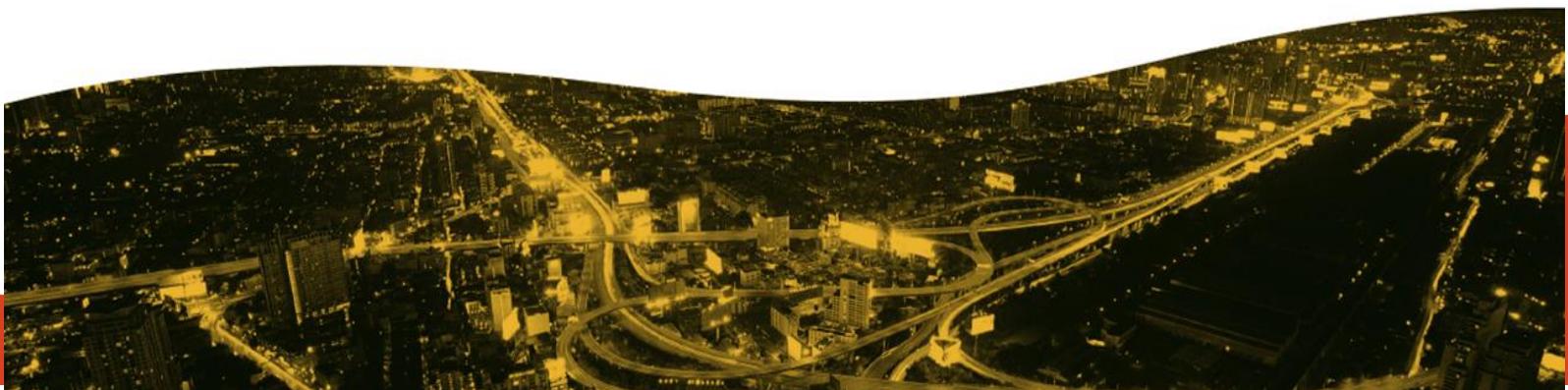


IPC Members Useful Information

22 December 2020



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Meet the Team



Will Hurley
Chief Executive Officer
will@theipc.info



Vicky Jarrett
Office and Senior Membership Manager
vicky@theipc.info

Vicky oversees and is responsible for the daily management of all of the IPC team and all the activities and functions. Vicky is the main point of contact for IPC accounts.



Chris Naylor
Membership and Operations Manager
chris@theipc.info

Chris is the contact for all new membership enquiries, from initial enquiry to full membership. Chris is responsible and carries out the audit and assistance membership days. Chris is the main point of contact for the IPC Steering Committee and can help with any enquiries.



Fiona Macey

Interest Groups Manager
fiona@theipc.info

Fiona deals with a wide and varied range of IPC projects and initiatives. Fiona is the main point of contact for all Interest Groups and the IPC Corporate members. Fiona can be contacted with any enquires particularly relating to advertising, sponsorship, Get Your Reg Right campaign and the Annual Conference.



Nicola Foster

Financial Controller
nicola@theipc.info

Nicola joined the team in October 2020 as the Financial Controller Nicola is responsible for implementing best practice in all accounting processes along with all financial reporting and analysis. With over 20 years of experience in the hospitality sector Nicola brings her solution-based approach and attention to detail.

Joan Evans

Administrator
joan@theipc.info

Joan deals with site audits and enquiries submitted by motorists. You can contact her if you have issues with an audit or enquiries relating to IAS appeals.

Laura Bailey

Audit and Administrator Officer
laura@theipc.info

Laura plays a big part in the pre-audit information collected for the annual audit and assistance days. Laura also deals with complaints raised by motorists and can assist with general enquiries relating to IAS appeals and compliance.

Rodger Travers

Communications Manager

rodger@theipc.info

Rodger is responsible for all communications sent out to our members including the newsletter. Rodger also manages our social media presence and can be contacted with all your good news stories.

Marlene Frade

Compliance Officer

marlene@theipc.info

Marlene's role is focused on the creation of new compliance documents and training courses.

IPC Steering Committee <https://theipc.info/people>

The IPC Steering Committee members are appointed by invitation only. Membership is made up from the whole IPC membership.

The Steering Committee consists of no more than 12 members which include the CEO of IPC, the IPC Membership and Operations Manager and the IPC Interest Group Manager.

IPC Steering Committee is an advisory committee made up of stakeholders and experts within the parking industry to provide guidance on key issues such as trade association policy and objectives, marketing strategy and resource allocation. The Committee was created to ensure that it remains focused on being representative of its members.

The Steering Committee can advise and assist with:

Giving input on issues concerning the development of a project or the IPC Accredited Trade Association (ATA)

Providing insight on concerns related to the industry

Actively liaising and engaging with government and consumer groups providing balanced and authoritative advice

Looking ahead to understand the implications of legislative change, digital innovation and changing consumer trends

Raising standards through the collaborative development of the IPC's Code of Practice

Determining what outcomes need to be realised through a project or undertaking

Prioritising steps and goals that need to be taken and realised in a project

Helping develop policies and procedures relevant to IPC operation

Projecting potential risks and monitoring to eliminate them as required

Setting timelines and monitoring progress

Offering advice on business or project topics on which it has oversight

Get Your Reg Right Campaign

For more information contact Fiona@theipc.info



The “Get Your Reg Right” campaign, and accompanying website, will address the issue of typographical errors made when motorists input their vehicle registrations at parking terminals to validate their legal right to use a parking facility.

While these sorts of typographical errors are often innocently made, the aim of the “Get Your Reg Right” campaign is to raise awareness amongst all stakeholders and prevent unnecessary anguish brought about when a parking charge is administered for such a seemingly trivial error.

The aim of the “Get Your Reg Right” campaign is threefold:

1. educate motorists about the importance of typographical accuracy
2. persuade operators and local authorities to have processes to deal with minor typographical errors
3. to encourage manufacturers of technology and service providers to devise more user-friendly technology

We find that typographical errors tend to affect groups like the elderly disproportionately. The IPC wants this situation to change and we would like to have your support in our initiative.

The “Get Your Reg Right” campaign also builds upon the initiative taken by the Independent Appeals Service (IAS) in asking parking operators to reconsider innocent typographical errors like mistaking a “0” for an “O”.

We hope that you can support the IPC's initiative and display the "Get Your Reg Right" logo on your parking signs. The IPC will provide logo stickers free of charge and we would also like to add your name or organisation to a list of parking

operators who have subscribed to "Get Your Reg Right", to be included on the accompanying "Get Your Reg Right" website which went live on 1 May 2019.

Rishi Sunak, Chancellor of the Exchequer, Formally the Chief Secretary to the Treasury, is supporting the campaign and has provided the following statement:

"No one wants to receive a parking charge for making silly mistake when entering their vehicle registration number into a Pay and Display machine or parking validation terminal. Motorists, car park operators, service providers and equipment manufacturers all have an important role to play in ensuring that obvious and inadvertent errors do not lead to unjustified charges. I am pleased to support the IPC's 'Get Your Reg Right' campaign, which will promote best practice to ensure fairness and common sense prevails"

Helen Dolphin MBE, Director of Peoples Parking

"As an advocate for consumers, People's Parking fully supports this campaign by the IPC. So many PCN's could be avoided by people entering their registration correctly and this campaign will help to address this. We are also glad that parking operators will be more understanding of drivers who enter similar looking letters and numbers as this is so easy to do and is unfair for drivers to be penalised when they have paid for their parking but just made a silly typographical mistake."



Operators that have already committed their support to the campaign are: <https://www.getyourregright.info/supporters>



COMMUNICATION AWARD

Get Your Reg Right –
The International Parking Community


Mark Moran, editor, Parking Review
Chairman of judging panel
PARKINGReview

Sponsored by


Industry-Specific Training and Qualifications



- Self-paced study hosted online
- Compatible with desktop, laptop and tablet devices
- App available in the app store for IOS and Android
- Downloadable content for off-line working
- Accessible with features including audio voiceover and transcript
- Written by experts in the field of parking law
- Online test (pass mark 70%)
- Certificate emailed upon completion

Private Land Parking Attendant Certification



Each Parking Charge issued on private land poses a potential risk to the parking company and landowner if that Parking Charge does not comply with the code of practice and legislation. With an increase in Parking Charges appearing before the county courts, and scrutiny by both the DVLA and government, it is now more than ever important that Parking Attendants operating on private land understand how to gather accurate supporting evidence to show in law that a valid Parking Charge is due and should be paid.

Ensuring that your staff understand the legislation requirements (PoFA2012, Contract Law, Code Requirements) will increase the quality of Parking Charge Notices issued and reduce appeals and complaints.

The course addresses the ever-present threat of violence and dangers whilst patrolling alone and equips the learner with tips on communication skills, conflict management and de-escalation techniques to help keep them safe. All employers have a statutory duty of care to keep their staff safe as far as possible. The conflict management training presented in this course is specific to the parking enforcement environment and will assist employers in demonstrating that they have taken steps to protect their staff.

Purchasing Licenses:

We provide price breaks on this e-learning course based on the total number of licences you purchase. The price breaks available are as follows based on user numbers:

QTY	1 to 5	6 to 10	11 +
Price	£75	£60	£50

Creating Effective Signs on Private Land Certification



It is in every company’s interest to comply with regulations and adhere to the industry standards. Failure to comply with such regulations and standards creates avoidable problems and issues that can so easily undermine operational efficiencies and have a profound impact on the commercial interests and reputation of any operator.

That is why creating effective signs is extremely important – it protects the interests of landowners, car park operators and motorists alike, ensures transparency and fairness and reduces the incidence of unfair parking practices and unlawful parking charges.

This course is an excellent opportunity for all parking operators, managers, and administrative staff to further develop practical skills whilst gaining a greater understanding on how to effectively create parking signs on private land.

Price:

QTY	1
Price	£120 + VAT

Conflict Management & De-Escalation Techniques Certification



The course addresses the ever-present threat of violence and dangers whilst patrolling alone and equips the learner with tips on communication skills, conflict management and de-escalation techniques to help keep them safe. All employers have a statutory duty of care to keep their staff safe as far as possible. The conflict management training presented in this course is specific to the parking enforcement environment and will assist employers in demonstrating that they have taken steps to protect their staff.

Purchasing Licenses:

We provide price breaks on this e-learning course based on the total number of licences you purchase. The price breaks available are as follows based on user numbers:

QTY	1 to 5	6 to 10	11 +
Price	£50	£40	£30

Compliance Officer Certification



In order to raise parking industry standards and levels of professionalism and meet the expectations and spirit of the Parking (Code of Practice) Act 2019, the IPC Code of Practice, which came into force on the 1st of November 2019, established a new requirement for all Accredited Operator and Accredited Service Provider Scheme members: the appointment of a Compliance Officer – someone who cooperates with the IPC by overseeing all compliance requirements mandated by the Code.

This course is an excellent opportunity not only for Compliance Officers but also for Data Protection Officers, Managers and Supervisors to further develop practical skills whilst gaining a greater understanding of the Code of Practice (2019).

Price

QTY	1
Price	£120

GDPR Certification for Parking Administration Staff



The Data Protection Act 2018 requires staff who deal with personal data to be trained in the legislative requirements insofar as is relevant to their job role. The Information Commissioner’s Office (ICO) requires as a minimum the following training in relation to GDPR:

- Mandatory induction training
- Regular refresher material, and;
- Specialist training for those with specific records management functions.

(Source: ico.org.uk – see data protection self-assessment)

This course meets this requirement both as an induction to GDPR and as a regular refresher course.

Ensuring that your staff understand the legislation requirements of the Data protection Act 2018 and GDPR, and how to put this into practice in their job role, will reduce the risk of your organisation falling foul to unnecessary data breaches and complaints to the ICO.

Purchasing Licenses:

We provide price breaks on this e-learning course based on the total number of licences you purchase. The price breaks available are as follows based on user numbers:

QTY	1 to 5	6 to 10	11 +
Price	£50	£40	£30



CONFERENCE 2021

<https://www.ipconference.co.uk/>

IPC Annual Conference

For more information contact Fiona@theipc.info

2021 Annual Conference will take place on Thursday 4 November 2021 at the Double Tree by Hilton Hotel Milton Keynes.

Situated within Stadium MK, the home of the MK Dons Football Club, the Double Tree by Hilton Hotel Milton Keynes is an obvious choice of venue for The IPC's flagship event. Centrally located in Buckinghamshire, Milton Keynes is easily accessible from anywhere in the UK, while the Double Tree by Hilton Hotel Milton Keynes offers a superior blend of functionality and class.

The Double Tree by Hilton Hotel Milton Keynes is therefore a logical venue for the 2021 IPC Annual Conference and Black-Tie Dinner, one of the premier corporate and social events on the UK parking industry calendar.

Annual Conference Sponsorship Opportunity

We have sponsorship opportunities available for any business looking for premium brand exposure at one of the UK parking industry's premier events.

Would you like to be an Exhibitor?

We have an opportunity for companies to exhibit at the 2021 IPC Annual Conference. This is a fantastic opportunity to showcase your company's products and services. It is also an excellent opportunity to network and develop relationships with other companies in the UK parking industry.

As an exhibitor at the 2021 IPC Annual Conference you will receive the following benefits:

- Exhibition stand at the conference
- Feature on a dedicated web page on the conference website
- 100-word Company biography in the conference brochure
- 2 attendees to the conference during the day
- 2 attendees for the Conference Gala Dinner
- Location of the exhibition stand will be on a first come first basis

Price

£750 + VAT if confirmed by 31 January 2021

£850 + VAT if confirmed after 31 January 2021

Conference Delegate Pricing Rates

Reduced rate for bookings made before 30/6/2021

Single Attendee

Day Only £70

Evening Only £90

Day and Evening £150

10 attendees to the day including a table of 10 for the evening Gala Dinner £1400

Rate for bookings made after and including 1/7/2021

Single Attendee

Day Only £90

Evening Only £110

Day and Evening £190

10 attendees to the day including a table of 10 for the evening Gala Dinner £1800

Marketing Opportunities

With our wide range of contact's we have opportunities for you as operators to advertise to all IPC members. This is a fantastic opportunity to showcase your company's products and services.

For full details visit <https://theipc.info/services>

IPC Partners



GLADSTONES SOLICITORS

Gladstones Solicitors are a law firm, specialising in Corporate Debt Recovery. Our firm represents a large number of companies throughout the UK, within the Private Parking Industry, in relation to the enforcement of unpaid parking charges, including both IPC and BPA members.

Many firms struggle with the enforcement of their unpaid Parking Charge Notices. However, our specialised litigation service and experienced team specialising in Parking Law, make the enforcement of low-value debts an invaluable part of your debt-recovery strategy.



PEOPLE'S PARKING

MAKING PARKING EASY!

People's Parking is an accreditation scheme for car parks. The scheme designed by Helen Dolphin MBE is primarily aimed at improving car parks for customers and enabling them to find a car park which meets their needs.

sioma

INSURANCE CONSULTANTS

Sioma is founded on the principle of providing expert technical insurance advice to ensure your business is correctly covered when it comes to your time in need. Led by Chartered Insurance Broker, Alexander Margolin, we offer our clients an end-to-end service from advice and product placement to claims handling and negotiation. Sioma can offer a full range of business insurance products with access to the entire UK insurance market. Sioma also specialize in the Car Parking Operation and

Enforcement sector and have access to bespoke products that fit the niche risks and requirements that these businesses face.



Industry-Specific Training and Qualifications:

The **Training and Development Academy's** goal is to provide you and your workforce with the tools needed for effective enforcement, customer service and legislative know-how to ensure the success of your operation. We have developed training courses aimed at current needs and knowledge-gaps in our industry, along with Qfqual-regulated qualifications to raise perceptions and standards in our profession. By running scheduled training events, we aim to minimise the cost and operational impact to your business.



Comprehensive Tax Planning have prepared hundreds of Research & Development (R&D) claims, across a range of industries. Given the recent advances in the car parking sector, the industry is ripe for R&D claims.

The definition of R&D is very broad. Where a company improves a product or process using technology there is likely to be a claim available. Claims can be backdated 2-3 years, resulting in tax rebates from HMRC! The process is simple and efficient with minimum input required from the company.



The **Security Systems and Alarms Inspection Board (SSAIB)** is the leading certification body for organisations providing security systems and services, manned security services and monitoring services. Certification with SSAIB is a mark of excellence. Our approach is inclusive of small and larger providers alike and we have some 1,600 companies of all sizes on our register, which means that we represent the greatest number of security service providers in the sector.



PETTENGELL

WEALTH MANAGEMENT

We specialise in providing high quality personal advice on many aspects of Wealth Management, advising clients of widely differing financial resources and of all ages. Additionally, we assist businesses in the increasingly complex area of corporate financial planning, providing guidance on retirement planning, protection for directors, key employees or shareholders, tax reliefs and aspects of exit strategy planning.

Pettengell Wealth Management LLP is an Appointed Representative of and represents only St. James's Place Wealth Management plc (which is authorised and regulated by the Financial Conduct Authority) for the purpose of advising solely on the group's wealth management products and services, more details of which are set out on the group's website www.sjp.co.uk/products. The titles 'Partner' and 'Partner Practice' are marketing terms used to describe St. James's Place representatives.

Key Dates

Monthly Webinar <https://theipc.info/events#webinar>

IPC Members' Monthly Webinar will be hosted by Will Hurley the CEO and will provide members with a platform to air their views, express opinions and ask questions about all aspects of the UK private parking industry.

IPC Members' Monthly Webinar will use Microsoft Teams. All you need is a good broadband connection and a device with speakers and a microphone if you would like to ask questions

Steering Committee <https://theipc.info/events#steering-committee>

Accredited Service Provider Interest Group <https://theipc.info/events#asp>

IPC Accredited Service Providers are invited to join the 'Special Interest Group' to meet with Will Hurley the CEO of IPC and his team at the Macclesfield offices 4 times a year.

The meeting is intended to give the opportunity to update its members on industry news and also give Accredited Service Providers the opportunity to express views and discuss ways in which IPC can help companies as members.

In addition, a monthly webinar is open to all members of the IPC. The meeting is hosted by Will Hurley the CEO and will provide members with a platform to air their views, express opinions and ask questions about all aspects of the UK private parking industry.

Higher Education Interest Group <https://theipc.info/events#higher-education>

The IPC Higher Education Interest Group meets three times a year (including a networking dinner the night before) with an accompanying active social calendar that offers lots of networking opportunities.

The IPC Higher Education Interest Group is a bespoke IPC membership option that recognises the unique challenges faced by parking professionals working in the H.E. and F.E. sectors.

Offering a range of benefits designed to complement your existing campus parking practices, The IPC H.E. Interest Group is a forum and support network where members can be mentored and seek advice from some of the UK's leading parking professionals working in the H.E. sector.

Members also benefit from The IPC's large reservoir of parking industry knowledge, extensive resource library, along with all the membership benefits associated with a progressive trade association where the views of each member are highly valued.

Local Authority Interest Group <https://theipc.info/events#higher-education>

The IPC Local Authority Interest Group meets three times a year (including the networking dinner the night before) with the meeting agenda set by members, allowing The IPC to provide bespoke member-centric advice and guidance regarding the nuances of the Traffic Management Act and its application.

The IPC Local Authority Interest Group is a bespoke membership option for parking professionals working in the local authority sector.

Providing a comprehensive support service and peer group network, The IPC Local Authority Interest Group caters to the needs of local authority parking professionals to complement their current parking practices for the benefit of the citizenry they serve.

Membership also grants unfettered access to The IPC's vast library of parking resources relating to parking legislation, regulation, and industry best practice.

The IPC Local Authority Interest Group's activities are also complimented by an active social calendar offering countless opportunities for networking.