

## Say Hello to Conkai Security

We're pleased to announce the growth of the group of companies with the acquisition of Conkai Security Ltd, which has now completed its integration into our business. Conkai - pronounced Konc-eye, comes under the wing of Vehicle Control Services and operates in the parking enforcement sector.

Conkai retains its own distinct branding and will continue to run under its own name, operating exclusively in the Oxford Area. The company currently covers over 80 sites in Oxford and the surrounding area.

Both Conkai and VCS have expanded heavily in the area and a key Client now is Oxford City Council for whom the group patrols a large number of private car parks attached to the Councils housing schemes.

VCS has also seen expansion in Liverpool and the North West through a formal take-over of contracts belonging to a former Wheel-Clamping company that decided it was unable to adjust to the Parking Sector after the introduction of the Protection of Freedoms Act in October 2012. The move saw VCS take over the contracts and operational cover for over 30 private car parks in and around Liverpool which have been resigned and re-branded under Vehicle Control Services.

[www.conkaisecurity.com](http://www.conkaisecurity.com)



**conkai**  
SECURITY LIMITED

## ANPR International expands the product range in 2014

ANPR International has been building on its core products offerings through the development of an enhanced range of ANPR and camera based solutions which it has brought to market this year. ANPR won the British Parking Award for Technology in 2013 for our innovation with the Streetsweeper mobile ANPR survey vehicle, and now we are looking to introduce this year an expanded range of products on the back of technology we developed for a number of new Clients and markets.

Our existing line up of products will still deliver robust Automatic Number Plate Recognition solutions for car park management and enforcement, we have seen a shift in the market over the last 12 months into new areas with Clients approaching us for more bespoke solutions which are proving to have appeal to a wider audience, this has in a way defined our product line-up for this year.

Examples of these new products include updates to the AccessGUARDIAN system which offers own unique approach to the Access Control market, having worked with a number access control specialists to deliver barrier and gate controlled systems using number plate recognition as the trig-

ger to open gates and permit access. Whilst Access control is nothing new, it is the logic control that we have been able to develop for certain clients that allow the system to intelligently detect a vehicle and understand what type of permit the motorist has and then decide whether to let them on-site at a particular time or day or not through a particular gate.

The system has proven successful with a number of University's with Southampton Solent University being the latest Client to adopt this system. The flexibility of the solutions allows very finite control of ve-

hicles to be able to permit access to verify specific car park at very specific times or even to allow a permit to work on a decrementing basis with the addition of a charging scheme solution.



# Cinematastic

In February of this year Excel expanded its security and car parking management operations at Gloucester Quays and Gloucester Docks with the opening of the new multiplex Cineworld. Excel provides all security and car park management services throughout the extensive Retail Complex built at the heart of Gloucester's waterfront.

Following on from this we have just completed a 20 year FRI Lease deal to take on the car park operations for a 9 screen multiplex cinema and leisure development in Darlington. The development is centrally located and under construction due for completion later this year.

And there's more.....

We are in the final stages of agreeing legal for a further 6 screen multiplex and leisure development Excel - coming to a leisure complex near you.....



# New Manager for Region 5

We welcome to the family our newest recruit in Region 5 (South East) - Paul Wiggins who joins as Regional Manager

Paul who is an Essex boy, currently lives in Northampton, but is relocating back to his native Essex. He joins us having spent the last sixteen years in security working for such organisations as Chubb, G4S and Securitas. Prior to this Paul completed four years service in the 1st Royal Anglian Regiment (The Vikings).

A keen motorsport and mixed martial arts enthusiast, Paul also admits to being a Hammers Fan. Paul is based in our Harlow Office and we welcome him to Region 5.

# Why Iceland goes to Excel!

In November 2013 following an initial 5 year contract with Iceland Food Stores, Excel secured a further lengthy contract taking on a further 37 Iceland car parks, which makes us their number one parking management operator now covering over 75% of the Iceland portfolio.

Many of the stores transferred from another operator and Excel undertook its usual process to review the standards in place and roll-out our own quality systems and branding. The process of integrating these sites has now been completed, but Excel is looking to further enhance the contract with investment in new Pay & Display machines on these sites and ANPR technology.

# H&S Spotlight

This issue I am shining the H&S spotlight on litter picking. Its something everyone has to do at sometime during their site visits whether static or mobile. It's a straight forward thing to do but is not without its pitfalls. I don't have to tell you that our car park customers can drop some pretty disgusting stuff at times. Much of it is fairly obvious but some can have a hidden menace. I am talking sharp objects, glass, needles, cans or broken bottles. You can't always see it and it isn't always there but just assume it is and act accordingly.

Do's:	Dont's:
Always wear your gloves	Put your hands where you eyes can't see
Use a litter picker	Handle 'sharps' without gloves
Use a shovel for piles of litter to get it into a bag	Try to lift more weight than you can handle

# Charity Bike Ride

Cuthys 200 is a charity bike ride that was set up in 2008. The 65 mile bike ride starts at Catterick Garrison in North Yorkshire and finishes at Ashbrooke sports ground in Sunderland, Tyne and Wear. This year's event saw all 114 riders, including Nick Dow, complete the course which was half road riding and half off road.

"The bike ride will have raised a substantial amount of money for the Brothers In Arms charity. In addition to this, the ride for me was a personal achievement as I have lost five stone since the beginning of January, training for this event.

I would like to take this opportunity to thank all my colleagues who sponsored me for the ride and, as I am due to ride the Coast To Coast challenge before the end of the summer, which is slightly further at 170 miles" - Nick





# Focus on Gloucester Quays

Excel have been working hard on their "Special Event Management" operations for the past year, increasing staffing and promoting event parking management and providing event security to some famous names, including Celebrity Chefs James Martin, Paul Hollywood & Gino de Campo at the recent Victorian Market and Food Festivals held at Gloucester Quays.



The events have proved to be a big hit with visitors and as such are set to be a regular highlight at the Quays with the next event planned for the 18th to 20th July. So if your a big food fan and in the Gloucester area, why not pay a visit this summer.

## Always excel

Excel Parking Services is celebrating its 20th birthday this year and our managing director Simon Renshaw-Smith reflects about how parking never stands still

Excel Parking is 20 years old this year, an event that has given our managing director and founder, Simon Renshaw-Smith occasion to both celebrate and pause to reflect on the evolution of the company and the wider parking sector.

The company was launched in Sheffield in 1994 and over the past two decades has seen Excel grow from running a single car park in the north-east to becoming a national operator with a portfolio of over 300 car parks as well as it's own car parks and operates sites on behalf of clients in the retail, healthcare, higher education, leisure and local authority sectors.

In a recent article to the Parking Review our MD had this to say about the last 20 years of Excel.

Excel's first client back in 1994 was Somersfield stores. We initially managed two store car parks, one in Burslem, Stoke-on-Trent, the other in Willesden Green, London. Our longest serving client is Peel Investments. We have worked with Peel for over 18 years now, operating their flagship developments. It has proven to be a strong partnership.

We have always had a willingness to become involved in industry initiatives and I have always felt that parking is a service to both clients and drivers and needs to be run in a professional manner. "It was always part of the vision that Excel would be a cornerstone of the private parking sector, offering value and excellence in customer service and client satisfaction."

### An evolving world

Client expectations have changed dramatically over the past 20 years, so providing a professional service that has built a strong client base and then retaining it, is a challenge in itself. Blue chip clients in the property and retail sector want to be confident that their service providers are reliable and dependable.

Our Client's requirements and expectations have changed considerably, in the early years, the focus was firmly on visible staffing and customer service, but the importance of professional car park management was not fully understood, in particular by commercial agents. The full benefits of the service we provided were not appreciated.

Through the mid-Noughties we have witnessed a gradual shift towards ANPR technology and a move away from customer service. Requests for a low budget or cost neutral approach gathered pace, focusing purely on maximum stay enforcement with clients and retailers being purely cost-driven.

Recently however we are now witnessing a shift somewhat back to where we were in the Nineties, with more emphasis on the customer service element of the role, balanced with a realistic appreciation of the value of the car park and the service Excel provides.

### Tailor-made solutions

Excel is increasingly active in the growing campus parking sector, working for a number of NHS Trusts, universities and colleges. In these environments there is a need to manage parking on often space constrained sites and with a high degree of sensitivity towards the needs of staff and students, patients and visitors.

The campus sector provides many challeng-



es and is broadening year on year, Hospitals and colleges have a common thread linking them in respect of the problems they face, specifically balancing a limited parking estate against an abundant demand for the limited space available.

In providing solutions to this sector we often find that we have to adapt and bespoke each time to meet the increasingly exacting needs of the client. The biggest rewards to be seen, however, come from listening to the clients needs, and in that sense, it is driving our business forward, making us continually re-think our ever evolving service delivery."

### Looking forward

Twenty years of running Excel Parking Services has taught me that running car parks is a balancing act which requires meeting the needs of clients and customers against an ever changing commercial, legislative and technological backdrop.

The sector is not standing still and there is more change needed to help bring the industry the recognition it deserves and I look forward to how Excel will continue to play its part and influence this change, I have worked with so many dedicated employees, some in excess of 20 years creating a national brand and I still feel highly passionate about parking all these years on.

*Simon Renshaw-Smith*

# Audit Successes!



**PETER HALLAM**  
CPO Manager

**Heavy audit traffic was witnessed at Head Office in February and March, there being both BPA and DVLA audits within a few weeks of each other. Bright skies prevailed on all fronts with successful passes on all audits.**

**BPA Audit** - In March 2014, Excel Parking Services Ltd and Vehicle Control Services Ltd received confirmation from the BPA that both companies successfully passed the annual audits which took place in February 2014. The audit was very comprehensive and covered, for example, contracts, signage, staff training, notice and appeals processing. Our other company, Conkai Security, had previously enjoyed its first successful audit in December.

The DVLA visited Head Office on 6th March to undertake their 2 yearly audits on Excel Parking Services Ltd and conduct the first review of the recently acquired Conkai Security. Both companies went through a thorough inspection and audit and we are pleased to announce successful passes for all. Not to be left out Vehicle Control Services is due to get its own audit from the DVLA in autumn later this year.



# Employee Awards

As part of an ongoing initiative to recognise excellent performance and behaviours of its staff, the Central Payments Office (CPO) introduced an employee award scheme earlier this year, this consists of monthly awards:

Gold (for Employee of the month) and 2 Silver awards - one for Appreciation and one for Most Improved. Each award winner is presented with a certificate along with £100 gift card (Gold) or £25 gift card (Silver).



August - Anna Chambers

Reliable member of the team who demonstrates consistent performance coupled with high quality outputs. Assists and deputises for her team leader with specific tasks.



July - Gabrielle Selman

Consistent performer who also took responsibility for a special exercise, set up a spreadsheet for monitoring progress, liaison at Director level.



June - Harriet Brown

Assisting new team members, supporting her Team Leader, Flexibility and commitment.



## Certificates of Appreciation



August - Samantha Dix

For multi-tasking including support to the manual appeals team.



July - Lee Mason

Flexibility in assisting other teams and quick to learn new tasks. Also exceeded targets in the month.



June - Team Leaders

Reliable members of our team, awarded for commitment and passion towards their roles.

## Most Improved Employee



August - Jemma Tunnicliffe

Reliable and flexible member of the team with an excellent attendance record. Has taken on responsibility for specific tasks and deputises for her team leader.



July - Katie Bishop

Taking on extra responsibility for certain tasks and also in training new team members.



June - Jamie Depley

Developing knowledge of appeals, balancing workloads, quality output.

We recognise that our employees are key, not only in maintaining business as usual, but in sustaining growth and enhancing our reputation through the products and services we deliver to our clients and customers. Our monthly reward and recognition scheme exists as a means of encouraging our employees to "go the extra mile" in terms of their performance.

Our Strategy is to create a culture by which employees can be recognised by peers and Managers for their contribution and be identified for being a valued employee. It is also a way of sharing together praise and the promotion of rewards through a monthly gathering to nominate individuals and display their certificates.

The criteria required to be nominated demonstrates behaviours that are expected and admired such as reliability and flexibility, Competency of exceeding targets and their willingness to develop and progress as an individual within the company. These attributes promote motivation and increase moral improving employees self esteem and individual performance. These rewards drive both brand awareness and performance internally, improving customer experience externally therefore encouraging our culture.

# ANPR International - What is that?



MARTYN ATTWOOD  
Technical Director

Staff based at Head office will be aware of our newest creation being born into existence, in fact we even ran a competition last month to give it a name before it takes its place amongst our line-up of technology we currently offer.

The unit is a Mobile ANPR speed system, which features a trailer mounted ANPR camera and radar unit, which was developed for South Yorkshire Passenger Transport Executive. We worked alongside our Client to design a speed monitoring solution that could be very quickly deployed in Bus Stations on an ad-hoc basis to monitor bus speeds as they travel along the bus lanes.

The criteria was the unit had to be self contained and easily deployable, so the solution that we developed was based on a small format trailer unit with a rising mast and is powered on an integral battery system offering in excess of 24 hours continuous monitoring and surveillance.

The new product goes into service in the next couple of weeks and we are extremely pleased with the test results so far with final delivery of not one but two units to the Client in June. Needless to say the ANPR Engineering & Software development teams pulled an absolute blinder on this one; the unit is very impressive - Well Done Guys.

So what's it called? Well we ran a competition in April and offered the staff the option of giving it a name. We received a total of 90 suggestions for a name for the unit, with some very inventive and creative ideas put forward - well done and thank you to everyone who took part. When reviewing the suggestions we found a number that we could

not use due to them already being Registered Trademarks for other products, so deciding on a winner was a difficult choice. But in the end there Can Be Only One, you heard it here first folks - introducing... speedSENTINAL (TM) suggested by our very own Health & Safety Manager - Mr Glen Carter. The suggestion was felt to capture the essence of what the product was designed to do and is a good descriptive brand name that fits in with our current product range - plus importantly it's not registered or in use by anyone else.

Well done Glen for the winning entry - Glen gets a £25.00 gift voucher and will feature in the photographs with the rest of the development team to be taken for the publicity of the new system.

I give you

speedSENTINEL

# A Career Not Just A Job

When Nick Dow first started to work with Excel Parking Services in 2003, he had no idea that four years later he would become a Regional Manager.

Nick was originally employed as a part-time car park attendant based at Trimdon Street in Sunderland. "To be honest," said Nick, "when I first started, I was happy to just get the position but shortly afterwards I knew I wanted to progress and become a Regional Supervisor as quickly as possible."

What followed was a rapid growth of the company in the North East that saw Nick firstly become supervisor and then in early 2007, Regional Manager. "I saw an opportunity within the Company. I put forward my thoughts and ideas for the continued growth and things have gone on from there."

The growth of the Company over the past 20 years has been huge, but particularly so over the past 7 years. Headcount in May 2007 was 180. 7 years on the company now employs 326 staff (an 81% growth) with the Head Office count growing by 31% in the last 6 months alone.

The growth has seen an increase in opportunities for all staff. Working closely with The Source Forge Training for Head Office staff and TQ Training for Car Park Attendants, the company now has over 100 staff who have completed NVQs to Levels 2 and 3 across five areas - Customer Service, Business Administration, Controlled Parking Areas, Team Leaders and Management. We also have over 30 staff currently working towards these qualifications. The tie up with Source Forge and also CTS Training has also allowed us to develop a number of Apprenticeships across the business.

Jasmine Smith started with the company nearly a year ago as a Human Resources Apprentice. Now, on the brink of completing Level 3 in Business Administration, Jasmine is looking forward to gaining formal CIPD qualification that will help her career in Human Resources. "I didn't think I would learn so much in a such a short space of time," remarks Jasmine. "The company has really supported me and allowed me to progress as I continue to develop my career."

Nick and Jasmine are two examples of how working hard brings its rewards. For those that wish to develop, the Company are starting to roll out a new competency based framework that will work as a two way progression path into staff's aspiration and development - for those that want it. However, it is also a measure for all staff to ensure they receive feedback on their performance whilst at the same time ensuring company standards are maintained. This will be rolled out in the coming months starting with Head Office staff but to all staff during late summer..

Jasmine, for one, is looking forward to how this will work within the Human Resources Department. "I cannot wait for the challenge ahead."



# Other News

## Operations Department

The Operations department have a brand new team who are excited to deliver key support to the running of the company.

New appointments have given the department the ability to focus on the different aspects of the business while an innovative and forward thinking operations team leader enables the smooth running of the department as a whole.

Over the last few months, Ian Green has taken charge as a fleet coordinator and has organised the management of the company vehicles ensuring all vehicles on the road are legal and any maintenance is dealt with efficiently.

Also the team has been putting systems into place which has resulted in great savings for the company.

## Snowdon Challenge!

Gemma and Katie have successfully completed the Snowdon Challenge for Marie Curie Cancer Care!

It took them 2 hours and 45 minutes to reach the summit and 1 hour 50 minutes to get back down. It was most definitely a challenge! Together they have raised approximately £800, with donations still coming!



## Enforcement Action in Scotland

As of May 2014 we have begun taking enforcement action in Scotland. Through the use of professional Scottish debt collectors we have been able to circumvent the problems previously encountered due to the both the difference in Scottish law and the pre-conceptions held by Scottish motorists that we will not take action north of the border.

Following a successful preliminary campaign, it is envisaged that Excel will take the next steps in enforcement and proceed to all the way to obtaining decrees through the Scottish courts, watch this space!

Please contact us via our website or on the following details:



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