



Meet and Greet Guidelines

For Car Park Designers, Operators and Owners

INTRODUCTION

These guidelines for Meet and Greet parking facilities have been produced to cover operations where customers are met either at the parking site or elsewhere away from the facility, and their vehicles parked for them.

This type of operation has increased in recent years and as a consequence, the main Safer Parking Scheme Assessment Guidelines do not cover this type of business. This document should be read in conjunction with the 'Assessment Guidelines for Parking Facility Owners/Operators', both of which are available at www.britishparking.co.uk/Guidelines-and-Resources

The Safer Parking Scheme award (Park Mark) 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.

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.

Owners/operators of parking facilities considering applying for the Park Mark award are reminded of their obligations under the Health & Safety at Work Act as amended by SI No. 2174/2002 concerning the 'stability and solidity' of employment premises. Whilst the Safer Parking Scheme does not formally assess the structural safety of parking structures, prior to a Park Mark certificate being awarded, owners/operators will be required to confirm they have met their legal obligations and established a formal inspection and maintenance regime, such as the Institution of Civil Engineers' (ICE) recommended life care plan for parking structures – 'Recommendations for the Inspection, Maintenance and Management of Car Park Structures' Second edition (published by ICE in January 2018).

DEFINITIONS

G1.1 This is where the facilities used for parking are not used by the general public. There are two types of facilities to be considered. One where the customers drive their cars to a reception area and hand over keys to staff who will park the vehicles in the designated parking area, (sometimes known as "Block Parking"). Another type of operation will have staff meeting customers at either the airport or hotel and then drive vehicles away to the parking facility to park. In this case the customer will not have had sight of the parking facility.

natural surveillance and pedestrian movement than other parking facilities. For this reason security measures such as boundary treatment and CCTV should be a higher priority. However signage and the degree of surface treatment are not so necessary.

G2.3 The accredited assessor should view the facility as a representative of the customer and make a decision on whether the customer would be happy with their vehicle being left in the parking facility.

GENERAL

G2.1 Often the sites used for these operations are in remote and unpopulated locations. The security arrangements should be site specific and are at the discretion of the local police accredited assessor, whose advice should be sought at the earliest opportunity via the area manager.

G2.2 Facilities should have at least the same level of physical security as other parking facilities. Often these sites are in remote locations and have less

MANAGEMENT PRACTICES

G3.1 Management practices should be assessed by the area manager. This will not extend to checking motor insurance policies and driving licences held by staff to drive customer vehicles. The management practices criteria will only focus on matters relating to the Safer Parking Scheme.

G3.2 In addition to the usual systems and procedures to manage a car park, the following should also be in place.

G3.3 The operator should have a means of recording the location within the parking area for each vehicle parked.

- G3.4 Photographs of customers vehicles should be taken to counter allegations of damage caused when moving vehicles.
- G3.5 Records of valuables such as Sat Nav devices, money etc, left in vehicles, should be made to counter allegation of theft by staff.
- G3.6 Under the heading 'Emergencies', checks should be made to ensure sufficient fire extinguishers are on site to deal with the possibility of a vehicle catching fire.

BOUNDARIES AND PERIMETERS

- G4.1 The boundaries and perimeters should be at least to the same standard as other types of parking facilities. However due to the typically remote locations of these sites the perimeter security should be commensurate to the location. Often these sites are left unattended and are vulnerable to attacks to steal high value vehicles. The assessor should be satisfied that the perimeter is secure.
- G4.2 Gates should be fit for purpose and of the same standard for security as the adjacent perimeter.

PARKING AREAS

- G5.1 On sites where the public will not have access, the parking areas do not need to meet the same standards as other parking facilities. There is no need for parking bays to be marked and the surface treatment need not be fully tarmac. However the surface should not be so rough that it could cause damage to vehicles. There is no requirement for directional arrows and other road markings.
- G5.2 Some operators may wish to use other locations to park vehicles, such as 'overflow sites' or 'secondary sites'. Such overflow or secondary site used should be assessed for the Park Mark award. If vehicles are parked in the original site and later moved to another site, the other site should have the Park Mark award. If this cannot be achieved the Park Mark logo cannot be used to advertise the facility and mislead the customer.

SIGNAGE

- G6.1 Information signs are not necessary on sites only used by the operator's staff.
- G6.2 Signs at reception points are still important and should give all relevant information to customers leaving their vehicles.

SECURITY OF VEHICLE KEYS

- G7.1 Where customer car keys are stored on or off site, the security of these should be considered. A safe may be one solution but the assessor must be satisfied that adequate security is in place.

SURVEILLANCE

- G8.1 Although CCTV is not an absolute requirement in other parking facilities, due to the typically remote location of these sites and the lack of natural surveillance the installation of CCTV becomes more important.
- G8.2 If there is no-one on site 24/7 then CCTV must be installed, or additional physical/electrical security measures included, i.e. audible alarms, PAS 68 rising bollards, or vehicle barriers.
- G8.3 Where CCTV is used it should cover the entrance/exit to monitor vehicle entering and leaving the site and should be capable of recording vehicle registration numbers.
- G8.4 Other CCTV cameras may be used to cover other areas of the compound and to assist staff on site who should have the facility to monitor images.
- G8.5 Any CCTV system used should be fit for purpose, comply with the General Data Protection Regulations (GDPR) and to the standard required by the assessor. It may also require periodic evaluation to BS EN 62676-4:2015.
- G8.6 Any CCTV system that is movement detection operated and off-site monitored must comply with BS EN 8418

LIGHTING

- G9.1 Lighting of the facility should be assessed using the general guidelines. However it should be site specific and consideration should be given to the location and type of compound.
- G9.2 When vehicles are parked within an enclosed building, lighting will not have to meet BS 5489 standards.
- G9.3 Lighting should be fit for purpose and commensurate with the location of the compound.
- G9.4 Where CCTV is installed, adequate lighting should be in place to enhance night time recording.

INTRUDER ALARMS

- G.10 Enclosed buildings used for the parking of vehicles must have an intruder alarm system installed to BS EN 50131-2-10:2018. This system must have detectors covering all vehicle and pedestrian access points, parking areas and any offices where keys and/or cash are kept.

GLOSSARY OF TERMS

Police - CPI

Police Crime Prevention Initiatives Ltd

Police - CPI 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 will be the level that all Park Mark awarded 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 industry 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.

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.

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 Safer Parking Scheme 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 Development Board

The role of the Safer Parking Development Board is to ensure that the standards of the scheme are maintained. The Board includes representation from the parking sector.

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 trademarks.

CONTACTS

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Website: www.parkmark.co.uk
Website: 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.

WHAT IS PARK MARK® ?

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

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 team at saferparking@britishparking.co.uk with the car park's name and address.

How can I find my Park Mark car parks?

Visit: www.parkmark.co.uk/car-park-finder

Safer Parking Scheme

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Managed by the
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Secured by Design



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Keeping people safe

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