



**Notes of the Higher Education Special Interest Meeting
Held on: 7 March 2017
At: University of Nottingham**

1.	<p>Welcome and BPA update by Ian Goodwin (BPA Council Representative for Higher Education)</p> <ul style="list-style-type: none">• Ian welcomed attendees and extended special thanks to Gary Stevens and his team at University of Nottingham for hosting the meeting.• Fiona South (BPA Membership Manager for Higher Education) introduced herself to the group and explained the recently introduced initiative of appointing dedicated account managers for each BPA membership sector to provide one-on-one support and improve services for members. <p>Signed in attendees: Ian Goodwin (The Parking Consultancy), Majid Khan (University of Leeds), Fiona Macey (University of York), Louis Ellis (Trace Recovery), James Brown (University of Sussex), Paul Gallagher (Jones Lang LaSalle), Fiona Spence (University of Nottingham), Gary Stevens (University of Nottingham), Kevin Rowan (Edge Hill University), John Humphreys (Harper Adams University), Vicky Booth (University of Salford), Trevor Jones (University of Salford), Mike Simpson (Liberty Services), Lizzie McPeake (JMW Solicitors/BPA Lawline), Steve Clark (BPA), Peter Gravells (BPA), Fiona South (BPA)</p>
2.	<p>Professionalism in Parking Accreditation: What can PiPA do for your organisation? Ian Goodwin, (The Parking Consultancy)</p> <p>Ian delivered a presentation about the benefits of PiPA and how it can assist with the management of parking. The group then discussed PiPA and expressed that it would be beneficial for them to speak with current PiPA holders to learn more about the tangible benefits of the accreditation. Fiona South to invite PiPA holders to next meeting.</p> <p>The full presentation is attached with these notes.</p>
3.	<p>Permit management open forum</p> <p>This session provided an opportunity for attendees to bring questions or topics related to permit management to the group to troubleshoot and discuss practical solutions.</p> <p>Question: Do universities charge for their disabled bays?</p> <p>Summary of discussion:</p> <ul style="list-style-type: none">• The general consensus was that most universities choose not to charge for disabled bays• The Disabled Motoring UK guidelines state that “reasonable adjustments” should be made for disabled motorists• Blue badge fraud is an issue that many in the group have encountered. One solution mentioned is issuing university-specific disabled badges which are allocated after the motorist has presented their blue badge along with photo ID. <p>Question: How do universities allocate staff permits versus student permits?</p>

Summary of responses:

- Some consider all requests equally on a first-come-first-served basis
- On sites where demand for spaces exceeds supply some universities don't allow first year students to park on campus
- Most in the group prioritised staff permits over student permits
- Some universities charge staff more than they charge students for permits
- Some universities have introduced a postcode system whereby those who live within a certain area cannot park on campus, supported by alternative "needs based" criteria for special consideration. Basemaps was recommended as a company that can assist with postcode plotting by providing analysis of route mapping/public transport accessibility. Some expressed that they had encountered issues with using postcodes and instead use a certain distance "as the crow flies", for example 15 miles.
- Some allow all to park using an ANPR hand held system and break the site into zones e.g. undergraduates, postgraduates etc.
- On sites where demand isn't an issue some allow all students and staff to park and all car parks are mixed use. One university also subsidises a public bus service with the funds they make from parking.
- Some universities offer shopping vouchers for staff who give up their parking permit within a transport year which acts as an incentive.
- Some universities offer permits (sometimes for free) to students for offsite parking spaces within a 15 minute walk from the university, however take-up has been minimal. One university used golf buggies to shuttle students to and from the offsite parking and this was very popular with students.

Topic: Managing flexible parking permits/frequency based parking via ANPR systems

Summary of discussion:

- Some universities use a hybrid system whereby they allocate a certain number of passes electronically or by scratch card for the student or staff member to use whenever they wish. Some pair this with sustainable transport incentives for example offering free parking if the student or staff member cycles to the site 30% of the time.

Topic: Permit replacement systems and costs

Summary of discussion:

- The amount charged for replacement permits ranged from £10 to £100.
- One university uses a system whereby registration plates are scanned via smart phone linked to their permit database, however the smart phone can occasionally mix up the digit zero and letter 'O' so they have trained staff to double check before issuing a PCN.

Question: How do universities administer their student permit application process?

Summary of responses:

- One university uses a combination of online and manual processes whereby the student applies for a permit using an online form, there is criteria that they need to meet (e.g. whether they live within an hour of public transport) and the form is then processed manually by the admin team. The admin team then emails the student to them know of the outcome and if successful the student pays online, is given a receipt and must then collect the permit from the student service centre.
- One university carries out the whole process via mobile app PyByPhone. It is easy to manage and motorists can pay for an hour, two hours, a day or a month, however this system doesn't help with 'needs based' allocation.
- One university keeps permit allocation information on their access control system and staff and students must physically collect their permits from the student centre. They invite permit holders

	<p>to reapply each year.</p> <p>If you wish to be put into contact with other universities to discuss any of the above solutions please contact fiona.s@britishparking.co.uk.</p>
5.	<p>Presentation on WAMITAB qualifications for frontline and back office staff by Louis Ellis (Trace Recovery)</p> <p>The full presentation is attached with these notes as well as the learning outcomes for the frontline and back office qualifications.</p>
6.	<p>Debt collection workshop</p> <p>In response to feedback following the last meeting, we addressed specific areas of debt collection flagged by the higher education group as particular topics of interest.</p> <p>Presentation explaining the different ways to go to court for debt collection including practicalities and costs by Lizzie McPeake from JMW Solicitors/BPA Lawline.</p> <p>The full presentation is attached with these notes. If you wish to get in contact with BPA Lawline please email bpa@jmw.co.uk</p> <p>Private parking best practice presentation by Steve Clark (BPA)</p> <p>Steve provided an update about the Approved Operator Scheme and discussed some of the initiatives that have been introduced recently to ensure standards are upheld.</p> <p>The full presentation is attached with these notes.</p>
9.	<p>BPA blueprint discussion by Fiona South (BPA)</p> <p>The meeting ran overtime so it was decided that this item would be covered offline. Please read the background information below and input if you wish.</p> <p>Background: In the past, the BPA has created a master plan for parking with 4 nation variations each year through consultation with our membership. Over the years it has assisted with the achievement of a number of objectives, however creating a new master plan each year is a major undertaking and often objectives may not change from year to year.</p> <p>With this in mind, we are creating a Blueprint for parking in place of the annual master plan. The Blueprint will be a 5 year plan with adjustments for each nation. As BPA members this is your blueprint so we are asking that each special interest group suggest one objective so that all membership areas are represented. Please can all higher education members consider a key issue or area where the BPA can lobby on your behalf and contact consultations@britishparking.co.uk if you wish to input.</p>
AOB	<p>The group requested more guidance around NI salary sacrifice.</p> <p>The group requested that a Marie Curie item be included on the agenda for the next meeting to discuss potential fundraising activities. Fiona South to invite Marie Curie representative to attend.</p> <p>Ian mentioned ANPR session for Winter agenda.</p>
	<p>Meeting closed.</p>

Next meeting:
Thursday 29 June 2017
9am – 3:30pm
University of Leeds

If you have any questions or queries in regards to this meeting or any future higher education special interest meetings please contact Fiona South at fiona.s@britishparking.co.uk or Ian Goodwin at theparkingconsultancy@outlook.com