motor traders who sell cars in car parks. When you try to obtain the details for the DVLA, it comes up as trader. Why does the DVLA allow this?</li> </ul>

	<p>Solution: Go to the motor trader's website, check the car is on there and then send the PCN to the trading company. They are the registered keeper on that given day.</p> <ul style="list-style-type: none"> <li>• Abuse of trade plates</li> <li>• Generally, not checking data and a lack of communication internally.</li> </ul> <p>MOJ</p> <ul style="list-style-type: none"> <li>• Life of a warrant – 12 months from NOE. This is now extendable for another 12 months in circumstances where there is a breach of payment.</li> <li>• Civil procedure rules are not up to date</li> </ul> <p>TPT – FOAM</p> <ul style="list-style-type: none"> <li>• Generally, need to speed things up</li> </ul>
6.	<p><b>AOB</b> <b>Blue Badge Reform</b></p> <ul style="list-style-type: none"> <li>• Inconsistencies between Blue Badge Booklet and prevailing Legislation</li> <li>• Almost twice as many Blue Badges have been issued in Wales as there are registered disabled</li> <li>• An inconsistency about which department in the Local Authority deals with the provision of Blue Badges - too often this is not the Parking Manager</li> <li>• The matter of Blue Badges is firmly on the Agenda for the LASSIG Positive Parking Group</li> <li>• 50% of Blue Badges checked in Glasgow recently were found to be used wrongly - and were seized</li> </ul> <p>A recent survey showed:</p> <ul style="list-style-type: none"> <li>• One in five of those illegally parked in a disabled space would occasionally immediate police interest, contrasted with 2% of legally parked cars.</li> <li>• One in three keepers of cars illegally parked in a disabled space have a criminal record, contrasted with 2% of legally parked cars.</li> <li>• Half of those vehicles illegally parked in a disabled space had a history of traffic violations, contrasted with 11% of legally parked cars.</li> <li>• One in five of those vehicles illegally parked in a disabled space were known or suspected to have been previously used in crime. None of the legally parked cars were.</li> <li>• One in ten of those vehicles illegally parked in a disabled space were currently in an illegal condition, compared to 1% of the legally parked cars.</li> </ul>
	<p><b>Meeting closed</b> Next meeting: 16 November. Venue TBC</p>