



## **New Build Car Park Guidelines**

For Car Park Designers, Operators and Owners



## CONTENTS

Chapter	Page
1. Principles of Designing a Safer Car Park .....	03
2. Boundaries and Perimeters .....	04
3. Lighting .....	05
4. Management Practice .....	06
5. Parking Areas or Decks .....	07
6. Vehicular Access .....	09
7. Pedestrian Access .....	10
8. Signage .....	11
9. Surveillance and CCTV .....	12
10. Landscaping .....	13
11. Operator Requirements .....	14
12. Contact Information .....	15
Glossary of Terms.....	16
Terms and Conditions.....	18

## I. PRINCIPLES OF DESIGNING A SAFER CAR PARK

Every new parking facility is different in terms of locale, design and usage. The design of a new facility can never be prescriptive - multi-storey developments in a city centre will have different security requirements from a rural, surface level car park.

There isn't a one-fits-all design for a safer car park. What we can provide is best practice guidance to designers, owners and operators on the design and incorporation of physical security features that will establish and maintain a safe and non-threatening parking environment.

Before you even start the design of a new car park, the best practical advice on the requirements for your car park to meet Park Mark award standards will come from your local police service.

The British Parking Association has area managers in each region of the UK. Their contact numbers can be found at the back of this document.

You should contact your Safer Parking Scheme area manager at the earliest available opportunity, preferably at the pre-planning stage. They will put you in contact with your local Police Architectural Liaison Officer (ALO) or Crime Prevention Design Advisor (CPDA) with specialist knowledge of the local area who can advise on the potential risks of crime being committed in your car park and what physical security measures need to be taken to achieve the Park Mark award standard.

Designers must also be familiar with the obligations of owners and operators under the Health & Safety at Work Act, as amended by SI No. 2174/2002 concerning the 'stability and solidity' of employment premises. A car park also has to comply with the Occupiers Liability Act 1957 and be safe for persons entering the premises – lawfully or otherwise.

If an owner and operator wish to achieve the Park Mark Safer Parking Award, they will have to confirm that they have met these legal obligations.



## 2. BOUNDARIES AND PERIMETERS

For all parking facilities, the perimeter should have a clearly defined boundary, which identifies it as a private area. It may be necessary to include features which will prohibit easy access to and removal of a vehicle from the parking facility. Clear demarcation should be provided to encourage drivers and pedestrians to use only designated routes. Boundaries should offer a deterrent to offenders, and they can take a number of different forms, dependent on the degree of perceived risk. This should be discussed with your ALO or CPDA. Preventative features include:

- Hedges or dense shrubbery
- Walls, high or low retaining
- Fencing or railings
- Barriers
- Bollards
- Grass verge of suitable gradient, e.g. bunds, mounds etc
- Flower beds or rockery
- Moats or ditches
- Other buildings
- Natural features, e.g. river; trees
- Symbolic Barriers

Multi-storey car parks normally have a structural facade formed by the physical external construction of the facility. Designers should consider the potential security measures offered by this barrier to the car park.

When deciding which type of boundary to use, reference should be made to the surveillance section below for advice on the type and height of the boundary, to ensure that it does not reduce any opportunity for natural surveillance. Barriers are there to direct users through safe and legitimate access and egress points whilst reducing the ease of movement for potential offenders.

In the event that additional access to the parking facility is required, for example utility services or commercial delivery and dispatch areas, designers must look to control this access by incorporating features such as roller shutters, barrier gates or grilles.

Any systems installed must meet the requirements of Loss Prevention Standard 1175 Grade 2. Locking mechanisms used on gates must be robust, well protected, incorporate cylinders offering a high level of security without providing an aide to climbing. All systems must meet the emergency services requirements for access.

Where there is open access at ground floor level, it is important to incorporate measures to secure the perimeter of the parking facility to try and prevent unauthorised entry. Multi-storey car parks located near or in hospitals with mental care units or within a location known by the local Police assessor as a frequented site for suicide by jumping, additional site specific physical security such as high walls, fencing or other form of anti-climbing treatment may be required. This potential should be discussed and agreed with your local specialist ALO/CPDA at the earliest available opportunity.



### 3. LIGHTING

The way in which the interior and/or exterior of any facility is lit has a major impact on 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. An even spread of light avoiding shadows and plays an important role in providing safety in parking facilities.

**It is important to note that painting roofs and walls white or using polished concrete finishes can dramatically reduce the number of luminaires required, thereby reducing both the carbon footprint and long term management costs.**

#### Mandatory Requirements

It is a requirement that any lighting in new build sites comply with British Standard 5489-1: 2013 and BS EN 12464-1:2011, and for emergency lighting to pedestrian areas to comply with BS 5266-1. Operators and owners applying to the Safer Parking Scheme are required to provide a certificate of compliance issued by the installer or a suitably qualified body.

#### How to use Lighting

When designing lighting schemes, it is not always the case that more is better. Walls and ceilings must have light colour finishes to maximise the effectiveness of the lighting as this will reduce the luminaires required to achieve an acceptable light level.

Any artificial illumination used should, whenever possible, be even and consistent, reduce shadows to a minimum and provide high colour recognition, e.g. metal halide. This type of lighting ensures the best quality of CCTV footage, if installed at the facility.

Care should be taken to ensure that the correct luminaires are incorporated within the lighting scheme to reduce the contribution to light pollution.

#### Reduced Lighting

In certain circumstances a reduced level of lighting may be acceptable. Your ALO or CPDA will advise. Potential exceptions may include:

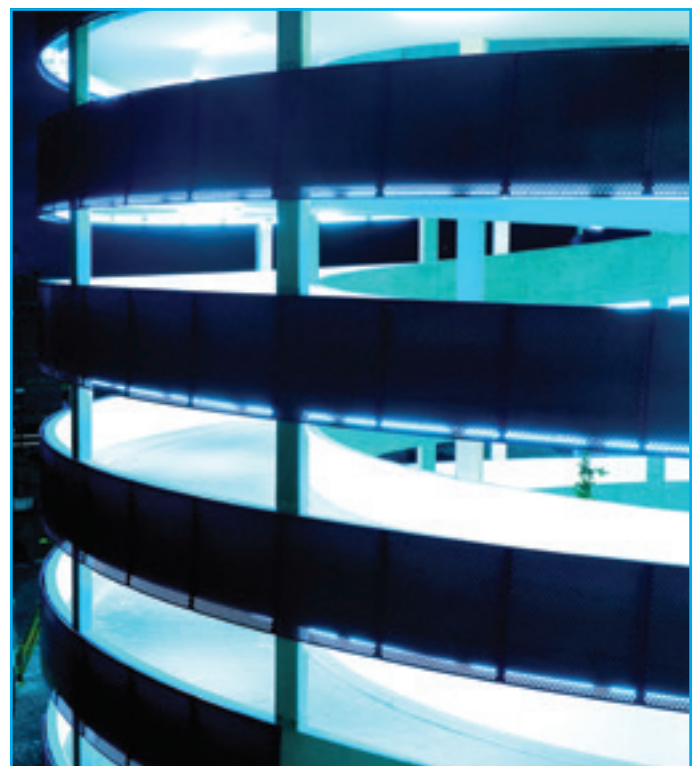
- Areas of the parking facility where customers do not have access, e.g. block or valet parking

- Lighting in parking facilities outside normal operating hours (such as operating a safer parking scheme area during limited hours or on a seasonal basis)
- Additional lighting outside the parking area not covered by the requirements of BS 5489
- Certain rural locations where it may not be possible or desirable due to issues with light pollution

#### Protecting Your Investment

Cables, fixtures and wiring serving the lighting system should be protected from accidental damage or criminal attacks. Vulnerable service boxes should be secured to resist attack and, where possible, positioned where they are clearly visible.

The position of lighting columns should not assist unauthorised access into the parking facility, e.g. used as a climbing aid.



## 4. MANAGEMENT PRACTICE

Meeting the standards for Park Mark safer parking award is not just about the physical structure and installations. Operators and owners have to demonstrate the facilities are well managed and maintained.

When looking at the initial plans, designers must ensure that members of operational staff are easily contactable and readily available to customers during operating hours. Appropriate measures should be incorporated into a car park to ensure high levels of customer service. These can include:

- Direct dial telephones or public telephones
- Identifiable staff contact accommodation on site
- Staff kiosks
- Audio/visual two-way intercoms (possibly provided at payment stations)
- 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, and advice should be sought from your ALO or CDPA.

### Anti-vandalism

Some facilities may require further anti-vandalism measures, depending on locale. Vulnerable areas of the parking facility should be treated with anti-graffiti coatings, textured surface finishes or highly patterned surface treatments which are easy to clean. If masonry is used it must have the appropriate coating. Climbing plants can also limit the effect of vandalism.

The quick removal of graffiti is an important management function and will help deter further incidents.

However, care should be taken to avoid repeated over-painting of graffiti. This is because should a fire take place it is possible that one of the over-painted levels of paint will burn faster than the top level, causing pockets of explosive gas which in turn can cause 'back-draft' style flash fires.

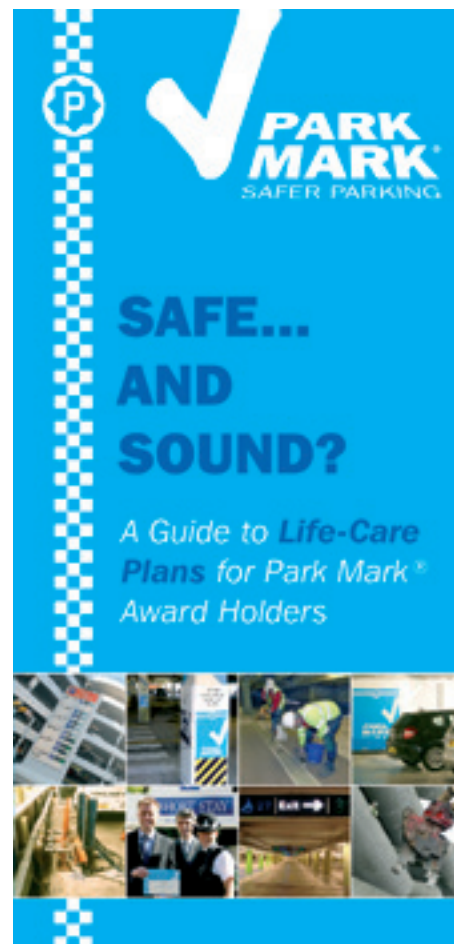
### Life-care Plans

The owner or operator of any car parking facility has a duty under law to provide and maintain them in such a manner that it does not endanger persons whilst in use - 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 advice should be taken on best practice.

If a car park structure is left unchecked, or has reduced levels of safety, problems can easily occur. This can be avoided by adopting a Life-care plan, which is a strategic and managed approach to the inspection, maintenance and management of parking structures.

It is also a requirement to confirm that a Life-care Plan exists where appropriate when considering entering a parking facility into the Safer Parking Scheme.

Full details of life care plans for parking structures may be obtained from your local development manager upon request.



## 5. PARKING AREAS OR DECKS

The main design principles of the layout of parking areas and decks are to aid surveillance and the smooth passage of traffic and ensure customer and staff safety.

Where communal car parking areas are necessary they should be in small groups, close and adjacent to homes and must be within view of the active rooms within these homes.

### Private residential Underground Car Parks

Every effort must be made to prevent unauthorised access into the car park. Therefore an access control system must be applied to all pedestrian and vehicular entrances.

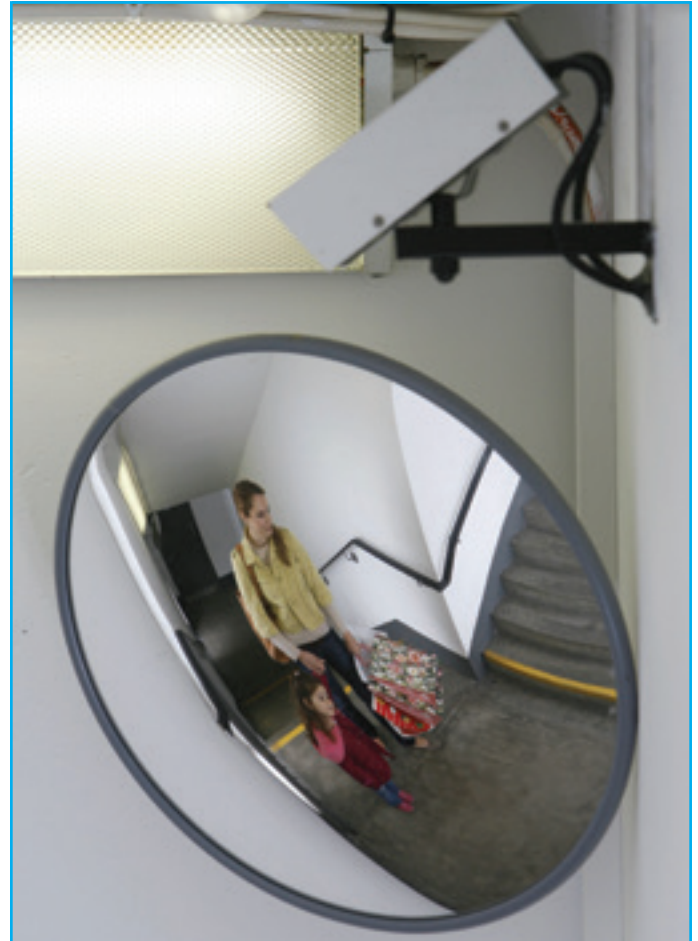
Inward opening automatic gates or roller grilles must be located at the building line or at the top of ramps to avoid the creation of a recess. They must be capable of being operated remotely by the driver whilst sitting in the vehicle. The operation, speed of the gates or shutters shall be as quick as possible to avoid tailgating by other vehicles. This will allow easy access by a disabled driver, and will normally satisfy the requirements of the Highways Department who under normal circumstances do not permit vehicle to obstruct the pedestrian footway whilst the driver is unlocking a gate.

Automatic roller shutters must be certificated to LPS 1175 SR2 or WCL 2 BR2.

Any internal door that gives access to the residential floors must have an access control system. However, this will be subject to requirements for means of escape.

In larger developments closed circuit television may be required. **If a CCTV system is installed it must include a digital recorder (DVR) that allows for the images to be downloaded along with the appropriate software to enable them to be viewed on another system. The digital recorder must be kept in a secure office, ideally separate to that of the CCTV system. It is strongly recommended that if there is no on-site management, a network enabled digital recorder is used. This will permit off-site review and download as appropriate by the managing agents.**

Developers are reminded that if images of public space are visible and recorded then there may be a legal responsibility to register the scheme with the Information Commissioner. Such a system would only be practical if there is a planned management service for the development **and must comply with the CCTV Code of Practice issued by the Information Commissioner.**



- Structures within the facility should not restrict surveillance opportunities or create recesses. Support pillars in new car parks should be designed and positioned to provide maximum uninterrupted natural surveillance and be of a size where it is difficult to hide behind them.
- Where parking facilities are built on half levels or mezzanine floors, access between these areas should be restricted, but still enable surveillance by using grills or mesh. Similarly, any informal entrance via external wall openings should be prevented by the incorporation of suitable grilles, bars or glazing materials. This is particularly important on the ground level and lower floors
- Parking spaces should be arranged, where possible, in straight rows to aid surveillance and avoid blind spots
- It is advisable to ensure access ramps have rough or uneven surface treatments to deter the temptation for skateboarding and rollerblading

## Traffic Movement

- Facilities should, wherever possible, incorporate the one-way circulatory movement of traffic around the parking areas. Clear directional arrows or signage must be visible to avoid confusion, and contra-flow lanes, where vehicles are driven on the right hand side of a lane, should be avoided
- Speed restrictors should be installed wherever there is a potential risk of injury to members of the public or staff
- Pedestrian routes should be clearly defined and wherever possible segregated from vehicle routes.

## Payment Machines

Payment machines or meters should be positioned in the busiest areas of the parking facility and be well illuminated. Careful consideration should similarly be given to the placement of food or drink vending machines which are also vulnerable and could provide excuse for unnecessary loitering.

## Motorcycles or Bicycles

Where parking areas are specifically provided for motorcycles, soft surfaces such as tarmac must be avoided as they will not support the weight of a motorcycle or scooter. **Secure anchor points should ideally be provided so as to prevent attack using implements such as hammers or power operated tools.**

The anchor points should be able to resist hand or portable-powered tools and high enough to be readily visible and secure. Products sold by Sold Secure, the Loss Prevention Certification Board or Thatcham are tested to high standards and will ensure that any lock, chain, padlock or loop passed around the cycle cannot be easily removed.





## 6. VEHICULAR ACCESS

The main rule for new car parks is that vehicular access and exit routes should be kept to a minimum.

### Control the Traffic

Ideally both the entry and exit routes should be in very close proximity, i.e. separate but adjacent lanes. On large installations more than one point of entry and exit may be required, but where possible should remain adjacent in order to effectively maintain control over the locations.

Where possible all routes should incorporate a degree of control - this will vary dependent upon the location, the type of parking facility and management practices.

Controlling the movement of vehicular routes can be achieved by a number of methods including barrier access, flow plates, staffed control points and CCTV.

Features such as narrowed entrances or height restrictors may be included where it is necessary to control which vehicles are permitted within a parking facility. If height restrictors are fitted they must be able to be opened or removed to allow access for emergency or maintenance vehicles.



## 7. PEDESTRIAN ACCESS

Pedestrian access, as with vehicles, is based on the same principle - entrance and exit routes should be kept to a minimum.

The location of pedestrian access and exit routes should be designed so that people who have no legitimate reason to be in a parking facility are inhibited from uncontrolled or unobserved access to a site. Additionally the sites should be designed, wherever possible, to maximise both formal and passive surveillance and completely remove recessed areas.

### Lifts

If lifts are being installed you should consider the following features:

- A vision panel should be installed into the lift lobbies and doors to allow surveillance to and from the landings
- Vandal-resistant buttons and panels are required with an alarm button, connected via a link to a remote monitoring point, to enable hands-free voice communication
- The fitting of glazed doors and mirrored interiors into the lift cars can enhance customer visibility
- Landings should not be accessed via long passageways and lifts, ideally, should open onto the level of the parking facility. Due to statutory requirements, e.g. fire regulations, a lobby should separate the lifts from the parking areas. In this instance a well-illuminated and unobstructed landing area must be provided.
- A safety rail, control barrier or other safety provision should be provided at the point of entry onto the parking area to ensure pedestrians and vehicles do not collide
- In the event of a power failure, a suitable back up facility should be available to assist any persons trapped

### Stairways

- Where possible, incorporate see-through balustrades allowing good visibility on approach to and from landing areas
- Glazed stairwell and landing openings facing external areas provide enhanced natural light and surveillance. Where this is not possible, vandal-resistant mirrors

installed at stair turns can provide a similar level of surveillance

- If stairways are on the external face of the building, incorporate maximum areas of glazing to permit surveillance internally and externally

### Underground Car Parks

These types of parking structure can present different security issues with regards to the pedestrian means of escape and access into and out of the car park.

This is of particular concern where multiple residential blocks or a combination of residential and commercial premises share the same underground facility.

For obvious reasons, any emergency exit routes from the car park to ground level cannot be totally secured from the inside. Therefore, it is important to ensure that they do not lead directly into any of the buildings/blocks. It is preferable that they either lead directly outside or into an access controlled lobby, where escape can be made outside, but further access into the building would require the individual to pass through another access controlled door. It may be appropriate in some shared commercial/residential underground car parks to provide physical separation between the two distinct areas. Ideally, separate entrances/exits would be the best solution although in some locations there is only space for one entrance/exit which by default has to be the public one. Nevertheless, a second access point could be located within the car park providing separate access to the residential properties.



## 8. SIGNAGE

Any signage within the parking facility must be clearly visible and used to control, warn or instruct customers. Ideally, signs should be sited so that information is visible from all parts of the parking facility, but without obscuring CCTV, views or natural surveillance. Examples may include defining entry and exit routes, one way lane directions and locations of pay stations and help points.

**Consider using pictorial/pictographic signage and the use of colour coding to denote levels and areas, as well as numbering/letters. Colour coding can also be incorporated into any maps/diagrams of the car park.**

Designers will need to establish from the owner or operator what the operating requirements are for the facility and allow for the following additional signage:

- Details of the Park Mark Safer Parking Award and what period it covers i.e. are there time, date or seasonal constraints. This should be located near the vehicle entrance

- Name of parking facility and owner or operator. This should be located near the vehicle entrance
- Parking facility operational hours. This should be located near the vehicle entrance
- Details of the owner or operator and how to contact them
- A copy of the owner or operator Terms and Conditions
- Clear information on the charges applicable and where to pay. This should be located near the vehicle entrance and at payment machines or meters
- Clear and visible signage must be provided to identify entrances, exits, lifts, stairwells, payment machines or meters and parking levels and zones
- The locations of any customer service help points



## 9. SURVEILLANCE & CCTV

Natural surveillance is the most effective form of surveillance, but where this cannot be achieved CCTV or other measures, such as mirrors, should be considered. In a new parking facility, there is the opportunity through design to negate areas of concealment or, at the very least, severely restrict them.

There may be a site specific request made by the CPDA/ ALO for CCTV cameras, which should cover the vehicle and pedestrian entrances and exits, as well as any help points and pay stations present.

When using CCTV, suitable management policies must be in place to ensure that the system is compliant with the requirements of the General Data Protection Regulations 2018 (GDPR).

Where necessary, cameras vulnerable to damage should be protected from attack, such as fitting of a suitable vandal-resistant housing.

All such CCTV systems would be expected to include an appropriate digital recording system (DVR) generally enabled to store images from the cameras at an agreed frame rate and evidential standard.

As a general guide the following issues should be considered:

- CCTV cameras should be capable of providing images from which the person shown can be identified
- All pedestrian and vehicle access points should be fitted with such CCTV cameras
- All lifts should be fitted with such CCTV cameras
- Other known crime generating areas (such as bicycle or motorcycle parking areas) should be fitted with such CCTV cameras

### Vehicle Entrance and Exits

Static cameras should be positioned to ensure that:

- Upon entry the front of the vehicle is viewed where possible
- The registration plate is easily readable when the vehicle is stationary at the barrier and a view of the front seat occupants is available
- The recorded image of the vehicle registration number is not obscured by date, time and/or recording mode
- Upon exit, the images of the vehicle registration number recorded are not obscured by the flow of traffic



### Pedestrian Entrances and Exits

Cameras installed on pedestrian entrances and exits should comply with the following:

- Provide clear facial recognition for evidential purposes

Entrances and exits should always be kept to a minimum. If there are too many pedestrian entrances or other areas of access to cover without large installations, designers should consider the following options:

- Installing cameras at ground floor lift lobbies, stairwells and ramps, offers better protection to the upper levels
- Fitting grilles/barriers to create natural choke points so that pedestrians can be channelled past a particular camera

Contact your local police ALO/CPDA and Safer Parking Award 'Park Mark' assessor for further advice regarding CCTV and the necessity for an operational requirement (see [www.nactso.gov.uk](http://www.nactso.gov.uk))

## 10. LANDSCAPING

If the car park owner or operator has control of the adjacent land or buildings, any landscaping next to and on a parking facility should not restrict surveillance opportunities or provide areas of concealment.

Dense prickly shrubs and thorn hedges may be used to physically reinforce boundaries, however, maintenance of all landscaping, including that on pedestrian access routes, should be maintained to ensure hedges and bushes do not exceed one metre, and trees should be pruned of any branches below 2.5 metres. Sight lines should never be obscured.

Where new planting is undertaken care should be taken to select shrubs that have low natural growth characteristics.



### 11. OPERATORS REQUIREMENTS - STAFF PRESENCE OR PATROLS

When planning a new car park, designers should consider how operational security measures will be carried out.

Any patrols of a car park should be random, cover vulnerable areas of the site and provide a highly consistent and visible presence. Designers should consider electronic devices that can be utilised to maintain patrolling standards, if this method is employed, there needs to be a sufficient number of check points installed to ensure that all necessary areas of the parking facility are regularly patrolled.

Where a member of staff is permanently located at a parking facility during operational hours, be this in a kiosk or office area, personal safety, and that of equipment, must be a priority, particularly if cash is held on site.

As a minimum, personnel must be able to secure their immediate area of operation through robust doors and locks, and they must also have the means to summon assistance. This can be by audible alarm, telephone or radio and CCTV systems may be a necessary means of protecting staff and accommodation.



## 12. SAFER PARKING SCHEME

To find out more information about the Safer Parking Scheme or speak to your British Parking Association Area Manager:

Telephone: 01444 447300

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

Website: [www.britishparking.co.uk/Safer-Parking-Scheme/-/Park-Mark](http://www.britishparking.co.uk/Safer-Parking-Scheme/-/Park-Mark)

To locate your nearest Architectural Liaison Officer or Crime Prevention Design Advisor, visit: [www.securedbydesign.com/contact-directory-of-cpdas-and-alos/](http://www.securedbydesign.com/contact-directory-of-cpdas-and-alos/)

### References

To confirm details of the latest legislation and regulations or check supplier information, please refer to the following websites:

#### Health and Safety at Work Act 1974

[www.hse.gov.uk](http://www.hse.gov.uk)

#### Occupiers Liability Act 1957

[www.statutelaw.gov.uk](http://www.statutelaw.gov.uk)

#### General Data Protection Regulations 2018

[http://www.legislation.gov.uk/ukpga/2018/12/pdfs/ukpga\\_20180012\\_en.pdf](http://www.legislation.gov.uk/ukpga/2018/12/pdfs/ukpga_20180012_en.pdf)

#### British Standards

[www.bsigroup.com/en-GB/standards/british-standards-online-database/](http://www.bsigroup.com/en-GB/standards/british-standards-online-database/)

#### Loss Prevention Standards

[www.redbooklive.com](http://www.redbooklive.com)

#### Sold Secure

[www.soldsecure.com](http://www.soldsecure.com)

#### Thatcham

[www.thatcham.org](http://www.thatcham.org)

#### Deister

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

**At Long Stay parking facilities such as airports, train stations, etc additional security measures should be considered to meet the potential increased risk and guidance should be sought from your local police accredited assessor at the earliest available opportunity.**

## 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 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 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 working 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 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**

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  
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 [safeparking@britishparking.co.uk](mailto:safeparking@britishparking.co.uk) with the car park's name and address.

## **How can I find Park Mark car parks?**

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

## **Safer Parking Scheme**

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

Tel: 01444 447318

Fax: 01444 454105

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

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

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

The tick and words 'Park Mark® Safer Parking' are Police - CPI trademarks.  
© The British Parking Association 2016



Managed by the  
British Parking Association



Supported by  
Secured by Design



Supported by the Police Service  
of Northern Ireland



Supported by Police Scotland