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|  | Imperial User GroupAGM MinutesThursday 24 September 2020 |

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| **Meeting attended by:**Andy Champ – Chair (Essex Highways), Robin Chantrill-Smith – Secretary, Mandy Cracknell (Ashford), Jennie Lewis (Ashford), Stacey Ryans (Birmingham), Collette Brown (Birmingham), Susan Dias (Bournemouth), Nisha Damhar (Bournemouth), Jose Garcia (Broxbourne), Jasvinder Dhillon (Buckinghamshire), Mark Davis (Buckinghamshire CC), Andrew Cameron (CGI), Stuart McGregor (City of London), Dan Roger (Dacorum), Daniel Barwick (Dartford), David Morris (Enfield), Hayley Street (Essex Highways), Raymond Siu (Essex Highways), Simon Champ (Essex x Highways), Highways), Sue McGarry (Harrogate), Charlotte Grayshon (Harrogate), Ashely Bijster (Imperial), Toby Bliss (Imperial), Doug Woodhouse (Imperial), Helen Clements (Imperial), Mandy Watson (Imperial), Liz Smart (Imperial), Keara Phillips-Vabre (Imperial), George To (Imperial), Murdo MacMillan (Imperial), Arshad Baksh (Luton), Alex Wells (Mid Kent/Maidstone), Paul Goulding (MidKent), Jeff Kitson (Mid Kent/Maidstone), Rachel Dooley (Merton), Jim Roger (Merton), Russell Nelson (Newcastle), Ben Pearsall (Norwich), Lynne Ryan (Northumberland), Adam Payton (Peterborough), Zoe Anning (Plymouth), Lisa Poole (Richmond), Andy Bracey (Tonbridge & Malling), Simon Blundell (Tunbridge Wells), Robert Perrin (Tunbridge Wells), Glynnis Jeavons (Walsall), Adrian Purchase (Warwickshire CC), Yvette Widdowfield (Warwickshire NSL), Paul Kyte (Bristow & Sutor Speaker), Darren Bell (Bristow & Sutor Speaker) and Ian Gamble (SEA Speaker). |
| **1** | **Introduction**The Chair welcomed everyone to the first virtual AGM meeting. Apologies for absenceApologies were received from the following authorities: Brighton & Sussex NHS, Canterbury, Darlington, Dorset, Eastdunbarton, Hillingdon, Leeds, Leicester, Lincoln, North-Herts, Northampton, Oxford, Rotherham, Saba Group, Scotborders, Slough, Watford and York. Minutes from last meetingThese were confirmed as being an accurate record. |
| **2** | **Annual General Meeting Matters**Treasurer’s Report* Have Since the last AGM meeting the was an opening balance of £3,923.99 and interest of £0.85 expenditure of £1,158.20 which gives a closing balance of £2,766.64. This was agreed.

The treasurer made a comment that the membership fees had been placed on hold until such times as things get back to normal and we can start meeting in person again. Then the membership of £50 per authority as suggested at the last AGM will be put in place and that it should be reviewed on an annual basis. Chairpersons Report * Our first web virtual meeting was well attended and it was agreed that this maybe the way forward for one meeting a year or some small meetings across the year with only the AGM being the meeting that we all meet together.
* Speakers have included Iain Worrall from TPT talking about the FOAM updates and how they were dealing with appeals during the Covid19 crisis. James Riley from Siemens gave a presentation on the clean air zones that they have been working on. Both being very informative.
* A big thank you to thank Tricia, Robin and Charlotte for all the work that they have done on behalf of the group.
* There was one steering group meeting for Permits and 3sixty.
* A big thank you to Imperial for continuing to keep us updated on product development and support from the help desk.
* And finally thank you to all members that have attended meetings and virtual meetings and giving you support to the group especially during these difficult times.

Appointment of Officers * Chairperson – Andy Champ – Essex County Council Highways
* Vice Chairperson – Adrian Purchase – Warwickshire County Council
* Secretary – Robin Chantrill-Smith – Thanet
* Treasurer – Tricia D’Souza – City of London

Steering Group Chair* 3sixty/Permits – Charlotte Grayshon – Harrogate

Venues and Dates for MeetingsIt was suggested that the next meeting should be in the north therefore it was agreed that the next meeting would be held in Harrogate on 22 April 2021 and the AGM will be held in Northampton on 21 October 2021 or a virtual ones depending on the situation. Steering Group UpdateThere has not been a meeting this year. Calls that have been raised are logged and are being held while 3sixty on the web is completed, any raised issues can then be added to the web version. Hoping to have 3sixty on the web available from November which does have a few steering group requests however the majority will follow in the next version. Any issues please contact Charlotte. Next meeting will take place in the new year. |
| **3** | **Report and update**Mandy gave a presentation and update on Imperial. **Support Desk*** All the support team staff are back from furlough.
* Liam Sinclair is now a fulltime member of the team.
* Please log calls by email, phone or across the web
* All staff are working from home. Business as usual.
* There is limited staff working in the business centre due to certain functions that are required following government guidelines.

**New contracts*** University of the West of England.

**New Imperial Website*** New look and feel, more interactive and has videos.
* [www.imperial.co.uk](http://www.imperial.co.uk)
* Please have a look and let us know what you think.
* On 15 September we had an Inaugural Webinar on ChallengeSmarti with 36 attendees where you could ask an expert etc.
* Will be doing more and if you have any suggestions please get in touch with either Mandy or the secretary.

**PermitSmarti*** V2.7 released for WGAC 2.1 compliance changes and other high priority enhancements.
* V2.8 minor bug fixes and remaining WCAG 2.1 compliance changes.
* Jon Tobrow is retiring, and we are currently recruiting for a replacement.

**3sixty Web*** New features available from end of October.
* Will offer all functions as with 3sixty.
* New features are being added include emails will include attachments.

**WCAG 2.1*** Addressing 3 areas.
* Layout Tables, No page regions and Long alternative text.
* This does not include any customer look and feel issues as we have no control over customer website.
* PermitSmarti is compliant for 2.1 except for one area where the payment hands over to data cash.
* 3sixty citizen needs the three areas as above addressing.

Questions.Q. How long will 3sixty back office be support now that the web version is available?A. No plans at the moment to remove support but are keen to get users on the web product.Q. Does power cube work with the 3sixty web system?A. As far as we are aware there should be no problem, but it will be well test. There is also a new web version available.Q. Are there any plans for staff from the BPU working at home to take phone calls as this has caused a few problems with customers.A. Reason stopped because of duty of care of staff. Have stated for two sites but trying to direct customers to online process. But will talk to sites individual. Currently do morning and evening stand up with staff to check on all staff. |
| 4 | **Breathing Space Moratorium**A presentation was given by Paul Kyte and Darren Bell from Bristow & SutorBreathing space gives a debtor a breathing space of 60 days while all collection activity stops. This is only available to the individual debtor once per year and only applies to England and Wales and they must use a debt advisor that is approved. This is different from the Mental Health Moratorium. Debtors can be in both Moratoriums and an extra 30 days can be added. The objective gives a debtor time to work with a debt advisor to make a plan to manage debts and find a permanent solution. This regulation will come into effect on Tuesday 4 May 2021A Moratorium debt is a debt that is included in the Moratorium. The debt must exist prior to the start of the Moratorium. Example: Debtor has a PCN dated 1 day prior to the start of the moratorium. This is a moratorium debt.Debtor has a PCN that is dated 1 day after the start of the moratorium. This is not a moratorium debt and can be enforced (if it comes to that). It is not included in the moratorium and cannot be added afterwards.Debtor can qualify once the case has been reviewed by a debt advisor and accepted the advisor must inform the secretary of state, who informs creditor and agents and then the breathing space begins. Local authorities should check if a debtor has any other debts within the authority and inform other departments if breathing space is being used.It affects the creditors and agents and means that you can not to contact the debtor and must put everything on hold until the moratorium has expired.The link below is for the regulations of the Breathing Space Moratorium.<https://www.legislation.gov.uk/ukdsi/2020/9780348209976/regulation/1>If you have any questions, please contact either Darren or Paul.darrenbell@bristowsutor.co.uk or paulkyte@bristowsutor.co.uk  |
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| 5 | **SEA** Ian gave a presentation on camera enforcement.SEA is part of Cohort plc who are a leading provider of defence and security systems to UK. Cohort is made up of 4 companies and have an annual revenue of over £100m and growing. SEA have offices based in Barnstaple, Bristol, Beckington and Aberdeen. Being part of the parking industry SEA work with many industry leaders. SEA have 65 enforcement vehicles UK wide with electric availability and have over 50 councils as clients. They are a very established company. Cover most areas of traffic enforcement for camera enforcement.Traffic enforcement options cover flexible pricing models, secure, certified and approved. Leasing options try before you buy and much more flexible. Supports all major back office solutions.Road flow fusion is the new camera that is being used which is easy to install, low power has 3 led cameras and zoom capability with colour ANPR read. Comes with a new style bracket. Fusion is ready for Yellow Boxes, Bus Lanes, Banned Manoeuvres, School Keep Clears, Cycle Routes and Red Routes.Attended enforcement solution captures contraventions from CCTV system and review contraventions in one smart solution. Pan, tilt and zoom controls of live CCTV footage over mobile connections. Easy to instal, low power consumption and rapidly deployable to new enforcement areas.Vision 2 Mobile Enforcement Solution supplied to Newport for use in their hybrid vehicle and is an unattended operation. Camera car has two cameras in the roof both at the front and cover the sides of the roads as well. Been rolled out in the last two months.Development of Vision 20/20 will have the latest hardware and software having a minimum lifespan of 10 years. 4 small form factor high definition cameras low power for use in electric vehicles. Will use the touch screen plan already built into the vehicle. Exploring to Integrated with Imperial and PermitSmarti with live updates every 10 minutes. Produces a popup on screen shows vehicle when it has contravened permit/parking restrictions. Alerts driver in vehicle and potential data from phone parking. SEA is currently implementing a DVLA link into the ROADflow Replay review suite. Moving vehicles Part 6 TMA outside of London not sure how far the legislation has got at the moment and not sure what will be released for local authorities to enforce. Hope that the government will be releasing a statement about this in the coming months.Any questions please contact Ian Gamble ian.gamble@sea.co.uk Mobile 07884 654175 |
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| 6 | **User Session and Any Other Business**Q. In Essex we just do bus lane enforcement and stared getting reps quoting letting Government suggesting letting first time offenders off. Any views.A. Impossible to implement. Some councils are doing warning notices for first offence and using special notes in the handhelds for blue badges and other parking enforcement.Q. BPA have been very good with updates for the Covid19 situation, have any councils moved away from the guidance that was given for parking etc.A. Did free up to 1 August but not since councillors made that decision as have given 3 months parking free.Q. Any authority that have ticketless car parks have been using scansmarti in conjunction with the P&D machine manufacture to facilitate this but have had problems with some transactions not showing anybody else have this problem.1. Only a few users are using this.

I have been asked to share the link below with everyone re: Blue Badge Enforcement<https://www.logicblu.com/> |
| 7 | **Dates and Venues of future meetings*** Next User Group to be held at **Harrogate** on **22 April 2021**.
* The AGM will be hosted in Northampton on 21 October 2021.

Both depend on the current situation at the time but will look to have one meeting a year as a virtual meeting.* If you have any agenda ideas, then please pass them on to the secretary.

All presentations are available on the user group website see link below:-<http://www.imperial.co.uk/user-group/> if you do not have a login for the website please contact the Imperial helpdesk. |