



## Site Assessment

**Site Name**

**Date of Assessment**

**Decision**

**Award Duration**

**Summary**

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## Facility summary

### Operator

Tel:  
Fax:  
e-mail:  
Web:

### Site Address

Tel:  
Fax:

### Contact

Tel:  
Fax:  
e-mail:

### Assessor

Tel:  
Fax:  
e-mail:

### Decision

### Signature

Accredited Assessor

# Management Practice

## General Remarks

This is a 5 ( split) level, 382 space MSCP which forms part of the Pavilions Shopping Centre located within the town centre district of Waltham Cross in Hertfordshire. Built in 1972 the entire complex is owned by Broxbourne Borough Council. Their appointed managing agents are Colliers of Belfast. Note : The roof levels (4 & 5) are separately contracted out for the exclusive use of Honda / Kia, a locally based motor car dealership who use the spaces to store their vehicles. These two roof levels are segregated from general public access / use by steel gates installed at the access ramps from level 3. The car park is open in line with the shopping centre`s trading hours and operates upon a Pay on Foot ANPR camera managed payment system. The MSCP`s parking T&Cs` are managed by UKPA Ltd a BPA AOS member company . The Centre Management team employ, under contract, S4 Security Ltd to provide security management operation to both the shopping centre Mall and the car park, 24/7. All members of the security team are based within the small CCTV control room which forms part of the centre management office suite. S4 staff work in uniform and are all issued with radios linked to the control room .The security team in the main work 12 hour shifts with a minimum of two staff on duty at any one time during the day. There is one member of the team on duty overnight who`s main role is to staff the security control room. Outside of opening / trading times the facility is secured by way of steel shutters . Regular security patrols are made of all levels of the car park as part of the general routine of patrols across the entire complex. Cash Collections: Managed by G4S Ltd . Latest annual vehicle throughput figures are yet to be established following the recent installation of the ANPR system. This is a busy and well managed facility.

## Meetings

There are regular communications throughout each day between the Centre Manager and the S4 security team due to the fact that they all share the same offices within the management suite. If any issues arise they are dealt with immediately. In addition, the Centre Manager meets each quarter with a representative of the Managing Agents to review all operational matters .

## Hand over procedure

Staff duty briefings take place at the start / end of each shift delivered by the duty Security Supervisor. Briefings are provided through both verbal reports and reference to any relevant entries within the management team I.T reporting / information system .

## Staff Training

All members of the security team are SIA registered . Training subjects include local site specific company / contractual policies, H&S , customer service, equipment operation and conflict management. All security staff are also CCTV licensed. All staff training is recorded on the individual`s records. Training has also included Fire Fighting and Lift Rescue techniques.

## Management Practice (2)

### **Incident Reporting & Customer Complaints**

All matters are fully recorded by the patrolling S4 security staff or the office staff based within the management suite. All report details are entered onto the IT reporting / information system which is accessible to all on site staff . All reports are supervised and brought to the attention of line managers. The nature and severity of each report will determine which level of management deals with any follow-up enquiries and actions. All reports will be discussed at management level and at the regular management / Managing Agent meetings.

### **Cleaning & Maintenance**

Cleaning: Managed by the S4 Security Ltd staff .

Maintenance: Minor issues are managed in-house wherever possible. Major issues are dealt with by any one of a number of approved external contractors appointed by the Centre Manager.

### **Help Points**

Currently there are no Help Points in operation within the MSCP . Units are located at each level within the lift lobby areas but they have recently be decommissioned and are not operating .

See comments within Recommendations Section .

### **Life Care Plan**

In place. Discussed at the time of this reassessment through a telephone conversation with Mr James Loughrie who is a Surveyor employed by the managing agents Colliers of Belfast .

### **Emergencies**

The Centre Manager and all members of the S4 security staff are fully conversant with the agreed procedures and policies re any emergency or evacuation incident at the complex. Internal procedures are in place covering bomb threats, suspect packages and other emergency incidents which were drawn up with the assistance of external consultants.

### **Recommendations**

1. To increase the display of SPS award signage throughout the entire facility. To include the main M/V entrance & exit routes, upon the payment machines and within the stair / lift lobbies.
2. To either remove or at least cover up all of the decommissioned Help Points within the MSCP as soon as possible . Furthermore, as soon as possible, to clearly display adjacent to the Help Point units the 24/7 contact telephone number of the on site combined management office / S4 security team office.

### **Justifications**

1. To increase public / staff awareness of the scheme, to reassure all users and to highlight the facility`s own accreditation status thus demonstrating good and effective facility`s management.
2. To enhance the level of security and customer service provided to all users of the MSCP .

**Signature**

Development Manager

# Crime Recording and Statistics

## Observations

For the twelve months preceding the inspection there were no crimes or incidents recorded by the police for this car parking facility. This compares favourably with the inhouse Pavilions Shopping Centre recording system.

2007 Review Dec there have been three recorded crimes in the previous 12 months but this falls well below the benchmark and does in itself constitute a problem to the re certification .

2010 Review NO reported incidents in the preceding 12 months from date of assesment

2012 - only two crimes not related to vehicles. no concerns

2014 - No recorded crime since 2012. No issues

2016 - As above

2021 - As above

2023 - As above

2025 - No crime recorded

## Recommendations

No action required.

2007 Review Dec No action required

2010 No action required

2012 no concerns

2014 As above

2016 - as above

2018 - No crime recorded

2020 - No crimes recorded

2021 - None

## Justifications

As required.

2007 Review Dec N/A

2010 review as above

2012 crime rate justifies award for two years.

2014 - Happy to award accreditation for two years.

# Boundaries and Perimeters

## Observations

This car parking facility is reached by travelling up a ramped incline to the first parking floor which is above the Pavilion shops. All other floors are reached from this position. Due to the raised location, clearly defined boundaries are present on all sides to prevent vehicles and pedestrians from going over the edges.

2007 Review Dec No change

2010 review no change

2014 - No change

2021 - No Change

2023 - As above

2025 - Major road works outside facility reducing access and egress.

## Recommendations

No action required.

2007 Review No change

2010 review no action required

2012 some relining required at entrance to prevent conflict between cars and deliveries. void space at top of entrance ramp needs marking off.

2014 - remedial actions have been carried out.

2016 - No actions required.

2018 - As above

2020 - As above

2021 - No action required

2025 - Entrance ramp in need of re surfacing.

## Justifications

Standard as required within the Safer Parking initiative.

2007 Review No Change

2010 no change

20121 to ensure safe operation of car park

2014 - No concerns

# Vehicular Access

## Observations

Vehicular access and exit routes here are restricted to one route by using the raised roadway into the facility from Eleanor Cross Road and bus station. Entry and exit is controlled with the use of dropdown barriers and coin type tokens that require to be prepaid on exit. A height restrictor is in places at the start of the route to prevent over height vehicles from entering.

2007 Review Dec No Change

2010 review no change

2012 - no change

2021 - No change

2023 - As above

2025 - Car Park now ANPR with three methods of payment (clearly Displayed). current entrance width reduced to ongoing road works in High Street.

## Recommendations

No action required

2007 Review No Change

2010 review no action

2012 none

2014 - None

2016 - As above

2018 - as above

2020 - as above

2021 - as above

## Justifications

As suggested as best practice under the Safer Parking scheme.

2007 Review No Change

2010 review change

2012 fit for purpose

2014 - no change

2016 - no change

# Pedestrian Access

## Observations

Pedestrian access and exit routes here are minimised by using lifts and stairs placed at one end, serving all parking floors to gain access to the shopping mall. CCTV cameras are positioned to one end of the parking floor giving coverage of the parked cars and restricted coverage of the lift lobbies at the far end. Lift lobbies floor surfaces are looking worn.

2007 Review Dec Most of the resurfacing has been completed and is looking clean and clear .

2010 review all lift lobby areas now clean and repaired

2014 - One lift out of service at time of visit.

2021- all lifts and pedestrian accesses in operation

2023 - As above

2025 - As Above

## Recommendations

1.To consider up grading the CCTV cameras to digital system to encourage better quality recording results particularly within the pedestrian lift lobby areas.

2.The floors within the lift lobbies would benefit from being resurfaced or repainted to improve the present worn out appearance.

2007 Review CCTV has been up graded and surfaces have been attended to as part of the ingoing maintenance program. To continue with the upgrade

2010 upgrades complete all good

2012 consider marking in pedestrian walkways to aid separation of foot passengers and vehicles

2014 - none.

2016 - as above.

2018 - as above

2020 - as above

2021 - as above

## Justifications

To further encourage a safe and secure environment for users.

2007 review No change

# Parking Areas

## Observations

Parking here is arranged in straight rows on each floor that aids traffic movement, with direction arrows and signage visible marked on the floors. The repainting of some of the signs would help to improve the guidance and information given.

2007 Review No Change some of the work has been completed and is ongoing into 2008

2010 work complete

2014 - No issues

2021 - no change

2023 - no Issues

2025 - disabled bays on level three need relining. Parent and child bays need attention as former white bay lines are clearly visible which could lead to conflict.

## Recommendations

As part of an ongoing maintenance programme direction arrows and other signs to be repainted.

2007 Review as above

2010 no action required

2012 no action

2014 - No issues

2016 - no issues

2018 - no issues

2020 - No issues

2021 -As above

2025 - repaint bays remove n]bay markings that are no longer required.

## Justifications

To help with creating a safe and secure environment as required under the Safer Parking scheme

2007 review no change

2010 review no change

2012 fit for purpose

2014 - As above

2016 - As above

# Surveillance

## Observations

Formal surveillance of the parking facility is carried out by CCTV cameras on each floor and regular foot patrols by security staff. Some CCTV camera monitoring is carried out within the management suite with others carried out in a kiosk on the first floor.

2007 Review No change

2010 no change

2014 - No change

2021 - all cameras now monitored within control room.

2023 - As above

2025 - Control room door frequently left open allowing observation of monitors, this could lead to a Data Protection issue.

## Recommendations

1.It is recommended that all surveillance equipment in the kiosk be brought together within the management suite for more effective control and greater security.

2.To consider updating the existing cameras and tape recording equipment to a digital system. Doing so will help produce recorded information that is effective for evidence purposes and satisfies the requirements under the Data Protection Act 1998 for the control and use of CCTV surveillance equipment.

2007 Review all CCTV recording now in managers offices and monitored at all times by staff .Cameras are being upgraded and are continuing to be so No change

2010 no work required

2012 fit for purpose

2014 - No Issues

2016 - No issue

2018 - Control room to be kept secure.

2020 - as above

2021 - As above also on going replacement of older cameras for more modern ones.

2025 - See 2018 recommendations also cover window in door leading to management office.

## Justifications

As recommended under the Data Protection Act 1998.

2007 Review As above

# Lighting

## Observations

lighting recently changed. good levels of light on all floors.

## Recommendations

No action required.

2007 Review No Change

2010 review No action required

2012 continue maintenance programme.

2014 As Above

2016 - As above.

2018 - as above

2020 - as above

2021- as above

## Justifications

As required.

2007 Review As Above

2010 review no change

2012 to ensure lighting is to the correct standard.

2014 - as above.

2016 - as above.

2018 - as above

2020 - as above

2021 - as above

# Signage

## Observations

Signage within the parking facility is suitable to control, warn and instruct visitors. Some of the surface signs appear worn and are required to be repainted.

2007 Review Work being completed as part of ongoing maintenance

2010 maintenance completed

2012 Needs more signage at pay points and barriers

2014 - Issues resolved

2021 - Some Park Mark signage needs replacing arrangements made for new signage to be sent to site. Following a recent incident additional information signage to be displayed to deter potential suicides.

2023 - As above

2025 - in General very good levels of signage. Park Mark signage on view in stairwells. Could do with additional Park Mark signage on Car Park Levels. Help Point signage needs to be replaced to display Security Helpline number as help points are not operational or monitored all the time.

## Recommendations

As part of an ongoing management programme have the surface signs that are showing some wear, to be repainted.

2007 Review As above

2010 no action required

2012 replace old Park Mark signage with current issue.

2014 - No concerns

2016 - as above

2018 - Increase Park Mark signage, also additional signage to highlight the upper levels are not for general public use.

2020 - as above

2021 - As above

2025 - Help Points need urgent action due to fact that they are inoperative. Helpline number must be displayed as an alternative. Additional Park Mark Signage required.

## Justifications

As required under the Safer Parking scheme.

2007 Review as above

# Acknowledgements and Information

## Instructions to Assessors

Police-CPI has instructed the BPA to hold a copy of each Site Assessment Form against the record for each parking facility assessed and in this respect the SAF is now produced by an online process and stored electronically in the Park Mark database. This document will be used for reference and appeals where they arise.

The SAF is now so designed that your action of signing off the document online is your authority for your comments and assessment decision to be stored by the BPA. Once you have completed the SAF and signed it of it cannot be edited.

If the Assessor wishes to override the Area Manager's view on Management Practices, they are free to do so in writing within the SAF. If the Area Manager does not agree with the AA's decision he may instigated the appeals procedure to resolve disputes.

The initial granting or refusal of an award is solely the responsibility of the Police Accredited Assessor, who will make the final decision.

## Acknowledgements

The Site Assessment Form is based upon an original design by Centrex (Central Police Training and Development Authority) 2004

The Safer Parking Scheme is an initiative of Police Crime Prevention Initiatives Ltd (Police-CPI)

It is managed by the British Parking Association (BPA)

It is supported by the Police Service of England and Wales, Police Scotland, Police Service of Northern Ireland and Secured by Design

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