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FEBRUARY 2018

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A NOTE FROM THE CHIEF EXECUTIVE

With Burns Night now behind us, we are well into a new year of important and exciting developments for the parking services industry. The most significant of these developments, in the immediate term, is the introduction of the General Data Protection Regulation (GDPR).

Set to be implemented on the 25th of May 2018, the GDPR's purpose is to

harmonise data privacy laws across the European Union. With so many of us in the parking services industry reliant upon information requests to the DVLA, any legislative changes pertaining to data protection need to be fully understood, well before they become law.

To make sure our members are well ahead of this new legislative 'curve', the IPC's Training and Development Academy (TDA) has devised a course geared towards understanding the practical implications, and application, of the GDPR.

To date, the *Getting Your Business Ready for the General Data Protection Regulation (GDPR)* course has been extremely well received by IPC members, so much so that new course dates were added for February!

The Macclesfield course is already fully booked. However, there are still some spaces left on the course to be held in [Central London](#).

Another very important legislative development, affecting the parking services industry, is the passage of the Parking (Code of Practice) Bill through to its second reading on the 2nd of February 2018. Introduced to Parliament by Conservative MP Sir Greg Knight, the Bill empowers the Government to create a code of practice for the parking services industry.



I have been in regular consultation with the Ministry of Housing, Communities & Local Government (MHCLG). Please be assured that I have been a fervent

advocate in promoting the best interests of IPC members.

The dialogue I have had with the Ministry, and other stakeholders, has been very encouraging; both in terms of the nature of our discussions, and the likely impact on IPC members of the Bill if it is passed into law. If you would like to make any recommendations, then please feel free to [email me](#).

A copy of the Parking (Code of Practice) Bill can be viewed [here](#). Explanatory Notes can be viewed [here](#). You can also keep up-to-date with the passage of the Bill, through the various stages of the legislative process, [by clicking here](#).

As the new code of practice starts to take shape, members should keep an eye on their email inboxes for the latest IPC e-publications, and keep abreast of forthcoming legislative developments in the parking services industry.

I'm sure you were all as shocked as I was by the devastating fire which gutted the Liverpool Echo Arena car park over New Year. Thankfully, no one was seriously injured and no animals in the Liverpool International Horse Show were harmed.

Though investigations are in their early stages, some firefighting professionals have expressed the opinion that a sprinkler system may have limited the impact of the blaze, or extinguished it altogether. We await the findings of the investigation with great interest. This, however, should serve as a reminder that even robust structures, like car parks, are vulnerable to this sort of thing.

On behalf of everyone at the IPC, we wish you all continued success and look forward to assisting you in negotiating the fast moving legislative, and business, challenges facing the parking services industry in 2018.

Will Hurley
Chief Executive

DVLA FORUM

IPC members should be aware, and make use, of the DVLA Forum. This is an important opportunity for parking operators to meet with the DVLA to ask questions, seek guidance and receive all the latest information 'straight from the horse's mouth' – as it were.

This year's DVLA Forum sessions will be held on Thursday the 22nd of March and Thursday the 20th of September in Swansea. Forum sessions will usually take place in the afternoon from about 1.00pm.

If you would like to attend the DVLA Forum, please contact [Vicky](#) for more details.

THE 2018 IPC ANNUAL CONFERENCE

Thursday 1st November 2018

While the venue is yet to be finalised, we can confirm that the location will be in the Midlands.



IPC HIGHER EDUCATION - PARKING BEST PRACTICE FORUM

The IPC is offering a bespoke Parking Best Practice Forum catering specifically for the needs of higher learning institutions. Set to commence on the 7th of February 2018, with future meetings being conducted on a quarterly basis, the *IPC Higher Education - Parking Best Practice Forum* will provide members with an opportunity to discuss specific issues related to being a parking service provider within the unique context of a tertiary institution.

Responding to the needs of this highly specialised parking industry niche, the IPC has developed a new programme drawing on its experience, and status, as only one of two DVLA sanctioned Accredited Trade Associations (ATA) in the United Kingdom.

This customised IPC membership option will see a fruitful union between the IPC's vast reservoir of industry knowledge, adapted to the unique requirements of each university. The topics covered will be tailored to each member's respective specific needs and requests.

Points of discussion could include:

Profitable utilisation of parking areas during university vacation times

Disabled parking bays

Permits: paper or virtual?

Permits - cost, types, suppliers of equipment, paper products

Electric vehicles: charging, infrastructure, policy, fair use, charging for service, future proofing, supplier options

To join this exciting new initiative, or to find out more information, please contact [Charles.](#)



**IPC LOCAL AUTHORITY - PARKING BEST
PRACTICE FORUM**

The parking services industry is extremely diverse, with many site and industry-specific issues, and challenges. With this in mind, the IPC is announcing a new membership option designed to help address the unique challenges experienced by local authorities in operating car parking facilities.

The *IPC Local Authority – Parking Best Practice Forum* is a new platform where local authority IPC members can receive specialist insight, support and advice on issues relating to car park operation. This will also function as a focus group to foster discussion and debate.

Potential topics could include:

Traffic Penalty Tribunal (TPT) appeals process

Press liaison and parking crisis management

ANPR camera expansion

Procurement consultation

Sign audits

DVLA audits

School-gate management

Bus lane camera enforcement

Civil Enforcement Officer (CEO) management – training and development

To join this exciting new focus group, or to find out more information, please contact [Charles](#).

ADVERTISING OPPORTUNITIES

The IPC would like to offer advertising opportunities across our various media platforms.

The three main platforms we can offer to potential advertisers are:

- Our monthly news bulletin
- The IPC website
- Trade displays at our annual conference

Our new website will be going live very soon, and our monthly news bulletin has an extremely broad subscription base.

We also offer ample opportunity, and space, for trade displays at The IPC Annual Conference. The IPC Annual Conference attracts a veritable “who’s who” from the parking services industry.

We can also make provision for bespoke advertising (one-off projects or extended campaigns) across our media platforms, subject to approval and compatibility with the IPC’s vision and values.

For details and prices please contact [Vicky](#).



WE WANT TO HEAR YOUR GOOD NEWS!

Great customer service often goes unnoticed and is too easily taken for granted. We would like to share the great work of our members with the rest of

the community.

We know from our discussions with members, there are countless examples of excellence in customer service right across the parking sector. We're always eager to shine a spotlight on the best initiatives and stories to show just what can be achieved when customer expectations are exceeded.

Please 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.



IMPORTANT REMINDER!!!!

Having joined GoCardless, we are now receiving monthly payments automatically from our members via Direct Debit. This move provides greater convenience and efficiency, and is in direct response to requests from our members.

Don't forget to remind your accounts department to look out for an email from SAGE, inviting you to register for the GoCardless service.

Please remember that our company will appear as UNITI on your bank

statements.

COURSES AVAILABLE IN FEBRUARY

Getting Your Business Ready for the General Data Protection Regulation (GDPR)

Next date:

15th February 2018 - Central London (close to Euston Station)

[CLICK HERE TO BOOK FOR CENTRAL LONDON](#)

Duration 1 Day

£150(IPC Members)

£199 (Non-Members)

Parking Charge Notice (PCN) Administration

Next dates:

6th March 2018 - Midlands

19th April 2018 - Macclesfield

[BOOK FOR MIDLANDS](#)

[BOOK FOR MACCLESFIELD](#)

Duration 1 Day

£150 (IPC Members)

£199 (Non-Members)

Appeals Training

Next date:

24th April 2018 - Central London

[BOOK NOW FOR CENTRAL LONDON](#)

Duration 1/2 Day

£99 (IPC Members)

£129 (Non-Members)

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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