



A Blueprint for Parking

2017 – 2022

A **Blueprint** for **Parking**

This Blueprint sets out our key priorities and initiatives over the next five years for creating a positive parking experience for the UK's road users.

The British Parking Association (BPA) is unique, and represents the diverse British parking community. We see only too clearly the issues currently facing road users and our members today, yet we must also look ahead to see where the parking profession is heading over the next five to ten years – and beyond.

Society is becoming ever more mobile. The parking profession will continue to develop and respond to its needs, as technology changes, pressure to reduce congestion and pollution increases, and new research is undertaken.

Each year we will focus on one or more of the objectives set out below to raise standards in the profession and provide better services for the motorist. These objectives are by no means exhaustive, and we will remain responsive to the needs of both road users and our profession.



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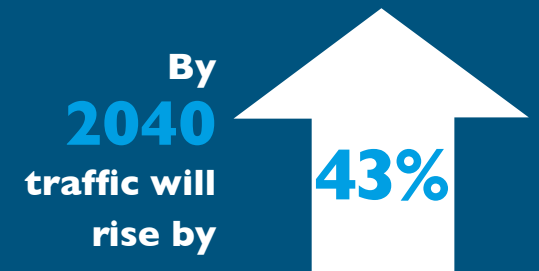
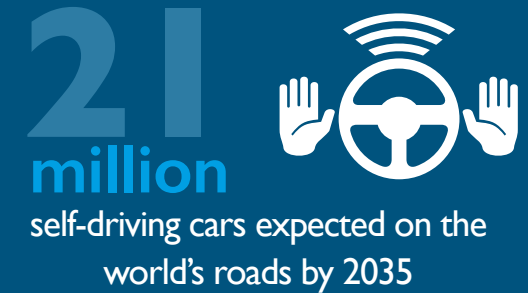
A Blueprint for Parking

The BPA at a glance

Who we are

Our vision, mission and objectives

Our achievements 2012 - 2017



Who we are

Parking greatly influences people's travel decisions. Proper and effective parking and traffic management in our towns and cities is vital for a mobile society.

The BPA is the largest, most established and trusted professional association representing parking and traffic management in Europe and the recognised authority for parking in the UK. Our diverse membership of around 700 organisations includes:

- technology developers and suppliers
- equipment manufacturers
- learning providers
- consultants
- structural and refurbishment experts
- local authorities
- parking-on-private-land operators (including retail parks, healthcare facilities, universities, airports and railways stations).

Our membership community



Our **Vision**

To achieve excellence in parking for all.

Our **Mission**

The BPA actively represents and promotes the sector by raising standards and professionalism, advancing knowledge, and using its influence to deliver high standards that benefit everyone.

Our **objectives for the next five years**

1. Improve everyone's understanding of why parking is managed
2. Encourage professionalism and continuous development to raise standards
3. Continue to raise standards in the private parking sector
4. Develop parking policy to ensure fair use of parking facilities and services
5. Improve consistency in the way that parking services are managed and delivered by local authorities
6. Connect emerging technology to parking and people's mobility aspirations
7. Support and encourage investment and innovation into sustainable products and services
8. Encourage all owners and operators to have a life care plan for their car parks

Our objectives for the next five years

Improve **everyone's understanding** of why parking is managed

Parking is a service, and enables a mobile society. Parking professionals up and down the country are keeping our streets safe and free from the obstruction caused by indiscriminately parked cars; improving road safety; keeping children safe when they come out of school; and enabling servicing and deliveries to take place. They protect spaces for residents and people with disabilities on high streets, in town centres, on housing estates, in business parks, in shopping centres and in leisure centres – all of these would become congested and inaccessible if parking remains unmanaged. Good regulations and sensible management help revitalise the high street, and support residents, motorists, and businesses.

- **We will** continue to work with business associations (such as the Federation of Small Businesses) to improve acceptance and recognition of the value of parking management and enforcement, and to demonstrate how well-managed parking can assist businesses.
- **We will** continue to encourage transparency by local authorities in the management of parking both on-street and off-street by working with bodies such as PATROL (Parking and Traffic Regulations Outside London), London Councils and the Convention of Scottish Local Authorities. As we assist local authorities in communicating how parking income is spent, the misperception that they misuse public money from parking enforcement will reduce. We will also assist local authorities to demonstrate the extent and damage of ongoing budget cuts.

We want government and DVSA (Driver and Vehicle Standards Agency) to assist us in this objective by making annual reports by local authorities mandatory, and by better educating motorists about parking when learning to drive.



Encourage **professionalism** and continuous development to raise standards

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We want to continue to ensure that parking is a recognised profession. Parking professionals everywhere are undertaking an important job, assisting millions of people every day to go about their lives in a way that's possible only because parking services are effectively provided and managed.

- To raise awareness of careers in the parking profession, we **will** provide knowledge and guidance to young people and to those new to the profession.
- For those already within the profession, we **will** continue to develop apprenticeships, qualifications and professional development opportunities.
- We **will** continue to recognise and reward excellence and professionalism through our awards and accreditations; this aims to raise standards in each individual car park and communicate a positive picture of parking in the media, which in turn will increase the confidence of both the public and government in parking.
- We **will** continue to seek better protection and respect for people delivering parking services, and campaign for a reduction in abuse and malicious behaviour towards Civil Enforcement Officers (CEOs).

We want government to make it a specific offence to assault a CEO, and to formally recognise and promote parking awards and accreditations to ensure that this objective is met.



Continue to **raise standards** in the private parking sector

3 Confusion often surrounds private parking, and it can be difficult for the public to navigate the appeals process when they receive a parking charge notice. Private parking matters involving local authorities can also be confusing, preventing them from managing land effectively under civil parking enforcement. The BPA believes that opportunities to improve understanding, consistency and standards in the management of parking on private land remain.

- As a short-term solution for raising the standards in the management of parking on private land, we want to improve the BPA Code of Practice and roll out an independent appeals service to the whole of the UK. Establishing POPLA (Parking on Private Land Appeals) in Scotland and Northern Ireland will ensure that motorists can appeal all parking tickets issued on private land, and that parking is enforced fairly and responsibly.
- Landowners have a right to manage access to their land, and a responsibility to ensure that management of parking on it is fair – and that it fits with their business, whether that be healthcare, higher education, or retail and leisure. **We will** continue to work with landowners and business associations to show how well-managed parking can assist local businesses, high streets and town centres.

We want government to ensure that standards in this sector rise. We believe that this requires the establishment of a single standard-setting body across all governments in the UK to ensure a consistent set of standards, with a single code of practice and a single appeals service giving quick, easy and free independent redress to motorists.



Develop parking policy to ensure **fair use** of parking facilities and services

4 We want to see parking providers improve access to facilities for all, to ensure equality across all services. Similarly, although parking service providers should be able to find out who is using their facilities, they have a responsibility to use this information fairly and in accordance with the law.

- We will continue to raise standards in car parks across the country through our accreditations, to improve the parking experience, including protecting spaces for residents and particular groups such as disabled people.

We want to see government and DVLA (Driver and Vehicle Licensing Agency) improve the registering of vehicles and the traceability of vehicles registered outside of the UK. Likewise, persistent evaders and those that continue to misuse the Blue Badge should find it impossible to avoid enforcement – they should acknowledge and learn from their actions.



Improve **consistency** in the way that parking services are managed and delivered by local authorities

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Local devolution must empower our cities and provide integrated transport solutions only seen so far in London. Transparency and accountability by local authorities to their communities is paramount for improving the comprehension of parking management.

Consistency across parking management will prevent confusion and improve fairness. To date, not all local authorities are using civil parking enforcement to manage parking, and some contraventions remain criminal. This is confusing and unfair for the public.

- We will continue to work with local authorities at all levels to inform and influence parking policy, ensuring that they continue to support towns and high streets and prevent confusion for the motorist.
- We will continue to work with Guide Dogs, Disabled Motoring UK, Living Streets and other organisations to promote common standards in the management and enforcement of parking on footways, and other pedestrian areas across the UK.

We want government to extend the provisions of the London Local Authorities and Transport for London Act 2003 and implement Part 6 of the Traffic Management Act 2004 for all local authorities. This will ensure that contraventions involving footway parking, one-way streets, cycle and bus lanes are consistently and properly managed everywhere. It will allow local authorities to better manage our streets, reduce congestion, improve air quality, and enable the police to focus on vehicle safety.

We want government, or future local mayors, to regularly review penalty charges and use these to encourage compliance with parking and traffic management rules. Outside London, penalty charges have not been reviewed or changed since 2008, when the Traffic Management Act 2004 was first introduced.



Connect **emerging technology** to parking and people's mobility aspirations

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New technologies and innovation is changing the way parking services are managed and delivered. The BPA is committed to ensuring that the parking profession understands these demands, reacts to them to provide the infrastructure and services to facilitate these changes, and meets the expectations of government, regulators and customers. From data-driven devices that put information into the hands of the user or operator, to products and services that increase fuel efficiency or radically reduce emissions – all are moving at pace.

- **We will** keep road users at the heart of our work to ensure that this is delivered fairly and responsibly, improving people's mobility and discouraging the use of technology for the sake of it.
- Through our Parking 20:20 group **we will** continue to maximise the benefits of the many developments aimed at improving the management of parking services.
- Regarding collection and sharing of data, **we will** also campaign for the development of new parking policy and standards for the sector, so that parking and traffic management can deliver a better customer experience and ensure that the profession is well prepared for an increasingly technological future.

We want government to remove the uncertainties surrounding new technology, and encourage innovation in parking policies and standards, to improve the delivery of parking services.

We will continue to urge government to revisit the restrictions on the use of CCTV by local authorities operating civil enforcement powers under the Traffic Management Act 2004, to ensure that local authorities can keep abreast of changing technology, can provide the digital high street sought after, and are given the same ability to manage obstructive or dangerous parking as private companies.



Support and **encourage investment** and innovation into sustainable products and services

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The parking profession remains acutely aware of the importance of reducing its carbon footprint. The BPA will work with its members, with stakeholders and government to reduce emissions and improve air quality.

- **We will** do this by promoting the use of technologies to improve drivers' ability to locate available parking spaces, thus reducing circulating traffic, shortening journey times, and reducing congestion for everyone.
- **We will** promote improvements to the provision of cycle parking, integration with public transport, and the instalment of electric vehicle charge points and other alternative fuel systems.
- **We will** continue to encourage the implementation of sustainable structures, including low-energy lighting and solar panels, and the use of ANPR (automatic number plate recognition) and other technologies.

Government and the public must appreciate that new and emerging technologies can play an active and effective role in ensuring that parking services work fairly and responsibly for everyone. We will also continue to urge government to revisit the introduction and take-up of enforcement of moving traffic offences by local authorities, under the Traffic Management Act 2004 Part 6, to assist in the enforcement of Clean Air Zones, Ultra Low Emission Zones and other clean air initiatives.



Encourage all owners and operators to have a **life care plan** for their car parks

- 8 Good quality, well-designed and properly managed and maintained car parks are vital to the success of the UK's towns and cities. Many car parks were built in the 1960s and continue to age; these should be maintained and updated to ensure that they provide a safe and accessible place for motorists.

Setting aside funds for life care planning for structures is paramount, especially with the increase of business rates and the cuts to local authority funding.

- We will continue to provide knowledge and guidance to ensure that the structural safety and integrity of car parks remains a top priority. Through the Safer Parking Scheme and Disabled Parking Accreditation we will continue to ensure that car parks are safe for and accessible to all motorists.

We want government to recognise the importance of life care planning for all of Britain's car parks.



Our achievements over the last five years

Since 2012, the BPA has:

- Transformed the management of parking on private land and established POPLA for England and Wales; as well as being judicially independent, POPLA is run by Ombudsman Services, a professional dispute resolution service
- Assisted the Ministry of Justice to develop fairer rules and fees for bailiffs in England and Wales
- Contributed to the reform of the Blue Badge scheme and helped to introduce new powers to assist local authorities across the UK in enforcing it
- Secured important concessions in proposals to ban local authority camera enforcement in England
- Collaborated with Department of Health to update parking guidelines for NHS trusts
- Collaborated with the Department for Transport on the UK traffic signs policy review and the emerging draft Traffic Signs Regulations and General Directions 2016
- Campaigned for better control of footway parking
- Collaborated on research to encourage well-managed high streets and better parking provision
- Launched the 'Know Your Parking Rights' campaign to better inform motorists about parking rules
- We partnered with Disabled Motoring UK to administer, manage and market the Disabled Parking Accreditation



- Established BPA Lawline, providing all of our members with access to advice from a market-leading law firm familiar with the challenges faced by the parking profession today

- Raised awareness of Park Mark (the Safer Parking Scheme) and the need for safer parking

- Established the Safer Bus Station Scheme, which follows the same principles as the Safer Parking Scheme, but works to improve security of bus stations, bus interchanges and coach stations

- Launched charters for healthcare and higher education to raise standards, and took this further with the Professionalism in Parking Accreditation

- Led on research to explore future mobility, and launched 'Parking 20:20' to encourage innovation and explore how the profession can become active, rather than passive, in an era driven by rapid technological developments

- Partnered with WAMITAB to deliver on our promise to provide high-quality qualifications for the parking profession

- Delivered highly influential Parking Forum events to engage government and stakeholders in discussions on parking and transport matters

- Held meetings and large events for our members to get the latest insight into the parking profession, and to network with like-minded colleagues and stakeholders

- Raised the profile of parking in local and national media

- Continually represented the views of its members in responding to government consultations



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