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|  | Imperial User GroupAGM Harrogate MinutesThursday 21 October 2021 |

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| **Meeting attended by:**Andy Champ – Chair (Essex Highways), Robin Chantrill-Smith – Secretary, Tiffany Lewis (Bradford), Michaela Hall (Bradford), Tricia D’Souza (City of London), Hayley Street (Essex Highways), Andrew Cameron (Glasgow), x Highways), Charlotte Grayshon (Harrogate), Steve Rogers (Harrogate), Philip Hepburn (Hartlepool), Pauline Dees (Hartlepool), Toby Bliss (Imperial), Doug Woodhouse (Imperial), Helen Clements (Imperial), Mandy Watson (Imperial), Kevin Johnston (Imperial), Chris Tubby (Imperial), John Lee (Kirklees), Phil Sutcliff (Kirklees), Glynnis Jeavons (Walsall), Jennie Timmins (Walsall), Adrian Purchase (Warwickshire CC), Yvette Widdowfield (Warwickshire NSL) and Daniel Holden (Speaker Manchester). And over the web Stacey Ryans (Birmingham), Collette Brown (Birmingham), Susan Dias (Bournemouth), Daniel Barwick (Dartford), Carolyn Pistellato (Darlington), Clare Connellan (Dover), David Morris (Enfield), Jahn Hingst (Hillingdon), Dean Charlton (Leeds), Ashley Snookes (Leicester), Arshad Baksh (Luton), Paul Goulding (Mid-Kent), Debbie Ingle (Norwich), Paul Smith (Norwich), Casper Morris (Oxford), Adam Payton (Peterborough), Stephen Brown (Peterborough), James Von Der Voelsungen (Rutland), John Strachan (Tunbridge Wells), Simon Blundell (Tunbridge Wells), Rachel Fawcett (Tyne Tunnels), Sonya Packett (Watford), Yashoda Gurung (Watford), Paviter Singh Atwal (Warwickshire), Javed Safder (York) and Alison Tooze (Speaker BPA) |
| **1** | **Introduction**The Chair welcomed everyone to the first in person AGM meeting since covid 19. Apologies for absenceApologies were received from the following authorities: Canterbury, Dacorum, Gravesham, Greenwich, North-Herts, Reading, Richmond & Wandsworth, Sefton, Slough, Thanet, West Northamptonshire and Winchester. 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 * We had our third web virtual meeting and our first AGM during the last year both where well attended, and it was agreed again that this maybe the way forward for one meeting with the AGM being the meeting that we all meet together.
* Speakers have included Paul Kyte and Darren Bell from Bristow & Sutor covering the subject of Breathing Space Moratorium, Ian Gamble from SEA, Adrian Sutton from Vortext. All were 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.
* It is great to meet everyone face to face and those that have not been able to make the journey are on virtual.
* Back in 2018 Glynnis stepped down as chair so I would like to take this opportunity to thank here for her service to the group and all her input over the years and present her with the following gift.

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 a virtual meeting on teams in April 2022 and the AGM will be held in Northampton on 13 October 2022. Going forward it is proposed that we continue with a virtual meeting in April and the AGM in October being face to face. Steering Group UpdateThere was a meeting yesterday with a few on via teams. The meeting went very well and was told that there will be a new format going forward that does not have a change request list. This was discussed by Chris.Development was shown on a board a product roadmap which gives a time frame of 2-4 months, 6 months and 1 year. This process was used for both 3sixty and PermitSmarti. The group would no longer have development days and requests could be dealt with as they are received and feed into the board for each product. It was asked by the group if a PermitSmarti should be mobile phone based or email based. It was agreed it should be mobile phone based. |
| **3** | **Report and update**Mandy gave a presentation and update on Imperial. **Support Desk*** In the slides a structure has been supplied.
* Cameron Gander joined the team on 5 July.
* Please log calls by email, phone or across the web
* Staff are working back in the office some days.

 **Modaxo*** This is a global collective of technology companies passionate about changing the face of public transportation.
* Sharing industry knowledge and market understandings to help drive new product and innovation services.
* No change in day-to-day business.
* Product Roadmaps continue.
* Future transport initiatives.

There is a white paper on this that can be downloaded [www.imperial.co.uk](http://www.imperial.co.uk)**3sixty Web*** Liz retired at the end of August and Helen Clements is now the product owner.
* V2.4 is now a full end to end processing.
* Extra Functionality include.
* TEC interface.
* Email attachments.
* Adding storage costs for impounded vehicles.
* Recreate one-time reports.
* Direct link to GeoSmarti
* Assign incoming email & batch scanning.
* Roadmap V2.5 & V2.6 will improve performance and resilience to cope with ever increasing cases in the system.
* Roadmap highlights 6-9 months will include Ability to auto create a VQ4, London tribunals integration phase 1 and Multi factor authentication.

**GoSmarti*** Manager’s incidents recorded in 3 sixty.
* API for 3rd parties e.g., Smart bays, CCTV spotter cars etc.
* Real time clamping/removals will be in the next release.

**Strong Customer Authentication*** Must be compliant by 14 March 2022.
* Development changes made to 3sixty citizen and PermitSmarti.
* VoucherSmarti changes due for November 2021.
* Quotes going out to all customers and new Merchant IDs will be required.

**PermitSmarti*** Vouchers into PermitSmarti.
* Feedback indicated that this is considered to be the primary improvement by a number of operators.
* Citizen will no longer be taken to a separate site to book voucher sessions.
* VoucherSmarti functionality will be consolidated into the citizens my account which sits in PermitSmarti.
* Hotelier Portal/Kiosk for vouchers.
* Integration of vouchers into PermitSmarti.
* Facility to purchase vouchers without creating an account.
* Hotelier/Organisation will hold underlying permit.
* LLPG/Property Cluster updates
* PermitSmarti App.
* PermitSmarti workflow and task lists.
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| 4 | **National Parking Platform**A presentation was given by Danny Holden from Manchester City Council.National Parking Platform involves the local authority partners which include NCP, Q-Park and ParkMap who input date onto the platform. The data input covers the off-street parking space availability for sites in Manchester, Liverpool and Salford and also has data for on street space & restrictions for Manchester. Customers can get that data from several platforms which include Parkopeadia, JustPark, NCP website, Q-Park website and an App provider. This platform places all parking spaces onto one platform rather than having several options to choose from. They are looking to expand this platform to include other data providers Rail Stations, councils and other operators. So that there is one platform that covers all on and off-street parking with one place to register and pay. This would have all providers which would also include Tom Tom, Pay by Phone etc. A one stop shop for all parking places. The platform also can provide reports of usage etc. In the first 7 days the national platform had 17% of existing customers and 83% new customers.If anyone is interested in further information, then please contact Danny Holden at Manchester City Council Daniel.holden@manchester.gov.uk  |
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| 5 | **Traffic Management Act 2004, Part 6: Civil Enforcement of Moving Traffic Contraventions** Ali Tooze from the BPA gave a presentation on Part 6 TMA.The Prime Minister committed to introduce Part 6 powers outside of London in July 2020. Work underway on a set of 2 statutory instruments covering, evidence, enforcement of penalties, income and expenditure and adjudication. The level of penalties, approved devices and representations and appeals. Regulations coming into effect in early 2022. Local Authorities will then be able to apply for a designation order. An advice note has been issued in August 2021 to all English local authorities outside of London to help prepare applications. Statutory guidance will be published to coincide with the regulations.A list of signs and lines that are applicable can be seen on the presentation slides that Ali has provided.Application requirements include public engagement and consultation with the appropriate Chief Officer of Police as outside of London moving powers will be shared. Public engagement must be carried out for a six-week period. The consultation must focus on detail restriction types and locations and must not ask whether people agree in principle but allowing the opportunity to raise genuine concerns about the proposals. There is no requirement for newspaper advertising. Communication across a broad range of media is most appropriate up to the start of enforcement and for a reasonable period thereafter. Consider all objections and demonstrate the council has taken reasonable steps to resolve any disputes.Accurate and up to date TRO’s as these many be out of date and should be reviewed. The restrictions must be indicated by lawful traffic signs and road markings. Improvements to signing may include removal of redundant or poorly maintained signs. Advice can be found in the Traffic Signs Manual. All equipment must be certified specifically for moving traffic contraventions by the VAC any certification quires to civil-enforcement@vac.gov.uk Enforcement should not be default solution at problem sites improvements should be made to the highway or to traffic signs to prevent contraventions from accruing and appropriate monitoring should take place before enforcement action. Signs should be well placed so that the whole restriction and signage can be seen. Warning and repeater signs should be used wherever possible. County Councils or individual Metropolitan District Councils can apply for all or part of CPE area. DFT are encouraging applications to cover whole CPE areas. Then the authority can determine where it is necessary to use the powers. Two or more Metropolitan District Councils acting jointly for the whole CPE area can apply. DFT are considering consultation responses on wider devolution of transport powers for the Metro Mayors and Combined Authorities on their Key Route Networks. It is planned to publish a summary of responses including the next steps by the end of 2021.Chief Executives are expected to undertake to repeat the engagement and technical application requirements for any new enforcement locations in the future. But it will not be necessary to seek further DfT approval. The TRO process and consultation must take place for any new or existing site that has been changed. Enforcement is for local decision but needs to be justified and evidence based by the LA. This will be enshrined in statutory guidance.We await the finalisation of statutory guidance anticipated early 2022. Councils will be informed when they are able to submit an application for a Designated Order (estimate is March 2022). BPA are creating a set of FAQs on MTEW, the first iteration of which we expect to publish in November and questions will be added as we go along. Further webinars/focused virtual meetings are being planned. Recording of the first MTE webinar now available online for members. BPA Priorities and Work* FAQs for CPE and MTE.
* Front line officer welfare and support resource.
* Diversity research.
* Data projects.
* Park Active – part of wider work on adapting parking services to meet changing demand.
* Working the government priorities – camera enforcement, PCN levels, persistent evaders, TEC loopholes, protection of front-line staff.
* Member services – return to face-to-face events.

Any questions any time please contact Alison.t@britishparking.co.uk  |
| 6 | **DVLA Update**Glynnis from Walsall gave a quick update on the DVLA focus groupCouncils will need a new data contract as they are having a new management system which will be paper free.There is a new process for audits. |
| 7 | **User Session and Any Other Business**None |
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| 8 | **Dates and Venues of future meetings*** Next User Group to be held as virtual on **28 April 2022 at 2pm**.
* The AGM will be hosted in Northampton on 13 October 2022 with a Steering Group meeting on 12 October 2022.
* 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. |