
Car Park Management Policy

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October 2021



Name of Policy:	Car Park Management Policy January 2020 / Updated October 2021
Purpose of Policy:	To provide an effective, professional and equitable approach to the management of University car parks.
Intended Recipients:	Students, staff, visitors and members of the public
Approval for this policy given by:	University Executive
Policy Sponsor	Sally McGill, Chief Finance Officer
Date of Approval:	13 January 2020
Review date	October 2021
Proposed Review Date:	August 2022
Responsible for review:	Director of Estates & Commercial Services

POLICY STATEMENT

1. CONTEXT AND BACKGROUND

- 1.1 The University Masterplan will reshape and transform the campus over 5+ years. This will see a number of Capital Development building and infrastructure projects that will change the provision and capacity of car parks over time. During 2020/22, 245 spaces will be reduced. The capital projects affecting car park capacity in 2021/22 are:
- The Catalyst Building creation and Brindley building demolition phase commenced in October 2019, and closed the adjacent car park with the loss of 135 spaces. This loss is for the duration of the project until at the earliest, handover in January 2022.
 - The new Nursery project ground survey commenced in November 2019. The scheme denotes a permanent loss of >95 spaces from May 2020.
 - The Centre of Health Innovation project, at our Blackheath Lane campus in Stafford, commenced May 2020 with an initial loss of 15 spaces. The development plan includes acquisition of land to provide a net gain of 62 spaces on completion of the project in January 2022.
- 1.2 Parking capacity may continue to be pressurised during future phases of the Estates Masterplan, both during demolition/construction phases and post completion. The University is therefore progressing with the acquisition of new land for the purposes of potentially developing a multi-storey car park however this would not come into operation until late 2022 at the earliest. Meanwhile, alternative options to develop additional temporary capacity will be explored.
- 1.3 The permit-to-space ratio will increase from 2.4 to 3.2 this year. The overall capacity will reduce in the short term by 245. Demand for permits increased by 25% since the introduction of the new scheme, potentially due to the raised awareness and in view of the first quarter being free. On a worse-case scenario where all permit holders renew by making the January payment, this will see 3.2 permits per available space.

	Total permits	Total spaces	Ratio
2018/19	2899	1690	1.7 : 1
2019/2020¹	3616 inc. 717 awaiting payment	1555 to May 1445 after May	2.3 : 1 2.5 : 1
2020/2021²	3616	1507 (Stafford space gain)	2.4 : 1
2021/2022³	3294	1008	3.2:1

¹ If all permit holders renew by making the January quarter payment (717)

² Assuming the same demand for illustrative purposes

³ Approved permit applications October 2021

- 1.4 These changes have accelerated the requirement to control the use of car parks to prioritise parking permits primarily for those with accessibility requirements. The second priority is commuting staff and students for whom public transport is not an option.
- 1.5 The contract with car park permit and enforcement service provider District Enforcement, ended in August 2019. As part of the retendering purposes, this provider and others were invited to return proposals based on the introduction of Automatic Number Plate Recognition (ANPR) and Pay-to-Park provision - a move away from the paper-based system previously supported only by Campus Security spot-checks.
- 1.6 Car Park Partnership/ Parking Eye (CPP) have subsequently been awarded the contract for 3 years and rolling 12-month term. They have provided the equipment (including service maintenance), a permit system and enforcement processes in return for the concession to operate Pay-to-Park and the Parking Charge Notice (PCN) regime.

2. PURPOSE OF POLICY

- 2.1 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.
- 2.2 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.
- 2.3 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.
- 2.4 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.
- 2.5 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.
- 2.6 The University will work towards a sustainable travel plan with the promotion of public transport, travel concessions and health benefits of cycling and walking.
- 2.7 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.

3. SCOPE

The policy applies to all students, staff, management, contractors, suppliers, visitors, partners, suppliers, volunteers and members of the public.

4. REFERENCES

4.1 Equality Impact Assessment (Equality Impact Assessment); August 2019 and EIA Group Review notes December 2019. See appendix 5 for the key issues and mitigation actions. The EIA and actions are to be monitored by Estates and reviewed at the point of this Policy review in six months.

4.2 Sustainability Policy and Strategy

The University has identified the requirement to develop a comprehensive Sustainability Policy and Strategy. This will include a comprehensive Green Travel Plan for campus users. A number of travel initiatives are already in place or being progressed; further details are to be developed as part of the wider University Sustainability strategy development.

5. DEFINITIONS

Term: ANPR

Definition: Automatic Number Plate Recognition

Term: PTP

Definition: Pay-to-Park

Term: CPP

Definition: Car Park Partnership/ Parking Eye

Term: PCN

Definition: Parking Charge Notice

6. RESPONSIBILITIES

Executive

- Approve the Strategy and Car Park Management Policy and uphold.

Chief Financial Officer (Policy Sponsor)

- Assists in development and execution of the Policy and promulgation of operating procedures
- Assists and supports the Policy holder
- Provides support for policy compliance activities

Director of Estates and Commercial Services

- Develops and implements the operating strategy and process
- Allocates resource to implement and manage the operating plan

Campus Facilities Management (including Security)

- Understand, comply and execute the policy and operating plan
- Provide local enforcement of incorrect parking
- Provide advice and guidance
- Own the relationship with third-party providers
- Develop communication plans in conjunction with Marketing and Communications and other stakeholders

7. SANCTIONS

- 7.1 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.
- 7.2 University Campus Facilities Management 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.
- 7.3 University Campus Facilities Management 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.
- 7.4 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.

8. CAR PARK MANAGEMENT

- 8.1 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).
- 8.2 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

through DVLA information. A 30-minute drop-off period will facilitate deliveries, drop-offs and taxis to enter campus for this short stay period.

- 8.3 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.
- 8.4 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.
- 8.5 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.

9. PERMITS

- 9.1 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.**
- 9.2 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.
- 9.3 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.
- 9.4 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).

10. PERMIT ALLOCATION CRITERIA

- 10.1 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.
- 10.2 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.

- 10.3 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.
- 10.4 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.
- 10.5 Applicants with requirement for a secondary validation process will be put into Appeal status and provided temporary access until the process is complete³. These circumstances include multi-site permits (Director/Dean authorisation); temporary or permanent Supported Accessibility permits; placement students; and those in receipt of Carers' allowance.
- 10.6 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).
- 10.7 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.

11. PERMIT FEES

- 11.1 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.
- 11.2 Separate arrangements are in place for students at the Royal Shrewsbury Hospital Campus, see appendix 1.
- 11.3 There is no additional charge for a multi-site permit for staff with frequent inter-site travel needs.
- 11.4 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.
- 11.5 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.

³ Appeals will be given a temporary permit to allow for any medical assessments to complete.

11.6 Payment is quarterly, with reminders issued by CPP by email to permit holders. Permits remain valid subject to payment of each quarter.

11.7 Permit fees overview

Permit Type	2018/19	2019/20 Paid quarterly <i>from 1 January 2020 onwards</i>	2020/21 Paid quarterly	2021/22
Staff Permit (including Blue Badge holders)	£120 pa	£30 per quarter	£30 per quarter	£30 per quarter
Staff Permit – Supported Accessibility	£120 pa	£30 per quarter	£30 per quarter	£30 per quarter
Staff Permit – Blue Badge holder	£120 pa	£30 per quarter	£30 per quarter	£0
Cleaners & Security Staff on Night Shift Contracts	£40 pa	£10 per quarter	£10 per quarter	£10 per quarter
Temporary Staff and Associate / Visiting Lecturers permit	£10 per month	£30 per quarter	£30 per quarter	£30 per quarter
Student Annual Permit	£60 pa	£15 per quarter	£15 per quarter	£15 per quarter
Student permit – Supported Accessibility	£60 pa	£15 per quarter	£15 per quarter	£15 per quarter
Student Blue Badge holders	£0	£15	£15	£0
Health Placement Students at hospitals or other employers exc. RSH (below)	£0	£15 per quarter	£15 per quarter	
Royal Shrewsbury Hospital (RSH) Staff	Pay for RSH permit and display at Stafford	Apply for both University permit plus RSH permit and reclaim the difference	Apply for both University permit plus RSH permit and reclaim the difference	
Royal Shrewsbury Hospital (RSH) Students	Pay for RSH permit and display at Stafford	Pay for a RSH permit and park (free to park) at Beacon Car park or pay-to-park at Blackheath Lane	Pay for a RSH permit and park (free to park) at Beacon Car park or pay-to-park at Blackheath Lane	

11.8 Permit duration

Permits are now in operation for 12 months (as opposed to the 9 months in previous years), with payment on a quarterly basis. Students and staff therefore having the opportunity to cease payment after one, two, three or four quarters revoking their permit accordingly.

For 2019/20

- Permits were issued free of charge between 1st November – 31st December 2019, during the introductory phase of the new system.
- This period included temporary permits for any applications in appeal or awaiting a validation against a multi-site permit of special circumstances application.
- From 1st January, permits are only valid if payment has been made and renewed quarterly thereafter.

For 2020/21

- The principles of this Policy and pricing are now provided to inform new student entrants for 2020/21.
- An annual data-cleanse process will be required to remove graduates, staff leavers and update changes of circumstances. The process for this communication plan will be developed in due course.
- The Policy is recommended for review in 6 months to allow adequate time for any revisions ahead of the September undergraduate intake.

For 2021/22

- The principles of this Policy and pricing are now provided to inform new student entrants for 2021/22
- An annual data-cleanse process will be required to remove graduates, staff leavers and update changes of circumstances. The process for this communication plan will be developed in due course.
- The Policy is recommended for review in 6 months to allow adequate time for any revisions ahead of the September undergraduate intake.

11.9 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.	<p>Other Accessibility needs; <i>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</i></p>	Students Staff	<p>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.</p> <p>Staff with a specifically identified reasonable adjustment, as recognised by an existing Occupational Health report, or as part of the Sickness Return to Work process, held on record by HR. Staff with undisclosed/unrecorded mobility issues should seek guidance from their HR Advisor as to potential assessment needs.</p>
3.	<p>University Security & Cleaners on Night-Shift Contracts</p>		Validation via the Director of Estates & Commercial Services.
4.	<p>Commuters; <i>defined as living >2 miles (except Leek Rd and Clarice Cliff residents).</i></p> <p><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></p>	Students Staff	<p>Term-time postcode address.</p> <p>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</p>
5.	<p>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></p>	Placement Students Staff who directly assess students in their place of work	<p>To highlight on application Name of course and year</p> <p>Dean / Director of School or Service to verify.</p>

6.	<p>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></p> <p><i>Students on inter-disciplinary courses requiring access to more than one campus as part of their degree</i></p>	Staff / some students	<p>To highlight on application. Verified by the Dean / Director</p> <p>Dean to provide list of courses / year of course.</p>
7.	<p>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></p>	<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.	<p>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></p>	<i>Staff and Students</i>	Exceptional circumstances may be reviewed by members of Executive. These are by exception only.

12. BLUE BADGE AND SUPPORTED ACCESSIBILITY PERMITS

- 12.1 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.
- 12.2 Blue Badge holders are able to apply for a permit free of charge.
- 12.3 Applicants with a temporary mobility impairment requirement, may apply for a Supported Accessibility permit to qualify to park within the yellow bays.
- 12.4 Unauthorised parking in the yellow bays will result in a Parking Charge Notice and a fine issued.
- 12.5 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>.

- 12.6 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.
- 12.7 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.
- 12.8 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. The Estates Car Park Team will not have access to detailed personal data on individuals' medical condition.
- 12.9 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.

13. HALLS RESIDENTS

- 13.1 Due to very limited parking availability, a review of permits for residents was undertaken in the first iteration of this Policy. Following student feedback, it was decided to retain parking permits for Leek Road and Clarice Cliff Halls of Residence car

owners who have brought a car to campus in September 2019 and the fee waived for 2019/20 only.

- 13.2 For 2021/22 accommodation and other relevant recruitment material will continue to communicate car parking availability at these halls. This is subject to application and payment for a permit at the standard rate.
- 13.3 The designated car park for Stoke residents is Clarice Cliff. In 2020, works start on the development of the Nursery on a proportion of the Clarice Cliff car park which will result in a loss of >95 spaces.
- 13.4 College Court Halls of Residence. Students are reminded there is no parking offered on the premises of this hall which is operated by a University partner accommodation provider. The Hall is within an easy walk or cycle to campus.
- 13.5 Stafford Court Halls of Residence Stafford. Our partner provider has parking at these halls subject to availability. The hall is within an easy walk or cycle to campus. Any students with accessibility needs requiring a permit to park on Black Heath Lane will need to apply for a permit, meet the necessary criteria and pay the quarterly fee in order to park on campus.
- 13.6 Students in non-University residential accommodation may apply for a permit, subject to the conditions set out in section 10 and 11.9.

14. PAY-TO-PARK (PTP)

- 14.1 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.
- 14.2 There are four ways drivers can access the Pay-to-Park service:
 - i. Pay By Phone: **0330 400 7275**
 - ii. Payment via the smartphone App: **paybyphone**
 - iii. Payment by the website: **www.paybyphone.co.uk**
 - iv. Pay on foot machines: **see locations below**
- 14.3 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.

⁵ 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.

14.4 Pay-to-Park (PTP) tariffs for 2021/22

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.

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.

Stoke-on-Trent

Stoke-on-Trent campus		
Mon-Fri (peak) 0700-1700		Mon-Fri (off-peak) After 1700 Before 0700
Duration	Tariff	Free
Up to 30 minutes	Free	
Up to two hours	£1.00	
Up to four hours	£3.00	
Up to eight hours	£6.00	
Eight hours and above	£12.00	
Weekends (off-peak) Sat-Sun		
Duration	Tariff	
Up to 30 minutes	Free	
Thirty minutes and above	£1.00	
* All tariffs include the first 30 minutes free		

Stafford, Blackheath Lane

Stafford campus		
Mon-Fri (peak) 0700-1700		Mon-Fri (off-peak) After 1700 Before 0700
Duration	Tariff	Free
Up to 30 minutes	Free	
Up to two hours	£1.00	
Up to four hours	£3.00	
Four hours and above	£6.00	
Weekends (off-peak) Sat-Sun		
Duration	Tariff	
Up to 30 minutes	Free	
Thirty minutes and above	£1.00	
* All tariffs include the first 30 minutes free		

Drivers can pay for the duration of their stay until up to midnight on the day of visiting.

15. VISITORS

15.1 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.

15.2 The PTP rates have been set at very reasonable rates and should be used for most circumstances.

15.3 **Visitor Parking Policy**

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: **paybyphone**
Payment by the website: **www.paybyphone.co.uk**
Pay on foot machines at various locations on campus
- 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.
- 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 writing to parking@staffs.ac.uk or by contacting Campus Security on 01782294837 (Stoke-on-Trent) | 01785 353388 (Stafford). 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.
- Organisers of major events, such as Recruitment or Corporate Events, should develop a Security and Parking Event Plan well in advance and share with **parking@staffs.ac.uk** for management review. If specific arrangements need to be made at short notice, please contact campuslifecontrol@staffs.ac.uk.

15.4 **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 to the Director of Estates annually and to confirm suspension with Head of Facilities Management a week in advance of each date.

15.5 **Apprentice, Short Courses and smaller open, enrolment days and student interviews**

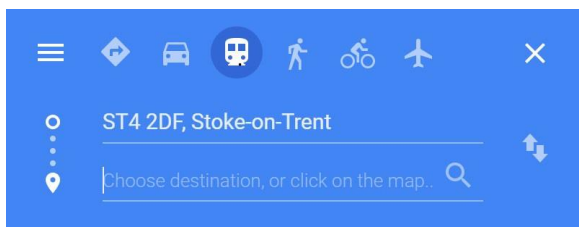
The frequency of these events for numbers ranging between 20-100, cannot merit the full ANPR suspension. A voucher system, offering either free parking or discounted

parking (at £1 per day) has been developed. Course Leaders and event organisers can apply via parking@staffs.ac.uk to obtain vouchers. 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 provided a week in advance to parking@staffs.ac.uk, they may be added to the vehicle Exemption List. It is the responsibility of the organiser to collate the information with adequate notice to ensure the Estates Parking Team can add it to the system in time to avoid the issuing of a PCN.

16. SUSTAINABLE TRAVEL

- 16.1 Staff, students and visitors are advised to use public transport primarily where possible. Personal Travel Plans can be assessed through Google Maps by entering the term time address and 'directions' to Stoke (ST4 2DE) or Stafford (ST18 0YB) using the postcodes. By clicking on the train icon and time of day, bus or train times will appear. Alternatively, staff and students should be guided towards rail and bus operating company websites for accurate and up to date timetables. Support can be made available for students or staff to make this assessment on request to parking@staffs.ac.uk.



- 16.2 There are public transport discounts and concessions available as follows:

For students: https://www.staffs.ac.uk/support_depts/environment/travel

For staff : <https://iris.staffs.ac.uk/Interact/Pages/Content/Document.aspx?id=8608>

17. PUBLIC CAR PARKS

- 17.1 A list of public pay and display car parks can be found on www.parkoedia.co.uk
- 17.2 A low cost option in Stoke includes the Fenton Manor (ST4 4RR) Car Park which is approximately 20 mins walk away from the campus. The advertised rates in 2019 were £1.20 up to 3 hrs or £6 all day. This will be promoted as an overflow car park (charge payable to the council by Pay & Display).

18. CONTRACTORS, DELIVERIES AND DROP-OFFS

- 18.1 Deliveries, taxis and drop-offs: a 30 minute drop off exclusion is in place, drivers exceeding this time will receive a penalty notice.
- 18.2 Contractors may be eligible to park on campus providing they are authorised to do so

by the Estates 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. See overview in the following section. More information can be found within the [Contractors: Code of Safe Working Practices](#) policy.

18.3 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 Capital Development Team. Emergency vehicles and University-owned vehicles are exempt from the requirement to hold a valid car parking permit.

18.4 There are no designated locations for registered contractors.

18.5 **Contractor parking overview**

- Automatic number-plate recognition (ANPR) cameras and security controls are in operation across the University-managed car parks to monitor vehicles against the permit system / Pay-to-Park (PTP) confirmation.
- The first 30 minutes on campus are free to allow drop-off of goods, equipment and/or personnel.
- **Thereafter, non-permit-holders can PTP:**
 - by phone: 0330 400 7275;
 - by App download on smartphone: paybyphone;
 - by the website: www.paybyphone.co.uk; or
 - at pay on foot machines at various locations on campus.
 - Drivers have until midnight on the day of the visit to pay
- **Deliveries** anticipated to exceed 30 minutes can book in by:
 - **contacting Security on 01782 294 837;**
 - notifying the Leek Road Lodge at Stoke-on-Trent (when staffed);
 - booking in advance or on the day by emailing parking@staffs.ac.uk , or calling Campus Security on the number above.
- **Periodic and ad hoc contractors:**
 - should use the PTP options above.
- **Regular contractors** are defined as:
 - typically working on campus four to eight hours a day on a frequent basis and are mainly commissioned by Estates;
 - undertaking building projects or working on campus on a very regular basis. These may then be added to the Parking Exemption list.
 - Stakeholders should email parking@staffs.ac.uk or call Campus Security with details to book onto the system.

18.6 **University-owned / leased vehicles** must be added to the University Parking Exemption List, through parking@staffs.ac.uk and updated immediately if the vehicle changes or a loan vehicle is issued as part of servicing.

19. **SPORT CENTRE USERS**

19.1 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.

- 19.2 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.
- 19.3 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.

20. APPEALS AND COMPLAINTS

- 20.1 The new Parking Policy will be applied fairly and equitably across the University and external community.
- 20.2 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).
- 20.3 Following Executive approval of the policy, Estates have delegated authority to implement the scheme. There will be no right of appeal or escalation process for a failed permit appeal, although exceptional issues will be brought to the attention of the Executive Sponsor for review as required in conjunction with the Deputy Director of HR and Director of Student and Academic Services. Applicants can request the grounds for being declined a permit through the CPP enquiry process.
- 20.4 In addition to the appeals process operated by the Parking Operator, the Estates and Commercial Services Department will take seriously all car parking complaints and will deal with them within 5 working days.

All complaints must be directed to parking@staffs.ac.uk. Many complaints will be concerned with relatively minor and everyday matters which can and should be resolved quickly by the complainant raising the issue informally with the department. The department welcomes constructive criticism and where complaints cannot be resolved amicably, management will investigate. However, where problems cannot be resolved by informal means a formal procedure will be followed [University complaints / grievance procedure](#).

- In the first instance raise this with the Parking Team (parking@staffs.ac.uk) within the Estates and Commercial Services Department, (staff/students) who will attempt to resolve the complaint by informal discussion via email.
- The complainant will be contacted within five working days with a response;
- The complaint will be investigated and the complainant will be updated regularly on its progress;
- If the conclusion is accepted by the complainant, the complaint will be deemed resolved;
- If the complaint is not resolved to the satisfaction of the complainant, this needs to be raised through the University complaints/ grievance procedure
- It will be the responsibility of the Head of Campus Facilities Management to

ensure that all relevant staff are aware of the complaint and its outcome.

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.

- 20.5 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.
- 20.6 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:

Important information concerning CPP Parking Charge Notices (PCNs)

Parking permit enforcement resumed on 1 November 2019. All Staffordshire University car parks are now being monitored by Car Parking Partnership (CPP), with the support of Campus Security.

Any non-permit holder who fails to use the pay-to-park option, or any individual who parks outside of a marked bay, risks incurring a £70 Parking Charge Notice (PCN) from CPP.

If you have received a PCN and you wish to issue an appeal, you can find details of the process on the reverse of your notice. Alternatively, you can appeal the issuance of a PCN by visiting the CPP Driver Portal (<https://portal.carparkingpartnership.co.uk/>).

Staffordshire University is not authorised to deal with queries or appeals relating to PCNs issued by CPP. For further information, please contact CPP directly.

21. ENFORCEMENT

- 21.1 Automatic Number Plate Recognition (ANPR) is operational for 12 months across University-operated car parks, except for Trent which is monitored by security staff.
- 21.2 There will no longer be a permit suspension in the summer.
- 21.3 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.
- 21.4 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.

21.5 See the Infringements section for information on penalty charges.

Appendix 1 – Royal Shrewsbury Hospital (RSH) arrangements

Staff	Students
<p>To apply for both a University and RSH permit</p> <p>The difference in cost between the two permits to be reclaimed from the University through the expense system</p>	<p>Students may purchase a RSH permit (£45)</p>
<p>Staff requiring to park across Stafford Blackheath Lane, RSH and frequently at Stoke campus to select the University multi-site permit requirement</p>	<p>RSH permit-holders visiting Stafford Blackheath Lane are advised to park at Beacon Car Park (free to park), this is subject to availability.</p>
<p>Non permit holders who work primarily from RHS and travel very infrequently to Stoke campus are encouraged to use public transport. Those requiring to drive may use pay-to-park function and reclaim on expenses.</p>	<p>ANPR and Pay-to-Park will be introduced in the new calendar year, after this time, students wanting to park at Blackheath Lane without a permit will need to use this payment function.</p>
	<p>Midwifery Level 6 students (final cohort):-</p> <p>Students are advised to park at Beacon car Park (free to park) and will be given an appropriate permit.</p>

Appendix 2 – General Terms & Conditions

Please refer to the Car Parking Partnership (CPP) terms and conditions on the CPP portal, all permit holders accept these terms on condition of applying for a permit.

For terms and conditions for payment of a Parking Charge Notice (PCN), please refer to the instructions on the reverse of the CPP issued PCN.

For other queries relating to CPP and PCNs please refer to the CPP website:

<https://www.carparkingpartnership.co.uk/motorist-information/faqs/>

Appendix 3 – Stoke-on-Trent campus car park signage (example for reference only)

PAY ON EXIT

Tariffs

Monday - Friday
All tariffs apply 7am - 5pm

Up to 30 minutes	FREE
Up to 2 hours	£1.00
Up to 4 hours	£3.00
Up to 8 hours	£6.00
Over 8 hours	£12.00

Saturday - Sunday

Up to 30 minutes	FREE
*All day	£1.00

* Tickets expire at midnight
All tariffs include the first 30 free minutes

How to Pay

 At a payment kiosk at the end of your stay - your full, correct vehicle registration will be required



Download the app or visit paybyphone.co.uk
Call and follow instructions
0330 400 7275

INFORMATION: The first time you call you will need a valid credit or debit card and your vehicle registration number. Each transaction is subject to a minimum service charge of 20p. For a VAT receipt and full details including terms and conditions please visit www.paybyphone.co.uk

Location: 802648

Tariffs apply Monday - Friday
7am - 5pm, all day
Saturday & Sunday, 7 days a week

-  To obtain a staff/student permit please visit <https://www.cpppermitsystem.co.uk/staffordshireuniversity>
-  Blue Badge holders - to apply for a free parking permit please visit <https://www.cpppermitsystem.co.uk/staffordshireuniversity>
Please display your Blue Badge in your vehicle
-  Park within marked bays
-  No parking on yellow lines/hatched areas

Failure to comply with the terms & conditions will result in a Parking Charge of: £70


Parkingeye Ltd has been authorised to operate this private car park in its own name by the landowner.


By parking in this private car park you will be contracting with Parkingeye Limited (as principal) and agree to park in accordance with the terms and conditions that apply which are set out within this notice and other signage displayed in the car park (the "Parking Contract"). By parking, waiting or otherwise remaining within this private car park, you agree to comply with the terms of the Parking Contract, including making payment as required and entering your vehicle registration details into the payment machines and/or terminals as directed. If you fail to comply with the terms of the Parking Contract, you will become liable to pay the sum specified in this notice (the "Parking Charge"). If a Parking Charge becomes due, a reduced payment option will be available for a specified period from the date it is issued. Failure to pay within this period will result in the full Parking Charge becoming payable. If the Parking Charge remains unpaid beyond 28 days from issue, additional charges in respect of further recovery action taken may apply. The Parking Contract shall form the entire agreement between the parties and any variation of its terms shall not be valid unless confirmed in writing by Parkingeye Ltd. Please note that Parkingeye Ltd is not responsible, and shall not in any circumstances be liable, for the car park surface, damage or loss, to or from motor vehicles, or general site safety. In addition to the terms of the Parking Contract please see the privacy information below.

Privacy Information - when you use this car park, Parkingeye Ltd collects and processes certain data in order to ensure that you comply with the terms and conditions of parking and to enforce these where necessary. We also use data collected for car park management. This will include, for example, reporting on vehicle turnover and repeat visits in order to improve the user experience. The data we collect comprises images of vehicles using the car park and/or their Vehicle Registration Mark. This is collected via Automatic Number Plate Recognition cameras and/or attendants on-site, as well as via the payment machines and/or terminals. We may share data from time to time as required to support the purposes stated above. When collecting data specified in this notice, Parkingeye Ltd is the Data Controller. For more information, including details regarding your rights as a data subject, please visit our website at www.parkingeye.co.uk/privacy-policy. Alternatively, you can email us at privacy@parkingeye.co.uk or contact us by telephone at 0330 1259 994.

Parkingeye
Company Number 05134454
Telephone 0330 555 4444
PO BOX 565, Chorley, PR6 6HT

This car park is private property

 Car park monitored by ANPR systems



Appendix 5 – Equality Impact Assessment and EIA Group Review Actions

The key impact assessment issues identified in the August 2019 EIA are:

Permanent, temporary and intermittent parking accessibility; misuse of parking in Blue Badge bays; drop off areas; personal safety issues (including unsociable hours); unseen disabilities (e.g. autism and associated anxiety); accessibility of administration systems ; accessibility of the application process including English as a second language; support during pregnancy/maternity; monthly payment processes for financial hardship; consistency and transparency.

The mitigation actions are identified and have been addressed as follows -

- 'Supported Accessibility' assessments for circumstances outside of Blue Badge process are now in place : permit application referred to Student Inclusion Services for Students and HR for staff.
- Campus Facilities Management monitor parking in yellow bays with real-time data on vehicles registered for Blue Badge holders and Supported Accessibility (with the need to display a permit or special permit).
- There is a 30 minute free drop off on campus and designated bays are marked for this purpose on parts of the campus.
- Night-shift workers are eligible for a discounted permit.
- A CCTV and lighting survey has been conducted by Estates to identify areas for improvement on campus / and ensure signage is visible, with associated remedial works addressed. Further upgrades will go forwards on a Business Case basis.
- Payment process reviewed to a quarterly option from 1st January 2020 and target to move to direct debit payments later in the year.
- Pregnancy/maternity adjustments assessed by the line manager/HR guidance (however as this is not defined as a disability, medical evidence may be required if further special adjustments are necessary).
- This Policy document aims to provide a single source of information to ensure consistency and transparency and will be published accordingly.

Key Actions arising from the EIA Group review (December 2019):-

- Creating a flowchart and FAQs to explain the options for staff/students using our site and for accommodating other visitors.
- Review height of signs and visibility at night - confirmed as height compliant with the British Parking Association guidelines with reduced height by the yellow bays (accessible); lighting survey completed by Estates in the dark awaiting recommendations and costs.

- CPP website and App accessibility options – the PayByPhone function includes analogue phone, machine as well as website and App. Service users experiencing access issues with the (third party) CPP website can contact parking@staffs.ac.uk to arrange support in accessing the permit application portal either by phone, email or in person. Future development of University controlled website/apps relating to car parking will follow Accessibility guidelines.
- Implementation of a free evening tariff between 17.00 and 7.00 and £1 parking on Saturday and Sundays is to be implemented January 2020
- Awareness of unseen disabilities in relation to parking will be developed in conjunction with the University Equality & Diversity officer and Marketing & Communications.