



## Notes of the Southern Regional Group Meeting

Held on: 10<sup>th</sup> December 2014

At: Winchester Guildhall, The Broadway, Winchester, SO23 9GH

Chair: Richard Hein (RH)  
 President: Ashley Bijster (AB)  
 Vice Chair: Terry New (TN)  
 BPA: Jane Hack (JH)  
 SAMSIG: Chris Whapples (CW)

Item	Notes	Actions
1.	<p><b>Welcome, apologies and Notes of Previous Meeting (RH)</b></p> <ul style="list-style-type: none"> <li>Ashley Bijster (AB), President of the BPA addressed the meeting and gave a brief overview of her Presidential year. AB is very keen to concentrate on standards and professionalism during her year as President and stated it's an exciting time to be in parking. AB is the first President under the new governance structure and as such is able to be an Ambassador for the profession and promote the sector to as wide an audience as possible. AB gave a brief talk about the Bristol Under Privileged Childrens charity that she is supporting during her year.</li> </ul>	
2.	<p><b>BPA updates (JH)</b></p> <ul style="list-style-type: none"> <li>Launch of Know Your Parking Rights Website</li> <li>Members Dinner and winner of Ernest Davies Award, Helen Dolphin for article on visits to Portsmouth Car parks</li> <li>Safer Parking Scheme – statistics and 10 year Anniversary celebration (plus <a href="#">video</a> )</li> <li>Governance update – first Council of Representatives meeting, including debate on Future of AOS</li> <li>Sign in lists at meetings now includes an “opt in” column to enable CoR representatives to contact and be contacted by their electorate (<a href="mailto:RHein@winchester.gov.uk">RHein@winchester.gov.uk</a>).</li> </ul>	
3.	<p><b>Know Your Parking Rights:</b> (breakout discussion)</p> <p>The meeting split into two groups to discuss the new KYPR website that had been launched at the House of Commons on 25<sup>th</sup> November. The following feedback was given:</p> <ul style="list-style-type: none"> <li>KYPR is too far down on the google search and the site doesn't appear to work on a mobile phone.</li> <li>There is no obvious link or promotion of KYPR on the BPA website</li> <li>There are some errors in document: Use of the word “offence” rather than contravention; waiting times on single and double lines is the same – but no time given for the single, just the double.</li> <li>Concern over whether the Adjudication services were consulted engaged</li> <li>Leaflet is too long and too technical perhaps better to be one sided A5 promotional document that points people to the website where all the info</li> </ul>	

	<p>should be.</p> <ul style="list-style-type: none"> <li>• Who is the website aimed at – before the ticket issued or after.</li> <li>• Should be clearer what is meant by private parking and the public sector environment</li> <li>• Should be more on the private parking environment – suggest separate sections</li> <li>• Keep it simple</li> <li>• What are the success indicators of this project?</li> <li>• Could it be reproduced in other languages on the website</li> <li>• Local authorities and stakeholders could help to promote by putting the link on their websites.</li> <li>• What other things would members like to raise: Promote the 99% of people who park legally. Promote management of parking not revenue raised. Encourage consistency in practice across the country. More education about why there is a need to enforce</li> </ul>	
4.	<p><b>SAMSIG presentation on Life Care Planning - Chris Whapples (CW)</b></p> <p>CW gave a very informative presentation about the work of SAMSIG and especially the need to Life Care Plans for car parks. The presentation is included with the circulation of these notes and is also available on the <a href="#">BPA website</a>.</p>	
5.	<p><b>CTT Presentation on the Future of the Industry – Terry New (TN)</b></p> <p>TN gave a fascinating presentation giving a glimpse of the coming together of technologies which would bring inevitable changes to the parking industry. Car manufacturers are committed to providing additional services to add value to their products and the changes in society brought about by Smartphones, Apps and electric vehicles has created some exciting new technologies that the parking sector will need to embrace increasingly going forwards. TN supported his presentation with two almost “futuristic” videos – although this is now not the future!</p>	
6.	<p><b>Insurance Claims for Personal Injury</b></p> <p>RH reported that the National Operators Group of the BPA is concerned at the increasing number of personal injury claims BPA members are receiving from individuals relating to accidents in their car parks and are looking into the possibility of setting up a database to share data about such claims. There is concern that some individuals may be claiming for personal injuries at multiple car parks and such a database would assist in sharing intelligence to try and identify serial claimants and potential fraudulent ones. NOG are trying to ascertain the level of such claims that already exist and whether such a database would be of widespread use? The meeting discussed this matter and reported back that they had not experienced an increase in personal injury claims and did not see the need for such a database. JH to report back to NOG.</p>	JH
7.	<p><b>2015 Meetings</b></p> <p>Subjects for future agendas were discussed and the following raised:</p> <ul style="list-style-type: none"> <li>• Working with online theatre booking agents to provide online car park booking services at point of theatre ticket purchase.</li> <li>• New technologies</li> </ul>	

	<ul style="list-style-type: none"> <li>• Implications of the De-Regulation Bill</li> </ul> <p>Any other topics of interest should be emailed to the Chair of the group (Richard Hein <a href="mailto:RHein@winchester.gov.uk">RHein@winchester.gov.uk</a> )</p>	
8.	<p><b>Future Dates of meetings:</b></p> <p>It was expected that there would be two meetings in 2015 June and November. BPA team will liaise with RH as quickly as possible over dates so that liaison with the Parking Managers group can also be facilitated.</p> <p>CTT offered their offices in Basingstoke for the November 2015 meeting.</p>	
10.	<p><b>Meeting closed at 3.25pm</b></p> <p>Thanks to Whyte &amp; Co for hosting the Christmas Drinks post-meeting.</p>	