



An initiative of:

Association of Chief Police Officers
Crime Preventions Initiatives Limited

in partnership with:

The British Holiday & Home Parks Association
and Jardine Lloyd Thompson Leisure

Secured by Design Award Caravan Parks



Conditions of Agreement

1. INSURANCE

- a) The Caravan Owner undertakes at his/her own expense to insure and keep insured the caravan against loss or damage by Fire Storm Theft Flood and liability of not less than £1M to third parties and such other risks as the Park Owner may from time to time reasonably require and to produce to the Park Owner upon request the policy of insurance and such evidence as the Park Owner may reasonably require to ensure the policy is valid and will continue to be valid throughout the period of storage.
- b) The Caravan Owner shall not do or suffer or permit to be done any act or thing which shall or may render any increased or extra premiums payable for the Park Owner's third party insurance or which may make void or voidable any policy of such insurance.
- c) To indemnify the Park Owner and keep the Park Owner indemnified from and against all actions proceedings and claims by third parties in respect of any loss or damage or liability caused by or arising out of any wilful neglect or default of the Caravan Owner and any other person authorised by the Caravan Owner.

2. LIABILITY

The Storage Owner will take all reasonable precautions to protect the caravan from loss or damage while in storage but shall not be liable for loss or damage which occurs except as the result of a breach of an obligation on his part.

3. RESPONSIBILITIES

The Storage Owner shall be responsible for properly securing the caravan as provided for by the Caravan Owner, and to immobilise the caravan against theft by use of any or all proprietary anti-theft measures.

4. The Caravan Owner shall not use or permit the caravan to be used for human habitation or use any gas appliance in the caravan while the caravan is in storage.

5. No explosive or other inflammable substance or material may remain in the caravan whilst the caravan is in storage, with the exception that up to a maximum of two gas cylinders of a proprietary brand and suitable for use with the caravan may be left, disconnected, inside the caravan over the storage period

Should any such substances or materials be discovered they may be disposed of as the Storage Owner feels fit, and the Caravan Owner shall not be entitled to any compensation resulting from this action.

6. The Storage Owner will not permit the removal of the caravan from the storage area on the Park by anyone other than trained staff.

7. Payment of all charges incurred in the storage of the caravan must have been cleared before the caravan is removed from the storage area and the Storage Owner retains a lien on the caravan for any unpaid accounts.

8. TERMINATION

This Agreement may be terminated by the Caravan Owner giving to a Storage Owner not less than 21 days notice of termination in writing and paying to the Storage Owner all sums due to him up to and including the expiry of the period of notice. Where termination takes place before the end of the Storage Period, the Caravan Owner should be entitled to a refund of any unused storage fees, calculated on a pro-rata basis, less a £25.00 administration charge to be retained by the Storage Owner.

9. If the Caravan Owner shall be in breach of the terms of this Agreement the Storage Owner shall be entitled to give the Caravan Owner 42 days notice in writing of termination of this Agreement and upon the expiration of the said period the Agreement shall be determined.

10. If the Caravan Owner shall fail to remove the caravan on or before the determination of the Agreement by the Storage Owner, the Park Owner is authorised to sell the caravan and its contents in such manner as he sees fit and to deduct from the proceeds of the sale any amount due to the Storage Owner under this Agreement or otherwise together with the expenses incurred by the Storage Owner in the removal and sale of the caravan and its contents.

11. Notices shall be served upon the parties at the address given overleaf or such other address in the United Kingdom as may be notified in writing for the purpose.

12. This is a standard agreement where local conditions demand, any additional clauses may be attached to this agreement and be deemed to be part of this agreement.

Secured by Design Caravan Parks

prepared by:

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Concept

The Concept of Secured by Design

Secured by Design is a Police initiative aimed at encouraging the adoption of crime prevention measures in development design to assist in reducing the opportunities for crime, anti social behaviour and the fear of crime. The objective is to create a safer and more secure environment, a fundamental quality of life issue. Secured by Design is managed and promoted by the Association of Chief Police Officers (ACPO) Crime Prevention Initiatives Limited.

Initially aimed at improving the security of new homes, the principles of Secured by Design can be applied to all forms of development. In creating the Secured by Design Award for Caravan Parks direct reference has been made to the already successful Secured Car Park Award which applies standards of environmental design and management which used together have already significantly reduced crime in car parks where improvements have been carried out to this Standard.

In developing Secured by Design the Association of Chief Police Officers has the backing of the Home Office and has consulted with the Department of the Environment Transport and the Regions (DETR). Following the concept of crime reduction set out in the Crime and Disorder Act 1998. Secured by Design is being successfully applied to many environmental situations where problems have been identified by Partnerships working in local communities to reduce Crime and Disorder and to reduce the Fear of Crime.

Secured by Design is backed by the Association of British Insurers and many associations that control standards of design and manufacture. Products that achieve the required test standards can be endorsed with the Secured by Design logo, a registered trade mark, under licence.

Secured by Design seeks to apply the principles of Crime Prevention through Environmental Design which addresses the wider study of the interaction of people's behaviour and their environment to practical environmental design. The application of these principles seeks to support **community interaction** - the way that members of communities exercise control over their environment and interact with one another, and remove **crime features** - likely to incorporate elements of anonymity, lack of surveillance and choice of escape routes - the way that the presence (or absence) of certain features and the general layout of the area tends to encourage criminal and anti social behaviour.

Advice is freely available to those involved in the planning, design and construction of caravan parks from local police force Crime Prevention Officers, Architectural Liaison Officers or Crime Prevention Design Advisors. This advice will take account of local crime and behaviour patterns and be relevant to the particular site concerned and will seek to address those aspects of the particular development which are from their experience, at highest risk.

Crime prevention advice is given free without the intention of creating a contract. Neither the Home Office nor the Police Service take any legal responsibility for the advice given, but if the advice is implemented, it will reduce the opportunity for crimes to be committed.

Caravan Storage Agreement

This agreement is made between the Storage Facility Owner, on whose land the caravan is to be stored, and the owner of the caravan

STORAGE DETAILS

Owner's Name: _____ ("The Storage Owner")
Address: _____

Telephone _____

CARAVANNERS DETAILS:

Caravan Owner _____ ("The Caravan Owner")

Telephone _____ (Home) _____ (Work)

CARAVAN TO BE STORED:

Make: _____

Model: _____

Year Manufacture: _____

CRIS/Serial No. _____

Distinguishing Marks: _____

Vehicle Reg Attached. _____

Name of Insurance Company: _____

Renewal Date: _____

PERIOD OF AGREEMENT: _____ From _____ To _____

Declaration:

*The above statements are complete and correct and we hereby agree to the terms and conditions contained within this Agreement, including those specified overleaf.**

Signed: _____ The Storage Owner

Name (Printed): _____

Date: _____

Signed: _____ The Caravan Owner

Name (Printed): _____

Date: _____

* Please see overleaf for conditions of storage agreement.

Introduction

The Association of Chief Police Officers (ACPO) launched the Secure Caravan Parks scheme in 2000 as part of their 'Secured by Design' initiative to encourage those responsible for caravan parks to improve security standards as a means of reducing criminal activity, the fear of crime and the perception of crime in all caravan parks and caravan storage areas. The Scheme is supported by the Home Office and the British Holiday & Home Parks Association and is administered by Jardine Lloyd Thompson Leisure.

The purpose of this document is to provide guidance to owners, operators and developers of all caravan 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 caravan 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.

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

Only caravan 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 caravan park must be maintained, and continuing improvement and maintenance of those standards will be judged during an annual re-inspection process.

Although the Award is entitled 'Secure Caravan Parks' it is applicable to all retention areas and applications are encouraged from associated facilities including professional storage facilities, touring and holiday home parks.

Possession of an Award does not guarantee a crime free caravan 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 on the caravan 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 the Award does not create any liabilities to the owner or operator over and above their general contractual and tortious obligations.

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:	Colour:
Postcode:		
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: (Park Manager)		
Police informed:	(Y/N)	Delete no applicable
If yes name and number of officer reported to:		

Form number _____ Issue/revision date _____

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 Advisor, from the police force responsible for covering the location of the caravan park.

Use of the term '**Surveyor**' means a representative of the Scheme Administrator, Jardine Lloyd Thompson Leisure.

Use of the word '**Caravan Park**' means either of three following basic categories :

- ⇒ a '**storage compound**' intended solely for the long term storage of caravan units.
- ⇒ a '**touring site**' intended for the short stay use of owners with touring caravan units.
- ⇒ a '**holiday site**' intended for long stay holiday accommodation provided by residential caravan units and 'mobile homes'.

Responsibilities

Police

The police officer's role is to advise on crime prevention issues, risk analysis and necessary security features for caravan parks. Police approval will be required before any Award is granted.

Surveyor

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

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: (To be completed when long term action is required)	
Completed By: (Park Manager)	Date:
<i>Customer complaint reviewed and found to be concluded satisfactorily including where necessary, any long term action</i>	
Reviewed By: (Park Manager)	Date:

Form number _____ Issue/revision date _____

Quality Records Register

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

Form number _____ Issue/revision date _____

Self Assessment

To be granted an Award, a caravan 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 the 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 caravan park.

It should be noted that failure to positively address all the criteria contained in the self-assessment form will not automatically prevent a caravan 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 the 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 attributed 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; caravan 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 caravan 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 flexibility will also enable the Award Scheme to apply to as many caravan 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 inspected within a period of 6 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.
- ⇒ The case will then be delegated to another regional officer who is experienced with the Award scheme and is not connected with the original decision.
- ⇒ 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.

Appendices

Appendix 1:	Quality Records Register
Appendix 2:	Customer Complaint Form
Appendix 3:	Customer Complaint Log
Appendix 4:	Crime Report Form
Appendix 5:	Crime Report Log
Appendix 6:	Caravan Storage Agreement
Appendix 7:	Conditions of Agreement

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.

Keeping of Records(Cont.)

- e. Staff must receive a satisfactory level of training and 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. Records of staff employment and training should be maintained, including appointment and reference material.
- f. Operators are required to demonstrate that means exist to enable caravan park users to contact the caravan 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. A designated member of staff must be identified and made responsible for controlling all documentation and records.



SURVEILLANCE

- a. All caravan parks should ensure that a 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 caravans. Landscaping, growing characteristics and maintenance should ensure no foliage between 0.5 and 2.5 metres in height. The use of dense and prickly shrubs and thorn hedges (for example Berberis or Pyracantha) may be used to physically reinforce boundaries or to minimise opportunities for concealment.
- c. The perimeter should not obstruct the view to and from the facility and should contribute to the natural surveillance of the site. Where surveillance is required, and can be achieved, to and from the premises, the height of any perimeter treatment should not interfere.



BOUNDARY TREATMENT

- a. It is important that the caravan park should have a clearly defined perimeter that identifies it as a 'private area' and restricts unauthorised access and exit as far as possible. This may be achieved by a combination of physical and psychological features dependent upon local conditions. Clear demarcation should be provided to encourage persons and vehicles to use only designated routes which may include public footpaths, bridle ways and ancient highways.
- b. Solutions will be **site specific** and may utilise a combination of some or all of the following to provide a defined perimeter preventing unauthorised removal of caravans:





BOUNDARY TREATMENT (Cont.)

- ⇒ Ditch or bank, with sufficient height and gradient to prevent a caravan being towed over it.
- ⇒ Fencing to high security areas can be of welded steel mesh or palisade type (where appropriate the inclusion of hard wire alarm protection running along their length is recommended).
- ⇒ Hedges or other natural barriers e.g. lake, river, dense trees.
- ⇒ Electronic defence (alarms, CCTV).



Keeping of Records(Cont.)

- b. A detailed, up to date record of all caravans on site must be maintained and will include the following:
 - ⇒ Make, model and year of manufacture of caravan.
 - ⇒ CRIS, serial and chassis numbers.
 - ⇒ Any obvious distinguishing features.
 - ⇒ Registration of towing vehicle.
 - ⇒ If being left in storage a check list to be completed to ensure that all valuables have been removed and that security devices have been fitted. (Excluding alarms).
 - ⇒ Dates of arrival / departure.
 - ⇒ Insurance details. (Storage).
- 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 caravan 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 complaint.

LIGHTING

- a. Security lighting must be installed in those areas of the site where surveillance is considered important as in entrance, footpath and public areas. It may not be necessary to provide lighting to the entire site area.
- b. The preferred light source should be easy to maintain and offer minimum colour distortion i.e. high pressure sodium and fixtures and fittings should incorporate vandal resistant features such as polycarbonate or reinforced glass fittings with sources positioned out of reach. The provision of security lighting by low height sources will be considered unacceptable. The operator must provide details (contract or other) of lighting maintenance and cleaning arrangements.
- c. Design and layout should support natural surveillance and CCTV operation and should not be restricted by landscaping.
- d. The positioning of lighting columns should not ease unauthorised access or exit over the caravan 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.





MANAGEMENT PRACTICE

Site Maintenance

A clean and well kept caravan park provides a more reassuring environment for users, and can contribute to reducing the fear of and perception of crime. The operating procedures should identify regular monitoring for cleanliness and maintenance and operators should be able to provide evidence of maintenance contracts if required.

Security Procedures

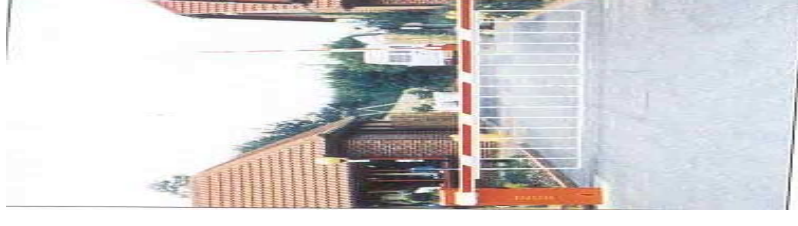
Staff will follow a strict procedure to ensure that security standards are maintained, including:

- ⇒ For storage areas all arrivals and departures must be pre-planned / booked.
- ⇒ Authorised and trained staff only will have access to storage areas and will be responsible for manoeuvring units.
- ⇒ Visitors to the storage compound will not be permitted.
- ⇒ All caravans will be checked-in and checked-out of the storage area by authorised staff.
- ⇒ Electronic security systems may be used to supplement management systems.
- ⇒ Visitors and their vehicles must be registered at reception and their vehicles parked separately.

Keeping of Records

- a. A regular review of systems and procedures for managing the caravan park should be undertaken. Records of action points and timescales for completion must be available for inspection and may include the following:
 - ⇒ Record of all caravans on site including arrivals and departures. (see b below)
 - ⇒ Record the names and addresses of all users of the park.
 - ⇒ Assessments of the quality management systems.
 - ⇒ Customer complaints and commendations on security matters. (see c below)
 - ⇒ Crime levels and locations within the caravan park. (see d below)
 - ⇒ Customer feedback surveys.
 - ⇒ Training. (see below)

No.	Sample	Date	Method	Location
1	ARRIVAL	01/01/2023	100%	ARRIVAL
2	DEPARTURE	02/01/2023	100%	DEPARTURE
3	STORAGE	03/01/2023	100%	STORAGE
4	SECURITY	04/01/2023	100%	SECURITY
5	MAINTENANCE	05/01/2023	100%	MAINTENANCE
6	TRAINING	06/01/2023	100%	TRAINING
7	COMPLAINTS	07/01/2023	100%	COMPLAINTS
8	FEEDBACK	08/01/2023	100%	FEEDBACK
9	CRIME	09/01/2023	100%	CRIME
10	LANDSCAPING	10/01/2023	100%	LANDSCAPING
11	VEHICULAR ACCESS	11/01/2023	100%	VEHICULAR ACCESS
12	PEDESTRIAN ACCESS	12/01/2023	100%	PEDESTRIAN ACCESS



VEHICULAR ACCESS

- a. All caravan parks should ensure that all entrances are covered by a high degree of surveillance.
- b. For storage areas where only private vehicles are permitted, narrowed entrances and height restrictors should be included to prevent unauthorised entry/exit.
- c. Vehicular access and exit points should be minimised. All routes should also incorporate a degree of control which will vary dependent on location, type of caravan 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.
- d. When 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.



PEDESTRIAN ACCESS

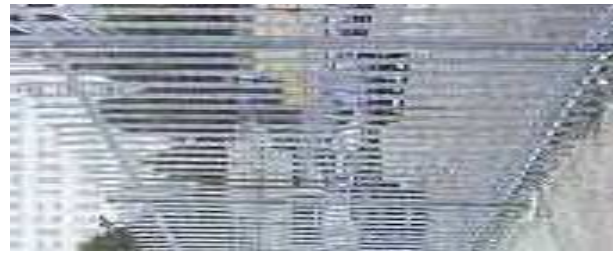
- a. Pedestrian access and exit routes should be minimised. All routes should also incorporate a degree of control which will vary dependent upon location, type of caravan park, management practices and other factors. Clear demarcation should be provided to encourage persons to use only designated routes.
- b. Pedestrian entrance and exit routes and adjacent landscaping should be open to good surveillance, without recesses and designed to prevent vehicle usage.



UNIT PARKING AREAS

- a. Overnight holding areas should be provided at the caravan park entrance to maintain a high level of site security.
- b. Storage bays should be arranged in straight rows to aid surveillance and to avoid blind spots.
- c. Premises should incorporate 'one way' circulatory movement of traffic around the pitches and bays, where appropriate, to assist natural surveillance. For storage areas in particular it is recommended that circulation roads be kept to a minimum necessary for good management and to reduce hiding places. Speed restrictors should be incorporated to all vehicular routes, especially adjacent to pedestrian areas.
- d. Storage compounds are more vulnerable and where required additional security must be incorporated to meet the increased risk. The caravan park operator must demonstrate how this is achieved and it is suggested that the following physical security features are included:

- ⇒ Proprietary security fencing.
- ⇒ A bund of sufficient height and gradient or a ditch of sufficient depth and width to prevent a caravan from being towed over it.
- ⇒ One means of entry/exit.
- ⇒ A chained and padlocked (crop proof) gate.
- ⇒ An optional high security store for valuables.
- ⇒ Perimeter treatments, adjacent street furniture and landscaping should not provide easy opportunity to gain easy access to and from the storage area.



SECURITY

An effective level of electronic surveillance should be provided. The provision of such a facility will be dependent on a number of factors including risk analysis, caravan 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.

Electronic surveillance should be sufficient to provide park management with the ability to examine all areas of the caravan park, particularly entrances and exits. The performance of any electronic surveillance should be agreed prior to installation and be in accordance with local police force guidelines and statutory regulation appertaining to data protection and human rights. 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.

SIGNAGE

- a. In order to create an environment where crime and anti-social behaviour is not tolerated a management declaration 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, including areas such as:
 - ⇒ A quality policy including a commitment to users to provide an efficient and courteous service.
 - ⇒ Establishing safety and security as a key priority.
 - ⇒ Clear and precise details of permitted vehicles.
 - ⇒ Clear information on charges, where to seek help and customer information points.
- b. Clearly visible signage should be provided to identify entrances, exits, information points, short and long stay parking areas. Caravan 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.
- c. Different areas of the caravan park should be easily identifiable 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.



Secure Caravan Park Self Assessment Questionnaire

Address all sections. Are these features achievable or incorporated into your caravan 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.

Please indicate clearly whether the features are incorporated into the storage area (SA), the Tourer area (TA) or the holiday home area (HHA).

	SA	TA	HHA
1 SURVEILLANCE			
a Surveillance of the site			
b Landscaping of the caravan park			
2 BOUNDARY TREATMENT			
a Perimeter treatment			
b Clearly defined perimeter and designated routes			
3 LIGHTING			
a Security lighting to BS5489 Part 9 to appropriate areas			
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			
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 PEDESTRIAN ACCESS			
a Entrance/exits points reduced to a minimum and controlled			
b Entrance/exits to have good natural surveillance			
c Internal/external approach routes to have good natural surveillance			
d Lockable entrances/exits			
6 PARKING AREA			
a Parking in straight rows (storage only)			
b 'One Way' circulatory movement with speed reduction facilities			
c Overnight areas not identifiable, unless additional security provided			

	SA	TA	HHA
7 SECURITY			
a Park surveillance			
b Security staff			
8 SIGNAGE			
a Clear signage indicating location of entrances, exits and park facilities			
9 MANAGEMENT PRACTICE			
a Regular meetings to review 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			