



## **Assessment Guidelines**

For Parking Facility Owners/Operators

# WHAT IS PARK MARK?

An award given by the police to car parks that have achieved the standards of the Safer Parking Scheme. This scheme is designed to reduce crime and the fear of crime in car parks.

## **Why should I register my car park for Park Mark?**

Because the car park has been assessed by the police and has measures in place that deter criminal activity, creating a safer environment for both people and vehicles.

## **What do the police check in a typical Park Mark car park?**

That the facility is properly managed, maintained and has appropriate levels of surveillance, lighting, signage and cleanliness – all of which contribute to reducing the opportunity for crime.

## **What should I do if a car park I use does not hold a Park Mark Award?**

Email the Park Mark team at [saferparking@britishparking.co.uk](mailto:saferparking@britishparking.co.uk) with the car park's name and address.

## **How can I find my nearest Park Mark car park?**

Visit: [www.parkmark.co.uk/car-park-finder](http://www.parkmark.co.uk/car-park-finder)

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## I. GENERAL INTRODUCTION



### Life-care Plans

- 1.1 The initiative is owned by Police - CPI (Police Crime Prevention Initiatives Ltd). It is managed by the British Parking Association (BPA) through Area Managers (AMs), and the scheme is supported by the Home Office, the Scottish Executive and all police forces in England, Scotland, Wales and Northern Ireland.
- 1.2 The Park Mark safer parking award is primarily aimed at the prevention of criminal behaviour within the parking environment, and thus requires owners/operators to adopt an active management strategy to ensure that there is minimal occurrence of crime.
- 1.3 The purpose of the Safer Parking Scheme is to:
  - Reduce crime and the fear of crime within parking facilities;
  - Provide guidance to owners, operators and developers of parking facilities, both new and existing, on how to establish and maintain a safe and secure environment through the introduction of proven management processes, physical measures and site security systems, having considered the local crime and disorder within the immediate location;
  - Raise awareness of the general public that the owner/operator has considered and, where appropriate, taken action and introduced measures to ensure the parking facility is a safe environment, thus reducing crime and the fear of crime within that particular facility;
  - Provide a design framework for architects and developers of new parking facilities.
- 1.4 The owner/operator of any car parking facility has a duty under law to provide and maintain that facility in such a manner that it does not endanger persons whilst in and about the premises- this may include employees, maintenance workers, visitors (lawful or otherwise) and children. There are no exceptions, and failure to comply with the legal obligations may give rise to prosecution. The law in this area is complex and requires the owner/operator to provide adequate resources (financial or otherwise) to fulfil these obligations. Specialist advice should therefore be taken on best practice.
- 1.5 If a car park structure is left unchecked, or has reduced levels of safety, problems can easily arise. This can be avoided by preparing and implementing a Life-care plan, which is a strategic and managed approach to the inspection, maintenance and management of a parking structure. In January 2018 the Institution of Civil Engineers' (ICE) published 'Recommendations for the Inspection, Maintenance and Management of Car Park Structures' Second edition. The guidance and recommendations on life-care planning contained in this document are also recommended by the Safer Parking Scheme. Owners/operators who are considering entering a parking facility for a safer parking award or renewing an existing award should familiarise themselves with their legal obligations and will be provided with a copy of the current version of 'Safe ...and Sound?' a Guidance Note for Park Mark award holders about life-care planning. The BPA also publishes Parking Practice Notes on Asset Management (PPN 17) and Life-care plans for parking structures (PPN 6) which provide additional advice and guidance.
- 1.6 When applying to the Safer Parking Scheme, owners and operators will be asked to confirm an undertaking to familiarise themselves with their obligations, and to make appropriate arrangements for the maintenance and upkeep of their parking structures.
 

If further advice or assistance is required this can be obtained from your local Area Manager upon request.



## 2. RESPONSIBILITIES

### Police

- 2.1 Assessment for Park Mark is undertaken by specially trained police staff (Park Mark Accredited Assessors). The approval or rejection of the award for individual locations is the sole responsibility of the Accredited Assessors. These specially trained police staff will always be either an Architectural Liaison Officer (ALO) or Crime Prevention Design Advisor (CPDA). Their role is to advise on all issues of risk analysis and security for parking facilities.
- 2.2 In special circumstances large forces may have a number of Accredited Assessors, in which case one of these may be appointed to ensure consistency in respect of the assessment and awarding of Park Mark in that force.

### Area Manager (AM)

- 2.3 AMs are independent persons appointed by the Safer Parking Scheme managers (the British Parking Association) and will assist Accredited Assessors in carrying out site assessments. They are responsible for advising on management procedures and for developing the scheme locally. All AMs will also be trained with Accredited Assessors in order to assist owners/operators with the requirements of the scheme prior to assessment.

## 3. PARK MARK SAFER PARKING AWARD

- 3.1 There is only one Park Mark safer parking award irrespective of the type of development, and Police Crime Prevention Initiatives Ltd reserves the right to amend the award scheme at any time without prior notice or consultation.
- 3.2 A Park Mark is issued to parking facilities following an assessment of the crime risk within the site.
- 3.3 For new build or major refurbishments (i.e. parking facilities requiring major alterations/changes to the structure) it is expected that owners/operators shall comply with the full requirements of the SPS initiative in order to be eligible for the award. Owners/operators are advised to consult the ALO/CPDA or the AM at the earliest possible opportunity, and in any event prior to, or during, the preliminary design stage.
- 3.4 A Park Mark is initially granted for one year and provides members of the public with a commitment from the owner/operator to provide a safe and secure parking environment.
- 3.5 It is to be emphasised that the Accredited Assessor will take into consideration levels of crime, hours of operation, car park occupancy, geographical location and other relevant issues when granting the award.
- 3.6 It is possible for some locations to be awarded a Park Mark when parking facilities are operated for limited periods, i.e. a part-time award. The following guidance shall be used to assess whether a parking facility may be granted a Park Mark when operating on a limited basis:
- Specific days, e.g. Monday through to Saturday;
  - Specific hours of the day;
  - Specific times of the year, e.g. June to September (this would normally only apply to some rural locations or in locations associated with a seasonal attraction);
  - Any combination of the above.
- 3.7 Where operating time limits are stated these must be for a minimum of 10 hours during any operational day. A part-time award can only be issued where the occupancy level is below a certain percentage outside the specified times.

### Initial Award



Guideline occupancy levels outside the specified times/period(s) are as follows:

150 or fewer spaces -  
Occupancy 10% or below

151 to 500 spaces -  
Occupancy 8% or below

501 to 1000 spaces -  
Occupancy 7% or below

More than 1000 spaces -  
Occupancy 6% or below

- If the operator wishes to pursue Park Mark status but the occupancy levels regularly exceed the figures stated above when the facility is 'closed\*', and hence the security provision is regularly lower than that expected of the scheme, the operator will be expected to extend the opening hours to ensure that the security provision is adequate and available throughout the facility until the occupancy level figures (above) are met. An existing award may also be suspended if the parking profile (times/periods of usage) alters significantly resulting in parking facilities operating outside the above guideline occupancy levels;

\* For the purposes of the Safer Parking Scheme a parking facility is classified as being 'closed' if the operator reduces the security level at any time.

- For example this may include reducing the on site presence, the number of physical patrols or non-active monitoring of a CCTV system.
- Where a car park is operated for limited periods signs must be displayed:
  1. in a prominent position
  2. in a size and font that is easy to read
  3. clearly stating that the car park operates to Park Mark standards only between:
    - a. the hours of ..
    - b. the days of ..
    - c. the months of ..
    - d. any combination of the above

- 3.8 The issuing of any Park Mark does not guarantee a crime-free parking facility. In addition it should be noted that the granting of an award does not create any liabilities to the owner or operator over and above their general contractual and legal obligations.



## 4. THE APPLICATION AND SITE ASSESSMENT PROCESS

- 4.1 Certificates will be issued annually.
- 4.2 Re-assessment will generally be at two-year intervals (three years maximum). The circumstances leading to any variation will be notified to the owner/operator. The operator will then be required to complete an on-line self assessment in the interim year(s) which will include details of their own recorded crime figures, together with a declaration to confirm that there have been no material or management changes to the parking facility during the previous twelve months.
- 4.3 Additionally, where the re-assessment has been set at two or three years, this may be reduced to one/two year(s) in certain circumstances. The following examples outline possible reasons for an earlier re-inspection date:
- A significant increase in crime;
  - A change of owner/operator;
  - Material changes to the parking facilities layout or structure;
  - Change in environment/crime and disorder within the immediate location;
  - Significant change in customer profile at the parking facility.
- 4.4 Park Mark assessors shall be entitled to undertake unscheduled reviews and inspections in order to ensure that the outcomes and expectation of the standards are being adequately maintained. Park Mark may be withdrawn from a parking facility at any time provided the assessor completes a Site Assessment Form (SAF) and submits it to the Chair of the Safer Parking Development Board for consideration. Where an assessor undertakes an unscheduled inspection an award cannot be suspended without the approval of the Standards Committee.
- 4.5 Copies of the Assessment Guidelines and forms for either an initial application or re-assessment are available on request from the British Parking Association, tel: 01444 447318 or email: [saferparking@britishparking.co.uk](mailto:saferparking@britishparking.co.uk)
- 4.6 Before applying for Park Mark for the first time, the owner/operator must become a member of the scheme and will be required to pay a membership fee for each year that membership is continued. Parking facilities with Park Mark must also be registered with the scheme, for which there is an additional registration fee.
- 4.7 The AM will manage the application and arrange for the Accredited Assessor to make a formal assessment. Where more preapplication advice is required the AM may enlist the help of the assessor.

### Costs

- 4.8 Owners/operators with the award will be invoiced annually on the anniversary date of their first award, which will cover all their parking facilities in the scheme. As a 'member' of the scheme owners/operators will receive a range of benefits of membership including:
- Demonstrating to customers a commitment to creating a high-quality parking facility that feels safe and has measures in place to reduce levels of crime;
  - The consultation services of our expert area managers who will work with you to get your parking facilities to the required standard to achieve Park Mark;
  - The services of specialised police accredited Assessors who will come and assess your facility to ensure that it reaches Park Mark Standards;
  - Regular Safer Parking Scheme newsletters;
  - Joining a large network of parking facilities that currently hold Park Mark status;
  - Belonging to a nationwide Government-backed scheme to reduce crime and improve public services. As a Park Mark award holder these additional benefits will be available to you:
  - Holding a prestigious award that benchmarks your parking facility as being one that has measures in place to reduce crime and the fear of crime;
  - The continued time and expertise of your area manager as and when you need it;
  - Free awareness of your parking facility on the Park Mark website;





- Free promotion of your Park Mark award through nationally run advertising campaigns.

## Notes:

- Details of current charges are set out on the British Parking Association's website [www.britishparking.co.uk](http://www.britishparking.co.uk)
- The scheme reserves the right to withdraw the award for non-payment of fees.
- Police-CPI and the BPA reserve the right to alter the fee at any time (see Terms and Conditions). Written notice will be given to scheme members of any such changes.



## 5. ASSESSMENT

- 5.1 To be granted Park Mark a parking facility must achieve an effective combination of active management procedures and commensurate preventative security measures. Accordingly, these guidelines are not necessarily a definitive list that must be incorporated to achieve the award, but are intended to provide a guide of security features available to owners/operators. Area Managers will be available to provide guidance to assist owners/operators prior to the final assessment.
- 5.2 Parking facilities able to demonstrate zero or very low crime levels, which are at or below the benchmark level and subject to assessment of the crime levels in a local area, will normally be able to achieve an award unless there is a clear and obvious risk that requires attention. It is a feature of the scheme that crime levels within a parking facility should not exceed those locally.
- 5.3 A parking facility which does not convey a safe and non-threatening environment (decided by the accredited assessor) will not qualify for an award.



## 6. APPEALS AND DISPUTE MANAGEMENT

- 6.1 Every effort will be made at a local level to resolve difficulties and disputes resulting from a failed application/reassessment. An appeals process is available to owners/operators who believe they have reasonable grounds for concern regarding the administration and/or the outcome of an application/reassessment through the Standards Committee. Further information is available from the BPA.
- 6.2 Appeals should be lodged within one month of the failed assessment to:

Safer Parking Advisory Panel  
c/o The National Operations Manager,  
Police - CPI  
1st Floor  
10 Victoria Street  
London  
SW1H 0NN

The Safer Parking Advisory Panel will refer the appeal to a Case Officer for review and report to the Safer Parking Advisory Panel\* who will make the final decision. The final decision will be binding on all parties and will be delivered within a reasonable time.

\* The role of the Safer Parking Advisory Panel is to ensure that the standards of the scheme are maintained and consistently applied across the UK. The Board includes representation from the parking profession.

## 7. GUIDANCE FOR PARKING FACILITY OWNERS/OPERATORS

### General

7.1 To take into account the different types of parking facilities that are available and to assist all parties involved in the SPS application/reassessment process, the following appendices have been produced and detail the principle security measures that are likely to be required for each type of parking facility:

- Multi-Storey Parking Facilities
- Surface Parking Facilities – Urban Areas
- Surface Parking Facilities – Rural Areas
- Lift-Operated Parking Facilities
- Rooftop Parking Facilities
- Basement or Underground Parking Facilities

7.2 ALL sections of the criteria are of equal importance and are listed as follows:

- Boundaries and Perimeters
- Crime Recording and Statistics
- Lighting
- Management Practice
- Parking Areas
- Pedestrian Access
- Signage
- Surveillance
- Vehicular Access
- Special Considerations

7.3 On occasions there will be circumstances where owners/operators are unable to meet the criteria within a particular appendix. In such cases dispensations may be granted. The following are examples of where this may occur:

### By-laws and other Legislation

7.4 Where there is a public right of way, through road or other requirements under statutory legislation (e.g. Fire or Health & Safety) that prevents an owner/operator from meeting a specific item within

the SPS criteria, then the statutory requirements will always prevail. Where the specific criteria concerned cannot be addressed due to a by-law, legislation etc, alternative options should be considered and if the crime statistics of the parking facility concerned dictate, these must be implemented accordingly.

### Property or Surrounding Area Owned/Managed by a Third Party

7.5 There may be occasions where certain criteria cannot be met by an owner/operator because they have no control over the item/area that is in breach of the scheme. Examples could include:

- Where foliage/landscaping on adjoining land obscures natural surveillance;
- Where the parking facility is part of another building, e.g. shopping centre, hotel, arcade etc. In these circumstances requirements regarding control of entrances, lifts, walkways, stairs etc, may not be able to be addressed by the owner/operator.

7.6 Again, it should be noted that this would not prevent a Park Mark being issued when all other areas of the criteria have been met. However, in an attempt to resolve the issue that is in breach, owners/operators should make every effort to liaise with the individual, company or local authority that has responsibility for the item/area concerned. If this cannot be resolved alternative options should be considered and, if the crime statistics of the parking facility concerned dictate, these must be implemented accordingly.



## 8. PROMOTING THE SCHEME

- 8.1 Members of the scheme and those individual facilities with the award are encouraged, as part of their membership, to promote the scheme by prominently displaying the Park Mark certificate/plaque and logo at their facility. Not only will this identify that the owners/operators have endeavoured to make the facility a safe and non-threatening environment to the user, thus supporting the operator's brand, but it will also help market the scheme as a quality product.
- 8.2 Local promotion/identification will raise public awareness of the scheme, which will promote national recognition of the scheme and the award. Directional parking signage carrying the Park Mark logo is nationally available (on-street).
- 8.3 Scheme members should use their best endeavours to maintain the integrity of the Safer Parking Scheme by reporting unauthorised use of the logo or associated marketing to their AM.

## 9. CRIME RECORDING AND STATISTICS

### Crime Recording

9.1 Details of crime and other incidents of anti-social behaviour that occur on a parking facility should be recorded on one standard form, with the following information a suggested minimum:

- Day/date/time;
- Specific location within the parking facility;
- Type of offence, e.g. theft, arson, assault etc.
- Type of property damaged/stolen;
- Details of victim/complainant;
- Method of offending;
- Details of the offender; witnesses etc.
- Whether police informed;
- Details of any follow-up action to reduce the risk of repeat offence/incident where applicable.

### Crime Statistics

9.2 It is accepted that in some areas it will not be possible to eliminate all crime, however owners/operators should continually make efforts to reduce crime and the fear of crime within a site. It is difficult to identify what is considered reasonable as this will vary by location, but the overriding factor is the likelihood that a member of the public may be a victim of a crime whilst using or visiting a parking facility.

9.3 When applying for Park Mark (or reassessment), owners/operators will be required to provide assessors with the crime figures of the parking facility for the preceding twelve months so that seasonal variations can be taken into account and also to enable comparisons to be made to those recorded by police statistics.

9.4 Owners/operators will also be required to supply information regarding facility 'usage'\*. Where this data is not available, e.g. on parking facilities where no tariff/fee is charged, owners/operators will be asked to provide additional information such as operational hours, occupancy levels so that this figure can be estimated. The crime figures along with the usage of a parking facility will be taken into account when completing the assessment.

\*The commercial sensitivity of this data is acknowledged and will remain confidential.

- 9.5 Where there is no data on crime or throughput figures available, e.g. a brand new parking facility or in some cases a site submitting an initial SPS application, designated police accredited assessors will use their local knowledge and any available data to complete the assessment.
- 9.6 The crime figures that need to be submitted and will be taken into account in this calculation are those in relation to theft from/of vehicles or cycles and offences against members of the public. However, owners/operators should note that if a particular parking facility regularly suffers from issues such as graffiti, criminal damage or drug abuse these will be taken into account by the police accredited assessor. As such activity can substantially increase the fear of crime, the owner/operator will need to demonstrate what action they have taken to reduce such offences.
- 9.7 Likewise, if a parking facility suffers a disproportionately high level of crime compared with the surrounding area, the police accredited assessor may suggest to the owners/operators additional features to reduce the opportunities for crime.
- 9.8 When a parking facility is first assessed for an award, all available crime data will be used to determine prevailing crime levels for comparison with the benchmark crime level. At subsequent re-assessments this benchmark will be used to assess the status of the facility. However, should an isolated incident of crime have occurred, the Park Mark award will not be withdrawn providing the particular incident did not last longer than four weeks. The Park Mark will still be valid, providing the parking facility continues to enjoy a level of crime below or on par with the benchmark rate.
- 9.9 Where an owner/operator has continually been responsible for, or managed, a particular parking facility, records of the number of crime incidents that have occurred at the site must be retained and available for inspection for a minimum of three years.

## 10. LIGHTING



- 10.1 Lighting has a great effect on the commission of a crime. Increased lighting levels in dark areas can reduce the public's fear of crime and reduce the opportunity for an offender to commit a crime.
- 10.2 Maximum use should be made of daylight or artificial light from surrounding properties where this may be from a reliable source. To improve this opportunity, consideration should be given to the surrounding landscaping and maintenance of foliage.
- 10.3 Where Park Mark has been issued to a parking facility operating on a non- 24 hour basis (see section 3.5), the owner/operator may turn off lighting outside the defined period of time. However, due consideration should be given to individuals perhaps returning to parking facilities outside operational hours. Therefore, operating a reduced level of lighting or making use of other reliable ambient lighting available from neighbouring street lights/alternative sources should be considered an option.
- 10.4 Any artificial illumination provided should, where possible, provide high colour recognition. Care should be taken to ensure that the correct luminaires are incorporated within the lighting scheme to reduce the likelihood of any contribution to light pollution.
- 10.5 Where lighting is required within the parking area it should conform to British Standard 5489-1:2013. Unless an exemption has been granted by the accredited assessor (see 10.6) the applicant will be required to provide a certificate of compliance issued by the installer or a suitably qualified body. It should be noted that light coloured reflective surface treatments applied to walls can substantially reduce the number of luminaires required to meet the standard.
- 10.6 Where the appropriate lighting certificate is not available the accredited assessors may make their decision based on the lighting levels being sufficient and fit for purpose.
- 10.7 In certain circumstances a reduced level of lighting may be acceptable where there are clear and unambiguous reasons why the applicant cannot achieve the set standard (lack of funding would not qualify as a reason). Potential exceptions may include:
- Areas of the parking facility to which the customer does not have access, e.g. block parking or valet/jockey parking;
  - Lighting in parking facilities outside normal operating hours (operating an SPA during limited hours, season, etc.);
  - Additional lighting outside the parking area and therefore not covered by the requirements of BS 5489-1:2013 and BS5489-2:2016 (tunnel access only);
  - Certain rural locations where it may not be possible or desirable because of e.g. light pollution issues.
- 10.8 The position of lighting columns should, where possible, not assist unauthorised access into the parking facilities, e.g. by being used as a climbing aid.
- 10.9 Cables, fixtures and wiring serving the lighting system should be protected to restrict accidental damage or criminal attacks. Vulnerable service boxes should be secured to resist attack and, where possible, positioned where they are well overlooked.

## 11. MANAGEMENT PRACTICE

- 11.1 Management should regularly review systems and procedures in place for the safe operation and control of their parking facilities and communicate any changes required to their employees. This communication may be either verbal, by memorandum or documentation in relation to procedure or policy change. Key issues which may be included in the assessment process to ensure this has been completed could include:
- Crime levels and locations within the parking facility where offences occur;
  - Customer complaints, commendations and recommendations;
  - Training.
- 11.2 Management must ensure that there is a system in place where information on any incidents that have occurred earlier, or on a previous shift etc., are communicated to the ongoing staff; again, this could be verbally.
- 11.3 It is the responsibility of management to ensure that all staff are provided with the necessary training skills, and knowledge to enable them to undertake the tasks required of them. Options include Level Two Award for Parking Enforcement Officers and Level Three Award in Notice Processing. Alternatively owners/operators may provide details of their internal training programme to the assessor indicating that they have achieved a suitable acceptable standard. Areas for staff training could include:
- The owner's/operator's security policy;
  - Evacuation procedures;
  - Customer service;
  - Training on equipment installed;
  - Training on dealing with and recording of incidents;
  - Avoiding confrontation.
- 11.4 Staff should be contactable and readily available to parking facility users within a reasonable timescale during operating hours. There are a number of methods of achieving this, including direct dial telephones, public telephones, identifiable staff contact accommodation on site, staff kiosks, regular patrolling staff, audio/visual two-way intercoms (possibly provided on payment stations), or panic alarms covered by CCTV surveillance and constantly monitored by staff. The type and scale of service provided will be dependent upon a number of factors including risk analysis, size, structure and location.
- 11.5 A clean and well-kept parking facility provides a more reassuring environment for users and can contribute to reducing the fear of/and perception of crime. Quick removal of graffiti can deter further incidents of criminal damage. The operating procedures should identify regular monitoring for cleanliness, with an effective policy established for the removal of graffiti within an agreed timescale.
- 11.6 Owners/operators have a responsibility to maintain a parking facility, and they should be able to demonstrate to Assessors that they have in place suitable processes and maintenance contracts/arrangements to address the following items should they be damaged or faulty:
- Lighting;
  - Parking equipment, e.g. barriers, payment machines, etc.
  - CCTV (where installed);
  - Lifts – both pedestrian and vehicular (where installed);
  - Fire exit routes;
  - Contracts/local instructions for maintenance of trees/bushes and litter/graffiti removal.
- It is expected that owners/operators shall respond to repairs and call-out arrangements in compliance with the relevant legal requirements.
- 11.7 Where any material changes are subsequently planned for a parking facility, owners/operators must make provision to ensure that the same appropriate standards are maintained.
- 11.8 It is understood that the vast majority of rural parking facilities will not be staffed, but where staff are present consideration should be given to 11.3 and 11.4
- 11.9 Where an owner/operator stores vehicles on temporary or overflow sites, AMs are to be satisfied that the correct planning permission/consent or change of use is in place, i.e. Meet and Greet airport operators.

## 12. PARKING AREAS

- 12.1 Parking spaces should be arranged, where possible, in straight rows to aid surveillance and avoid blind spots.
- 12.2 Where the size of the parking facility is out of proportion to its usage, consideration must be given to reducing the available parking area either permanently or temporarily.
- 12.3 Premises should, where possible, incorporate one-way circulatory movement of traffic around the parking areas, and where there may be confusion to members of the public as to which way they should proceed, clear directional arrows or signage must be visible. In addition, speed restrictors should be installed where there may be a potential risk of injury to members of the public or staff.
- 12.4 At long-stay parking facilities such as airports, railway stations, etc. additional security measures should be considered to meet the potential increased risk. The owner/operator must be able to demonstrate how this is achieved, for instance with CCTV, physical presence or other alternatives.
- 12.5 Where installed, payment machines/meters should be positioned in the busiest areas of the parking facility and be well illuminated. Their location should be clearly visible or signed and they should be emptied regularly. The owner/operator should have a suitable process/policy in place regarding the collection and transportation of monies to and from the parking facility.
- 12.6 Where possible, elements of the building structure should not restrict surveillance opportunities or create recesses. New parking facilities should ensure support pillars are designed and positioned so as to provide maximum natural surveillance. Where parking facilities comprise half levels or mezzanine floors, access through these areas should be restricted by materials which allow for surveillance, e.g. grilles, mesh, etc. Access ramps may require rough or uneven surface treatments to deter misuse such as skateboarding and rollerblading. Where necessary, access via external wall openings should be restricted by the incorporation of suitable grilles, bars or glazing materials; this applies particularly to the ground level, lower floors and other vulnerable areas.
- 12.7 Where local factors dictate, vulnerable areas of the parking facility should be treated with anti-graffiti coatings, textured surface finishes, climbing plants or highly patterned surface treatments to limit the effect of vandalism.

### Block Parking

- 12.8 Block parking is the term used where owners/operators park customers' vehicles. In some circumstances customers may be permitted to park their vehicles themselves, however in all cases where the customer is required to relinquish their vehicle keys prior to leaving the site, suitable procedures should be in place to ensure that the opportunity of theft either off or from the vehicle is minimised.

### Motorcycles or Bicycles

- 12.9 Where parking areas are specifically provided for motorcycles, i.e. secure anchor points, they should be located on a flat, even area that is hard enough to prevent centre or side stands from sinking into the surface. In addition the anchor points should be resistant to hand/portable powered tools and tall enough to be readily visible and secure. Products meeting such standards must be tested by either Sold Secure, the Loss Prevention Certification Board or Thatcham. This will reduce the likelihood of any lock, chain, padlock or loop passed around it being easily defeated.







### 13. PEDESTRIAN ACCESS

- 13.1 Pedestrian access and exit routes should be minimised. All routes should, where possible, incorporate a degree of control that will vary depending on location, type of parking facility, management practices and other factors; pedestrians should generally be guided through designated access/egress routes, which must not be able to be used by vehicles. Controlled routes may be achieved by a number of methods including barrier access, staffed control points, CCTV, etc.
- 13.2 For new or refurbished parking facilities, consideration should be given to the location of pedestrian access/egress routes to ensure that users who have no legitimate reason to be on a parking facility are prevented or inhibited from easy access to a site. Additionally they should not contain recesses and should be designed, where possible, to maximise surveillance.
- 13.3 Where lifts are provided, and specifically in respect of new installations or refurbishments, consideration should be given to the following:
- A vision panel should be installed to allow both internal and external surveillance to and from the landings;
  - The fitting of mirrored interiors to enhance customer visibility;
  - Landings should not be accessed via long passageways, and lifts should, where possible, open directly onto parking facility levels where this complies with statutory requirements, e.g. fire regulations, or well-illuminated and unobstructed landing areas;
  - Vandal resistant buttons/panels are recommended with an alarm button, connected via a link to a remote monitoring point to enable hands-free voice communication;
  - In the event of a power failure, a suitable back-up facility should be available to assist any persons trapped;
  - Stairways should incorporate, where possible, open balustrades allowing good visibility on approach to and from landing areas. Stairwell and landing openings to the outside face of car park areas should be glazed for enhanced natural light and surveillance. Where this is not possible, e.g. refurbishments, vandal resistant mirrors installed at stair turns may provide a similar level of surveillance;
  - For new parking facilities CCTV, or at least the provision for future installation, i.e. the fitting of trunking, should be undertaken.

## 14. SIGNAGE

- 14.1 Signage within the parking facility should be clearly visible and should be used to control, warn or instruct visitors. Signs should be sited so that information is visible from all parts of the parking facility, but they should not be so restrictive as to obscure views or natural surveillance.
- 14.2 Owners/operators should monitor the condition and cleanliness of all external and internal signage to their site and report and repair any defects as soon as possible. The signage should, where applicable, include:
- Details of Park Mark and what period it covers, i.e. whether there is a time, date or seasonal constraint imposed. To be located near the vehicle entrance;
  - Name of parking facility and contact details of owner/operator. To be located near the vehicle entrance;
  - Parking facility operational hours. To be located near the vehicle entrance;
  - Details of the owner/operator and how to contact them;
  - Copy of the owner's/operator's Terms and Conditions;
  - Clear information on the charges applicable and where to pay. To be located near the vehicle entrance and at payment machines/meters (where installed);
  - Clear and visible signage should be provided to identify entrances, exits, lifts, stairwells, payment machines/meters and parking levels/zones;
  - The location of any customer service help points.



## 15. SURVEILLANCE

### General

- 15.1 Surveillance can be a considerable deterrent to would be criminals from committing offences and it may also assist in reducing the public's fear of crime. Owners/operators should ensure that elements of surveillance cover all areas of a parking facility; this may be either natural, formal or both, and the level of surveillance achieved at a particular site will vary throughout the day. The structure, layout, operating procedures, along with the expected level of crime and disorder at the particular parking facility and in the immediate location, will determine what level of surveillance may be required.
- 15.2 For new parking facilities, and where possible on existing sites, areas of concealment should be avoided, restricted or where necessary opened up to view. Natural surveillance is the most effective form of surveillance and where this cannot be achieved technological or other means can be considered such as CCTV, on-site management or staff patrols.
- 15.3 Where possible, where the owner/operator has control of the adjacent land or buildings, landscaping next to and on a parking facility should not restrict surveillance opportunities or provide areas of concealment. The use of dense prickly shrubs and thorn hedges may be used to physically reinforce boundaries, but maintenance of all landscaping, including that on pedestrian access routes, should be maintained to ensure that there is no dense foliage between 1.0 and 2.5 metres in height. For example, hedges and bushes should not be allowed to grow in excess of 1.0 metres and trees should be pruned of any branches below 2.5 metres. Where new planting is undertaken care should be taken to select shrubs that have low natural growth characteristics, i.e. metre maximum.
- 15.4 The presence of a member of staff at/or visiting a parking facility offers a valuable form of surveillance. The requirements at each site will be location. The overall objective however is to provide an effective level of surveillance capable of reducing opportunities for crime and the fear of crime, together with the ability to identify and respond to problems within a reasonable timescale.
- 15.5 Patrolling staff numbers and routes will vary dependent on the premises; however, patrols should be random, cover vulnerable areas of the site and provide a highly consistent visible presence. If necessary, electronic devices could be utilised to maintain patrolling standards, e.g. Deister; and where this is the case there should be a sufficient number of check points installed to ensure that all necessary areas of the parking facility are regularly patrolled.
- 15.6 All staff conducting a patrol should wear high-visibility clothing, not only for their own safety but also to enable them to be easily identifiable to a member of the public who may need their assistance. In addition they should carry a personal radio, or other means, to enable them to summon colleagues or other parties to their aid.
- 15.7 Whether staff patrols are conducted manually or with the aid of electronic devices, owners/operators will be required to provide to assessors details of patrolling levels and frequencies together with the method used to verify that patrols have been undertaken as specified.
- 15.8 Where a member of staff is permanently located at a parking facility during operational hours, whether this be in a kiosk or office area, consideration should be given to their equipment requirements and personal safety, particularly where cash is held within their domain. As a minimum they must be able to secure their immediate area of operation, e.g. robust door and locks, and they must also have the means to summon assistance if need be, e.g. audible alarm, telephone, radio, etc. If cash is taken at the location, owners/operators will be required to provide to assessors details of their process/policy in respect of cash security handling and transportation.

### Landscaping

- 15.3 Where possible, where the owner/operator has control of the adjacent land or buildings, landscaping next to and on a parking facility should not restrict surveillance opportunities or provide areas of concealment. The use of dense prickly shrubs and thorn hedges may be used to physically reinforce boundaries, but maintenance of all landscaping, including that on pedestrian access routes, should be maintained to ensure that there is no dense foliage between 1.0 and 2.5 metres in height. For example, hedges and bushes should not be allowed to grow in excess of 1.0 metres and trees should be pruned of any branches below 2.5 metres. Where new planting is undertaken care should be taken to select shrubs that have low natural growth characteristics, i.e. metre maximum.

### Staff Presence or Patrols

- 15.4 The presence of a member of staff at/or visiting a parking facility offers a valuable form of surveillance. The requirements at each site will be location. The overall objective however is to provide an effective level of surveillance capable of reducing opportunities for crime and the fear of crime, together with the ability to identify and respond to problems within a reasonable timescale.
- 15.5 Patrolling staff numbers and routes will vary dependent on the premises; however, patrols should be random, cover vulnerable areas of the site and provide a highly consistent visible presence. If necessary, electronic devices could be utilised to maintain patrolling standards, e.g. Deister; and where this is the case there should be a sufficient number of check points installed to ensure that all necessary areas of the parking facility are regularly patrolled.
- 15.6 All staff conducting a patrol should wear high-visibility clothing, not only for their own safety but also to enable them to be easily identifiable to a member of the public who may need their assistance. In addition they should carry a personal radio, or other means, to enable them to summon colleagues or other parties to their aid.
- 15.7 Whether staff patrols are conducted manually or with the aid of electronic devices, owners/operators will be required to provide to assessors details of patrolling levels and frequencies together with the method used to verify that patrols have been undertaken as specified.
- 15.8 Where a member of staff is permanently located at a parking facility during operational hours, whether this be in a kiosk or office area, consideration should be given to their equipment requirements and personal safety, particularly where cash is held within their domain. As a minimum they must be able to secure their immediate area of operation, e.g. robust door and locks, and they must also have the means to summon assistance if need be, e.g. audible alarm, telephone, radio, etc. If cash is taken at the location, owners/operators will be required to provide to assessors details of their process/policy in respect of cash security handling and transportation.

### CCTV Systems

- 15.9 Where CCTV has been installed suitable management policies must be in place to ensure that, where under the operator's direct control, the system is compliant to the requirements of the General Data Protection Regulations 2018 (GDPR). Owners/operators are reminded that if images of



public space are visible and recorded there may be a legal responsibility to register the system with the Information Commissioner. Where necessary, cameras vulnerable to damage should be protected from attack either by relocation or through the fitting of a suitable vandal resistant housing. In addition, procedures for tape/removable hard disk replacement and equipment servicing must be such as to ensure that the images produced will be of an acceptable standard for identification and evidential purposes. For further reference see the Home Office Scientific Development Branch (HOSDB) CCTV guide.

15.10 Where CCTV is in operation, as a minimum, cameras should be located to cover the vehicle and pedestrian entrances/exits as well as any help points.

15.11 When installing cameras on vehicle entrance/exits they should be positioned on each full-time or part time lane so that the front of the vehicle is viewed where possible. The following criteria should be complied with:

- The registration plate is easily readable when the vehicle is stationary at the barrier and, if possible, a view of the front seat occupants is provided;
- The recorded image of the vehicle registration number is not obscured by date, time and/or recording mode;

- Images of the vehicle registration number recorded from the rear on exit shall not be obscured by the flow of traffic.

15.12 When installing cameras on pedestrian entrance/exits the following criteria should be complied with:

- Record individuals entering, not a mixture of persons entering and exiting;
- Provide clear facial recognition for evidential purposes.

15.13 Where the number of pedestrian entrances or other areas of access is too great to cover without large installations, consideration should be given to:

- Installing cameras at ground-floor lift lobbies, stairwells and ramps, thereby offering better protection to the upper levels;
- Fitting grilles or fences so that pedestrians can be channelled past a particular camera.

15.14 For new parking facilities it is recommended that CCTV be installed, or CCTV ducting to allow for installation at a later date.

## 16. VEHICULAR ACCESS

- 16.1 Vehicular access and exit routes should be minimised. All routes should, where possible, incorporate a degree of control that will vary dependent upon location, type of parking facility, management practices and other factors. Controlled routes may be achieved by a number of methods including barrier access, flow plates, staffed control points, CCTV, etc.
- 16.2 Features such as narrowed entrances or height restrictors may be included where it is necessary to control the type of vehicles permitted within a parking facility. Where height restrictors are fitted they must be able to be opened or removed to enable access for emergency or maintenance vehicles.



## APPENDIX A - MULTI-STOREY PARKING FACILITIES

This is to be read in conjunction with the General Guidelines.

### DEFINITION

A1.1 This is where the facilities available for parking are located on the ground level and above. It should be noted that there may be more than one level of parking below ground, but where there are levels above the ground floor the parking facility would fall into this category.

### BOUNDARIES AND PERIMETERS

A2.1 Each parking facility should have a clearly defined boundary which identifies it as a private area. Where appropriate, the boundary may be required to include features which will prohibit the easy removal of a vehicle from the parking facility. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes. Boundaries should offer a deterrent to offenders and they may take a number of different forms, dependent on risk, including:

- Hedge or dense shrubbery;
- Walls - low retaining or otherwise;
- Fencing or railings – consideration should be given to installations meeting BS 1722 or LPS 1175;
- Barriers;
- Bollards;
- Grass verge of suitable gradient, e.g. bunds, mounds etc.
- Flower bed/rockery;
- Moat/ditch;
- Other buildings;
- Natural features, e.g. river; trees.

A2.2 When deciding which type of boundary to use reference should be made to the Surveillance section for advice on the height of the boundary, so ensuring that it does not reduce the opportunity for natural surveillance.

A2.3 In the event that other facilities, e.g. utility services, commercial delivery/dispatch areas etc, may be accessed via the parking facility, consideration must be given to the installation of roller shutters or barrier gates/grilles to restrict access. Such systems should meet the requirements of LPS 1175 grade 2, locking mechanisms utilised on such gates must be robust and well protected and incorporate cylinders offering a high level of security. Additionally all locking systems securing such access points must meet the emergency services' requirements for access.

A2.4 Where there is open access at ground floor level, consideration should be given to securing the perimeter of the parking facility to prevent unauthorized intrusion.

A2.5 It should also be noted that adjacent street furniture and landscaping should not provide opportunities to gain easy access to and from a parking facility, e.g. the positioning of a bench or telephone exchange box that could be used as a climbing aid to access the site.





## APPENDIX B – SURFACE PARKING FACILITIES (URBAN AREAS)

This is to be read in conjunction with the General Guidelines.

### DEFINITION

B1.1 A parking facility wholly within an urban area or being on the rural fringe as defined by the Countryside Agency.

### BOUNDARIES AND PERIMETERS

B2.1 Each parking facility should have a clearly defined boundary which identifies it as a private area. Where appropriate, the boundary may be required to include features which will prohibit the easy removal of a vehicle from the parking facility. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes. Boundaries should offer a deterrent to offenders and they may take a number of different forms, dependent on risk, including:

- Hedge or dense shrubbery;
- Walls - low retaining or otherwise;
- Fencing or railings – consideration should be given to installations meeting BS 1722 or LPS 1175;
- Barriers;

- Bollards;
- Grass verge of suitable gradient, e.g. bunds, mounds etc.
- Flower bed/rockery;
- Moat/ditch;
- Other buildings;
- Natural features, e.g. river, trees.

B2.2 When deciding which type of boundary to use reference should be made to the Surveillance section for advice on the height of the boundary, so ensuring that it does not reduce the opportunity for natural surveillance.

B2.3 In some locations other facilities, e.g. utility services, Forestry Commission access roads, etc. may be accessed via the parking facility. In such cases barrier gates must be installed in order to restrict access. Locking mechanisms utilised on such gates must be robust and well protected and incorporate cylinders offering a high level of security. Additionally all locking systems securing such access points must meet the emergency services' requirements for access.

B2.4 It should also be noted that adjacent street furniture and landscaping should not provide opportunities to gain easy access to and from a parking facility, e.g. the positioning of a bench or telephone exchange box that could be used as a climbing aid to access the site.

## APPENDIX C – SURFACE PARKING FACILITIES (RURAL AREAS)

This is to be read in conjunction with the General Guidelines.

### DEFINITION

- C1.1 A parking facility wholly within an area of outstanding natural beauty, a national park or an isolated village or hamlet community and not being of the Rural Urban Fringe as defined by the Countryside Agency.
- C1.2 A rural parking facility is one that is situated on/ within either:
- A sensitive landscape area, e.g. national parks;
  - Green belt land;
  - A National Trust site;
  - Forestry Commission land;
  - An area of outstanding natural beauty (AONB);
  - A site of special scientific interest.
  - A small village or hamlet.

### BOUNDARIES AND PERIMETERS

- C2.1 Each parking facility should have a clearly defined boundary which identifies it as a private area. Where appropriate, the boundary may be required to include features which will prohibit the easy removal of a vehicle from the parking facility. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes. Boundaries should offer a deterrent to offenders and they may take a number of different forms, dependent on risk, including:
- Hedge or dense shrubbery;
  - Walls - low retaining or otherwise;
  - Fencing or railings – consideration should be given to installations meeting BS 1722 or LPS 1175;
  - Barriers;
  - Bollards;
  - Grass verge of suitable gradient, e.g. bunds,

mounds etc.

- Flower bed/rockery;
  - Moat/ditch;
  - Other buildings;
  - Natural features, e.g. river; trees.
- C2.2 Bunds, mounds, ditches and moats covered in grass or other suitable material can be aesthetically acceptable in rural locations, yet they offer a real physical barrier to offenders driving across land and also give an opportunity for surveillance whilst retaining a barrier. Where the height of a bund/ mound can affect natural surveillance its height should not exceed one metre.
- C2.3 In rural locations other facilities, e.g. utility services, Forestry Commission access roads, etc, may be accessed via the parking facility. In such cases barrier gates must be installed in order to restrict access. Locking mechanisms utilised on such gates must be robust and well protected and incorporate cylinders offering a high level of security. Additionally all locking systems securing such access points must meet the emergency services' requirements for access.
- C2.4 When deciding which type of boundary to use reference should be made to the Surveillance section for advice on the height of the boundary, so ensuring that it does not reduce the opportunity for natural surveillance.
- C2.5 There are a number of additional ways that natural or passive surveillance can be achieved and the following are areas for consideration:
- Picnic tables strategically located to overlook the parking facility;
  - Vendor huts, ice cream vans, tourist information huts, etc, positioned so that they have a view of the parking facility;
  - Encouraging more visitors, e.g. location of recycling bins or bus stops, rerouting public walkways/footpaths so that members of the public have to walk around the parking facility.
- C2.6 In rural areas consideration should be given to preventing the use of certain parking facilities outside permitted hours.





## APPENDIX D – LIFT-OPERATED PARKING FACILITIES

This is to be read in conjunction with the General Guidelines.

### DEFINITION

D1.1 This is where the owner/operator takes possession of the member of the public's vehicle, normally at ground floor level, and parks it on an upper level, transporting the vehicle by a lift to which the public does not have access. The vehicle is retrieved in the same way. It should be noted that if the member of the public has access to the lift, or retrieves it themselves, the facility would fall into the multistory category.

### BOUNDARIES AND PERIMETERS

D2.1 Each parking facility should have a clearly defined boundary which identifies it as a private area. Where appropriate, the boundary may be required to include features which will prohibit the easy

removal of a vehicle from the parking facility. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes. Boundaries should offer a deterrent to offenders and they may take a number of different forms, dependent on risk, including:

- Walls - low retaining or otherwise;
- Fencing or railings – consideration should be given to installations meeting BS 1722 or LPS 1175;
- Barriers;
- Bollards;
- Other buildings.

D2.2 Where there is open access at ground floor level, consideration should be given to securing the perimeter of the parking facility to prevent unauthorized intrusion to the lift area.



## APPENDIX E – ROOFTOP PARKING FACILITIES

This is to be read in conjunction with the General Guidelines.

### DEFINITION

E1.1 This is where the facilities available for parking are located on the roof level only. It should be noted that if there is more than one level of parking below, the parking facility would fall into the multi-storey category.

### BOUNDARIES AND PERIMETERS

E1.1 Each parking facility should have a clearly defined boundary which identifies it as a private area. Where appropriate, the boundary may be required to include features which will prohibit the easy removal of a vehicle from the parking facility. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes. Boundaries should offer a deterrent to offenders and they may take a number of different forms, dependent on risk, including:

- Walls - low retaining or otherwise;
- Fencing or railings – consideration should be given to installations meeting BS 1722 or LPS 1175;
- Barriers;
- Bollards;
- Other buildings.

E2.2 In the event that other facilities, e.g. utility services, commercial delivery/dispatch areas, etc, may be accessed via the parking facility, consideration must be given to the installation of roller shutters or barrier gates/grilles to restrict access. Such systems shall meet the requirements of LPS 1175 grade 2. Locking mechanisms utilised on such gates must be robust and well protected and incorporate cylinders offering a high level of security. Additionally all locking systems securing such access points must meet the emergency services' requirements for access.

## APPENDIX F – BASEMENT/UNDERGROUND PARKING FACILITIES

This is to be read in conjunction with the General Guidelines.

- Barriers;
- Bollards;
- Other buildings.

### DEFINITION

F1.1 This is where the facilities for parking are located on the ground level and/or below. This category will be applicable if there are no levels above the ground floor but it should be noted that there may be more than one level of parking below ground.

### BOUNDARIES AND PERIMETERS

F2.1 Each parking facility should have a clearly defined boundary which identifies it as a private area. Where appropriate, the boundary may be required to include features which will prohibit the easy removal of a vehicle from the parking facility. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes. Boundaries should offer a deterrent to offenders and they may take a number of different forms, dependent on risk, including:

- Walls - low retaining or otherwise;
- Fencing or railings – consideration should be given to installations meeting BS 1722 or LPS 1175;

F2.2 When deciding which type of boundary to use reference should be made to the Surveillance section for advice on the height of the boundary, so ensuring that it does not reduce the opportunity for natural surveillance.

F2.3 In the event that other facilities, e.g. utility services, commercial delivery/dispatch areas, etc, may be accessed via the parking facility, consideration must be given to the installation of roller shutters or barrier gates/grilles to restrict access. Such systems should meet the requirements of LPS 1175 grade 2. Locking mechanisms utilised on such gates must be robust and well protected and incorporate cylinders offering a high level of security. Additionally all locking systems securing such access points must meet the emergency services' requirements for access.

F2.4 Where there is open access from ground level, consideration should be given to securing the perimeter of the parking facility to prevent unauthorized intrusion.



## GLOSSARY OF TERMS

**Police - CPI****Police Crime Prevention Initiatives Ltd**

Police Crime Prevention Initiatives Ltd was set up over 50 years ago so that work in developing policing policies could be undertaken in one place, on behalf of the Service as a whole, rather than in 44 forces separately.

**ACPOS****Association of Chief Police Officers for Scotland**

The Association of Chief Police Officers for Scotland (ACPOS) is the collective organization of Chief Constables, Deputy Chief Constables, Assistant Chief Constables and nominated Senior Police Support Staff from the eight police forces in Scotland. Membership is also extended to the Assistant Chief Constable of the British Transport Police with responsibility for Scotland.

**ALO****Architectural Liaison Officer (also known as CPDA)**

Specially trained police staff who give specialist advice on designing out crime in the built environment.

**Benchmark**

A benchmark crime level which will be the level that all Park Mark accredited parking facilities must not exceed in that year.

**BPA British Parking Association**

The British Parking Association was founded in 1970 as an independent professional association. The BPA is dedicated to promoting and representing knowledge and standards in every type of parking facility and bringing together the interests of government, local authority and commercial organisations, providing a forum for the exchange of information and ideas concerning parking. The BPA is a recognised authority within the parking profession and is the largest association of its kind in Europe with 700+ member organisations.

**BSI****British Standards Institute (now BSi)**

BSi is the National Standards Body of the UK. British Standards is among the world's leading providers of standards and standards products. Through engagement and collaboration with its stakeholders, it develops standards and applies innovative standardisation solutions to meet the needs of business and society.

**CCTV****Closed Circuit Television CPDA Crime Prevention Design Advisor (also known as ALO)**

Specially trained police staff who give specialist advice on designing out crime in the built environment.

**CPDG****Crime Prevention Design Group CPI Crime Prevention Initiative**

Police Crime Prevention Initiatives Limited was established in 1999 to manage Secured by Design and similar crime prevention initiatives at a national level. It is entirely owned by Police - CPI.

**DCLG****Department for Communities and Local Government**

DCLG is responsible for policy on housing, planning, devolution, regional and local government and the fire service. It also takes responsibility for the Social Exclusion Unit, the Neighbourhood Renewal Unit and the Government Offices for the Regions and off-street parking.

**AMs****Area Managers**

Employed by the British Parking Association and work closely with police to manage and develop the Safer Parking Scheme on a national basis.

**HOSDB****Home Office Scientific Development Branch**

With over 200 scientific and technical staff, HOSDB provides technical, operational and policy support for police forces, Government departments and the UK law enforcement

community. It evaluates, develops and advises on science and technology equipment and techniques. Its work protects the public, protects the police and fights crime in all its forms.

## MSCP

### Multi-Storey Car Park

## NVQ

### National Vocational Qualification

If you have a National Vocational Qualification (NVQ) it shows that you can do to national standards the work for which it has been awarded. It means you are competent in this kind of work. NVQs are qualifications for work and show you can actually do a job, and not simply that you know how to do it in theory.

## Part-Time Parking

A parking facility where operational times are for a specified period only. For guidance, part-time parking operational times usually exceed ten hours per day but are less than 24 hrs on all operational days, and outside these times occupancy frequently falls below the ranges specified in the Guidelines (average 8% depending on the number of spaces). Part-time parking can also be defined as parking that is provided on a seasonal basis for part of the year only.

## PARK MARK®

The award that owners/operators receive once their parking facility meets the standards of the Safer Parking Scheme. Park Mark is a registered trademark and there are strict rules on its use. To comply ensure the Park Mark Brand Guidelines are followed.

## Rural Parking

A parking facility wholly within an area of outstanding natural beauty, a National Park or an isolated village or hamlet community and not being part of the Rural Urban Fringe as defined by the Countryside Agency.

## Safer Parking Advisory Panel

The role of the Safer Parking Advisory Panel is to ensure that the standards of the scheme are maintained. The panel includes representation from the parking profession.

## SBD

### Secured By Design

Secured by Design (SBD) is the corporate title for a family of national police projects involving the design for new homes, refurbished homes, commercial premises, car parks and other police crime prevention projects.

## Sold Secure

It is the mission of Sold Secure to test and provide professional and accurate advice regarding effective security products to commercial customers, the insurance industry, the Home Office, the police and the public.

## SPS

### Safer Parking Scheme

An initiative of Police - CPI aimed at reducing crime and the fear of crime in parking facilities.

## Thatcham

A world-leading automotive research and technology centre that provides the automotive and motor insurance industries with valuable commercial information through research and development, consultancy, training and publishing services.

**The tick and words 'Park Mark' are Police-CPI registered trademarks.**

## CONTACTS

Scheme Managers  
British Parking Association  
Chelsea House  
8-14 The Broadway  
Haywards Heath  
West Sussex  
RH16 3AH

Telephone: 01444 447318  
Fax: 01444 454105  
Email: [saferparking@britishparking.co.uk](mailto:saferparking@britishparking.co.uk)  
Website: [www.parkmark.co.uk](http://www.parkmark.co.uk)  
Website: [www.britishparking.co.uk](http://www.britishparking.co.uk)

## TERMS AND CONDITIONS

### Ownership and Management

1. The Park Mark® Safer Parking Scheme (the Scheme) is an initiative of Police - CPI.
2. The scheme is managed by the British Parking Association (BPA) on behalf of Police-CPI.
3. The role of the Development Board is to set the benchmark for crime reduction and Assessment Standards for the scheme and to ensure that these are maintained in accordance with the Guidelines and consistently applied throughout England, Wales, Northern Ireland and Scotland.
4. The scheme is open to anyone with an interest in reducing crime and the fear of crime in parking facilities.

### Park Mark Safer Parking Award

5. The Scheme is able to confer a Park Mark award (Park Mark®) to any parking facility that complies with the standards (the "Standards") set out in the Safer Parking Scheme Guidelines issued by Police - CPI.
6. A Park Mark can be awarded to all types of parking facility and the rights are reserved to amend the Scheme at any time without prior notice or consultation.

### Assessment

7. Assessment for Park Mark is undertaken by specially trained police staff (Park Mark accredited assessors). The approval or rejection of the award for individual locations is the sole responsibility of the accredited assessors.
8. The Area Managers are employed by the BPA and are experts with full knowledge of Park Mark and the Safer Parking Scheme Guidelines and provide a full consultation service. They have undergone the same Park Mark assessment training as their police staff colleagues.
9. The Park Mark accredited assessors will be available to provide specialist advice on all issues of risk analysis and security for parking facilities. Area Managers will also be able to provide advice on management procedures.
10. Park Mark is awarded to parking facilities following an assessment of the risk and fear of crime and any management procedures to minimise that risk and which are found to accord with the Safer Parking Scheme Guidelines and whose crime levels are at or below the benchmark.
11. The parking facility owner and or operator (the Operator) shall grant the BPA and/or Police-CPI all reasonable assistance

and access to review and inspect the parking facilities and management procedures at any time. This will include records of recorded crime and any incidents which might reasonably be expected to increase the risk and/or fear of crime.

12. Park Mark assessors shall be entitled to undertake unscheduled reviews and inspections in order to ensure that the outcomes and expectations of the Standards are being adequately maintained. Park Mark may be withdrawn from a parking facility at any time if the assessors agree that the Standards at that parking facility fall below the expectations set out in the Safer Parking Scheme Guidelines.
13. Park Mark is retained if the outcome of a subsequent assessment, after a defined period of time, is still in accordance with the Safer Parking Scheme Guidelines and whose crime levels are at or below the then current benchmark.
14. The Operator shall ensure that any parking facility that is Park Mark accredited continues to be managed, operated and maintained in accordance with the Safer Parking Scheme Guidelines.
15. The Operator shall inform the BPA immediately of any significant changes in the operation, management, ownership or design, or of any other matter relating to the parking facility which may affect its entitlement to Park Mark. If in doubt you should disclose the information. Failure to do so may result in a withdrawal of Park Mark. Examples of material change include but are not limited to:
  - A significant change in the level of crime or unusual incidents.
  - Any significant changes to the layout or structure.
  - A change of ownership or operator or management procedures and policy.
  - A change in environment or crime and disorder within the immediate vicinity.
  - A change in customer profile (e.g. from mainly retail customers to mainly leisure customers; from mainly long term - 4 hours+ - parking to mainly short term - up to 4 hours - parking)

### Membership Application and Registration Fees

16. Before applying for Park Mark for the first time, the Operator must become a member of the Safer Parking Scheme and will be required to pay a membership fee for each year that membership is continued.
17. Parking facilities with Park Mark must also be registered with the Safer Parking Scheme for which there is an additional registration fee (the Registration Fee).

18. The scale of fees will be published by the Safer Parking Scheme from time to time and will provide for a defined discount relative to the number of facilities that are registered by the Scheme member.
19. The membership fee and registration fees will be collected annually.
20. When a parking facility is registered part way through a membership period, the Safer Parking Scheme may request a pro-rata payment of the registration fees.
27. It is in the interest of Safer Parking Scheme members to use their best endeavours to maintain the integrity of Park Mark and the Scheme by reporting unauthorised use of Park Mark device or associated marketing.
28. The Safer Parking Scheme does not formally assess the structural safety of parking facilities; however, it is a requirement of membership of the Scheme that there is full compliance with the current guidelines and applicable legislation. Parking facilities that do not comply with this requirement will be excluded from the Scheme and existing awards will be suspended until the operator signifies that the parking facility does comply.

## Promotion of Park Mark

21. Parking facilities with Park Mark must display Park Mark authorised signage and promotional materials prominently in the public domain to inform users of the parking facility that it is Park Mark awarded. Failure to do so may result in withdrawal of the award.
22. The Operator will be responsible for all costs in relation to obtaining and displaying the authorised signage and Certificates. One FREE copy of the Certificate will be provided at the time of first registration and at the time of each re-assessment.

## Validation of Park Mark

23. Park Mark is initially granted for one year, with the frequency of re-assessment generally being every two years. Local circumstances may determine that the Park Mark is only valid for one year or, in exceptional circumstances, extended to three years. The conditions leading to the variation will be notified to the Operator following assessment.
24. Park Mark will demonstrate that the Operator has put in place measures which help to deter criminal activity and anti-social behaviour and that they are therefore doing everything they can to prevent crime and reduce the fear of crime in their parking area.
25. Park Mark will mean that customers can be confident and have the opportunity to choose to park in an area which has been vetted by the police and has measures in place in order to create a safe environment.
26. Park Mark does not guarantee a crime free parking facility and it should not be used to market any parking facility as such.

It should be noted also that the granting of Park Mark does not in itself create any liabilities to the owner or operator over and above their general contractual and tortious obligations.

## Withdrawal of Park Mark

29. If Park Mark is withdrawn or lapses at a parking facility, for any reason, the Operator shall immediately at their own expense:
  - Remove all references to Park Mark in the public domain and/or Certificate and all other references to the award from the parking facility and any promotional materials and media for the parking facility to which the award relates and certify to the BPA that this has been done.
  - Make no further representation that the facility concerned continues to hold an award.

## Appeals and Dispute Management

30. Every effort will be made at a local level to resolve difficulties and disputes resulting from a failed application/re-assessment. An appeals process is available to owners/operators who believe they have reasonable grounds for concern regarding the administration and/or the outcome of an application/re-assessment through the Development Board and further information is available from the BPA.
  - Appeals should be lodged within one month of the failed assessment to:
 

Safer Parking Development Board  
c/o The National Operations Manager  
Police - CPI  
1st Floor, 10 Victoria Street, London SW1H 0NN
  - The Development Board will delegate the case to an Adjudicator or Committee representative for review and report to the Development Board who will make the final decision.
  - The final decision will be binding on all parties and will be delivered within a reasonable time.

## Safer Parking Scheme

Chelsea House  
8-14 The Broadway  
Haywards Heath  
RH16 3AH

Tel: 01444 447318

Fax: 01444 454105

Email: [saferparking@britishparking.co.uk](mailto:saferparking@britishparking.co.uk)

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

[www.parkmark.co.uk](http://www.parkmark.co.uk)

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