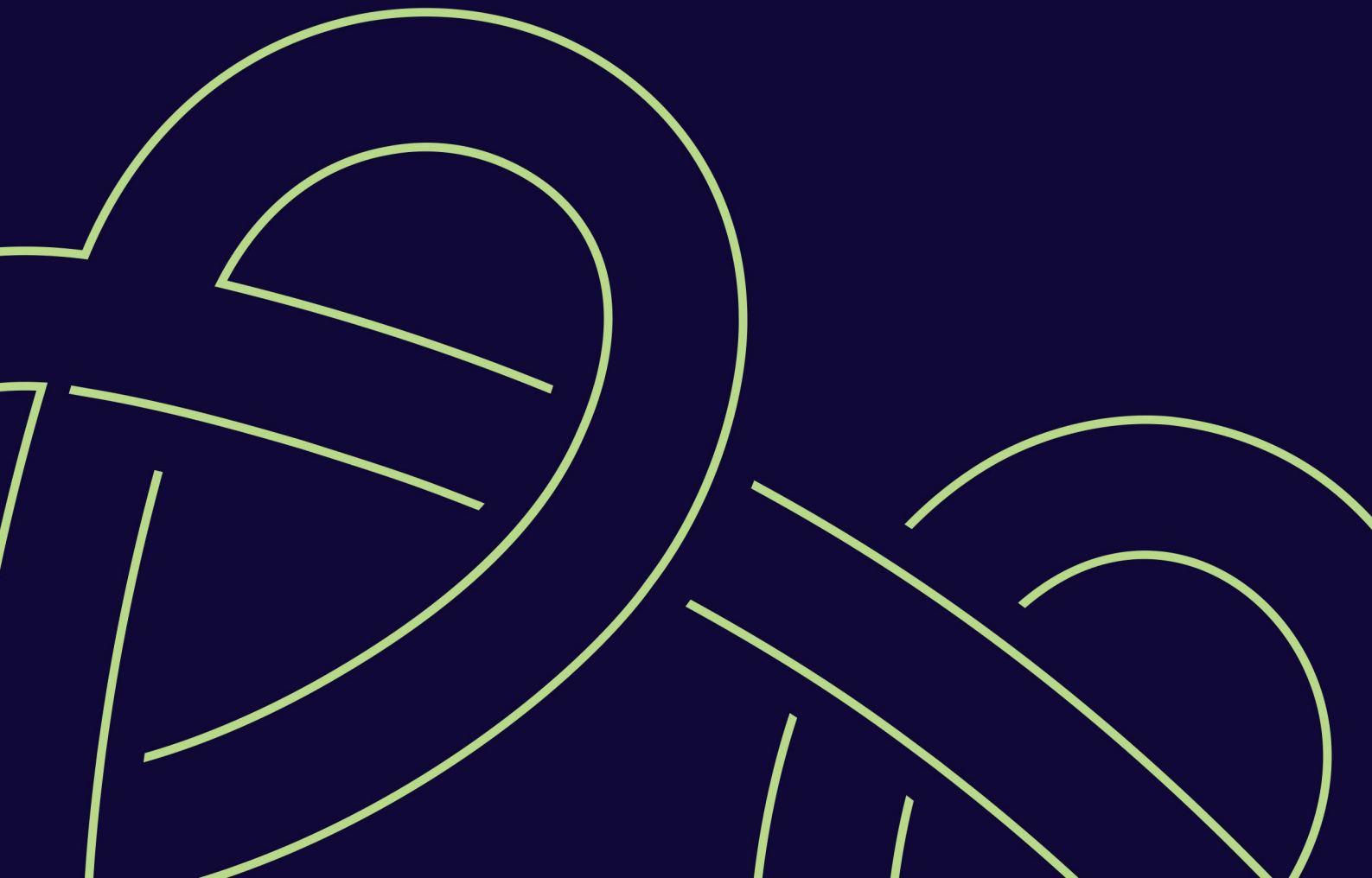


Car park Management

Date: March 2025



[Policy Name]

Name of Policy:	Car Park Management Policy
Purpose of Policy:	This document aims to provide clear guidance to all car park users whilst parking on university car parks and the current and applies to all staff, students, contractors, suppliers, visitors, partners, volunteers and members of the public using University facilities.
Intended Recipients:	All University facilities users
Approval for this policy given by:	University Executive
Date of Approval:	13 01 2020
Proposed Review Date:	01 04 2025
Responsible for review:	Executive Director of Infrastructure
Name of person completing this coversheet	Helen Rutherford Soft Services Manager Infrastructure
Classification category of this policy:	Infrastructure

POLICY STATEMENT.

1. PURPOSE

To mitigate the loss of capacity due to Masterplan projects on campus from 2019 and beyond, through the introduction of a more robust Car Park Management Policy.

To develop enabling processes to support Equality Impact Assessments on parking. This is to ensure protected characteristics obligations are met and prioritised, with due consideration given to other inclusion and equality issues.

To utilise existing accessibility and reasonable adjustment policies and processes to prioritise Blue Badge and Supported Accessibility permits. Blue Badge holders are able to purchase parking permits free of charge.

To prioritise car park availability for students and staff, meeting a set of criteria denoting a commuting status; i.e. permits are not available to staff or students living within a two-mile postcode radius of Stoke or Blackheath Lane campus; excluding residents at Leek Road and Clarice Cliff University halls.

The approach to visitors and the public has also been reviewed to address the number of uncontrolled, free and reserved concessions (detail included in this policy) which has impacted on availability of spaces for paid student and staff permit holders. At the same time, the policy will recognise the need for some flexibility to accommodate long- standing arrangements and to recognise certain activities to continue, without creating unnecessary barriers.

The University will work towards a sustainable travel plan with the promotion of public transport, travel concessions and health benefits of cycling and walking.

This Policy will be applied to all parking scenarios, minimising the number of 'exceptions' and reduce both formal and informal Appeal or Complaint processes which in the absence of a policy, historically resulted in permits or free parking without any consistent guidelines.

2. SCOPE

The policy applies to all students, staff, management, contractors, suppliers, visitors, partners, suppliers, volunteers and members of the public who utilise parking facilities on site. .

3. REFERENCES

1. Equality, Diversity and Inclusion Framework
2. Sustainability Strategy
3. Contractors Code of Safe Working Practices

4. DEFINITIONS

Term: ANPR

Definition: Automatic Number Plate Recognition

Term: PTP

Definition: Pay to Park [Definition #2]

Term: CPP

Definition: Car Park Partnership/ Parking Eye

5. RESPONSIBILITIES –

1. Executives/Management

- 1) Establish program objectives
- 2) Approve privacy policy
- 3) Provide training for work force
- 4) Enforce sanctions

2. Executive Director of Infrastructure

- 1) Assists in development and execution of the Policy and promulgation of operating procedures
- 2) Assists and supports the Policy originator
- 3) Provides support for policy compliance activities

3. Infrastructure Management Team

- 1) Develops and implements training program as described in Section 6 of this policy
- 2) Documents the delivery of training to all work force members

4. Employee responsibilities

- 1) Understand and comply with organization's policies.

6. SANCTIONS

1. Parking infringements will be enforced by Car Parking Partnership (CPP), the University's service provider. Parking Charge Notices (PCN) will be issued by CPP to the value of £70, reducing to £35 for payment within 14 days.
2. University Infrastructure Team Members (Safety and Security) will monitor the car parks on a regular basis to ensure authorised permit holders are parking within marked parking bays. PCNs will be issued for parking on yellow lines, outside of bays, in hatched areas, in unmarked areas and on verges, grassed areas, etc. This will incur the same charge as above.

3. University Infrastructure Team Members (Safety and Security) will monitor the use of Accessible bays, to ensure only Blue Badge holders and Temporary Accessibility permit

holders are using these spaces. Unauthorised use of these spaces will incur the same charges as above.

4. NB the University is not able to handle enquiries and appeals against a PCN; individuals in receipt of a PCN must deal directly with CPP who process payment and manage any appeal through their own processes.

7. Car Park Management

- a. The University has adopted new car park management technology. This will provide improved flexibility and control of the car parks in line with University, public and commercial sector practices and is in line with feedback received from students and students' union (a desire to see on-line and cashless technology systems).
- b. Automatic Number Plate Recognition (ANPR) cameras 'read' vehicle number plates and compare against a database of permit holders and/or drivers using Pay-to-Park- (PTP). Parking Charge Notices (PCN's) are automatically issued to non-registered vehicles
- c. through DVLA information. A 30-minute drop-off period will facilitate deliveries, drop-offs and taxis to enter campus for this short stay period.
The service provider is Car Park Partnership (CPP) who administer permits, payments, charge notices and associated fines and the servicing and maintenance of the equipment. The service is managed by CPP in line with this policy and under contract with the University.
- d. CPP are a British Parking Association 'BPA' accredited member
<https://www.britishparking.co.uk/> , the body which governs the sector code for parking on private land.
- e. University Facilities Management team will undertake patrols to monitor safety, security and to monitor vehicles not parked in accordance with the car park general terms and conditions.

7.1 PERMITS

- a. Staff and students meeting the required criteria may apply for a permit. The issue of a car parking permit authorises the holder to park on campus but does not guarantee nor infer a right to a parking space.
- b. The Automatic Number Plate Recognition (ANPR) technology adopted enables a paperless permit system, whereby permit holders are added to the ANPR database for the duration of the permit, subject to payment terms being met.

- c. ANPR is provided throughout the University campus , excluding the Trent House car park, although checking of permits at Trent House will still be possible, with University FM staff using handheld devices.
- d. Permit holders can register their primary and a secondary car, but only bring one onto campus at any time. Permit holders must update car details if they change cars or are issued a hire/loan car at any point during the year, to avoid receiving a Parking Charge Notice (PCN).

7.2 PERMIT ALLOCATION CRITERIA

- a. In order to prioritise the allocation of permits, the allocation criteria were reviewed for 2019/20, with a second revision in October 2019 agreed by the University Executive Committee. Following an introductory phase (in Oct-Dec) and further staff and student engagement, the policy was reviewed for final approval in January 2020. The allocation process remains the same during the 2021/22 period.
- b. Applications are made through the Car Parking Partnership (CPP) portal. New starters can apply at any time and details of how to access the CPP permit portal is provided through the HR new starters pack.
A permit award will be made in accordance with the application of this policy by CPP against the information provided by the applicant. Successful and unsuccessful applicants will be notified of their permit award immediately by CPP.
- c. Appeal against a permit rejection is made directly to CPP for review by the University. Following application of the agreed policy, the Estates Car Park Administrator / assigned Manager will either accept or reject the Appeal and will seek Executive level guidance on any extraordinary cases. There is no appeal panel or further stage of appeal.
- d. Applicants with requirement for a secondary validation process will be put into Appeal status and provided temporary access until the process is complete 3 . These circumstances include multi-site permits (Director/Dean authorisation); temporary or permanent Supported Accessibility permits; placement students; and those in receipt of Carers' allowance.
- e. Students and staff experiencing a change in circumstances can reapply at any time during the year. Change of circumstances examples include a change of address, change in personal medical condition necessitating a reasonable adjustment, or a change of University role relating to the application of the policy (for example, a new requirement to visit other sites).
- f. The majority of car park users will be University staff and students who hold a permit. For non-permit holders, see alternative arrangements in the Pay-to-Park (PTP) and arrangements for visitors' section of this policy.

7.3 PERMIT FEES

- a. The majority of charges for 2019/20 permits were held from 2018/19; this will be reviewed annually. The 2020/21 proposal is in the table below. Details on how to pay and access to payment plans is provided through the application process.
- b. There is no additional charge for a multi-site permit for staff with frequent inter-site travel needs.
- c. Non-permit holders with an infrequent travel need to Stafford or Stoke may use the Pay-to-Park function and reclaim the cost as part of their expense claim for the journey.
- d. Payment mechanisms took effect from 1 January 2020. Payment is by card direct to Car Parking Partnership (CPP). Payments are requested every quarter for permit holders, allowing for greater flexibility within the system.
- e. Appeals will be given a temporary permit to allow for any medical assessments to complete.
- f. Payment is quarterly, with reminders issued by CPP by email to permit holders. Permits remain valid subject to payment of each quarter.

7.4 PERMIT CRITERIA OVERVIEW

Priority	Category	User group	Evidence to be provided through the application process
1.	Blue Badge Holders	Students Staff Visitors	Government Blue Badge permit number. For applications pending an outcome, the reference number.
2.	Other Accessibility needs; defined as a permanent or temporary medical condition that impedes mobility to the extent of requiring parking within a University yellow bay as part of a work-place reasonable adjustment	Students Staff	Students: assessed by the Student Inclusion Team, as part of wider learning support program; in exceptional cases the assessor may identify a reasonable adjustment that falls outside of the Blue Badge scheme.
3	Non-standard working hours contracted staff	University Security Staff (Nights)	Validation via the Executive Director of Infrastructure
4.	Commuters; <i>defined as living >2 miles (except Leek Rd and Clarice Cliff residents).</i> <i>Staff and students living <two miles can successfully appeal by providing validated evidence that they are unable to travel to work by a combination of walking and public transport within 60 minutes</i>	Students Staff	Term-time postcode address. This will be automatically assessed using on-line tools at the point of application via the CPP portal. Applicants can check eligibility at https://www.freemaptools.com/find-uk-postcodes-inside-radius.htm

5.	Students with placements <i>with essential travel to / from campus, who are not otherwise eligible for a permit; or staff who are involved in placements</i>	Placement Students Staff who directly assess students in their place of work	To highlight on application Name of course and year Dean / Director of School or Service to verify.
6.	Essential Inter-Site Travel , <i>requiring one or more visits per month between any combination of Stoke / Stafford / Shrewsbury / Litchfield per month as part of their defined job role.</i> <i>Students on inter-disciplinary courses requiring access to more than one campus as part of their degree</i>	Staff / some students	To highlight on application. Verified by the Dean / Director Dean to provide list of courses / year of course.
7.	Residential Students <i>Students living on-campus in University operated Halls are eligible to apply for a permit at the standard student rate, payable quarterly.</i>	<i>Leek Road Halls and House and Clarice Cliff Residents only</i>	Residential address at one of these Halls only. Parking is not provided at College Court or other private halls of residence in Stoke-on-Trent.
8.	Exceptional Circumstances <i>Appeals outlining exceptional circumstances may be considered by exception by the Policy Sponsor (in conjunction with the Deputy Director of HR and Director of Student and Academic Services).</i>	<i>Staff and Students</i>	Exceptional circumstances may be reviewed by members of Executive. These are by exception only.

7.4 BLUE BADGE AND SUPPORTED ACCESSIBILITY PERMITS

- a. Blue Badge and supported accessibility (yellow bays) are provided in each car park. A Blue Badge does not guarantee a dedicated space in a specific zone.
- b. Blue Badge holders are able to apply for a permit free of charge.
- c. Applicants with a temporary mobility impairment requirement, may apply for a Supported Accessibility permit to qualify to park within the yellow bays.
- d. Unauthorised parking in the yellow bays will result in a Parking Charge Notice and a fine issued.
- e. Recent changes to the Government Blue Badge scheme now include certain non-visible disabilities including autism and some mental health conditions. Drivers within this category should review the Government Scheme and apply accordingly if they believe they qualify. Guidance is available on the website: <https://www.gov.uk/apply-blue-badge>.
- f. On evidence of a pending application for a Blue Badge, an (electronic) temporary permit will be available as part of the University Permit Application Process. If such individuals do not qualify for a Blue Badge they should seek support from AccessAbility Services or through their HR Advisor in the first instance to support any broader reasonable adjustments. Permits are chargeable.

- g. Temporary Accessibility issues. Students and staff experiencing a change in personal accessibility due to a medical condition may qualify for a temporary Accessible permit. This will be in exceptional cases where walking distances are significantly restricted due to the medical condition. Applicants will flag this on their application form (or reapply if their condition changes in year). Permits are chargeable. All applications will be reviewed by the Student Inclusion Team for approval. Staff who apply for a Supported Accessibility permit, will be reviewed by HR and Occupational Health.
- h. CPP will refer any flags to 'Appeal status' for the Car Park Administrator to refer to HR (for staff) or Student Inclusion Team (for students) to validate against records: for staff, Occupational Health existing records or Return to Work information which identifies a reasonable adjustment relating to mobility. For students, this will be cross referenced with the Student Inclusion Team, reasonable adjustment assessments.
- i. Other permanent accessibility issues. Students and staff with an undisclosed disability which relates to an accessibility issue and potentially needing support to access to a yellow parking bay are advised to apply for the Government Blue Badge scheme in the first instance.

7.5 HALLS RESIDENTS

7.6 PAY-TO-PARK (PTP)

- a. PTP is in operation to specifically address growing demand from apprentices, distance learners⁵ and will also facilitate short-course type activities, external facility hire guests and ad hoc visitors.
- b. There are four ways drivers can access the Pay-to-Park service:
- c. Evology Pay by Phone: 0330 400 7275
- d. Payment via the smartphone App: Evology
- e. Pay on foot machines: see locations below
- f. Cashless payment machines will be operational in January in the following locations: Stoke-on-Trent: Leek Road entrance lodge, Sports Centre, entrance to the Mellor building off College Road and at the Black Heath Lane building entrance. In the event of a machine being out of operation, drivers will be required to use alternative payment methods to avoid being issued with a PCN.
- g. All students with a University ID are eligible to apply for a permit. Apprentices and degree students have a choice of either a permit or pay-to-park.
- h. The pricing for PTP has been established in view of the good value offered by the annual permit scheme and to ensure pricing is set in line with public (train station) car parks, to deter misuse from train commuters.

- i. Off-peak parking will be introduced from January to facilitate our Civic University objectives and encourage community use of the campus. Free off-peak parking is available Monday to Friday between 17:00 and 07:00 and chargeable at only £1 all day Saturday and Sunday.

7.7 VISITORS

Following the introduction of Pay-to-Park (PTP), the practice of physically allocating spaces (using traffic cones) will no longer be an option. This is to protect capacity available for students and staff who have paid for a permit that does not guarantee a space.

7.71 Visitor Parking Policy

- a. As the University's Stoke-on-Trent campus is very close to a mainline train station with direct services to London, Manchester, Birmingham, Bristol and many other destinations, visitors should be encouraged to use public transport wherever possible.
 - Visitors who have to drive to the University should be encouraged to use public car parks to reduce on-campus congestion.
 - Car users visiting the College Road and Leek Road locations on the University's Stoke-on-Trent campus should be provided with the Pay-to-Park (PTP) options: Pay By Phone: **0330 400 7275**
 - Payment via the smartphone App: **Evology**
 - Pay on foot machines at various locations on campus
- b. Anyone parked incorrectly, without a permit, or who fails to use the PTP option (College Road and Leek Road) will incur a Parking Charge Notice.
- c. For visitors who are making a significant contribution to the University, such as sponsors, employers and Guest Lecturers parking can be arranged in advance by contacting the Infrastructure team via Solve. Please bear in mind that we cannot guarantee spaces for these visitors, and request that fairness is considered to other parking users before issuing requests for free-of-charge parking.
- d. Organisers of major events, such as Recruitment or Corporate Events, should develop a Security and Parking Event Plan well in advance and submitted through the Solve System
 - **Open and Offer Holder days and September accommodation arrival weekend**

Automatic Number Plate Recognition (ANPR) will **only** be suspended on these officially recognised dates. It is the responsibility of Recruitment and Admissions to provide these dates through the Solve system.
 - **Apprentice, Short Courses and smaller open, enrolment days and student interviews**

The frequency of these events for numbers ranging between 20-100, cannot merit the full ANPR suspension. A voucher system, offering either free parking or discounted

parking (at £1 per day) has been development Course Leaders and event organisers can apply via the Solve system.

A process of internal recharging is currently being developed.

Meanwhile, such visitors are encouraged to PTP. Exceptions will be made for specific events, vehicle registrations must be collated by the event organiser, and encourage the use of existing technology (on site Parking tablet) to input vehicle details.

7.8 CONTRACTORS, DELIVERIES AND DROP-OFFS

a. Deliveries, taxis and drop-offs: a 30 minute drop off exclusion is in place, drivers exceeding this time will receive a penalty notice.

b. Contractors may be eligible to park on campus providing they are authorised to do so by the Infrastructure Department and forms a necessary part of their undertaking on the University's premises. Individual contractors will be required to report to Security or the Campus Hub to acquire contractor access, prior to commencing work on campus. More information can be found within the Contractors: Code of Safe Working Practices policy.

c. Where there are large scale construction projects on campus, provisions will be made for segregated parking facilities for contractor staff through prior agreement with the Infrastructure – Projects Team. Emergency vehicles and University-owned vehicles are exempt from the requirement to hold a valid car parking permit. There are no designated locations for registered contractors.

7.9 SPORT CENTRE USERS

a. Members of the public who are Gym members will qualify for up to a maximum of 2.5hrs parking per visit. Registrations are to be captured by the Sport Centre reception staff and will be required to form part of the new membership system application process going forwards.

b. University Away teams, plus Home and Away officials, coaches and physios etc. for student matches (i.e. BUCS / Varsity) are to register any associated vehicles with the Sport Centre Reception either in advance or on the day to exclude parking charges for the duration of the fixture.

c. All other sports hall and pitch hire users are to Pay-to-Park to avoid receiving a Parking Charge Notice. NB off-peak parking Monday-Friday (17:00 – 07:00) is free and £1 all day Saturday and Sunday.

7.10 APPEALS AND COMPLAINTS

- a. The new Parking Policy will be applied fairly and equitably across the University and external community.
- b. Parking infringements or complaints for third party car parks are managed by Stoke City Council (for Wharf/Station Car Park West) or Beacon Group (for Beacon).
- c. In the first instance raise this with the Infrastructure Department, through the Solve system who will attempt to resolve the complaint by informal discussion via the Solve system. The complainant will be contacted within the stated SLA period.
- d. The Vice-Chancellor, or an authorised member of staff, reserves the right to withdraw permission at any time for a student to use a motor vehicle on University premises.
- e. All applicants can reapply for a permit if their personal circumstances change, for example a change of address (outside of two miles), a change in role denoting essential car user or student placement or a permanent or temporary change to mobility needs following a medical condition.
- f. CPP operate an appeals process as part of the PCN issue. In all circumstances, queries of this nature are to be directed to CPP as they cannot be handled by the University. University management and staff receiving feedback, complaints or requests for appeals are advised to respond only with the following standard response:

7. 11 ENFORCEMENT

- a. Automatic Number Plate Recognition (ANPR) is operational for 12 months across University-operated car parks, except for Trent which is monitored by security staff.
- b. Automatic Parking Charge Notices (PCNs) will therefore be issued to vehicles not registered as permit-holders, or not having used 'Pay-to-Park' on exit, or not having been recorded on the Parking Exemption List. The Parking Exemption List is a term used to denote registrations which have added to the list of permitted vehicles but have not gone through the permit application process.
- c. The University is unable to apply local discretion on any complaints or appeals against a PCN. Enquiries are therefore channelled directly from the appellant to Car Parking Partnership (CPP), following the information on the reverse of the PCN.

