

ASTPAR5.4.3

Process the release of impounded vehicles



Overview

This standard is about processing documentation and taking payment from owners of vehicles, where the vehicles have been removed to a remote pound. It includes following the correct procedure in the case of complaints, challenges or appeals, and presenting a professional image at all times when dealing with those seeking the release of their vehicles.

There is one element:

- 1 Process the release of impounded vehicles

Target group

This standard is recommended for those whose responsibilities include dealing with the release of impounded vehicles and processing documentation to release vehicles from a pound.

This standard has been developed by the British Parking Association.

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Performance criteria

seeking the release of impounded vehicles and processing documentation to release vehicles from a pound.

You must be able to:

- P1 ensure that vehicles which have been impounded are available for recovery by an authorised person at reasonable times, in line with your organisation's procedures
- P2 ensure priority release is available to vulnerable persons seeking recovery of their impounded vehicles
- P3 confirm that drivers seeking the release of a vehicle have appropriate proof of ownership of the vehicle, or relevant authorisation, in line with your organisation's procedures
- P4 deal fairly, efficiently and promptly with questions, complaints, challenges or appeals
- P5 explain clearly why a vehicle was removed and impounded when challenged by the driver, including in what way their parking was unauthorised and where the relevant warning signs were displayed
- P6 inform drivers of your organisation's appeal process where they wish to challenge the removal of their vehicle
- P7 identify whether a driver is a persistent evader of parking fees and take the relevant actions
- P8 process payments promptly and correctly to enable drivers to recover their vehicles, in line with your organisation's procedures
- P9 provide receipts for payments made which include all relevant details regarding your organisation, the vehicle and the driver
- P10 release vehicles safely to those authorised to receive them, confirming that no damage has occurred to the vehicle whilst impounded
- P11 release details regarding impounded vehicles only to those individuals authorised to receive them
- P12 present a professional image and treat individuals with respect at all times
- P13 communicate clearly and concisely, and at a pace appropriate to the individual, using words suited to the individual's level of understanding
- P14 maintain accurate and up to date records, in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements which relate to the enforcement of parking, the impounding of vehicles and their subsequent release, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and the parking services which it provides in relation to processing the release of impounded vehicles
- K4 your organisation's appeals process for drivers whose vehicles have been impounded, and the impact for your area of operations where an appeal is made
- K5 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements in processing the release of impounded vehicles

You need to know and understand:

- K6 the importance of complying with all relevant local policies and procedures with regard to the removal and impounding of vehicles
- K7 the importance of ensuring that details regarding impounded vehicles are released only to those individuals authorised to receive them, and those parties who are authorised
- K8 procedures for confirming that individuals have ownership of impounded vehicles, or are authorised to remove them, and the importance of following these
- K9 what constitutes a persistent evader of parking fees, and the actions to take where this occurs
- K10 payment methods accepted for the release of vehicles and the details required on receipts, including those regarding your organisation, the vehicle, the payment and individuals involved
- K11 your organisation's procedures for recording the state of vehicles being impounded, including any damage already present, and for confirming their state when released, and associated procedures should damage be incurred whilst the vehicle is impounded
- K12 effective telephone and face to face communication techniques, including active listening, and questioning for understanding
- K13 the importance of treating the customer with respect, and methods for doing this
- K14 the potential for conflict when dealing with individuals seeking the release of vehicles, how to recognise indicators of potential conflict, and methods for dealing with conflict in a professional and effective manner
- K15 the importance of maintaining up to date and accurate records, and your organisation's procedures for doing this

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