



# VICTORIA HALL

Management  
(UK) Limited



## COLCHESTER

OPERATIONAL MANAGEMENT PLAN

## Introduction

Victoria Hall is a private company formed in 1996, which specialises in the development and management of purpose built student accommodation. We provide affordable high quality accommodation designed specifically for students.

Victoria Hall's sites are carefully selected for student convenience within key University cities throughout the UK. We currently manage a portfolio of around 11,000 UK student beds with future pipeline projects either under-construction or at Planning stage to further expand the operational portfolio.

Each Victoria Hall residence is self-managed with an on-site management suite containing a team of administration staff, caretaker and security cover that ensures the complex is maintained 24 hours a day, 7 days a week throughout the year. It is important for us that our sites are staffed by local people who can be on-site to look after our customers but also to act as a link between Victoria Hall and the communities in which we operate. A local network of skilled tradesmen are also contracted to attend to the various maintenance requirements of the complex.

Our objective is to commit to the local areas in which we operate and to form lasting relationships with the local community - our on-site teams, staffed by local people, are responsible for achieving this.

Every site is constructed with an emphasis on safety; the entrances to the complex are strictly controlled by door entry and intercom systems whilst being supported by the presence of on-site personnel, security fencing and CCTV cameras. These preventative measures undertaken by Victoria Hall ensure we maintain a low level of incidents throughout the year.

Victoria Hall is the ideal place for students to live comfortably and safely whilst pursuing their academic life. The quality and service provided is reflected by the high proportion of students that choose to remain living within Victoria Hall for the duration of their University life and become part of the local community for many years.

## Community

- 1.1 Each Victoria Hall development represents a long-term economic, social and educational investment into the local community, but we fully recognise that the key to the success of that investment lies within the creation of strong links with the communities we serve.

Victoria Hall recognise that student accommodation can often bring pre-conceptions of its impact on an area, largely through historic perception but also a lack of understanding of the product and the modern controlled environments that Victoria Hall creates. Our principle objective is therefore to integrate any new development into its community and we pride ourselves on establishing successful relationships with our neighbours through transparency and trust.

Victoria Hall recognises that each new community is individual and that each new environment gives rise to unique challenges and opportunities, but we work hard to tailor our service in order to meet those challenges head on.

Magdalen Street itself is commercial in nature, but the surrounding hinterland is residential and we are acutely aware of the close proximity of existing residential properties to the site and the need to protect the amenities and general wellbeing that existing residents currently enjoy.

We would therefore propose to establish a Community Steering Group that will create a regular forum for open discussion of concerns, but also a forum for generating ideas to help strengthen ties with the community. The forum would include members of the local community with a specific invitation to representatives of the nearby Almshouses and Ward Councillors to participate, along with senior Victoria Hall Operations Management, the accommodation Hall Manager and most importantly student representatives. Accountability lies at the heart of transparency and actively engaging the students themselves within the forum will help to engender a sense of accountability and an understanding of the environment and the mixed community within which they live and study. We would initially propose that the Steering Group meet on a monthly basis, but upon inception it would be for the members themselves to determine the frequency of meetings.

Victoria Hall will work hard to create strong successful links with the local community surrounding the Magdalen Street site, encouraging a philosophy of openness with the community in order to not only protect and enhance the quality of the surrounding area, but also to protect Victoria Hall's long-term investment into the social and economic growth of Colchester.

## Security

We outline below both the Security Arrangements and Security Plan that will be adopted at the Magdalen Street site and are a minimum operational standard that we adopt across the whole Victoria Hall portfolio.

### Security Arrangements

#### Objectives

- 2.1 Victoria Hall employ 24-hour Caretaking/Security staff specifically in order to provide assistance and support to students, staff, visitors and members of the local community. Their function is to ensure, as far as is possible, the personal safety of students, staff and visitors; the wellbeing of the local community, particularly neighbouring properties; the security of residential buildings and the protection of personal property.

The 24 hour team are a proven aid to Victoria Hall's focus on the control of noise and anti-social behaviour on-site out of office hours. The team provides an effective on-site presence to initially deter, but also react immediately to any issues and also act as a key point of contact for the local community in the unlikely event that an incident occurs.

These objectives will at all times be carried out in an effective, efficient and courteous manner, which reflects the aims, objectives and standing of Victoria Hall.

Victoria Hall will:

- Offer a quality of service based firmly on the concept of equal opportunities
- Respond to and investigate reports of crime committed within Victoria Hall
- Publicise, on a regular basis, information concerning crime and trends in crime occurring at Victoria Hall and actively promote crime prevention and security awareness.
- Provide liaison between the University, Community and Victoria Hall so far as it relates to student behaviour.
- Provide training opportunities to all members of staff.

## **Staffing**

- 2.2 The staff team within a Victoria Hall site comprises of a Hall Manager, an Assistant Manager and 2 no. Caretakers who are based on-site and supplemented by additional Security guards.

A Business Relations Manager, Operations Manager, FM Manager, Health and Safety Assistant and Child Protection Officer are also employed by Victoria Hall to provide support and guidance. These positions are based off site.

Victoria Hall also employs casual staff to assist as and when required.

## **Monitoring & Communication**

- 2.3 Frequent supervisory and shift meetings are held to appraise all staff of developments within Victoria Hall and to receive views from other members of staff on changes to and implementation of, the policies and procedures of Victoria Hall.

All members of Victoria Hall Staff promote communications and liaise between Victoria Hall, students, staff, visitors and the local community.

In an endeavour to ensure Victoria Hall establishes and maintains a satisfactory and relevant service any suggestions from members of the University or from the local community, which it is considered will improve the service, are welcome.

## **Security Lodge**

- 2.4 The security lodge provides an out of hours contact point for students, staff, visitors and other enquirers, in need of assistance or advice.

Persons seeking assistance or advice are advised in the first instance contact the security lodge by either: -

- i) In an emergency:  
From pay or external telephone - (caretakers mobile phone)
- ii) Non emergency matters:  
From pay or external telephone - (security lodge direct line)

The personnel within the security lodge are able, by use of close circuit television cameras, to control any vehicular access to and from the complex and also monitor movements within the site; this includes the monitoring of parking on site and dealing with any unauthorised vehicles.

The security lodge will be used as the control centre in the event of a major incident or any other incident, which necessitates a co-ordinated response and the emergency services have standing instructions to report to the security lodge in the first instance.

The security lodge is also used as an out of hour's service for receiving, advising and directing visitors around the site.

We recognise the important of the security lodge function in that it is often the first point of contact that visitors to the complex will have with members of Victoria Hall staff. The operation of this function and the level of staff training is continuously monitored and expanded / updated where appropriate.

### **Reception Office**

- 2.5 The reception office is normally staffed between the hours of 9.00am and 5.00p.m. Monday to Friday.

The office is generally staffed by the Hall Manager and their Assistant who are responsible for dealing, in the first instance, with all enquiries and in particular with people reporting crime, lost and found property and the administration of Victoria Hall access control. The Management Team will also deal with any reports of antisocial behaviour and noise complaints and undertake investigation into any allegations before any disciplinary action is initiated against any resident.

Outside of normal working hours the responsibility for receiving reports of crime, lost and found property and other enquiries is that of the security lodge and the member of staff on duty at the time.

### **Security Patrols**

- 2.6 Caretaking / Security staff are responsible, throughout the 24-hour period, for patrolling the exterior and interior of the complex and for responding to incidents.

Whilst on patrol, these staff will deal proactively with any noise issues to ensure that disturbance to other residents as well as surrounding neighbours is minimised. These patrols are increased in the event of incidents occurring which warrant ongoing attention.

Victoria Hall employees will at all times perform their duties in such a manner, which endeavours to ensure the personal safety of students, staff and visitors to Victoria Hall.

Victoria Hall staff undertaking both internal and external patrols will at all times wear full uniform and an identification badge.

## Security of Victoria Hall buildings

- 2.7 The security of all buildings is in the first instance the responsibility of the occupants within.

Victoria Hall has a responsibility to assist both residents and staff in monitoring the security of all buildings and this extends to checking the validity of residents, staff and visitors to all areas of the site.

Caretaking / Security staff will check and ensure that block, office, launderette and all common room doors are locked and unlocked where applicable and at times specified by the Hall Manager.

## Protection of Personal Property

- 2.8 The safeguarding of personal property is primarily the responsibility of the owner. However, we continually endeavour to reduce the incidences of crime within and around the managed site by way technology, security patrols, advice and education and the introduction of crime reducing initiatives.

## Response Times

- 2.9 Victoria Hall will endeavour to respond to all emergencies within **Five Minutes** of receipt of the call. Other requests for assistance are prioritised according to the degree of urgency afforded to it by the security lodge staff and/or the Hall Manager. In all instances, the caller will be informed of the outcome of the incident.

## Support Services

- 2.10 Victoria Hall will also provide support in the following specialist areas:
- i) The investigation of incidents, crimes and internal matters
  - ii) The interviewing of students and staff.
  - iii) Submission of reports to the University in respect of (a) and (b) above
  - iv) Advice on matters relating to crime and offences.
  - v) Receiving and investigating complaints from residents of unsociable and criminal behaviour of students.



### **Staff Training / Development**

- 2.11 The continued development and training of all staff within Victoria Hall is a high priority. All staff receive periodic reviews and undergo appraisal mechanisms identifying areas of required development and/or training.

### **Complaints**

- 2.12 All complaints, received by a member of staff will be brought to the attention of the Hall Manager as soon as practicable. It will be the responsibility of the Hall Manager and in consultation with the University where necessary to investigate all such complaints received.



## **Security Plan**

Victoria Hall recognises that it has an important role to play in the local community whilst supporting students, staff and visitors; to maintain security of residential buildings and other property including personal property.

### **Primary Objectives**

- 3.1 In endeavouring to achieve its objectives staff at Victoria Hall are faced with a number of ongoing problems. The primary areas of concern may be listed as follows:
- Ensuring the safety and welfare of students, staff, visitors and the neighbouring community.
  - The incidence of reported crime occurring on site.
  - The unsociable behaviour of some students.

### **Ensuring the Safety and Welfare of Students, Staff, Visitors and the Neighbouring Community**

- 3.2 This is achieved in the following ways -:
- The provision of high profile internal and external patrols: including (but not limited to) courtyards, communal staircases and the roads/footpaths surrounding Victoria Hall.
  - Establishing good communications within the community and between staff, students and visitors to Victoria Hall.
  - Establishing good communication links with the local community resident groups, local police force, fire department and Universities.
  - The provision and maintenance of a fully integrated digital CCTV surveillance system, monitoring all public areas inside the complex and all surrounding roads in the immediate vicinity of the complex.
  - The provision and maintenance of a restricted door entry system to all the site's access points, to all individual blocks and to each individual flat.
  - The provision of high security fencing where applicable on the perimeter of the complex.
  - Offering support and assistance to Victoria Hall staff when they are dealing with instances requiring welfare or disciplinary action

- Providing a contact point, out of office hours, for parents and others wishing to contact their son/daughter/friend for whatever reason.

### **The Incidence of Reported Crime**

3.3 In attempting to prevent and/or reduce the incidence of crime occurring at Victoria Hall, the following initiatives are encouraged and developed:

- A Victoria Hall Residents Watch Scheme.
- Crime prevention education of both staff and students.
- Regular contact with the police through the local beat officer, C.I.D and at senior officer level.
- Providing accurate and workable recording procedures.
- High profile patrols, by staff in uniform, in vulnerable areas.
- Covert operations when required in plain clothes.
- A policy governing the issue and wearing of identification cards.
- On going staff training.

### **The Unsociable Behaviour of Some Students**

3.4 To try and prevent and/or reduce the level of unsociable behaviour of our residents, Victoria Hall undertake:

- To visit all local complainants in the community who are concerned at the anti-social behaviour committed by students of Victoria Hall.
- To investigate matters, of a purely internal nature, resulting from student misbehaviour.
- To give advice, guidance and support to all members of Victoria Hall staff in dealing with students who have misbehaved or contravened their Tenancy Regulations.
- To introduce a central database of offenders which would be accessible to those members of the Police and University who have a vested interest in such matters.

## Disciplinary Issues

- 3.5 Most of our residents act in a responsible manner having a respect for themselves, neighbours and property. There are some, however, who act inappropriately which often results in the requirement for disciplinary action to be taken. Noise in general, antisocial behaviour, loud music both inside and outside the hall, deliberately setting off fire alarms and engaging in criminal activity, are all areas of concern and it is essential that all such incidents are dealt with quickly and effectively.

To assist in managing potential situations / incidents Victoria Hall has drawn together a useful guide for Hall Managers which sets out how to try and ensure the effective management of low level incidents of anti-social behaviour, and how the support of the University concerned can assist in dealing with serious incidents of anti-social behaviour. There is evidence to support that dealing with these types of incidents quickly prevents escalation into more serious or more frequent incidents

The guidance and examples below are not definitive and we appreciate that there may be incidents which do not immediately fall into the categories as outlined. On these occasions further advice is sought from the senior management team.

### **General Anti-Social Behaviour (e.g. noise, general disturbance, overnight guests)**

- 3.6 These are considered to be low level issues which Victoria Hall would expect the hall management to be dealing with in terms of speaking to the students concerned and keeping a clear and accurate record of the discussions. In all instances of noise complaint occurring out of office hours, the member of staff receiving the report will attend the room or flat responsible immediately and resolve the noise issue before making a full report of the incident for the Management Team to review the following working day. In the first instance we would expect a meeting to take place with the student clearly setting out the concern and advising on appropriate behaviour. Examples of such incidents which would warrant a first warning might be:

- Creating a noise which is of a level which can be heard by other students in adjoining flats / blocks or neighbouring properties
- Causing general disturbance to other resident students / neighbours
- Having guests back who create a disturbance
- Leaving kitchen / communal areas in an untidy / unacceptable

In the event of repeated incidents further discussions would take place and a first written warning would be issued. Again clear records to be kept.

Relevant charges as previously notified to all students are applied as necessary.

On the 3rd occasion that a student receives a written warning a further meeting should take place and a final written warning is given. The student should also be clearly advised that a letter of complaint will be written to the relevant University and their guarantor (usually parent/guardian), which is likely to result in an investigation and possible disciplinary action being taken by that University.

The Hall Manager can move to letter 3 stage at any point during the early stages of discussion if they feel the level of nuisance or the student's attitude/response is not sufficient e.g. the student responds in an offensive manner.

Once the above has been followed Victoria Hall would ensure that a formal letter of complaint about the student is sent (along with all supporting information) to the University and make arrangements for an investigation to take place possibly requiring the student to attend a Disciplinary Hearing where the matter will be discussed further.

Sanctions at this stage could range from further warnings being given, to fines being imposed by the University, to the involvement of guarantors (usually parent/guardian) and ultimately the commencement of legal proceedings leading to eviction from the hall.

It is worth noting that the accommodation will have common room facilities that are regularly monitored by the onsite staff and access to these areas can be controlled at certain times by the access control system. No bar facility will be available within the scheme. Residents' noise is therefore kept to a reasonable level and monitored in real time which would not be achievable if a bar or common room were open all hours or if on-site security was not present.

### **Criminal Activity**

3.7 These are activities which would require Police intervention and examples of such incidents which would warrant an immediate letter of complaint might be:

- Theft
- Acts of violence to other students or to staff members
- Drugs
- Race hate
- False activation of fire alarms

Hall staff would need to contact the Police, clearly explain the situation and be guided by any advice given by the Police. On these occasions once the Police have been notified Victoria Hall would also ensure that the University and Guarantor (usually parent/guardian) are notified and that on the next working day a full report is sent to the University.

Once the above had been followed Victoria Hall would ensure that a formal letter of complaint about the student is sent (along with all supporting information) to the University and make arrangements for an investigation to take place possibly requiring the student to attend a Disciplinary Hearing where the matter will be discussed further.

Sanctions at this stage could range from further warnings being given, to fines being imposed by the University and ultimately the commencement of legal proceedings leading to eviction from the hall.

### **From a Student's Perspective**

- 3.8 Students are made aware through hall literature of their responsibilities in terms of community living and the impacts of anti-social behaviour, along with the process and procedures in place to deal with any incidents.

Students are made aware that they are also fully responsible for the actions of any guest they invite into the flat and that they and their guest will be held responsible / accountable for their behaviour.

Students are also advised that as a result of their behaviour this may lead to a letter of complaint being written to the University about the incident along with all supporting documentation and that the University may in turn wish to investigate the matter further which may lead to the University instigating disciplinary action.

Students are also aware that a condition of tenancy states that any incidents that cause a breach of tenancy can and will be notified to their personal guarantor immediately.

Action can be taken against a student's guarantor for a breach of tenancy alongside any action taken against the tenant themselves.

Discipline within the Halls is important and must be maintained at all times thus allowing the residents peace and quiet for studying. We actively promote as part of our advertising strategy that we will create an atmosphere which is conducive to academic study and beneficial to those living within the accommodation and in the surrounding area.

## Service Levels

### Accommodation Management and Administration

- 4.1 Victoria Hall will always use reasonable endeavours to:
- Manage the accommodation in accordance with the ANUK National Code of Standards;
  - Provide a telephone helpdesk, available 24 hours per day, 365 days per year, to all members of the local community as well as the residents, to deal with all issues relating to the day to day management including, noise or anti-social behaviour, security incidents, complaints the reporting of emergency maintenance, tenancy information and use of the accommodation;
  - Ensure that complaints are dealt with quickly and are usually resolved straight away by either the office management or the security / caretakers depending on the time of day or night.
  - Ensure that all staff, whether directly engaged, contracted service providers or other suppliers employed in the provision of services, are adequately qualified, have received adequate training, and conduct themselves in a professional manner at all times;
  - Co-operate and assist in the provision of the residential accommodation and make available to enable prospective residents to view the accommodation;
  - Make available to residents, at a reasonable charge and within reasonable timescales, replacement keys, fobs or swipe cards required to access the accommodation and maintain an adequate level of security;
  - Ensure the receipt and effective distribution, by the Post Office, of in-coming mail to all residents' mail boxes;
  - Provide a resident's welcome book which contains details of the services residents can and should expect, details of procedures, contact numbers of the helpdesk, complaint procedures and details of the requirements and responsibilities expected of each resident relating to their behaviour and conduct; and
  - Ensure that all students are aware of any restriction on applying for local resident parking permits, encourage the use of local public transport and monitor and deal with unauthorised parking on-site

## Buildings Maintenance

4.2 Victoria Hall will always use reasonable endeavours to:

- Provide accommodation that is fully functional, safe, secure and meets all relevant statutory requirements;
- Ensure that all elements of the accommodation (both internally and externally) maintain a good, clean, stain and graffiti-free appearance;
- Ensure that all elements of the accommodation, building services and utility suppliers are fully operational and performing in accordance with relevant design intent;
- Ensure that repairs to damage of the building fabric and services is delivered through a responsive maintenance service, with emergency assistance available 24 hours per day, 365 days per year;
- Ensure the regular inspection and testing of all elements of the fabric, finishes and building services;
- Ensure a rolling programme of planned maintenance, repair and replacement, covering all elements of the structure, fabric, finishes, building services, and external areas is undertaken;
- Ensure a regular programme of redecoration is undertaken;
- Ensure that all work undertaken, is at such times and in such a manner, as to comply with all relevant statutory requirements, manufacturers' instructions and recommendations, reasonable industry practice, and, cause the minimum risk of injury or damage to residents and their property;
- Ensure that all health and safety information and notification details are made available both to all residents and visitors;
- Ensure that all drainage systems are free-flowing and no safety hazards or noxious odours emanate from the drainage system;
- Record, monitor and report on the results of inspection and testing surveys, reported faults and the progress of any resultant planned and reactive maintenance work;
- Ensure that all accommodation is provided with mains lighting and power;
- Ensure that all accommodation (excluding circulation areas) is able to be adequately heated, having due regard to ambient external temperatures, and in accordance with normal requirements; and
- Ensure that procedures and operating plans are in place to deal with emergencies and in particular interruptions in utility supplies.



### **Fixtures, fittings and Equipment Maintenance**

4.3 Victoria Hall will always use reasonable endeavours to:

- Ensure that all fixtures and fittings and equipment provided are fully functional and safe, meet all relevant statutory requirements and perform with relevant design intent;
- Ensure the regular inspection and testing of all fixtures and fittings and equipment in accordance with relevant statutory legislation etc;
- Ensure a rolling programme of planned maintenance, repair and replacement of all fixtures and fittings and equipment;
- Ensure a responsive and user friendly, emergency maintenance, repair and replacement service which provides cover 24 hours per day, 365 days per year;
- Ensure that any required non-emergency reactive maintenance, repair and replacement is given appropriate priority in order to minimise any health and safety risks and any downtime in respect of non-availability of the accommodation (or any specific fixture, fitting or piece of equipment); and
- Ensure that all work undertaken, is at such times and in such a manner, as to comply with all relevant statutory requirements, manufacturers' instructions and recommendations, reasonable industry practice, and, cause the minimum risk of injury or damage to residents and their property.

### **Grounds Maintenance**

4.4 Victoria Hall will always use reasonable endeavours to:

- Ensure all hard landscaped areas are safe and accessible, and kept free from graffiti, litter, weeds, waste and other debris;
- Ensure all soft landscaped areas are kept free from litter and other debris and are tended to produce a well kept and cared for appearance; and
- Ensure that all external signage is clean, legible and unobstructed and that all illuminating signs are maintained in accordance with the general building maintenance requirements.

## **Cleaning & Waste Management**

### **Cleaning**

4.5 Victoria Hall will always use reasonable endeavours to:

- Provide an environment that is clean, tidy, free of odour, refuse, debris, pests and other infestations;
- Regularly provide for the cleaning and where appropriate disinfecting of all the common parts of the accommodation both internal and external, (excluding within the flats other than servicing between lets) and all fixtures and fittings and equipment within common facilities, common areas and circulation space;
- Regularly provide for the cleaning and where appropriate disinfecting of low level and high level surfaces such as floor surfaces, curtain rails, skirting boards, radiators, windows and doors, sills etc in all common facilities, common areas and circulation space;
- Ensure all areas are free of rodent, insect or other infestation;
- Ensure cleaning is undertaken at such times, and in a manner as to cause the minimum level of disturbance to residents, neighbours and visitors;
- Ensure cleaning is undertaken at such times and in such a manner as to comply with all relevant statutory requirements and to cause the minimum risk of injury or damage to residents, neighbours, visitors or their property; and
- Provide a responsive service to emergency incidents such as spillages leaks etc, including spillages and leaks of flammable materials.

## **Waste Management**

- 4.6 We will ensure that the site is kept refuse free. The Magdalen Street scheme includes a dedicated refuse store within Block A, to be managed through regular weekly collections. The site caretaker will supervise on collection days, ensuring that the bins are returned to the store once refuse vehicles have left the site. The refuse store will be subject to regular cleaning.

With respect to our general waste management procedures, Victoria Hall will always use reasonable endeavours to:

- Ensure the frequent collection and removal of all waste in a hygienic manner from the designated bin store;
- Ensure that sufficient capacity is available to cope with the quantity of rubbish within the accommodation and increase storage provision if necessary
- Ensure that collection is at such times and in such a manner as to cause the minimum level of disturbance to residents, neighbours and visitors;
- Ensure that collection is at such times and in such a manner so as to comply with all relevant statutory requirements and cause the minimum of risk to the health and safety of residents, neighbours and visitors;
- Ensure that collection is undertaken at such times and in such a manner so as to comply with all relevant statutory requirements and cause the minimum of risk of rodent, insect or other infestation; and
- Ensure adequate recycling facilities are available.

## Traffic Management

- 5.1 The development proposals include limited on-site parking provision comprising of 20 spaces, 1 of which will be a designated disabled parking space. These spaces will be used primarily by staff, visiting contractors, and students with mobility requirements. Remaining spaces will be rented to students for the entire academic year. All other students will be advised that there is no parking provision available to them and a recommendation given before arrival that they do not bring a car with them.

All students will receive a letter prior to arrival advising that there is no facility for onsite parking, and advising them of the lack of parking in the immediate vicinity.

All residents and employees will be provided with a travel information pack when they begin their employment or take up residence at the development. This information pack will include details, maps and timetables for local buses; information regarding local facilities (retail facilities, banks, schools, local cycle shops etc) and other useful information (including Journey Planner phone numbers and website details, and contact details for registered local taxi operators).

A dedicated travel notice board will be set up in logical common areas such as the student reception area. This will include not only public transport, walking, and cycling information but also details of the Travel Plan itself.

The Hall Manager will ensure that all train and bus services are well publicised and promoted to residents and employees. Bus and train routes and timetable information will be included within the information packs and on-site travel notice boards;

Victoria Hall will also publicise to residents the local Journey Planner and National Rail web sites and all relevant contact phone numbers.

All students aged 18 years and over are entitled to a discount on public transport. This will also be promoted.

Provision of a free telephone service in the main foyer direct to a reputable local taxi firm to ensure students have access to taxi services if required.

The effective control and monitoring of parking within the confines of the site will be managed by Victoria Hall staff. Whilst the external loading bay is effectively on the public highway and therefore beyond our control, Victoria Hall will endeavour to regulate use of this areas as best as possible.

A site specific Travel Plan document can be produced separately to detail further the traffic management strategy in Colchester, this document will be managed and enforced by the appointed Travel Plan Co-ordinator.