



**PARK  
MARK™**  
SAFER PARKING

Surface Parking Facilities  
**GENERAL INTRODUCTION**

**Assessment Guidelines**

# The ACPO/ACPOS Safer Parking Scheme

General introduction to Assessment Guidelines  
for Parking Facility Owners/Operators  
seeking the Park Mark Safer Parking Award

*Prepared by*



Association of Chief Police Officers (ACPO)  
for England, Wales & Northern Ireland



Association of Chief Police Officers  
Scotland (ACPOS) for Scotland

Association of Chief Police Officers Crime Prevention Initiatives (ACPO CPI)



Managed by the British Parking Association



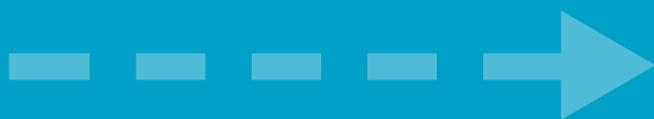
SCOTTISH EXECUTIVE

Supported by the Home Office and Scottish Executive

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## INTRODUCTION

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- 1.1** The Association of Chief Police Officers (ACPO), launched the Secured Car Parks scheme in 1992 as part of their Secured by Design initiative to encourage those responsible for car parks to improve security standards as a means of reducing criminal activity, the fear of crime and the perception of crime in all car parks and vehicle retention areas.
- 1.2** Over the past few years this scheme has been adapted to ensure that all types of parking facilities, whether they be city centre, rural, multi-storey, surface etc. are able to reach a suitable standard of security and the scheme was re-launched in April 2004 as the Safer Parking Scheme (SPS). The award the SPS bestows on parking facilities that meet the required standards of the scheme, is called the Park Mark Safer Parking Award (PMSPA).
- 1.3** The initiative is primarily aimed at the management of criminal behaviour within the parking environment, and hence requires owners/operators to adopt an active management strategy to ensure that there is minimal occurrence of crime.
- 1.4** The initiative is owned by ACPO and ACPOS (Association of Chief Police Officers Scotland); it is managed by the British Parking Association (BPA) through Development Managers (DMs), and the scheme is supported by the Home Office, the Scottish Executive and all Police Forces in England, Scotland, Wales and Northern Ireland.
- 1.5** 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 to the general public, when parking their car, motorcycle, bicycle etc. that the owner/operator has considered, and where appropriate taken action, to reduce crime and the fear of crime within the parking facility that they have chosen to use.
  - Provide a design framework for Architects and developers of new parking facilities.
- 1.6** Owners/Operators of parking facilities considering applying for the 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 SPS does not formally assess the structural safety of parking structures, prior to a Park Mark Safer Parking Scheme 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' (published by ICE in December 2002).

## RESPONSIBILITIES

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### Police

- 2.1** Each police force will have a principal designated Force SPS trained member of staff (the 'Accredited Assessor') to ensure consistency in respect of the assessment and awarding of PMSPS status. In special circumstances large forces may have a number of SPS trained police staff, however, all SPS applications and assessments will in all circumstances be the overall responsibility of the principal designated Force member of staff.
- 2.2** SPS trained police staff will always be either an Architectural Liaison Officer (ALO) or Crime Prevention Design Adviser (CPDA). Their role is to advise on all issues of risk analysis and security for parking facilities. The approval or rejection of the award for individual locations is the sole responsibility of these designated police staff.

### Development Manager (DM)

- 2.3** DMs are independent persons appointed by the SPS scheme managers (the British Parking Association) and will assist designated police staff in carrying out site assessments of individual parking facilities. They are responsible for advising on management procedures and for developing the scheme locally. All DM's will also be trained as Accredited Assessors in order to assist owners/operators with the requirements of the scheme prior to assessment.

## THE PARK MARK SAFER PARKING AWARD (PMSPA)

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- 3.1 There is only one Park Mark Safer Parking Award irrespective of the type of development and ACPO Crime Prevention Initiatives (CPI) reserve the right to amend the award scheme at any time without prior notice or consultation.
- 3.2 The PMSPA is issued to parking facilities following an assessment of the crime risk within the site. The Award is retained if the outcome of a further crime risk assessment, after a defined period of time, is acceptable.
- 3.3 For new build or major refurbishments (requiring major alterations/changes to the structure or surface treatment) of parking facilities 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 Force ALO/CPDA or the DM at the earliest possible opportunity, and in any event prior to or during the preliminary design stage.

### Initial Award

- 3.4 A PMSPA is initially granted for one year, and provides members of the public with an indication of owner/operator commitment to achieve a sustainable reduction in crime.
- 3.5 It is possible for some locations to be awarded a PMSPA when parking facilities are operational for limited periods i.e. not 24 hours. In such cases clear signage shall be provided to ensure that the public are aware of the operating times of the parking facility, and that the owner/operator cannot guarantee similar levels of safety and security outside those hours. The following guidance shall be used to assess whether a parking facility may be granted a PMSPA when not operating on a 24hr basis: -
  - Specific times e.g. between 8 am to 8 pm. It should be noted that where time limits are stated these must be for a minimum of 10 hours during any operational, day and can only be issued where the occupancy level is below a certain percentage outside the specified times. Guidelines for percentages are as follows: -

Spaces 150 or less	-	Occupancy 10 % or below
Spaces 151 to 500	-	Occupancy 8 % or below
Spaces 501 to 1000	-	Occupancy 7 % or below
Spaces over 1000	-	Occupancy 6 % or below
  - Specific days e.g. Monday through to Saturday (occupancy levels above apply).
  - Specific times of the year e.g. June to September (occupancy above levels apply). This would normally only apply to some rural locations or in locations associated with a seasonal attraction.
  - Any combination of the above.
- 3.6 The issuing of any PMSPA does not guarantee a crime free parking facility and it should not be used to market the site as such. 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 tortuous obligations.

### Assessment of Existing Secured Car Parks and Re-Assessment

- 3.7 Parking facilities that have previously received Secured Car Park status will remain entitled to operate under the terms and conditions of the SPS scheme until due for re-inspection, where upon application the site will be assessed in accordance with current SPS criteria.
- 3.8 The frequency of re-assessment will generally be two years however local circumstances may determine that the award is only valid for one year or extended to three years. The exceptional circumstances leading to the variation will be notified to the owners/operators following assessment.
- 3.9 Where re-assessment has been set at two or three years, a pro-forma will be sent out by the BPA at the end of the first/second year approximately six weeks prior to re-assessment. Owners/operators will be required to submit a completed pro-forma to their DM, which will include details of their own recorded crime figures and a declaration to confirm that there have been no material or management changes to the parking facility during the previous 12 months. The DM, having liaised with the designated police staff, will then confirm with the owner/operator that either the full re-assessment or re-completion of pro-forma will not be necessary for a further 12 months.
- 3.10 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 lay-out or structure.
  - Change in environment/crime and disorder within the immediate location.
  - Significant change in customer profile at the parking facility e.g. previously used by shoppers, now used by leisure zone patrons.
  - A need to change the SPS time/day/season limitations originally agreed.

## THE APPLICATION & SITE ASSESSMENT PROCESS

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**4.1** Copies of the Assessment Guidelines and forms for either an initial application or re-assessment are available on request from the SPS Managers, (Safer Parking Scheme, British Parking Association, Stuart House, 41-43 Perrymount Road, Haywards Heath, West Sussex, RH16 3BN).

**4.2** The application process is as follows:

- Applicants should contact either the DM or designated police staff for advice on requirements for the parking facility concerned.
- Complete the relevant paperwork, whether this is in respect of an initial application or re-assessment. Submit the documentation to the SPS Managers. For re-assessment the scheme Managers will contact the existing Award holder and supply a pro-forma six weeks before the assessment is due. This shall be submitted four weeks prior to the expiry of the current award to enable sufficient time for a decision to be made as to whether a site inspection is necessary.
- The DM will make contact with the designated police staff and the owner/operator to either arrange a mutually convenient date for the assessment of the parking facility, or to confirm that the information on the completed pro-forma has been verified and whether re-assessment is or is not required for this period.
- When an assessment has taken place an application decision will normally be given on the date of inspection or at least within three working days.
- If a parking facility fails, a detailed explanation why, together with measures that must be taken to achieve the award will be forwarded to the owner/operator from the DM within 20 working days.
- In the event of a dispute owners/operators are able to appeal the decision using the arbitration process (see Section 6, Arbitration).

### Costs

**4.3** Once a parking facility owner/operator has achieved the Award for the first time, they will become a 'Member' of the Scheme and be required to pay an annual subscription for each year that membership is continued. They will pay a further fee for each additional parking facility that achieves the Award based on a reducing scale.

Owners/operators with the Award will be invoiced annually on the anniversary date of their first Award, which will cover all their parking facilities on the Scheme.

As a 'member' of the Scheme owners/operators will receive a range of benefits of membership including:

- Demonstrating to your customers, a commitment to creating a high quality parking facility that feels safe and has measures in place to reduce levels of crime.
- The consultations services of our expert Development Managers that will work with you to get your parking facilities to the required standard to achieve the Park Mark Safer Parking Award.
- The services of specialised Police Officers that will come and assess your facility to ensure that it reaches Park Mark Safer Parking Standards.
- Regular Safer Parking Scheme Newsletters.
- Joining a large network of parking facilities that currently hold Safer Parking status.
- Belonging to a nationwide government backed scheme to reduce crime and improve public services.

As a Park Mark Safer parking Scheme Award holder these additional benefits will be available to you:

- Holding a prestigious award that benchmarks you 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 Development Manager as and when you need it.
- Free advertising of your parking facility on the Park Mark Safer Parking website.
- Free promotion of your Park Mark award through nationally run advertising campaigns.

### Notes:

- Details of current charges are set out in the enclosed Annex.
- The Scheme reserves the right to withdraw the Award for non payment of fees.
- Fees will be reviewed annually by the Steering Committee\* overseeing the Scheme.
- ACPO and the BPA reserve the right to alter the fee at anytime (see terms and conditions), written notice will be given to scheme members of any such changes.

*\*The Steering Committee*

## ASSESSMENT

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- 5.1** To be granted a PMSPA, 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. Development 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, subject to assessment of the crime levels in the surrounding area, will normally be able to achieve an Award unless there is a clear and obvious risk that requires attention.
- 5.3** A parking facility in poor condition, which does not convey a safe and non threatening environment (decided by the Accredited Assessor), will not qualify for an Award.

## ARBITRATION

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- 6.1** Every effort will be made at a local level to resolve difficulties and disputes resulting from a failed application/re-assessment. Arbitration processes are 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 Standards Committee and further information is available from the BPA.
- 6.2** Applications for Adjudication shall be delivered within One Month of the failed Assessment to:  
  
The Safer Parking Scheme Standards Committee  
c/o The Licensing and Technical Manager, ACPO CPI  
25 Victoria Street, London, SW1H 0EX.
  - The Standards Committee will delegate the case to an Adjudicator or Committee representative for review and report to the Standards Committee\* 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 Scheme Standards Committee is to ensure that the standards of the Scheme are maintained and consistently applied across the country. The Committee includes representatives from the parking industry.

# **GUIDANCE FOR PARKING FACILITY OWNER/OPERATORS**

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## **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/re-assessment process, the following Appendices have been produced and detail the likely necessary security measures required for each type of parking facility.

Appendix A	-	Surface parking facilities – Urban areas
Appendix B	-	Surface parking facilities – Rural areas
Appendix C	-	Multi Storey parking facilities
Appendix D	-	Basement or Underground parking facilities
Appendix E	-	Roof Top parking facilities
Appendix F	-	Lift Operated parking facilities

**7.2** As **ALL** sections of the criteria are of equal importance, and so that there is no confusion in respect of a priority order, the sections within each of the Appendices have been listed alphabetically 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 the respective Appendix. In such cases dispensations may be granted. The following are examples of where this may occur:

## **Bylaws 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. then alternative options should be considered and if the crime statistics of the parking facility concerned dictate, then 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 SPS 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, then these must be implemented accordingly.

## PROMOTING THE SCHEME

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- 8.1** Members of the Scheme and those individual facilities with the Award are required, as part of their membership, to commit to help promote the scheme by prominently displaying the **'PARK MARK Safer Parking Award'** 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 help in the public awareness campaign seen as a driver in achieving national recognition of the Scheme and Award.
- 8.3** Scheme members should use their best endeavours to maintain the integrity of the 'Park Mark Safer Parking Scheme' by reporting unauthorised use of the logo or associated marketing to their DM.

## CONTACTS

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Scheme Managers	British Parking Association Stuart House 41 – 43 Perrymount Road Haywards Heath West Sussex, RH16 3BN
Telephone	0870 2 408 489
Fax	01444 454104
Email	<a href="mailto:info@britishparking.co.uk">info@britishparking.co.uk</a>

## GLOSSARY OF TERMS

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- ACPO** **Association of Chief Police Officers for England, Wales & Northern Ireland.**  
*The Association of Chief Police Officers (ACPO) 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 in Scotland (ACPOS) is the collective organisation 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**  
*Specially trained police staff that give specialist advice on designing out crime in the built environment.*
- Benchmark** *The Safer Parking Scheme Standards Committee will establish, annually, a national Benchmark crime level which will be the level that all Park Mark™ Accredited parking facilities will not exceed in that year.*
- BPA.** **British Parking Association**  
*The British Parking Association was founded in 1967 as an independent professional association. The BPA is dedicated to promoting and representing knowledge and standards in every type of parking facility and to bring 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 600+ 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 standardization solutions to meet the needs of business and society.*
- CCTV** **Closed Circuit Television**
- CPDA** **Crime Prevention Design Advisor**  
*Specially trained police staff that gives specialist advice on designing out crime in the built environment.*
- CPDG** **Crime Prevention Design Group**  
*To be completed.*
- CPI** **Crime Prevention Initiative**  
*ACPO 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 ACPO with chief police officers on the Board of Directors.*
- DM's** **Development Managers**  
*Are employed by the British Parking Association and working closely with police to manage and develop the Safer Parking Scheme on a National basis.*
- MSCP** **Multi Storey Car Park**
- NVQ** **National Vocational Qualification**  
*If you have a National Vocational Qualification (NVQ) it shows that you can do the work for which it has been awarded to national standards. 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.*
- ODPM** **Office of the Deputy Prime Minister**  
*ODPM was created as a central department in its own right in May 2002. It 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.*
- Part-Time Parking**  
*A parking facility where operational times are for a specified period only. For guidance, part-time parking operational times usually exceed 10 hrs 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.*

## GLOSSARY OF TERMS (continued)

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- PMSPA**      **Park Mark Safer Parking Award**  
*The award owners/operators receive once their parking facility meets the standards of the SPS - See above.*
- PSDB**      **Police Scientific Development Branch**  
*With over 200 scientific and technical staff, PSDB provides technical, operational and policy support for Police forces, government departments and the UK law enforcement community. We evaluate, develop and advise on science and technology equipment and techniques. Our work protects the public, protects the police and fights crime in all its forms.*
- 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.*
- 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.*
- SCPS**      **Secured Car Parks Scheme**  
*The Association of Chief Police Officers (ACPO) launched the Secured Car Parks Scheme in 1992 as part of their 'Secured by Design' initiative to encourage those responsible for car parks to improve security standards as a means of reducing criminal activity. The Scheme is supported by the Home Office and the Scottish Executive and has been managed by the British Parking Association since 2001 when it took over the administration of the Scheme from the Automobile Association.*
- 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**  
*Like its predecessor, the SCPS, The Safer Parking Scheme is still an initiative of the Association of Chief Police Officers (ACPO) aimed at reducing crime and the fear of crime in parking facilities but has now been redesigned in partnership with the BPA, and following research into the effectiveness of the original SCPS, to overcome many of the barriers to membership that existed with the SCPS. Now everyone can access the benefits of the Safer Parking Scheme.*
- Standards Committee**  
*The role of the Safer Parking Scheme Standards Committee is to ensure that the standards of the Scheme are maintained and consistently applied across the country. The Committee includes representation from the parking industry.*
- Thattham**      *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.*

