



NATIONAL VEHICLE CRIME  
INTELLIGENCE SERVICE

# Task & Finish Group Report

The importance of raising the security standards of lorry parking facilities





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This report has been produced to raise awareness of cargo theft activity in England and to explore the importance of raising the security standards of lorry parking facilities. The report provides practical information and case studies from TT Club's relational network, law enforcement, the Task and Finish Group participants and our wider network. In context, this document represents a point in time, November 2024 and considers data collated through 2024.

This Guide has been written for logistics and non-logistics audiences. It is anticipated that within the logistics industry, this report is likely to be of interest to CEOs and their Boards as well as safety, security and sustainability professionals.

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## Executive Summary

This report has been developed as a deliverable through an industry led Department for Transport (DfT) Task and Finish Group to examine how standards of lorry parking facilities can be raised nationwide.

**The road haulage and transport industry employ over 1.8 million people contributing £13.5 billion to the UK economy each year, accounting for 5.6% of the UK's GDP. The fleet of approximately 437,000 Heavy Goods Vehicles (HGV's) move 89% of all freight in the UK by road. The industry is critical to the smooth operation of supply chains that impact all business and vital in not only maintaining but ensuring the future growth of our economy.**

**Heavy goods vehicle (HGV) drivers are critical to the country's economy and were duly recognised as such through the recent pandemic period as essential workers. It is widely recognised that there is a national shortage of HGV drivers, with the industry facing severe challenges in attracting the next generation into the industry. The UK heavy goods vehicle driver workforce currently exhibits low levels of diversification, with 98% of drivers being male, 96% being of white ethnicity, and 62% being over the age of 45.**

At the outset of this DfT established industry led Task and Finish Group there were two primary themes identified, security and welfare facilities. As the working group discussions evolved it became clear that in many ways the two were intrinsically linked. Several of the workstreams throughout the project touched upon aspects common to both themes, however the impetus of the working group focused on security elements. In part, this is in recognition of the fact that many facilities already demonstrated commitment to improving the provision of welfare facilities, particularly due to the government funding schemes, whereas security elements still lacked investment by operators.

The aim of the report is to consider the risk landscape by mapping hot spots for related criminal activity, considering trends and opportunities to improve standards, promote good practice and reduce incidence of crime at those locations.

The standards working group recognised the serious impact that freight crime has on not only the supply chain industry, but to society as a whole. A vital aspect of this Task and Finish Group was to ensure industry stakeholder engagement. Pleasingly, representatives from a diverse range of stakeholders participated, which has enabled the authors to develop a report rich in content. A list of stakeholders has been included on page 28.

Being in charge and control of a rig that could in and of itself be worth over £100,000.00, weighing up to 44t and capable of carrying cargo valued into the millions of pounds, the role of the HGV driver comes with great responsibility and should not be underestimated. The myriad responsibilities arguably should not include having to make difficult decisions as to where they should take their statutory daily and weekly rest periods. The HGV driver should be provided with adequate facilities, not least related to security, providing them certainty and affording the opportunity to get sufficient rest between typically long shifts.

In particular this working group focused on a mapping exercise to identify the locations where criminals have been most active in England over the last four years. The underlying freight crime data has been sourced from the National Vehicle Crime Intelligence Service (NaVCIS Freight) freight crime database.

Having identified the top ten criminally active lorry parking locations, steps were taken for Design out Crime Officers (DOCO's) to attend each facility and provide a report outlining their findings and security recommendations.

The methodology for compiling and analysing data involved desktop research, TT Club's claims data, internal reports and documents, NaVCIS Freight's freight crime database, conducting interviews and on site surveys, reviewing emails and correspondence with TT Club's relational network, and holding workshops and meetings with the Task and Finish Group (TFG) participants.

# A Persistent Threat

For the criminals involved, freight crime is considered a low-risk and highly profitable endeavour.

For the criminals involved, freight crime is considered a low-risk and highly profitable endeavour. It is categorised as organised crime because a distribution network is required to sell the goods on. The criminals behind this activity are typically highly organised. Considering the operational complexities that legitimate supply chain stakeholders face, the fact that the criminals are able to steal large quantities of cargo at the road side, transport it, segregate it, store it and re-distribute it across the country and beyond, without attracting any unwanted attention, illustrates their logistical capabilities.

During 2023, NaVCIS Freight recorded 5,373 offences of road freight crime in England, with a combined estimated value of £68 million in stolen cargo, vehicles and carrying equipment. The true economic value of loss is estimated to be much higher when hidden harm and less quantifiable costs are considered.

## Hidden harm

 <b>Policing &amp; criminal justice</b> Costs increase	 <b>Retail impact</b> Less choice, increased costs	 <b>Brand damage</b> Diluted perceived value	 <b>Business reputational damage</b> Unable to meet contractual demands
 <b>Violence</b> Threat towards driving workforce increases	 <b>Mental health</b> Negative impact on driving workforce	 <b>Safety</b> Lack of good rest increases risk	 <b>Property damage</b> Increased industry costs
 <b>Poly-criminality</b> Freight crime funding other illicit crimes	 <b>Diversity</b> Attracting a young and diverse work force to the industry becomes more challenging	 <b>Insurance</b> Costs increase	

5,373 OFFENCES OF ROAD FREIGHT CRIME IN ENGLAND

## Current Risk Landscape

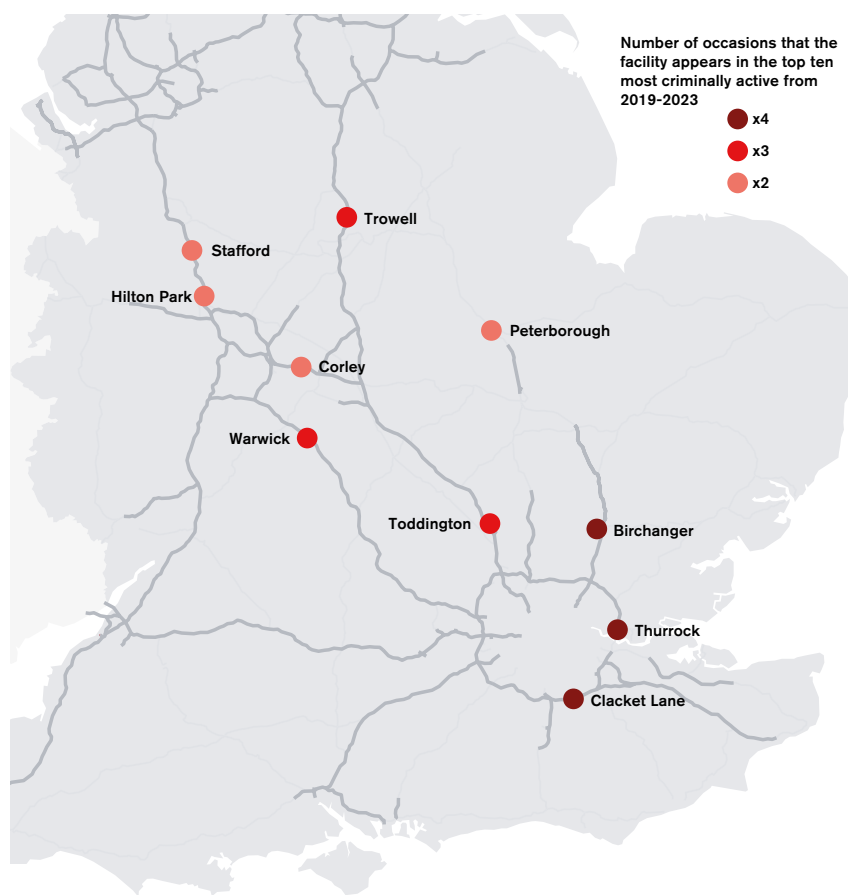
*Highly organised criminal gangs will travel long distances across England's strategic road network to target cargo.*

The TFG working group's starting point was to identify where those involved in freight crime in England were most active. A mapping exercise was completed with the assistance of NaVCIS Freight which afforded the opportunity to identify the top ten locations for freight crime activity in England over the last four years.

As the map here illustrates, the locations are spread geographically, suggesting that the criminals are not attracted to particular locations but by ease of access and recognised security weaknesses.

The data also shows that the most targeted locations are all positioned on England's strategic road network, demonstrating that ease of access and egress is of utmost importance to the criminals involved.

### Top ten most criminally active facilities in England



A thorough understanding of the risk landscape in England was an essential foundation from which to consider the risk further. Upon identifying the top ten locations for criminal activity, Design out Crime Officers (DOCO's) and Crime Prevention Officers (CPO's) were invited to attend and undertake an inspection of each and deliver a report with findings and security recommendations.

It is known that highly organised criminal gangs will travel long distances across England's strategic road network to target cargo. Operating across police force borders affords the criminals further smoke screens to hide behind, making investigations more complex. The locations identified in the report are high-traffic lorry parking locations across the strategic road network. Many of the locations operate at or near capacity every night of the week given their strategic location.

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It should be noted that the decision where to park is influenced by cost, availability of parking spots and restrictions on driving hours.

It should also be recognised that there is a significant difference between “safe” and “secure” facilities in the context of freight crime and this is illustrated in statistics over the last four years data provided by NaVCIS Freight. When considering a parking facility or rest area there are various terms used, in particular “safe” and “secure”. For many facilities these terms are considering the safety and security of the driver rather than the cargo and vehicle. Unsafe parking locations are categorised as industrial estates or roadside laybys that have no safety or security provisions for the driver, cargo or vehicle. Safe parking locations are typically categorised as facilities that have driver welfare provisions and are therefore considered to provide security to the driver, but no security provisions for either the cargo or the vehicle.

While the facilities categorised as “safe” typically address driver welfare concerns, NaVCIS Freight data for 2023 illustrated that nearly a third of freight crime occurs at such facilities. While safety and security are intrinsically linked, a safe facility does not necessarily equate to a secure facility.

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*There remains a significant difference between “safe” and “secure” facilities in the context of freight crime.*

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**32%** OF RECORDED CARGO THEFT INCIDENTS IN 2023 OCCURRED WHILE LORRIES WERE PARKED AT “SAFE” FACILITIES

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**1716**  RECORDED INCIDENTS OF CARGO THEFT IN 2023 FROM “SAFE” FACILITIES

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<sup>1</sup> Figures from NaVCIS Freight data

<sup>2</sup> Data Collection is continually improving but is wholly dependent on Police, Insurers and Industry notifications

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Freight crime of this type typically takes place at night when the lorry parks are full and the criminals can benefit from the hours of darkness to operate discreetly. During these hours there is often less natural traffic and people movements meaning fewer potential interruptions. The data identifies that typically large volumes of cargo are targeted, meaning that the criminals are utilising vehicles to facilitate theft.

The facilities identified through the study are all motorway service areas (MSAs). The role of an MSA is to serve all travellers on the strategic road network, including the haulage community. This includes providing adequate provisions for all travellers' needs, recognising that needs differ from a private individual in their car, to a lorry driver carrying a £1,000,000 cargo. It is recognised that the MSAs provide a parking location along with important facilities for lorry drivers, including access to food and conveniences. The data however suggests that security is an important provision where improvements could be made at such facilities. The lorry parking operator charges per truck, granting a "licence" to park a lorry within the facility for a specified period of time; it does not take custody of or have control over the lorry and generally accepts no liability for theft or any other loss, damage or injury to the driver.

*...accepts no liability  
for theft or any other  
loss or damage*

By volume and throughput, the primary customer base of car, van and coaches, leads MSA facilities to be designed for accessibility and the lorry parking areas are not segregated in any way, making the areas difficult to manage in the context of security.

Many of the facilities nationally have little or no proportionate recognised security provisions commensurate to the risks of having lorries and cargo parked there. While many operators recognise the importance of security, funding to retrospectively develop the facilities, install and maintain security provisions remains a significant barrier. When potential security provisions do exist, such as ANPR technology, it is typically installed for other purposes and often inaccessible to victims of crime.

It is understood through this study that there are sometimes competing interests between an operator's desire to improve the security provisions of a facility and the local planning office. In particular it is understood that the impact on local habitats/trees, ecologically sensitive areas and "dark sites" are considered by local planning authorities and are blockers to operators making security improvements. These are amongst the considerations of the parallel "Capacity" working group.

Motivations to invest in developing security provisions vary from facility to facility. However a recurring challenge from a pure business case to invest is that of rationalising a return on investment. Due to a recognised shortage of lorry parking nationally, parking locations typically operate at capacity, particularly Sunday to Thursday, regardless of security provisions.

These current market dynamics determine that there is not a good return on investment business case. The price point for lorry parking is extremely sensitive and so gaining a return on investment through higher parking charges is also difficult.

While there are peak volume routes, typically, due to current market conditions, lorry parking locations are not in direct competition with each other. Demand far outweighs supply in all regions. That said, it is believed that upgrades and investments in security do have an impact on the decision of haulage companies and drivers to park at a given location. The more secure facilities and those with the best amenities simply fill up more quickly each evening.

The industry must continue to work closely with government, planning departments as well as parking providers and users to raise cultural expectations of what a lorry parking facility should provide in terms of security and driver welfare. Where facilities are developed, whatever the motivation, it is anticipated that in combination with a mature security culture, there would be a domino effect with other less developed facilities in the local region, thus introducing a greater level of competition.



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## Designing Out Crime

Having identified and mapped the top ten lorry parking facilities in terms of criminal activity, the working group approached the local Design out Crime Officers (DOCO's) and Crime Prevention Officers (CPO's) and requested that they visit the facilities and provide a report on both their findings and security recommendations.

The group recognised the importance of having experts physically visit these locations to undertake assessments and provide bespoke recommendations.

### Recommended Security Improvements

Recognising the dynamic nature of threat, risk management in the context of supply chain security should be focused on creating and maintaining layers of deterrent commensurate to the risk.

The DOCO and CPO reports following the facility inspections identified a series of common trends in the various facilities' approach to security. Across all inspected facilities the recommendations made were consistent. This reiterates that the criminals target facilities with easy access and egress and weak security provisions. It follows that as the criminals utilise the strategic road network to travel around the country, the motorway service areas on that network provide the preferred targets.

The measures identified below focus purely on improving the security of the facility. It is recognised that for some locations there might be ecological restrictions through the planning phase that prevent implementation. Holistically, the planning policy relating to the development of lorry parking facilities will influence the potential to be able to meet security standards. For developers, there currently exists a delicate balance between ecology and the protection of local habitats and implementing sufficient security measures.



A fundamental deterrent where lorry parking facilities are concerned is a strong **perimeter fence**. At the facilities visited a perimeter fence was not present in any meaningful form. A strong perimeter fence serves a number of purposes in the context of security.

Firstly preventing easy access to the lorry parking area, less obviously however, one of the primary concerns of criminals is their route of egress once they have stolen cargo or are disturbed during their operation.

A complete lack of perimeter fence affords myriad opportunities for egress, whether that be back onto the strategic road network, on to service roads or on foot onto adjacent land. This will undoubtedly be a factor in the criminal's decision to target certain facilities and the data suggests that facilities without a strong perimeter fence are where criminals are most active.

Appreciating that the outer perimeter area of the identified facilities (and many others nationally) are significant in length, it might be unreasonable to expect a sufficient perimeter fence to be installed. In the context of providing secure parking for lorries however, the outer facility perimeter is of less significance. The critical requirement is a sufficient perimeter fence only around the lorry parking zones, which in many cases would involve a much lower level of investment.



The DOCO and CPO reports highlight that while the facilities are recognised multi-user environments, there is no **segregation** for the parked lorries. While there is arguably no need to segregate the other facility users (coaches and private cars) lorries are different for a number of reasons. Unlike other users;

1. Lorry drivers are typically sleeping at these facilities overnight and parked for extended periods.
2. Lorries are often loaded with valuable/theft attractive cargo.

The current arrangements mean that other facility users (both good and bad actors) can drive in and amongst the parked lorries. This affords bad actors opportunity to conduct surveillance, identify targets and easily access target vehicles. When considering segregation, pedestrian access to the lorry parking areas should also be considered, monitored and controlled where practicable.



The DOCO and CPO reports identify the lack of **access control** to the lorry parking zones within the visited facilities as an opportunity for improvement. This point in part links to the user segregation item. Without control or monitoring of who is accessing the lorry parking zones there is no deterrent for the criminals. If movements were monitored or controlled, this would provide an additional deterrent for the criminals and prevent their current ability to move around the facilities with impunity.



In many instances the reports noted that there existed either no dedicated **security guard/patrol** or a security guard/patrol responsible for the entire facility, with a focus on the property and concession risks at the facility. The recommendation from the DOCO and CPO reports was to consider a dedicated security guard/patrol focused on the lorry parking area of the operation. While not an absolute solution in and of itself, this provision would provide a clear deterrent.



The DOCO and CPO reports highlighted that **CCTV** equipment was often in place but inadequate at the facilities visited to create a meaningful deterrent or be of any assistance post incident to provide evidence of the identity and movements of the criminals involved. In several cases, large multi-acre, multi-user facilities employed only a small number of CCTV cameras. CCTV cameras can provide a robust deterrent if deployed strategically and the equipment is visible with adequate coverage of the perimeter and operational areas of the facility, including entry and exit points. Once installed, operators would need to manage training of personnel and ensure that the equipment is monitored and maintained.



**Lighting** was identified on each of the reports as an opportunity for improvement. Each of the facilities had a slightly different configuration, however typically, the lighting was low level and positioned around the perimeter of the lorry parking area. In practice, once lorries had reversed into the parking bay, their physical height served to block the light emitted meaning that little light reached large areas of the facility. Lack of good lighting provides a further smoke screen behind which the criminals are able to move freely. Lighting is also supportive of evidential quality CCTV recordings.

Good lighting provides an additional layer of deterrent. High level lighting capable of reaching the full operational area was identified as the ideal solution. It should be highlighted that the suggested high level lighting would unlikely be perceived negatively by the lorry drivers, given that their vehicles are typically equipped with black out blinds.

Where lighting is concerned, there exists a link to planning policy and the protection of local habitats that will inevitably be an influencing factor in design.

# Standards for Safe and Secure Lorry Parks

*The provision of secure parking facilities for lorries in England is grossly inadequate.*

There are currently three established lorry parking standards available to the industry in England, these are the PSR Standard, developed by the Transported Asset Protection Association (TAPA), the SSTPA Standard that has been developed and adopted by the European Union (EU) and the Police Crime Prevention Initiative's (CPI) Park Mark Freight standard that is managed by the British Parking Association (BPA).

While similar in their goal of promoting safe and secure parking, each standard has unique characteristics. The motivations of each organisation differ slightly and each works with different stakeholders to deliver their respective models. Each has a different approach to accounting for regional differences in crime trends and the degree of objectivity in the approach taken to accreditation varies across the three standards. Allowing greater subjectivity through the assessment phase has clear benefits in considering other relevant factors. There are conversely arguments that a rigorous objective approach affords opportunity to develop greater levels of certainty, not only in terms of a deliverable standard but also for facility operators as they consider whether to seek accreditation.

It should be stressed that all three standards strive admirably for greater levels of security at facilities where lorries park. In England currently, however, there are unfortunately very few accredited lorry parking facilities. At the time of writing there were ten Park Mark Freight accredited facilities and one TAPA EMEA. No facilities in England have been accredited using the EU standard. It is recognised that operators from all over Europe utilise the English road network. Operators domiciled on the continent will likely be familiar with TAPA and EU standards, perhaps less so with the Park Mark Freight standard.

According to the 2022 AECOM National survey of lorry parking, which considered parking facilities within five kilometres of the strategic road network in England, there were 328 on-site parking facilities recorded, providing a capacity of approximately 16,750 parking spots. In total, therefore, the number of on-site parking facilities that have achieved recognised security accreditation in England is 3.4%. While recognising that a small number of facilities have invested in security but not elected to achieve accreditation, when considered against the current risk landscape, the provision of secure parking facilities for lorries in England is grossly inadequate.

## On-site parking facilities include:

- Independent lorry stops
- Local authority lorry stops
- Motorway service areas (MSAs)
- Trunk road service areas (TRSAs)

<sup>3</sup> <https://assets.publishing.service.gov.uk/media/6454ab292f62220013a6a572/national-survey-of-lorry-parking-2022-part-one.pdf>



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In addition to a direct comparison of the three parking standards, this report also considers a comparison of different aspects of how the three standards are constructed, implemented and communicated to the wider community. Specifically, it will consider the rationale for the implementation of multiple levels of standards: how each standard was developed and how each is validated using collection of data; the mapping of certified facilities and how this is communicated to the wider public; and finally how each governing body collaborates with law enforcement to fine-tune and improve the implementation of the standards.

### **Standard Validation and Effectiveness**

The validation and effectiveness of standards are approached differently by each organization. Park Mark Freight relies on crime statistics to measure the effectiveness of its standards, with facilities potentially losing accreditation if crime rates are too high. This process is supported by police analysis and crime data, and it is important to note that the BPA, who manage Park Mark Freight, have excellent relationships with the various police forces across England. The Park Mark Freight standard was developed in collaboration with the police and audits of facilities are completed by highly trained Design Out Crime officers. Facilities will not be certified unless the officer in attendance is satisfied with the measures undertaken by the facility. Objectively the Park Mark Freight audit process is, arguably, the least rigorous of the three standards. The standard is interpreted on a case-by-case basis, with the particular needs of facilities judged based on the crime rates of the area in which they reside and based on the experience of the auditors attending. This approach has strengths and weaknesses. It is flexible in that it is adaptable to whatever situation may confront the auditors. However, it could be argued that this very flexibility undermines its claim to be a standard as its open interpretation lends itself more as a set of guidelines than a strict set of standards.

Recognising that the risk landscape is constantly changing, having a purely objective set of standards will not always work. The Park Mark Freight standard seeks to ensure that the security measures at any given facility are appropriate, realistic and cost-effective. The expertise of the DOCO's and their freedom to exercise discretion during the audit process ensures that Park Mark Freight remains relevant and achieves its goals.

The SSTPA, as might be expected of a standard adopted by the EU Commission, has been developed with the utmost attention paid to rigour and analysis. It has been based on several studies commissioned prior to its development and a further study to analyse its effectiveness is in the works. This further study is to include gathering the viewpoints of industry operators, parking sites, and the drivers themselves who use the facilities in question. SSTPA certified facilities are not required to self-certify annually, auditors are obliged to perform at least one unannounced audit during the three-year period of certification. The EU standard is very inflexible as it is now a statute backed by law and it is interpreted strictly by independent auditing bodies certified by the EU to complete audits of parking locations.

The TAPA standard in some respects is closely aligned to the work done by the EU to develop its standard. TAPA participated in the latest EU study in 2018 and this study also informed the development of the TAPA PSR Standard. Indeed, the TAPA standard and the SSTPA standard are very similar in criteria. It is perhaps noteworthy that the initial study in 2008 highlighted the need for increased security but did not rigorously analyse the effectiveness of specific measures. It is also worth noting that TAPA has access to a vast collection of data that spans the EU. It collects detailed incident data through its TIS tool, accessible to its members, and through its partnerships with industry and various law enforcement bodies, which helps in assessing crime trends and facility safety. TAPA also requires that independent audit bodies certify the parking sites, including at the annual self-assessment to ensure continuous compliance throughout the three year certification. Additionally, TAPA reviews the standard every three years to ensure that it is kept current with both the threat landscape as well as the technology developments.

## Common types of reefer container

Security Measure	PSR Level 3	PSR Level 2	PSR Level 1	SSTPA (Bronze)	SSTPA (Silver)	SSPTA (Gold)	SSTPA (Platinum)	Park Mark Freight
<b>Surveillance</b>	Procedures in place to ensure parking area is inspected at least every 2 hours to identify security risks.	May be physical or remote at all times (i.e. via CCTV). Procedures in place to ensure parking area is inspected at least every 2 hours to identify security risks.	Physical presence on site at all times. Procedures in place to ensure parking area is inspected at least every 2 hours to identify security risks.	Physical or remote check of parking area, at least once every 24 hours.	Physical or remote check of parking area, at least twice every 24 hours (once during day/once at night).	Full perimeter monitored via CCTV continuously, physical/remote check of parking area at least twice every 24 hours (once during day/once at night).	Full perimeter monitored via CCTV continuously, Parking area manned or monitored continuously.	Formally appointed person responsible for maintaining surveillance. Designated person to view CCTV 'on a frequent basis'. External companies to be certified by recognised authority.
<b>CCTV</b>	Cover all inbound and outbound traffic at all entrances/exits, ensuring all vehicles, drivers and pedestrians are identifiable.	Cover all inbound and outbound traffic at all entrances/exits, ensuring all vehicles, drivers and pedestrians are identifiable. In addition, coverage of perimeter where adjacent to roadways/accessways.	Cover all inbound and outbound traffic at all entrances/exits, ensuring all vehicles, drivers and pedestrians are identifiable. In addition, coverage of full perimeter.	Entry and Exit points only.	Perimeter and Entry/Exit points.	Full perimeter and entry/exit points.	Full perimeter, entry/exit points and parking area, including event monitoring (climb-over/perimeter breach alarm).	To cover all inbound and outbound traffic from all entrances. Vehicles, drivers and pedestrians must be identifiable.
<b>Lighting</b>	Perimeter and entry/exit illuminated to support CCTV at all times. Vehicles and pedestrian lanes (roads and pathways) illuminated.	Same as PSR Level 3.	Parking bays illuminated. Vehicles and pedestrian lanes (Roads and pathways) illuminated.	15 lux perimeter and parking area, 25 lux entry/exit.	20 lux perimeter, 15 lux parking area, 25 lux entry/exit.	25 lux perimeter, 15 lux parking area, 25 lux entry/exit.	25 lux perimeter, 15 lux parking area, 25 lux entry/exit.	Full perimeter and entry/exit points to support CCTV at all times. Lighting to incorporate anti-vandal properties and should aid access over perimeter barrier. Must be compliant with BS5489-1:2020.
<b>Perimeter Fencing</b>	A visual deterrent only (ditch, signage, etc.).	Barrier 1.8m high. Physical barriers and/or gates at entry and exit points.	Barrier 1.8m high plus anti-intruder measures (e.g. vibration detection, beam detection, or CCTV). Entrance/exit points secured by barriers with under climbing and over climbing protection. Physical gates at entry and exit points.	A visual deterrent only.	Physical deterrent so that access only allowed via entry/exit points.	Barrier at least 1.8m high.	Barrier at least 1.8m high plus measures to prevent climb-over or damage to barrier.	Continuous, unbroken physical separation (e.g. barrier or ditch). Preferably weldmesh fencing. One meter buffer zone.
<b>Segregate Users</b>	Yes but signage only.	Yes.	Yes.	Yes but signage only.	Yes, but no pedestrian control apart from signage.	Yes.	Yes.	Yes but signage only.
<b>Access Control</b>	Vehicle license plate recorded manually or automatically for all vehicles entering and exiting the site.	Barrier controlled and ticketed entry, intercom at entry/exit points. Anti-tailgating mechanisms for vehicles.	Gate controlled, pedestrian access controlled, ANPR in use. Intercom at entry/exit points. Anti-tailgating mechanisms for vehicles and pedestrians.	None.	Barrier controlled and ticketed entry.	Barrier with over/under climb prevention, traffic lights, controlled pedestrian access to parking area, e.g. turnstyle.	Barrier with over/under climb prevention, monitored in real time including controlled pedestrian access to parking area, ANPR control, 2-step verification process in place.	All routes to incorporate a 'degree of control', e.g. through barrier access, flow plates, staffed control points.

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### **Implementation of multiple levels of standard**

The implementation of multiple levels of standard is another area where these organizations differ. SSTPA standards evolved from the EU Commission's 2008 and 2018 studies, resulting in the current EU parking standard, which is now law. Facilities must reapply for EU standard accreditation every three years. The rationale for SSTPA's four defined levels of standard is that the different levels of security required by each take account of differences in regional crime and traffic patterns. All four levels of the SSTPA standard must be certified by independent authorised auditors. Similarly, TAPA offers a tiered certification system with three different levels to match varying local security needs. TAPA "Partner" facilities are not certified and are practically working towards accreditation. The flexibility in TAPA's standards aims to address the specific risks in different areas, making it more adaptable but potentially more complex for users.

By contrast, Park Mark Freight maintains a single tier standard, though future plans might include highlighting flagship parking sites that have implemented additional desirable features. As described above, the standard is intended to be flexible and, hence, there is some ambiguity built into the language it uses when defining the criteria for the standard. These criteria are interpreted by the DOCO who completes the audit and take into account regional variations in crime statistics. It is notable that no facility can be certified with the Park Mark Freight accreditation until crime is brought under control at that facility. This again reinforces the adaptability of the standard and the different approach that Park Mark Freight has taken to standardisation.

### **Mapping and Communication**

Park Mark Freight, SSTPA, and TAPA each have distinct approaches to mapping and communicating information about their accredited facilities. Each organisation acknowledges that communications of which parking facilities have achieved accreditation (and which facility's accreditation has lapsed) is a challenge and each organisation is working to resolve this issue in a different way. Acknowledging that most transport operations choose and book parking locations using third party apps, the BPA is currently working towards refining an API for Park Mark Freight which will update parking app providers in real-time about the accreditation status of facilities, ensuring accuracy and control over public information. The BPA reports that this API is expected to be finalized within quarter three of 2024. The BPA also has its own map illustrating Park Mark Freight accredited facilities, which was not accurate as of the release of this report.

In contrast, TAPA relies entirely on a centralised map it provides on its website that is accessible to both members and non-members, displaying booking information and certification details. The TIS tool ensures that the map is always up-to-date. It is left to third party app providers to ensure the information they provide is up-to-date based on the information available on the TAPA map of parking facilities. When checked prior to completion of this report, the facilities listed as TAPA certified on popular app TruckParkingEurope were not accurate. It is also important to note that the availability of the TAPA hosted map to the general public is not well advertised. The TAPA member's version of the map is very comprehensive and implements route planning software in addition to locations of certified parking facilities. Additionally, it should be noted that TAPA includes on its map 'partner' facilities, which it defines as facilities that are not yet certifiable but which are working towards certification. While all TAPA PSR "partners" sign a relevant declaration stating the kind of security measures available on site, arguably, this practice has the potential to create confusion by identifying facilities that lack security infrastructure without defining what this means in practice.



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Furthermore, TAPA has introduced the concept of PSR Equivalent certification that is provided to those parking facility operators having achieved the EC SSTPA certification and are willing to be present on the TIS tool map, providing both PSR and SSTPA certification holders in one map.

The EU standard faces similar challenges in accurately communicating the locations of SSTPA certified parking facilities. SSTPA initially created a dedicated website for mapping but faced performance issues. Discussions are ongoing about whether to improve the current website or integrate with existing apps. Truck parking locations must report data to the national access point system, which then communicates with the EU. Operators are responsible for ensuring their information is up-to-date. Because the system is so wide-ranging and maintaining the information it contains involves many different national representatives, the current map is not functional. Attempts are being made to centralise the data gathering function but it may be some time before this is resolved. The other two organisations benefit from their relatively limited remits and are, as a consequence, more nimble as they attempt to grapple with this challenge.

*Of course the accreditation certificate itself does not make the facility physically secure.*

Finally, collaboration with law enforcement varies significantly among the three organizations. While the BPA manage the Park Mark Freight standard, it is in fact a Police Crime Prevention Initiative, benefiting from DOCO expertise through the assessment process. SSTPA had involvement from Europol in the original audit process, though ongoing collaboration is minimal, due to its widespread adoption across the EU. TAPA's relationship with law enforcement is more data-driven. Law enforcement agencies report allegedly 70% of incidents to TAPA's TIS tool and, while they contribute to the crime data, they do not participate directly in the certification process. Notably, law enforcement is included in TAPA's standard working groups.

The working group considered the merits of developing a new standard, potentially through the Publically Available Specification (PAS) vehicle. While recognised as an established and successful route, the group felt that this approach would not provide assistance in the current mature market. It was also noted that the EU standard in particular had been developed following industry studies. There would be a risk of duplication of these costs and efforts as well as concluding at a level of security beneath the currently available standards.

The owner/operator of the facility must be motivated to develop the facility to a suitable level of security in order to achieve accreditation. Of course the accreditation certificate itself does not make the facility physically secure, this is illustrated clearly by the TAPA "partner" accreditation. It is duly recognised that there are lorry parking facilities that have elected to implement effective security provisions and have chosen not to adopt a recognised accreditation for their efforts.



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## Business Case for Safe and Secure Parking

Despite clear benefits for the logistics industry, the business case for improving existing parking facilities is less certain. Given that there is a national shortage of lorry parking facilities, typically all available facilities run at or near to capacity each night.

In most cases, capital needed for investment is high. Increasing security at a given parking site might require significant investment in infrastructure. The site may need to consider a total reconfiguration of the facility which could lead to reduced capacity. All of these factors mean that the decision to improve security is unattractive for most parking facility operators. The market is understood to be highly price sensitive and therefore simply passing the cost of the investment to the customer is not an attractive proposition in many instances. This is certainly a risk few are prepared to take, particularly when doing nothing has no material business impact.

The business model remains effectively that the lorry parking operator grants a "licence" to park a lorry within the facility for a specified period of time; it does not take custody of or have control over the lorry and generally accepts no liability for theft or any other loss or damage. As a result, there is little motivation to invest in security provisions.

Due to lack of capacity, market dynamics are such that little competition exists between parking providers. Recognising that there are exceptions, currently there are few viable business cases to differentiate or create a unique selling point. The Capacity working group is considering this aspect. If the supply and demand dynamics could be addressed, then a more competitive market would arguably emerge. This in turn would likely result in a greater desire to differentiate through security provisions.



# Lorry Drivers' Mental Health and Well-being

## TRUCKING LIVES REPORT 2024

The mental health and well-being of Heavy Goods Vehicle (HGV) drivers in England are significantly impacted by the quality of facilities available at lorry parking areas. The *Trucking Lives Report 2024* provides a comprehensive overview of the working lives of HGV drivers, highlighting several key findings and statistics.

### Key Findings:

#### 1. Mental and Physical Health:

- **54%** of current HGV drivers reported negative impacts on their physical health due to their work.
- **32%** of current HGV drivers reported negative impacts on their mental health.
- Drivers with caring responsibilities were more likely to report negative impacts on their mental health.

#### 2. Security Measures:

- The inadequacy of security at most lorry parking facilities in England contributes to stress and anxiety among drivers.
- The lack of security measures leads to concerns about cargo theft and personal safety, exacerbating mental health issues.



Scan the QR code to view the full report

### Recommendations:

- Improving security measures at lorry parking facilities could significantly enhance the mental health and well-being of HGV drivers.
- Government intervention is recommended to improve the quality and provision of roadside services, including security measures.
- Better working conditions, including fair pay and flexible working hours, are essential for improving the overall well-being of HGV drivers.

### Additional Insights:

- Drivers wish to be treated as human beings, including adequate access to clean, sanitary facilities.
- Social interaction is crucial for drivers' mental health. For some this could entail access to areas such as restaurants or bars, while others could seek more engaging facilities like gaming areas, sports TV or gyms.
- Addressing these needs is vital for attracting younger drivers into the sector and ensuring their well-being.

Overall, the lack of secure lorry parking facilities in England has a profound impact on the mental health and well-being of lorry drivers. Addressing this issue through improved security measures and better facilities is crucial for enhancing their mental health and ensuring their safety on the roads.

**“A SAFE AND SECURE PLACE TO PARK IS CRITICALLY IMPORTANT FOR THE SUPPLY CHAIN AND THE TRANSPORT SYSTEM. DRIVERS NEED TO BE WELL RESTED TO SAFELY COMPLETE THEIR IMPORTANT WORK. MORE THAN THIS, THEY DESERVE BETTER SERVICES TO MEET THEIR NEEDS AS MOBILE WORKERS.”**

**Dr Debbie Hopkins**

Associate Professor in Human Geography | University of Oxford

## Case Study

# Direct Connect Logistics Limited

The welfare of the industry's driving workforce is of paramount importance and is intrinsically connected to the issue of lorry parking standards. There are two primary connected themes in this context.

### 1. Current workforce safety

Protecting the current workforce and understanding the risks, both real and perceived, is a fundamental starting point. Does the current workforce feel safe?

### 2. Diversity and inclusion

As a logistics operator, in the context of maintaining a sustainable business model, it is of concern that the Trucking Lives study identified that 98% of the current driving workforce are male, 96% are white and 62% are over the age of 45.

Being able to attract a diverse workforce into this part of the industry is critically important, given the nature of the work, the standards at lorry parking facilities play a significant role.

### Impact of Theft and Near Misses

While large theft incidents are obviously impactful to the driver, the more widespread and often overlooked impact comes from the near misses. Criminals often undertake surveillance on their targets, damaging multiple lorries in the process. For every stolen cargo, there could be ten lorries that are damaged through the surveillance process. This has a psychological impact on drivers, knowing that they have been the target of crime.

### Psychological and Employer-Employee Relationship Impact

Such incidents can negatively impact the relationship between drivers and their employers. Drivers may feel suspected of involvement in the incident, affecting how they are treated moving forward. The frequency of these incidents means that many go unreported, leading to greater operating costs and potential damage to the company's reputation.

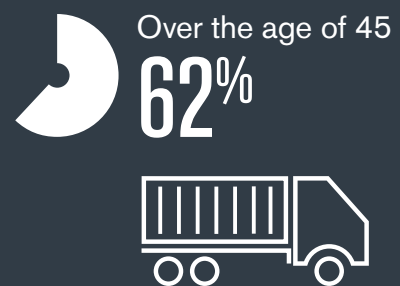
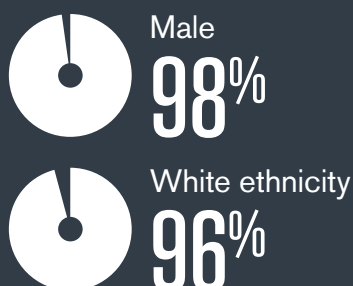
### Conclusion and Recommendations

At Direct Connect Logistics Limited, we understand the challenges faced and have developed procedures around safe and secure parking to protect the workforce and the cargo they transport. However, the lack of available secure lorry parking in England means that many of these well-intentioned policies cannot be achieved in the normal course of business. It is crucial to address this issue to ensure the welfare of the driving workforce and the sustainability of the industry.

### Rhys Hackling

Managing Director  
Direct Connect Logistics Limited

### DIVERSITY OF LORRY DRIVING WORKFORCE IN THE UK.



Source - Trucking Lives study

## Lorry Drivers' Experience



Scan the QR code to view the survey

### Transport Focus

To provide greater insight the TFG standards working group approached Transport Focus in relation to their recently published Lorry Driver Facilities Survey. Transport Focus is the independent watchdog that represents the interests of transport users in Great Britain. In the context of the trucking industry, Transport Focus plays a crucial role by working across operators, decision makers and other key stakeholders to drive positive change for lorry drivers using England's Strategic Road Network. As well as using research and insight to help better understand the experiences of lorry drivers, they bring together key industry leaders to explore ways to make things better.

The [Lorry Driver Facilities Survey](#) conducted by Transport Focus, surveyed over 7,000 lorry drivers about their experiences using roadside facilities on roads managed by National Highways. The report presents the results from year one of a three year survey and the 75 sites comprise around a third of the total. Transport Focus are undertaking this work to address critical issues such as capacity, safety, and driver satisfaction. The survey focusses on a range of themes including security and therefore has relevance in the context of the standards work stream.

In their comments, drivers indicated a need for an increased security presence, in particular a visible presence. The following verbatim quotes were taken from the 'suggested improvement for specific sites' question.

- ‘SEEING A SECURITY GUARD’
- ‘MORE OF A VISIBLE PRESENCE OF SECURITY’
- ‘ADD SECURITY PATROLS TO THE LORRY PARK AS WELL AS SECURITY CAMERAS’
- ‘SOME FORM OF VISIBLE SECURITY/LOAD THEFT DETERRENT’
- ‘SITES NEED TO HAVE CAMERAS’

Of those asked to provide feedback on...

**27%** FELT THAT THEIR PERSONAL SECURITY NEEDS WERE NOT BEING MET

**29%** FELT THAT THE SECURITY OF THEIR VEHICLE, INCLUDING THE LOAD, WAS INSUFFICIENT

**20%** FELT THAT THEY DID NOT HAVE A SUFFICIENT REST/SLEEP PERIOD

The percentages quoted are a summation of all those who answered 'neither good nor poor', 'fairly poor' or 'very poor'



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## Enhancing Security Standards: Case Studies

There are lorry parking operators that have been both motivated to initiate change, improving security provisions and have achieved accreditation through the available standards. The reasons for taking these steps against the industry trend are seldom reported, but are important when considering how one might influence other operators. One undisputable outcome is that crime figures are greatly reduced at facilities that have invested in security to sufficient levels to achieve accreditation.

Here we introduce two case studies provided by lorry parking operators in England to illustrate the benefits.

### **The Hollies Truck stop (TheStop by Certas Energy)**

The Hollies, TheStop Truck stop was acquired by Certas Energy in November 2021 and falls under the Roadside Services division. The Hollies is the oldest lorry stop in England dating back to 1892 and has serviced the Kings and Queens of the road since the 1930's.

The Hollies was purchased due to its strategic location just off junction 12 of the M6 and on the busy A5 near Cannock, Staffordshire. Prior to the acquisition, Certas Energy UK Ltd wholly owned by DCC PLC, operated the HGV refuelling station on the facility and identified the facility as a natural fit, particularly as its parking payment solution SNAP was also operational at the facility.

Certas Energy has invested over £500,000 to date at the facility in health and safety improvements including fire prevention, electrical works, and improving driver welfare facilities. There has also been development in extending the gaming area and retail shop as well as updating the café. New facilities were also installed including a new self-serve outdoor launderette, vending machines, re-upholstering the furniture, tables and chairs and repainting the café and seating areas.

The facility recently received a Government wave one match funding grant to help support driver facilities and welfare. The facility has used these funds to upgrade the front row parking bays to a reinforced concrete surface with freshly lined parking bays. The facility also enhanced its high-security parking bays in addition to upgrading CCTV and LED floodlights across the facility.

These improvements were the catalyst in 2023 for applying for the new Park Mark Freight Award assessment to complement The Hollies as an existing TAPA Partner. The Hollies was successful in achieving the award on the first round of assessments, due to the high standards implemented across the lorry stop in addition to its low crime rate of zero incidents in the past few years.

Certas Energy UK Ltd is focused on safe and secure environments for both its employees and customers; the Park Mark Freight Award provides clarity on having achieved the required standards.

The feedback from the haulage industry and the general HGV community has been very positive. Many logistics companies and owner drivers use the facility due to the high standards and zero crime levels. Both awards are proudly presented in the main entrance area behind the security desk at the facility in addition to other industry achievements and standards.

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<sup>5</sup> TAPA EMEA "Partner" facilities are facilities that are not quite ready to be accredited but are working towards readiness.

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The numbers speak for themselves with parking occupancy at an all-time high with 100% occupancy per night. The parking holds up to 220 lorries with additional parking designated for other vehicles. As a result, the café and retail sales have grown YOY, with breakfast contributing to 60% of total sales.

In April 2024, The Hollies was re-assessed for the Park Mark Freight Award by BPA and the Police and was successful in maintaining this accolade.

Certas Energy is committed to maintaining high standards across the lorry stop and has recently applied and succeeded in achieving a wave two Government match funding grant. It is proposed to use these funds to decarbonise the facility, by installing solar panels on the roof and installing electric chargers for refrigeration units parked up at the facility. This will help reduce both carbon and noise pollution of diesel generators running throughout the night.

**Mike Heaton**

Head of Estate Development – Roadside Services  
Certas Energy

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### **Red Lion Truck Stop**

The Red Lion Truck Stop facility was acquired in April 2007. At that time the facility was significantly smaller than it is today and only able to cater for 100 lorries. The lorry park was not hard paved, but instead consisted of a gravel and hard core surface giving rise to large pot holes and a significant challenge with mud during periods of rain. The facility did not benefit from lighting, CCTV or security provisions. Furthermore, the facility was considered a diesel theft hotspot and renowned locally as an ill-advised location to park.

The new owners recognised the need to upgrade the facility. Security guards were implemented early in 2008 as a deterrent to prevent theft from lorries. In the years that followed, temporary lights and CCTV were added.

In 2016 the facility had an opportunity to grow with implementing a new fuel filling station and an extension of the parking area. However, the owners needed to obtain planning consent for this development. All planning applications for such facilities are considered by a number of authorities including the local planning authority and importantly statutory consultees which can include organisations such as the National Highways Agency and the relevant police force.

In October 2017 Northamptonshire Police raised a formal objection to the planning application on grounds that the full potential for an increase in crime had not been adequately considered. The facility did not benefit at that time from any security accreditation.

The owners worked closely with Northamptonshire Police, providing a statement of intent and developing security against the Secured European Truck Parking (SETPOS)<sup>6</sup> guidance document which was fundamental in the acceptance of the planning application. Had the owners not been able to satisfy the points of objection made by Northamptonshire Police, then the application would have been rejected.

Having demonstrated a layered approach to security, the Red Lion Truck Stop has since been accredited by the British Parking Association's Park Mark Freight and TAPA.

Commercially the changes made to achieve accreditation have had a positive impact.

Lorry drivers who utilise the Red Lion Truck Stop today can be confident that they will have a quality rest knowing their load will be safe and secure.

The owners also developed a comprehensive amenity building that has a wide range of facilities for the lorry drivers, complimenting the parking area.

The development of the facility has undoubtedly positively impacted the level of freight crime experienced. The mature, layered approach to security has cumulatively reduced the incidence of cargo theft. In particular, the comprehensive CCTV system and the provision of a manned security detail, have been fundamental in reducing crime.

Since acquiring the facility in 2007, the owners have invested heavily in the development of the security and driver welfare provisions and now confidently market themselves as providing a premium service to their customers.

### **Ali Sadrudin**

Director  
Zarfeen Group & Investments

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<sup>6</sup>. The SETPOS guidance document was a precursor to the EU SSTPA standard

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## Funding Opportunities

*Creating greater levels of transparency would be of great benefit to the industry and could compel a greater number of lorry parking operators to apply and consider investment.*

This report highlights some of the challenges faced by lorry park operators as they consider whether to invest in security provisions, as well as a failure of market forces to compel them to do so. A potential option is match funding grants at Government level. The DfT and other Government bodies have successfully launched a number of these schemes to good effect. The European Commission has recently announced an additional €60 million in funding for the construction and renovation of secure lorry parks across the European Union. This funding is intended to develop a network of safe and secure truck parking areas. This €60 million package is in addition to the €141 million that had been granted during the previous legislative term. The Commission is expected to announce another €320 million in funding.

There remains however a challenge in raising awareness of available funding, targeting the most criminally active locations and being prescriptive as to the most effective security provisions to deploy with the available funds.

Creating greater levels of transparency as to where funding opportunities exist, who can apply, how and for what, would be of great benefit to the industry and could compel a greater number of lorry parking operators to apply and consider investment. For the most criminally active locations, sufficient security improvements might benefit from a prescriptive approach in collaboration with DOCOs and CPO's.

Some funding streams remain out of the direct reach of industry and there is importance in highlighting to all stakeholders how such funds could be accessed to assist in reducing the incidence of crime in the local area. It is well understood that the criminals involved in cargo theft and freight crime are typically active in other illicit activities in the communities around lorry parking facilities.

The following case study illustrates how collaboration with the local police force can assist in accessing funding to improve security provisions.

### Safer Streets Funding – Round 5

#### The opportunity

The Police, Fire & Crime Commissioner's Office (OPFCC) for Northamptonshire work closely with Northamptonshire Police to analyse crime data, identifying trends and patterns. This evidence is used when applying for external funding through the Home Office's Safer Streets Scheme, who take a data led approach when reviewing funding bids. Working with Northamptonshire Police, it was established that 5% of all vehicle crime recorded in Northamptonshire occurred at Northampton 15A and Watford Gap service stations, a considerable percentage.

This provided an opportunity to apply for external funding to tackle vehicle crime head on, particularly theft from HGVs, as this was placing significant pressure on Northamptonshire Police. An application was submitted for £235,000 of funding through the Safer Streets Scheme to implement a number of physical crime prevention techniques at the identified facilities, with the aim of reducing access, reducing offender opportunity, increasing investigative opportunities and generally making the service stations a safer place.

The funding application was to assist implementation of the following interventions:

- Replacement of or new perimeter fencing installations.
- Increased CCTV capacity.
- Increased lighting capacity.
- A Crimestoppers awareness campaign.
- Vehicle crime awareness signage installed across car parks.

The successful funding was contingent on match funding at a level of 50%. The Northamptonshire OPFCC and Northamptonshire Police partnered with Roadchef to match fund in this case, implementing further interventions, including increased ANPR capacity and supporting ongoing maintenance and support of the new interventions. The match funding required is not necessarily a cash contribution, it can be incorporated into other areas of cost.

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### The process

Once an opportunity had been identified a Project Coordinator for Crime Reduction (PCCR) was assigned from within Northamptonshire OPFCC to manage the project. The PCCR was responsible for writing the bid to secure the external funding from the Home Office and remains responsible for all necessary procurement, contractual, financial and implementation processes thereafter.

This type of project requires significant organisation in order to implement a successful crime reduction strategy. The process starts prior to bid writing and submission by ensuring all necessary parties are involved in securing an approval of the plans. The bid writing process itself can be complex and needs to be comprehensive and thorough as bids are generally a competitive process amongst other OPFCC's.

Once funding is secured then all necessary procurement and contractual processes can begin, and suppliers can be identified. The physical installation processes can then begin and ongoing maintenance processes can be agreed. All of these stages need to be completed within deadlines which are set by the Home Office. When the bid application is written, funding is allocated across financial years to ensure deadlines are met. Working to tight deadlines means the utmost organisation and time management is required to implement a successful project.

The Home Office provide guidance including the maximum amount of funding that can be applied for, how many project areas this can span and what priority areas the projects need to tackle. The application process however can attract a significant amount of pressure, often against very short deadlines. Having access to data, being able to quickly analyse and then work closely with project partners is critical.

There have been four previous rounds of Safer Streets Funding made available by the Home Office. The OPFCC for Northamptonshire, having been successful in earlier funding rounds, were well positioned to take advantage of the round five funding opportunity.

#### **Tiffany Buchanan**

Project Co-ordinator Crime Reduction  
Northamptonshire OPFCC.



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## Conclusion and Recommendations

The road haulage industry is a vital component of the UK economy, playing a crucial role in keeping supply chains moving and ensuring the delivery of critical goods across the country. This industry is responsible for transporting, loading, tracking, and delivering everything we eat, drink, wear, and consume. The road haulage industry is essential for maintaining the UK's economic stability and growth, ensuring that goods are delivered efficiently and reliably across the nation.

The Road Haulage Association (RHA) estimates that there is a shortage of approximately 60,000 lorry drivers in England. Furthermore, the Trucking Lives study highlighted that the demographic of the current lorry driving workforce is 98% male, 96% white and 62% are over the age of 45, which is unsustainable in the long term. Attracting a more diverse workforce into the industry must be a priority.

The provision of improved driver welfare facilities at lorry parking facilities will undoubtedly be impactful on this journey, meeting the needs of these key mobile workers should remain of paramount importance. There is a need to ensure that facility operators continue to invest in such welfare facilities.

The security at the majority of lorry parking facilities in England is currently inadequate. This issue is exacerbated by market forces and dynamics that do not incentivise operators to invest in necessary security measures. To address this, it is imperative to change the existing market dynamic. Increasing the number of lorry parking facilities could help shift the market by balancing supply and demand.

However, investing in security measures, especially for established facilities, can be prohibitively costly. In scenarios where market forces fail to motivate private operators, government intervention becomes essential.

Aligned with the governments' green paper Invest 2035: the UK's modern industrial strategy, the Task and Finish Group participants would call upon the government and industry to consider:

**Industry:** Continue to work collaboratively and transparently in recognising the challenges faced by the industry in the context of crime. Raising awareness of the current risk landscape through effective communication channels will assist in mitigating the associated risks.

**Industry:** Extend collaboration to raise greater awareness of the available security standards. Ensure that lorry parking operators and facility users understand what the standards represent in the context of security for the industry. Raising the profile of the available security standards across the industry will influence greater implementation.

**Industry:** Transport operators, whose mobile employees are users of lorry parking facilities, should encourage and promote the use of lorry parking facilities accredited with recognised parking standards.

**Industry:** Parking standards providers should continue to collaborate, recognising where there are synergies between the different standards, working toward ever greater alignment for the benefit of the industry.

**Government:** Provide access to increased, managed match funding schemes to alleviate the financial burden of security related investments for lorry parking operators. Where public funding is made available, in line with the approach adopted by the EU, consider making awards to lorry parking operators who either have already achieved recognised standards or will achieve recognised standards because of the investment.

**Government:** Provide public funding for related law enforcement departments. NaVCIS Freight remains the only Police unit dedicated to freight crime nationally. The unit is privately funded by industry and under resourced in the face of the scale of the related criminal activity.

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**Government:** Reviewing the current crime classification code for freight crime. Having a dedicated freight crime classification code would enable more accurate data to be collated in reference to this type of crime. It would also build a greater level of deterrence, ensuring that freight crime has adequate sentencing guidelines that reflect the seriousness of the offence, designating freight crime as an aggravated vehicle crime offence. A dedicated crime classification code with the implementation of a National Freight Crime Strategy would further reduce offences and the number of victims each year.

**Government:** Reviewing the existing National Planning Policy Framework with a view to increase the number of lorry parking spots available, thus recalibrating market conditions and rebalancing supply and demand.

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**SECURING THE TEN FACILITIES IDENTIFIED IN THIS REPORT WOULD  
SERVE TO PROVIDE A NETWORK OF SECURE PARKING LOCATIONS  
FOR THE INDUSTRY ACROSS ENGLAND'S STRATEGIC ROAD  
NETWORK, SOMETHING THAT DOESN'T EXIST TODAY**

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*Cargo crime  
unfortunately remains  
a low risk, high profit  
undertaking for the  
criminal fraternity.*

### The opportunity

It is recognised that some lorry parking operators have made significant improvements to security and driver welfare provisions at their facilities and as a result criminal activity has reduced at those locations. Cargo crime unfortunately remains a low risk, high profit undertaking for the criminal fraternity. Improving the current risk landscape requires that many more lorry parking operators invest, particularly those identified in this report as being subject to high levels of related criminal activity. Retrofitting the identified facilities will be challenging, particularly with the current market conditions as outlined in this report, however opportunities could be presented to influence decisions for example, through the planning application process.

Creating greater transparency of the applicable funding opportunities and routes for the development of these facilities could also be influential in motivating facility operators to invest in developing security provisions.

Cargo crime rates remain high and natural displacement means that securing the ten facilities identified in this report will not close down the criminal activities entirely, but would serve to provide a strategic network of secure parking locations for the industry across England's strategic road network, something that doesn't exist today.

As well as the risk to cargo, increased security provisions will protect the lorry driving workforce, who are currently vulnerable whilst taking statutory rest breaks at lorry parking facilities. The secure lorry parking facilities would ideally be certified against one or more of the secure lorry parking standards identified and have provisions robust enough to deter those involved, defeating serious and organised crime and reducing criminal threat to society.

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## About the Authors and Acknowledgments

### NaVCIS Freight

The National Vehicle Crime Intelligence Service (NaVCIS) is a national police unit that bridges the gap between policing and industry and which works to disrupt criminality and protect communities from the harm caused by vehicle finance crime and serious organised criminality including Freight Crime. NaVCIS work is primarily for the benefit of UK Policing sponsored by a range of industry partners to tackle aspects of vehicle crime. This work is governed by Section 22A Police Act 1996. The NaVCIS Freight Desk is currently supported by four main industry sponsors and sixty-two business members.

[navcis.police.uk](https://navcis.police.uk)



Scan the QR code to view  
Profile of HGV, Freight & Cargo crime  
across England & Wales 2022

### TT Club

TT Club is the established market-leading independent provider of mutual insurance and related risk management services to the international transport and logistics industry. TT Club's primary objective is to help make the industry safer and more secure. Founded in 1968, the Club has more than 1100 Members, spanning container owners and operators, ports and terminals, and logistics companies, working across maritime, road, rail, and air. TT Club is renowned for its high-quality service, in-depth industry knowledge and enduring Member loyalty. It retains more than 93% of its Members with a third of its entire membership having chosen to insure with the Club for 20 years or more.

[ttclub.com](https://ttclub.com)



Scan the QR code to view  
Supply chain security



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## Acknowledgements

It is a testament to the importance of the situation the industry faces where secure lorry parking is concerned that such a wide range of typically competing stakeholders were willing to participate in this working group. We gratefully acknowledge the assistance in the preparation of this report of the Task and Finish Group members as listed below.

Ashford Truckstop	National Highways
Astrum Planning	Munich Re Specialty Insurance (UK)
British Parking Association	Police CPI
Certas Energy	Red Lion Truckstop
CILT	RHA
ESPORG	Roadchef
Logistics UK	TAPA EMEA
MOTIS	Transport Focus
MOTO	Transport Scotland

When the work was commenced to identify the most criminally active lorry parking facilities in England, it became clear as the work of the Police Design out Crime Officers (DOCO's) commenced that other Police Forces were also experiencing similar challenges connected to freight crime.

Unsolicited approaches were made by Hertfordshire Constabulary Crime Reduction Team in relation to South Mimms Services M25 and also West Mercia Police Crime Reduction Team in relation to Strensham Services M5 which have been included in the findings.

## About the Task and Finish Group

The Department for Transport established Task and Finish Group is a specialized working group set up to address specific issues within the transport sector, in this instance to improve standards at lorry parking facilities in England. These groups bring together stakeholders from various sectors to develop practical and achievable recommendations for the government, industry, or regulators.

These groups typically operate for a set period, during which they review the issues, gather input from stakeholders, and develop recommendations to address the identified challenges. The output from these groups often includes detailed reports and action plans to guide future improvements in the sector.



