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### **A Note From the Chief Executive**

With the festive season now over, we're looking forward to an important year for all of us in the parking services industry. Not only are we approaching the second reading of Sir Greg Knight's Private Member's Bill in Parliament, we will also be seeing the first moves to introduce a similar Bill in the Scottish Parliament, as well as a raft of new legislation covering areas as diverse as card surcharges and data protection.

It will, without question, be a year of significance and adjustment for many operators. We will, of course, continue to represent the interest of our members in all of our ongoing consultations and discussions throughout the corridors of power, and will keep you informed of any developments.

We should not lose sight, however, of equally important considerations that are even closer to home. Taking a proactive approach to maximise skills development, professional standards and customer service levels is not dependent on external influences.

Such initiatives make sound commercial sense. They provide proven efficiency and productivity gains and will boost staff motivation and

development while also improving the experience of customers. That's why we're so committed to providing you with training options to enable you and your colleagues to move forward with assurance. As you'll see in this bulletin, our training programme will continue to gather momentum during 2018 to help ensure you are always well placed to take new technologies and new developments within the industry in your stride.

On behalf of everyone at the IPC, we wish you a very happy and successful New Year.

Will Hurley  
Chief Executive

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### **IPC and IAS Invited to Consultation**

A few weeks ago we received an invitation from Murdo Fraser MSP to contribute to a public consultation in connection with the proposed regulation of privately-operated car parks in Scotland. The Scottish Conservatives' Shadow Finance Minister and Member of the Scottish Parliament for Mid Scotland and Fife, Mr Fraser has taken the first step towards introducing a Private Members Bill on the subject and a public consultation is now underway.

As we provide the only Independent Appeals Service that covers Scotland, we will be actively participating in the consultation. Naturally, we are keen to provide the insight and information that will help to ensure clarity and balance in any new legislation. Consistency of message is vitally important, so we urge any IPC member with interests in Scotland to inform us of any specific points they would like us to highlight in our discussions and correspondence with Mr Fraser and his colleagues in the Scottish

Parliament. Please advise Will Hurley – [will@theipc.info](mailto:will@theipc.info) - if you have any issues or thoughts you'd like us to pursue.

The public consultation runs until 2nd March this year and topics under consideration include the process of appealing imposed penalties, charge capping, clarification of signage, adjustments to invoicing and the potential introduction of Keeper Liability in Scotland which would bring the country in line with the rest of the UK.

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## Reminders

- Don't forget that the ban on surcharges for card payments came into force on 13th January. Compliance with the new regulations within the Payment Services Directive (PSD2) is essential for any business managing card payments for outstanding debts.



- Having joined GoCardless we are now receiving monthly payments automatically from members via Direct Debit. This move provides greater convenience and efficiency and is in direct response to requests from members. But don't forget to remind your accounts department to look out for an email from SAGE inviting registration for the service.



### **Let's Hear Your Good News!**

Great customer service often goes unnoticed and is so easily taken for granted. But we'd like to share the great work of members with the rest of the membership. We know from our discussions with members there are countless examples of excellence in customer service right across the parking sector. We're keen to shine the spotlight on the best initiatives and stories to show just what can be achieved when customer expectations are exceeded.

Let us know of any examples in your own operations by sending us a short summary – ideally with a few photos – for inclusion in future bulletins and in our forthcoming online communications. Details should be sent to [contact@theipc.info](mailto:contact@theipc.info).

### **General Data Protection Regulations**

We are delighted to confirm the training taken place last week at our offices was extremely well attended. Later this week we have an additional training course in Milton Keynes again covering the upcoming changes to data protection laws. The course is now fully booked, however, following a number of requests we will be running additional courses in February. Before we confirm dates it would be helpful if anyone interested could confirm their interest by emailing details of their location and number of

attendees

to

[Vicky](#).

### **Report from the IAS Lead Adjudicator**

The second report from Bryn Holloway, the Lead Adjudicator of the Independent Appeals Service, has now been published in accordance with the requirements of The Alternative Dispute Resolution for Consumer Disputes regulations. The first report provided almost a clean bill of health for the service with a small number of minor issues promptly resolved. The latest report for the period from October 2016 to end of September 2017 confirms that 17,454 disputes were received during the year and that the service has continued to evolve and develop to provide the best possible service to consumers.

Such improvements have included the release of new guidance for adjudicators to consider the nature and extent of trivial mistakes when a motorist enters their vehicle registration numbers as they are registering for parking. “Where a mistake is so trivial - such as entering a ‘o’ instead of a ‘O’ or a ‘1’ instead of an ‘I’ - then it is, in my view, unfair to enforce a charge,” says Bryn Holloway. “I am pleased to say that, since issuing the guidance, there has been a visible reduction in the number of cases where operators pursue such parking charges and far fewer (justifiably) frustrated motorists as a result.”

Another improvement resulted in removing the limit on the amount of representations each party can make in an appeal. Previously, a motorist only had one opportunity to provide their comments and evidence. Now each party can respond indefinitely until one of them

has nothing more to add. Although this has increased the average number of days taken to resolve appeals, there is no doubt it is a change for the better.

In the report, Bryn Holloway confirms he will continue to monitor the effectiveness and convenience of the service to ensure the IAS delivers continuous service improvement over the coming year. As Mr Holloway States: “I am determined to consolidate our position as the flagship standard for the industry - providing fairness, impartiality and cost-effective redress for the industry and consumers.”

A full copy of the report can be seen at [www.theias.org](http://www.theias.org)

### **Does Your Team Have the Right Skills to Excel?**

Louis Ellis Director of Trace Training

The onus is on every employer to ensure its workforce has the right skills and competencies to fulfil their responsibilities and perform their duties to the best of their ability. It’s just as important to provide individuals with the motivation and commitment that comes with clearly defined career paths. For the parking industry, however, meeting such simple objectives has not always been easy to achieve. After all, few of us made a conscious career choice to enter the world of parking, so a conscious effort needs to be made to bridge knowledge gaps and provide individuals with the right blend of skills and expertise.

It is for this reason we have set up the dedicated Training and Development Academy to provide members with a convenient, reliable and comprehensive range of training courses and qualification training. We've already confirmed the first range of courses covering GDPR, PCN administration, parking signage and PCN enforcement officer training as well as the first in a programme of scheduled qualification training for local authorities - level 2 WAMITAB. If you're interested in booking places on any of these courses please do so without delay to avoid missing out.

The Academy is also offering additional qualifications covering Level 2 Enforcement Officers and Level 3 Processing Staff for Local Authorities and Private Land (tailored to reflect regulations in England and Wales as well as Scotland). In the months ahead, we will also be providing Level 1 entry-level training, e-learning modules and app-based competency validation to help meet all of your training requirements.

If you have any specific training requirements not covered by our published list of courses, please let us know. The chances are that your needs will be similar to other service providers, so we will be happy to look at the possibility of developing specific cost-effective courses to meet such demands.

### **Clive Steps Up to the Crease for Deprived Children in Rwanda**

Following earlier volunteer projects in Kenya, Cameroon and Uganda, Imperial's Clive Hawthorn is returning to Africa in

February to help deliver important health messages and support local communities in Rwanda.

A keen cricketer and an active volunteer for the Cricket Without Boundaries (CWB) charity, Clive is organising a fortnight visit to the east African country as it continues to recover from years of ethnic conflict and severe community health issues. He will be leading a team of 9 volunteers from the UK who will be visiting schools, local community groups and orphanages around Kigali, the country's capital, as well as more remote rural areas.

The charitable mission is a far cry from Clive Hawthorn's professional responsibilities as manager of Imperial's Business Processing Unit in Northampton. But his commitment to the charity and the people it supports in sub-Saharan Africa over the past five years has been unwavering and has had a huge impact in helping to improve awareness and social values in countless local communities.

"The charity's unique voluntary programmes are emotionally and physically challenging in absolutely every respect," says Clive. "However, they are hugely beneficial for the communities we visit and provide a real sense of fulfilment for volunteers like myself. They are quite simply heart breaking and uplifting in equal measure.

Cricket Without Boundaries uses the sport of cricket as a vehicle for delivering important health, education and social messages and is run entirely by the dedication and enthusiasm of volunteers. More information on the charity can be found at [www.cricketwithoutboundaries.com](http://www.cricketwithoutboundaries.com). Or visit Clive Hawthorn's page on Virgin Money Giving

<http://uk.virginmoneygiving.com/CliveHawthorn> to contribute to his fund-raising for the Rwanda mission.



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Member Helpline - Please all be aware the member helpline phone number is 01565 655462



Public Helpline - Please ensure motorists are provided with the public number 01565 655467

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**Our mailing address is:**

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