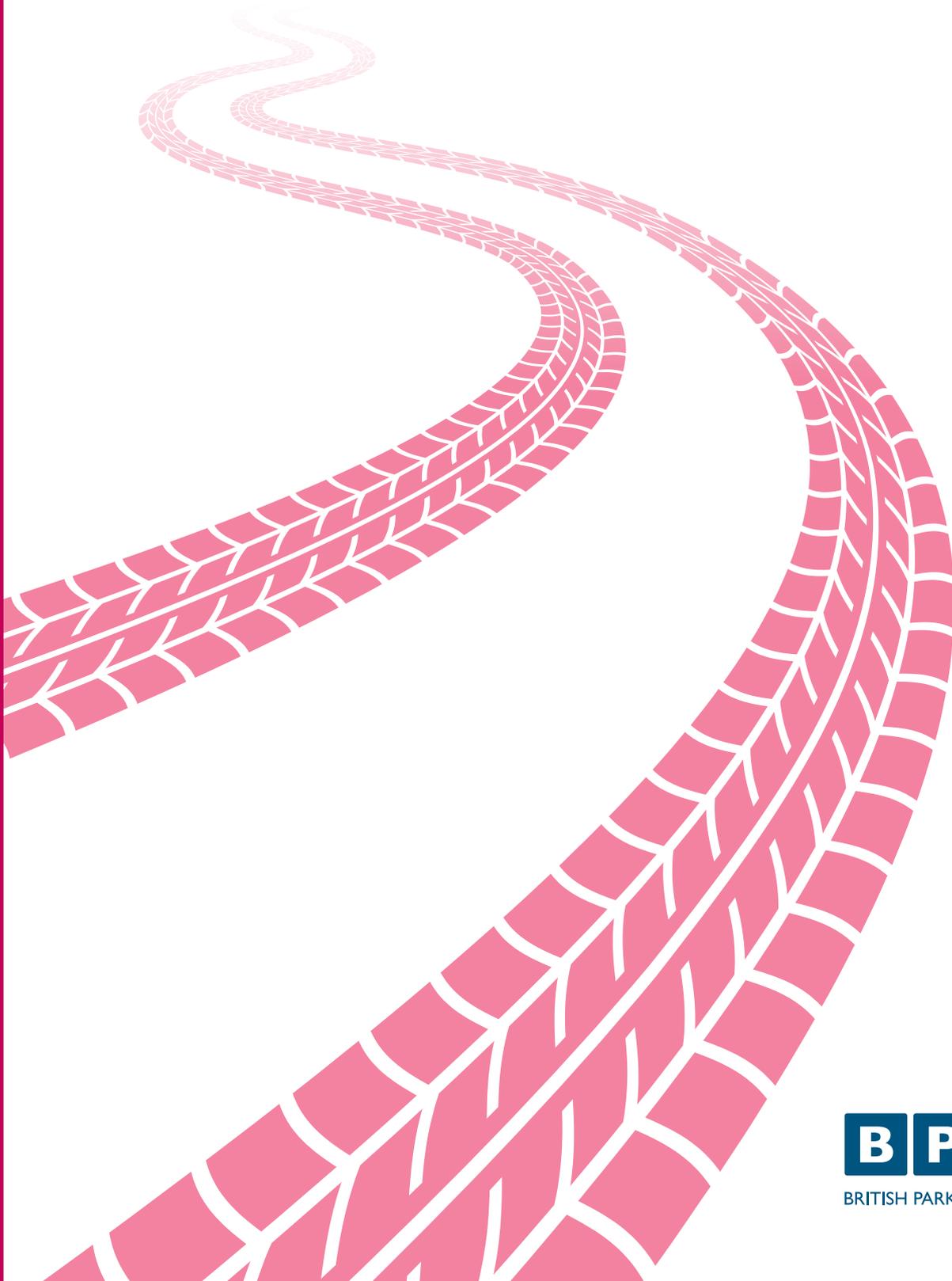


# Higher & Further Education Parking Charter



## Universities and Colleges, their contractors and service providers will use all reasonable endeavours to:



- 1 Offer a high standard of parking management and customer service that:**
  - a. provides a safe non-threatening environment for all car park users
  - b. reflects the needs of our local environment, our neighbours and the community which we serve
  - c. reflects the needs of all car park users
  - d. supports the sustainable travel plan
  - e. learns from best practice
  - f. provides for the needs of blue badge holders
  
- 2 Provide clear and easy to understand signs and information including:**
  - a. clearly marked vehicle routes and parking bays
  - b. clear signposting for pedestrians and cyclists
  - c. clearly stated parking charges, payment information, parking terms and conditions and their enforcement
  - d. clear markings for specially designated parking bays and areas
  
- 3 Ensure where fees and charges are made they are:**
  - a. transparent and equitable.
  - b. reflective of local conditions.
  - c. supportive of the sustainable travel plan.
  
- 4 Ensure permit allocation is:**
  - a. clearly defined and transparent.
  - b. assessed upon need.
  - c. reflective of local supply and demand.
  - d. in line with travel planning policy.
  - e. in line with planning conditions/S106.
  
- 5 Provide access control and payment systems which are:**
  - a. fit for purpose
  - b. properly maintained and in-service
  - c. easy to understand and use for all motorists including those with disabilities

**6 Demonstrate a commitment to reducing the risk of crime by adopting the principles of the Park Mark® Police Approved Safer Parking Scheme<sup>1</sup> which includes:**

- a. quality management
- b. good lighting
- c. effective surveillance
- d. protection of personal safety
- e. clean environment

**7 Ensure any enforcement of parking terms and conditions is:**

- a. fair and reasonable
- b. focused upon encouraging compliance
- c. undertaken by members of the Approved Operator Scheme<sup>2</sup>

**8 Provide a dispute resolution and appeals service which is:**

- a. fair and impartial
- b. clearly defined and accessible to all
- c. published and widely communicated

**9 Ensure Contractors and third party service providers are:**

- a. regulated under a service level agreement and this Charter
- b. regularly reviewed in terms of performance

<sup>1</sup> Park Mark®, the brand of the Safer Parking Scheme, is designed to set the standard for parking areas across the UK, both for the public and their vehicles. National statistics show that around 22% of vehicle crimes happen in car parks. Many parking facilities with the award have seen a dramatic drop in crime. Or, if they had not suffered from vehicle-related crime, they have been able to create a safe and non-threatening environment which offers re-assurance to the users of their car parks. Car parks with the award can use signs showing the distinctive Park Mark® tick. There are almost 4000 Park Mark® car parks in the UK. The public can search for them and get directions to them from a dedicated website [www.parkmark.co.uk](http://www.parkmark.co.uk)

<sup>2</sup> This Charter should be read alongside the Approved Operators Scheme Code of Practice, with particular reference to guidance on signs, levels of charges and what customers can do if they feel they have been treated unfairly. The Approved Operators Scheme was set up by the British Parking Association in response to concerns about the management of parking on private land, and because there is no specific government regulation of the sector. Members of the scheme must comply with the BPA's Code of Practice, which sets out requirements for signs in car parks, the levels of charges and what customers can do if they feel they have been treated unfairly. You can read the Code on the BPA website [www.britishparking.co.uk](http://www.britishparking.co.uk)

The BPA is an Accredited Trade Association of the DVLA (Driver & Vehicle Licensing Agency). The DVLA will only release 'registered keeper' information to members of the Approved Operators Scheme. A national independent appeals service is now available to motorists who have received a ticket from an AOS operator on private land as a further option for members of the public who are unhappy about the enforcement action taken against them.



BRITISH PARKING ASSOCIATION

Stuart House, 41-43 Perrymount Road  
Haywards Heath, West Sussex RH16 3BN  
Phone: +44 (0) 1444 447300  
Fax: +44 (0) 1444 454105

[info@britishparking.co.uk](mailto:info@britishparking.co.uk)  
[www.britishparking.co.uk](http://www.britishparking.co.uk)

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