

IPC Members Useful Information

01 November 2021



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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.

Rebecca Hulme

Administrator Assistant

rebecca@theipc.info

Rebecca's role is to assist with general enquiries relating to IAS appeals and compliance. Also, to support the team with admin tasks.

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>

Industry-Specific Training and Qualifications

For more information contact fiona@theipc.info



- 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
- Certificate emailed upon completion

Course Available	1	1 to 5	6 to 10	11+
Private Land Parking Attendant Certification	£75.00	£75.00	£60.00	£50.00
GDPR Certification for Parking Administration Staff	£50.00	£50.00	£40.00	£30.00
IPC Compliance Officer Certification	£120.00			
Creating Effective Signs on Private Land	£120.00			
Parking Charge Administrator Certification	£120.00	£120.00	£110.00	£100.00
How to be a Successful Self Ticketer	£14.50	£14.50		£10.00
Conflict Management and De-Escalation Techniques	£14.50	£14.50		£10.00
Private Land Parking Attendant Certification <u>ST</u>	£50.00			
Disability Equality Training	£50.00	£50.00	£40.00	£30.00



CONFERENCE 2022

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

IPC Annual Conference
Thursday 24 November 2022

For more information contact Fiona@theipc.info

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 2022 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 2022 IPC Annual Conference, you will receive the following benefits:

- Exhibitors stand at the conference
- Location of the exhibition stand will be on a first come first basis
- 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

PRICE

£750 + VAT if confirmed by 30 May 2022

£850 + VAT if confirmed after 30 May 2022

Conference Delegate Pricing Rates

Reduced rate for bookings made before 30/6/2022

Single Attendee

Day Only £70

Evening Only £110

Day and Evening £160

10 attendees to the **day including a table of 10** for the evening Gala Dinner £1500

Rate for bookings made after and including 1/7/2022

Single Attendee

Day Only £90

Evening Only £130

Day and Evening £200

10 attendees to the **day including a table of 10** for the evening Gala Dinner £1900

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 [click here](#)

Key Dates [click here](#)