

The Secured Car Park Award Scheme

Guidelines for self assessment

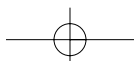
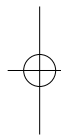
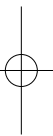
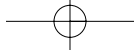


prepared by

Association of Chief Police Officers
in England and Wales

in partnership with

British Parking Association
Automobile Association
and Home Office



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Introduction

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. The Scheme is supported by the Home Office and the British Parking Association and is administered by the Automobile Association.

The purpose of this document is to provide guidance to owners, operators and developers of all car parks on how to establish and maintain a safe and secure environment; to allow them to conduct a self assessment exercise on their premises; and to provide the documentation to make a claim for consideration of an Award.

The Award

The objective of the Award is to certify car parks which have introduced effective measures to create a safe and secure environment which reduces public fears and restricts opportunities for crime to be committed.

Early Awards were granted with 'gold' or 'silver' status, to indicate degrees of conformance to a standard, but now, under the revised scheme, there is just one Secured Car Parks Award, and ACPO reserve the right to amend the award scheme at any time without prior notice or consultation.

The Award Certificate is granted for one year, and shows your customers that you have implemented a client-focused approach to effectively reduce the level of crime in the facility.

Only car parks which clearly cater for the safety and security of customers, and their property, will be given this prestigious Award.

During the currency of the Award, standards in the car park must be maintained, and continuing improvement and maintenance of those standards will be judged during an annual re-inspection process.

Car parks that received an Award under the previous scheme are still entitled to utilise the benefits of the Award until the annual re-inspection date. Then, on application, the premises will be re-inspected in accordance with the revised scheme.

Although the Award is entitled "Secured Car Parks" it is applicable to all types of vehicle parking and retention areas and applications are encouraged from associated facilities such as heavy goods vehicle lorry parks and caravan parks.

Possession of an Award does not guarantee a crime free car park and it should not be used to market the facility as a "crime free zone", which could mislead the public about the effects of crime in the car park. The Award should take due consideration of statutory requirements and, where health and safety, fire or other legislation conflicts with the Award recommendations then the statutory requirements will prevail.

It should be made clear, though, that granting an Award does not create any liabilities to the owner or operator over and above their general contractual and tortious obligations.

The Application Process

Having received a copy of the guidelines for self assessment there are up to seven stages to achieving the Award:

1. Read the guidance notes and review the facility.
2. Carry out the self assessment.
3. Complete the documentation.
4. Photocopy the relevant pages and submit the application form.
5. Site inspection by the police and the surveyor.
6. Application decision.
7. Arbitration process in the event of a dispute.

Costs: (which are all VAT exclusive, and are subject to change in the future)

- Further copies of the guidance for self-assessment are £25.
- The application fee is £150 discounted to £125 to cover the initial purchase of the guidance document. This covers the cost of the inspection.
- Re-inspection of a facility *within 6 months* of a failed application will not be charged.
- Annual re-inspection charges are £150.

Discounts may be negotiated for multi-site operators.

Applications and other enquiries should be addressed to:

The Administrator,
Secured Car Parks,
Automobile Association,
3rd Floor,
Norfolk House,
Priestley Road,
Basingstoke RG24 9NY.
Telephone: 01256 492733
Facsimile: 01256 494627

Terminology

Use of the term **“Police Officer”** in this document means a warranted or civilian police service member employed as an Architectural Liaison Officer or a Crime Prevention Design Adviser, from the police force responsible for covering the location of a car park.

Use of the term **“Surveyor”** means an independent civilian regional development manager for the Secured Car Park Scheme, or a quality standards inspector provided by the scheme administrators.

Responsibilities

Police

The police officer's role is to advise on all issues of risk analysis and necessary security features for car parks. The approval or rejection of the Award for individual car parks is the sole responsibility of the police.

Surveyor

Surveyors assist police officers in carrying out site inspections of individual car parks. They are responsible for maintaining a national standard of quality. Together with police officers they are available to offer advice to applicants on the Award scheme.

Self Assessment

To be granted an Award, a car park must achieve an effective combination of preventative security features which will be considered on an individual basis during the survey of the premises. Accordingly, the self assessment form and accompanying guidance notes are not necessarily a definitive list of features which must be incorporated to achieve the Award, but are intended to provide a comprehensive list of security features with which to maintain a consistent approach to assessing the car park.

It should be noted that failure to positively address all the criteria contained in the self-assessment form will not automatically prevent a car park from achieving the Award. The final decision rests with the surveying officers, who may vary the security criteria or consider alternative features dependant upon local factors.

Applicants should be aware that their risk analysis and security findings may be at variance with those of the surveying police officer due to the officer's knowledge of risk, crime trends and security matters.

Site Inspection

The Award Scheme recognises that the causes of crime, the fear of crime and the perception of crime can be attributable to a number of factors. These can include, for instance, local, regional and national trends; urban or rural locations; economic and social factors; local infrastructure; environmental features; car park style, layout and management practices. Accordingly, there are a number of effective measures for reducing crime and it is necessary to consider various alternatives in an attempt to identify the most effective, economical and practical solution for individual car park operators.

This all means that it has been necessary to create a degree of flexibility within the Award scheme, which is brought out during the inspection process. This also enables the Award Scheme to apply to as many car parks as possible, without reducing the quality standard of the Award.

Site inspections should be conducted only when a police officer and a surveyor are present.

On receipt of an application, an appointment will be arranged for a survey of the premises, at a mutually convenient time. The survey will be conducted by a police officer and a surveyor, and as well as surveying the premises, the officers will also be required to inspect all evidential submissions to support the application.

Application Decision

Following the survey, applicants will be told within a reasonable time - normally within 30 days - whether the application has been successful. Notification of rejected applications will be accompanied with detailed explanation, together with measures which must be taken to achieve a successful re-application. Failed applicants who upgrade their premises and are re-inspected within a period of six months (following the initial inspection) will not be subject to any additional charges.

Arbitration

Every effort is made, at a local level, to resolve difficulties and disputes resulting from a failed application. However where this has failed an arbitration process is available to applicants who believe they have reasonable grounds for concern regarding the administration and outcome of an application. Further information is available from the police officer or surveyor.

The process is as follows:

- An outline report from all conflicting parties should be submitted, together with all relevant correspondence, to the Chair of the ACPO Project and Design Technical Committee.
- The Chair will delegate the case to the relevant committee officer dependent upon location of the project
- That officer may pursue the case themselves or delegate to another regional officer who is experienced with the award scheme and is not connected with the project.
- If the matter is not resolved at this stage, the case will be considered personally by the ACPO officer responsible for the scheme.
- The final decision will be binding on all parties and should be delivered within a reasonable time.

Self Assessment Guidance

The following general guidance corresponds with the features listed on the self assessment questionnaire and provides standard security advice over a range of issues.

1 SURVEILLANCE



- a All car parks should ensure that a high degree of surveillance covers all areas of the site. Where natural surveillance cannot be achieved, technological or other means of surveillance should be incorporated. CCTV and human presence are the key surveillance methods, and are compensating factors where the physical requirements of the scheme cannot be fully achieved. Out of sight areas should be avoided, restricted or opened up to view.
- b Landscaping adjacent to and on the site should not restrict surveillance opportunities or provide areas of concealment. Where appropriate, landscaping may be considered as ground cover, especially between vehicles. Landscaping, growing characteristics and maintenance should ensure no foliage between 0.5 and 2.5 metres in height. The use of dense prickly shrubs and thorn hedges (for example Berberis or Pyracantha) may be used to physically reinforce boundaries or to minimise opportunities for concealment.

2 BOUNDARY TREATMENT

- a The perimeter should not obstruct the view to and from the facility and should contribute to the natural surveillance of the site. It may consist of fencing to the current relevant British Standard, which could be of welded mesh or palisade type, where appropriate. Where surveillance is required, and can be achieved, to and from the premises, the height of any perimeter embankment or wall should not exceed 0.5 metre in relation to adjacent carriageways. The detailing of perimeter treatments, adjacent street furniture and landscaping should not provide opportunities to easily gain access to and from the site.
- b It is important that the car park should include a clearly defined perimeter that identifies it as a 'private' area and restricts unauthorised access and exit. This may be achieved by a combination of physical and psychological features dependant upon local conditions. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes.



3 LIGHTING

- a High levels of illumination are required to all areas of the car park. Lighting should conform to British Standard 5489 Part 9 and the applicant will be required to provide a certificate of compliance issued by the installer or a suitably qualified body. Where lighting does not conform, reference should be made to the surveying police officer. In certain circumstances this may be acceptable, but only where a lighting system almost meets the standard

requirements, a high degree of surveillance is provided over all the site and there are clear and unambiguous reasons why the applicant cannot achieve the set standard (lack of funding would not be regarded as a reasonable reason for accepting a lower standard of lighting). Good use should be made of natural daylight, which is regarded as "friendlier" than artificial illumination. Where the latter is utilised, the preferred light source should offer minimum colour distortion i.e. high pressure sodium.

- b** Light fixtures and fittings should incorporate vandal resistant features such as polycarbonate or reinforced glass fittings with sources positioned out of reach. The operator must provide details (contract or other) of lighting maintenance and cleaning arrangements.
- c** The effect of lighting sources should not be restricted by landscaping.
- d** The positioning of lighting columns should not ease unauthorised access or exit over the car park's protected boundaries.
- e** Cables and wiring serving the lighting system should be enclosed to restrict accidental damage or criminal attacks. Vulnerable service boxes should be secured to restrict attack and, where possible, positioned where they are well overlooked.
- f** Light coloured surface treatments should be applied to ceilings, columns and walls to maximise and reflect the effect of the lighting system.



4 VEHICULAR ACCESS

- a** Narrowed entrances and height restrictors should be included where only private vehicles are permitted.
- b** Vehicular access and exit points should be minimised. All routes should also incorporate a degree of control which will vary dependent upon location, type of car park, management practices and other factors. Controlled routes may be achieved by a number of methods including barrier access, manned control points and CCTV. An effective CCTV system could ensure that vehicles and pedestrians are recorded when entering and leaving the premises.
- c** Where the facility is not open 24 hours a day, then all vehicular entrance and exit routes should be capable of being secured. All routes should be fitted with lockable full height gates or grilles, provided with anti-lift hinges, capable of being secured in both "open" and "closed" positions.



5 PARKING AREA

- a** Parking spaces should be arranged in straight rows to aid surveillance and avoid blind spots.
- b** Premises should incorporate "one way" circulatory movement of traffic around the parking areas, where appropriate. Speed restrictors should be incorporated to all vehicular routes, especially adjacent to pedestrian areas. Anti-cycle barriers may be required to pedestrian routes.



- c Long stay vehicles can be more vulnerable and areas should not be readily identifiable from short stay areas. Where this is required, additional security must be incorporated to these areas to meet the increased risk. The operator must demonstrate how this is achieved, for instance with CCTV, human presence or other alternatives.
- d Payment meters should be positioned in busy areas of the car park which are well overlooked. They should be clearly visible or signposted from all areas of the car park, well illuminated and regularly emptied each day. Consideration should be given to installing a staff contact point into machines. Considerable thought should be given to the security process for cash collection, and operators must demonstrate that formal methods and procedures are in place.
- e Adequate provision should be provided for disabled parking in areas which are clearly identifiable. In accordance with DETR guidelines, disabled parking bays should be at least 4800mm by 2400mm. Where bays are parallel to the access aisle, an extra length of at least 1800mm should be provided. Where bays are perpendicular to the access aisle, an additional width of at least 1200mm should be provided. In adjacent bays this space can be shared.
- f Elements of the building structure should not restrict surveillance opportunities or create recesses. Where this occurs, additional measures may be employed to open up, restrict access to or provide additional surveillance to these areas. New car parks should ensure support pillars are positioned close to each side of the floor area and detailed as slim as possible. Where car parks comprise "half levels" or mezzanine floors, access through these areas should be restricted by materials which allow for surveillance. Access ramps may require rough or uneven surface treatments to deter misuse such as skateboarding and rollerblading. Access via external wall openings should be restricted by the incorporation of suitable grilles, bars or glazing materials. This applies to ground floor and upper floor areas as well as internal walls.
- g Vulnerable areas of the car park should be treated with anti-graffiti finishes to limit the effect of vandalism and ease the removal of graffiti. This may include anti-graffiti coatings, textured surface finishes, highly patterned surface treatments and in some cases the use of landscaping to deter access to vulnerable areas as indicated in Section 1(b). The operator must also demonstrate that effective procedures are in place to ensure prompt removal of graffiti.

6 PEDESTRIAN ACCESS

- a Pedestrian access and exit routes should be minimised. All routes should also incorporate a degree of control which will vary dependent upon location, type of car park, management practices and other factors. Controlled routes may be achieved by a number of methods including barrier access, manned control points and CCTV. Where appropriate, some routes may be locked upon exit and be devoid of external ironmongery to ensure all access is via a controlled busy route.

- b** Pedestrian entrance and exit routes should be wide, open to good surveillance, without recesses and designed to prevent vehicle usage.
- c** Pedestrian routes should have good natural surveillance with any landscaping adjacent to such areas maintained at a low level (maximum height 0.5 metres).



- d** Lifts should be spacious and allow for disabled wheelchair access, complying with current relevant British Standards. Where appropriate, more than one lift should be provided but located adjacent to other lifts. External surveillance of the lift interior should be provided, preferably by a vision panel to allow surveillance of the interior from the landings. Mirrored interiors will enhance visibility.

Lifts should open directly onto car park levels (where this complies with statutory requirements) or wide, well illuminated and unobstructed landing areas, capable of accommodating a number of people commensurate with anticipated demand for the lifts. Where applicable, wide doors with vision panels should be used which open directly from landings onto parking levels, without recessed areas, further steps or long passageways. Vandal resistant buttons/panels are recommended with an alarm button, connected via a link to a remote monitoring point to enable 'hands free' voice communication. In the event of a power failure, a minimum one hour back up facility should be available.

Wide stairways with open balustrades are required, allowing good visibility on approach to and from landing areas. Stairwell and landing openings to the outside face of car park areas to be glazed for enhanced natural light and surveillance, and recesses should be avoided.

Lift and stair cores should incorporate maximum visibility from inside and out - in new car parks this may be achieved through use of extensive glazing to the service core including the lift and shaft.



- e** All pedestrian entrance and exit routes should be capable of being secured. All routes should be fitted with lockable full height gates or grilles, provided with anti-lift hinges, capable of being secured in both "open" and "closed" positions.

7 SECURITY

- a** An effective level of security patrol staff, electronic surveillance or combination of both should be provided. The provision of such facilities will be dependent on a number of factors including risk analysis, car park size, structure and location. The overall objective, however, is to provide an effective level of surveillance capable of reducing opportunities for crime and the fear and perception of crime together with the ability to identify and respond to problems within a reasonable timescale.



Patrolling staff numbers and routes will vary dependent on the premises, but patrols should be random, cover vulnerable areas of the site and provide a highly consistent visible presence. In certain cases electronic devices should be installed to monitor and maintain patrolling standards. When considering provision of patrol staff, certain supervisory personnel may be disregarded, dependent upon their duties. Operators are required to provide an analysis of how they arrived at their manpower requirements, based on a comprehensive analysis of their needs. Details of patrolling



levels and frequencies must be provided together with the method used to verify that patrols have been undertaken as specified. The analysis must cover the total area of operation.

Electronic surveillance should be sufficient to provide monitoring personnel with the ability to examine all areas of the car park, including entrances and exits. The performance of any electronic surveillance should be agreed prior to installation and be in accordance with local police force guidelines. The surveillance equipment should be able to monitor, detect, recognise, identify and record. Information on setting an operational requirement is available from a local crime prevention officer.

- b** The security of manned kiosks should be discussed with a police crime prevention officer. This might include provision of CCTV monitors, external telephone lines, personal attack alarms, operation of barriers from the kiosk, door locks to current relevant British Standards, limited external door furniture, protective screening and cash handling security.

8 SIGNAGE

- a** A Customer Charter should be displayed in a prominent position to demonstrate a commitment to the provision of the standard of service and information that users can expect to receive. The Charter should identify areas such as:
 - A commitment to users to provide an efficient and courteous service.
 - Establishing safety and security as a key priority.
 - Reference to the 'Crimestoppers' message and telephone number.
 - A commitment to formal surveillance.
 - Clear and precise details of permitted vehicles.
 - Provision for separate parking spaces for the disabled.
 - Clear information on charges, where to pay and the location of customer service help point. This to be in English and any other languages as appropriate.
 - Monitoring and public display of customer satisfaction information and statistics for car park users.
 - Publication of regular information on the performance of the organisation against set performance measures indicated within the Charter.
- b** A car park management policy should be produced and clearly exhibited in a prominent position. This could be combined with the Customer Charter with the detail limited to that which is considered important and can be reasonably absorbed. The policy may include the following:
 - Identification of the management organisation and means of contact to them.
 - Setting, monitoring and publicising explicit standards of service that individual users can reasonably expect.
 - The provision and extent of service for people with disabilities.
 - The monitoring of customer satisfaction and regular publication of actual performance against set standards.

- c Clear signage should indicate the car park charges and payment method at all entrances and identify where payment should be made if this is not obvious.



- d Clearly visible signage should be provided to identify entrances, exits, lifts, stairwells, payment meters, contact points and parking levels. Car park operators should monitor the condition and cleanliness of all external and internal signage to their site and report and repair defects as soon as possible.
- e Parking spaces or sections of car parks should be coded to enable easy identification to staff and users. This is particularly important when recording incident details, so that any problem areas within the park are quickly identified and remedial action can be taken.

9 MANAGEMENT PRACTICE

- a Regular management meetings (at least monthly) should be held to review systems and procedures for managing the car park. Minutes should be produced recording action points and timescales for completion. Points for discussion may include the following:



- Review of the Customer Charter and Quality Policy.
- Assessments of the quality management systems.
- Customer complaints and commendations.
- Crime levels and locations within the car park.
- Customer feedback surveys.
- Training.
- Health and Safety and other statutory responsibilities.
- Quality planning and operational changes.

- b A designated member of staff should be identified and responsible for controlling all documentation, such as minutes of management meetings, customer complaint record, crime reports and training records.

- c A record of customer complaints should be maintained together with the resulting action taken. Corrective actions should be implemented to prevent further complaints.

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

- Day/Date/Time.
- Specific location within the car park.
- Vulnerability / state of attacked property and method of offending.
- Type of property damaged / stolen.
- Details of the offender (if known), or other identifiable features e.g. car, type / colour / registration.
- Details of any follow-up action to reduce the risk of repeat offence / incident.
- Length of time records kept.
- Details of follow-up action.
- Details of complainant.

- e Staff must receive a satisfactory level of training either inhouse or by formal external certification. The **NVQ for Parking Control** is now the industry standard for operational staff, and this should be the required level of qualification. Operators must demonstrate their intention that all relevant staff will have achieved it within 12 months of receiving the award. It is a responsibility of management to provide the necessary skills and knowledge for staff to undertake the tasks required of them. Such provision will help deliver the level of service that the organisation is committed to, as well as helping protect the interests of the organisation from possible civil claims. Staff should undergo some sort of basic vetting to ensure their integrity. Areas for staff training could include:

- The organisation's policy.
- Quality of service and customer care.
- Basic Health and Safety information.
- Training on equipment installed.
- Training on dealing with and recording incidents.
- Basic first aid.
- Avoiding confrontation.

Records of the above criteria should be maintained and incorporate selection criteria, appointment and reference material, induction training and period of supervision, training and experienced gained and any other information deemed to be relevant.



- f Staff should be easy to contact and be immediately available to car park users during opening hours. There are a number of methods for achieving this including public telephones, direct dial telephones, identifiable staff contact accommodation on site, staff kiosks, regular patrolling staff, audio/visual two way intercoms (possibly provided on payment meters), and panic alarms covered by CCTV surveillance and constantly monitored by staff. The type and scale of facility provided will be dependent upon a number of factors including risk analysis, car park size, structure and location. Operators are required to demonstrate that means exist to enable car park users to contact the car park's management reasonably easily and that the resources are in place to enable staff to respond positively and quickly to any incident or customer difficulty which is reported.



- g Operators must provide a copy of their organisation's Health and Safety policy statement to demonstrate their commitment to health and safety and how this is put into practice within the car parking service.
- h A clean and well kept car park provides a more reassuring environment for users, and can contribute to reducing the fear of and perception of crime. Quick removal of graffiti can deter further incidents of criminal damage. The operating procedures should identify regular monitoring for cleanliness, with an effective policy established for the quick removal of graffiti within an agreed timescale. Operators must provide details of **all** maintenance contracts or schedules of work.

Application for Secured Car Park Award

APPLICANT - Please complete shaded area only

Name: _____

Position: _____

Address: _____

Telephone No: _____ Fax No: _____

Address of car park: (if different to the above) _____

Telephone No: _____ Fax No: _____

POLICE OFFICER

Name: _____

Position: _____

Address: _____

Telephone No: _____ Fax No: _____

SURVEYOR

Name: _____

Position: _____

Address: _____

Telephone No: _____ Fax No: _____

OTHER DETAILS (if applicable)

Name: _____

Position: _____

Address: _____

Telephone No: _____ Fax No: _____

APPLICANT TO SEND PAGES 15-18 OF THIS BOOKLET, WITH THE APPROPRIATE SECTIONS COMPLETED, TO THE SCHEME ADMINISTRATOR WITH THE FEE (SEE PAGE 5 FOR DETAILS)



Secured Car Park Self Assessment Questionnaire

Address all sections. Are these features achievable or incorporated into your car park? Only answer **YES** if you can support it with physical or objective evidence. If the answer is **NO** then complete the attached **Table A**, and identify any other compensatory features incorporated.

	Referring to the guidance answer YES or NO
1 SURVEILLANCE	
a Surveillance of the site.	
b Landscaping of the car park.	
2 BOUNDARY TREATMENT	
a Perimeter treatment.	
b Clearly defined site perimeter and designated routes.	
3 LIGHTING	
a All lighting to British Standard 5489 Part 9.	
b Lighting system to incorporate anti-vandal properties.	
c Landscaping does not restrict the effect of the lighting scheme.	
d Lighting columns do not aid access over perimeter fencing/walls.	
e All services/wiring are enclosed to prevent damage/attack.	
f Light coloured surface finishes (enclosed car parks).	
4 VEHICULAR ACCESS	
a Narrowed entrance and height restrictions.	
b Access and egress points reduced to a minimum and controlled.	
c Lockable entrances/exits.	
5 PARKING AREA	
a Parking in straight rows.	
b "One way" circulatory movement with speed reduction facilities.	
c "Long stay" areas not identifiable, unless additional security provided.	
d Payment meters provided with natural surveillance, illuminated, and regularly emptied.	
e Adequate provision for disabled parking.	
f Multi-storey car parks:	
Structure should not restrict surveillance.	
Restrict access via half levels.	
Ramped areas provided with rough surfaces.	
Grilles to openings.	
g Anti-graffiti materials/surfaces to car park.	

	Referring to the guidance answer YES or NO
6 PEDESTRIAN ACCESS	
a Entrance / exit points reduced to a minimum and controlled.	
b Entrances / exits to have good natural surveillance.	
c Internal / external approach routes to have good natural surveillance.	
d Multi-storey car parks:	
Spacious lifts.	
Surveillance of lift interiors, stairwells and landing areas.	
Lifts, landing areas and stairs easily accessible to parking levels.	
Wide stairways and open balustrades.	
Access doors to allow for surveillance.	
Stairwells and landing external openings to allow for surveillance.	
e Lockable entrances / exits.	
7 SECURITY	
a Car park surveillance and security staff.	
b Secure staff facilities.	
8 SIGNAGE	
a Customer Charter clearly exhibited in a prominent position.	
b Management policy clearly exhibited in prominent position.	
c Parking charges clearly displayed at all entrances.	
d Clear signage indicating location of all entrances, exits, lifts, stairwells, payment meters, contact points and parking levels.	
e Car park areas easily identifiable to record incidents.	
9 MANAGEMENT PRACTICE	
a Regular meetings to review car park management systems.	
b Designated member of staff to control relevant documentation.	
c Customer complaints and resulting actions recorded.	
d Incidents of crime recorded with relevant information.	
e Staff trained in areas of responsibility.	
f Contact member of staff.	
g Health and Safety / legal requirements adhered to.	
h Regular car park cleaning and graffiti management.	



Appendices

The following example forms are provided as references for staff responsible for the management and administration of a car park. The example policy statement and forms can be adopted or where similar forms are currently in use they need not be replaced. Where a procedure requires objective evidence in the form of a record, one of the example forms may be used if required.

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Car Park Policy Statement

The company has identified the link between business success, customer satisfaction and the implementation of a car park management system.

The company has concluded that the Secured Car Park management system provides a suitable framework, and has therefore committed to implement and maintain a car park management system that complies with these requirements.

Through the car park management system the company intends to establish the safety and security of customers, their vehicles and possessions as a key priority. This will be achieved by monitoring the car park with closed circuit television or patrol staff or both. Customer service points are located to provide quick and easy access to car park personnel. Where service points are not available a telephone number to contact response personnel is displayed.

The company will undertake to reduce levels of crime within the car park through accurately recording incidents of crime with specific details and locations. This will allow preventive actions to be taken in conjunction with the local police crime prevention officer.

Where areas of the car park have been defaced with graffiti, actions will be taken to remove the graffiti within a reasonable time.

Staff are trained in their responsibilities under the requirements of the car park management system. An ongoing staff training programme ensures that this policy statement and associated policies, procedures and working practices are fully understood and implemented.

All management and staff are responsible for ensuring that the system is effectively implemented within their sphere of operation.

Services offered within the scope of this company's car park management system are:-
Secure parking of customers' vehicles including facilities for motorcycle and disabled users.

All equipment used in the process is issued and maintained in good order to ensure quality and safety.

(Name) has been appointed Management Quality Representative, responsible for the effective implementation and maintenance of the car park management system, and has the authority to deal with all quality related matters within this company.

.....signature
(Most senior person in the company)

Management Meetings

<p>Present:</p> <p>Apologies:</p>	<p>Job Title:</p>
--	--------------------------

Subject	Comments	Action By <small>(Initials & Date)</small>
Previous Minutes:		
Customer Charter and Quality Policy:		
Assessments of the Car Park Management System: <small>(Internal/external)</small>		
Customer Complaints and Commendations:		
Crime levels within the car park: <small>(Identified by location for corrective preventative actions)</small>		

Subject	Comments	Action By <small>(Initials & Date)</small>
Results of Customer Feedback & Surveys:		
Training of staff undertaken and outstanding:		
Changes in Health & Safety and Environmental Legislation:		
Quality Planning and changes to the Management System:		
Any other business:		

Date & Time of next meeting:

Venue of next meeting:

Form number _____ **Issue/revision date** _____

Quality Records Register

Form Number	Description	Issue Revision Date	Minimum Retention Period	Controlled and Disposed of by
<i>(Form number)</i>	MANAGEMENT REVIEW MINUTES	<i>(Date)</i>	3 YEARS, 1 MONTH	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	CUSTOMER COMPLAINT LOG	<i>(Date)</i>	3 YEARS, 1 MONTH	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	CUSTOMER COMPLAINT FORM	<i>(Date)</i>	3 YEARS, 1 MONTH	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	CRIME REPORT LOG	<i>(Date)</i>	3 YEARS, 1 MONTH	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	CRIME REPORT FORM	<i>(Date)</i>	3 YEARS, 1 MONTH	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	PERSONAL TRAINING RECORD	<i>(Date)</i>	LIFE OF EMPLOYEE +	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	TRAINING REVIEW RECORD	<i>(Date)</i>	LIFE OF EMPLOYEE +	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	NEW EMPLOYEE INDUCTION	<i>(Date)</i>	LIFE OF EMPLOYEE +	MANAGEMENT QUALITY REPRESENTATIVE
<i>(Form number)</i>	QUALITY RECORDS REGISTER	<i>(Date)</i>	INDEFINITE	MANAGEMENT QUALITY REPRESENTATIVE

Form number _____ Issue/revision date _____

Customer Complaint Form

Complaint No:	
Customer Name:	Date of Complaint:
Details of Complaint:	
Details Taken By:	
Details of Action Taken/Investigation:	
Completed by:	
Corrective Action Taken: <i>(To be completed when long term action is required)</i>	
Completed By: <i>(Car Park Manager)</i>	Date:
Customer complaint reviewed and found to be concluded satisfactorily including, where necessary, any long term action.	
Reviewed By: <i>(Car Park Manager)</i>	Date:

Form number _____ **Issue/revision date** _____

Crime Report Form

Incident number:	Date of incident:	Time of incident:
Details of person reporting the incident:		
Name:	Vehicle details:	
Address:	Make:	
	Model:	
	Reg No:	
Postcode:	Colour:	
Telephone Number/Home:	Office:	
Location within the car park:		
Details of vehicle or property damaged:		
Vulnerability of property and method of offending:		
Details of offender (if known):		
Details recorded by:		
Details of action taken/investigation:		
Completed by:		
Corrective action taken: (To be completed when long term action is required)		
Completed by: (Car Park Manager)		
Police informed:	(Y/N) <i>Delete not applicable</i>	
If yes name and number of officer reported to:		

Form number _____ Issue/revision date _____

New Employee Induction

Name of staff member:			
Start date:			
Induction supervised by:			
	Satisfactory	Unsatisfactory	Remarks
Company Quality Policy			
Customer Care			
Health & Safety			
First aid			
Avoiding confrontation			
Dealing with incidents			
Recording incidents			
Customer Charter			
Surveillance techniques			
Supervision period of 3 weeks complete on date:			
Employee's Signature:			
Trainer's Signature:			
Trainer's remarks:			

Form number _____ **Issue/revision date** _____

Staff Training Review Record

Name of staff member:	
Date of review:	
Review carried out by:	
Training needs identified:	
Training Courses to be arranged:	
Employee's Signature:	
Manager's Signature:	

Form number _____ Issue/revision date _____

