

Board of Directors Meeting

Report

Subject: CAR PARKING POLICY
Date: January 2014
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Executive Summary:

Parking represents a major challenge causing frustration for patients, visitors and staff. The Trust via this policy aim to manage parking to ensure there is a fair and equitable system for all. This Policy sets out details for the management of parking at sites within the Sherwood Forest Hospitals NHS Foundation Trust and applies to all staff, Patients and visitor's, as well as any other users of the SFH car parks.

This document confirms the Trust's policy that everyone who Parks on Trust sites will pay to park and there are no exceptions, without approval. The Policy also sets out the procedure by which anyone not Parking in the correctly will be subject to a "Fixed penalty Notice" and will have to pay a charge as set out in the document, and that this will be managed by a Car Park Management company.

Recommendation:

The Policy is approved

Relevant Strategic Objectives (please mark in bold)

Achieve the best patient experience	Achieve financial sustainability
Improve patient safety and provide high quality care	Build successful relationships with external organisations and regulators
Attract, develop and motivate effective teams	

Links to the BAF and Corporate Risk Register	N/A
Details of additional risks associated with this paper (may include CQC Essential Standards, NHSLA, NHS Constitution)	None
Links to NHS Constitution	N/A
Financial Implications/Impact	N/A
Legal Implications/Impact	The "Fixed penalty Notice" is legally enforceable, via the courts, and the Management Company are registered to administer them
Partnership working & Public Engagement Implications/Impact	N/A
Committees/groups where this item has been presented before	Car Park User Group, HR and JSPF policy sub group
Monitoring and Review	Bi-Monthly at the Car Park User Group, and annually by MHB
Is a QIA required/been completed? If yes provide brief details	Yes. There are not issues and the Policy is based on a fair and equitable system for all.

1. INTRODUCTION

In common with many NHS Trusts, parking represents a major challenge causing frustration for patients, visitors and staff. The Trust via this policy aim to manage parking to ensure there is a fair and equitable system for all.

2. POLICY STATEMENT

Sherwood Forest Hospitals NHS Foundation Trust is committed to providing a high quality and equitable Car Parking service and demonstrates its commitment through a professional customer focused responsive service.

This Policy sets out details for the management of parking at sites within the Sherwood Forest Hospitals NHS Foundation Trust and applies to staff, visitor's contractors and any other users of the SFH car parks including emergency vehicles.

This document confirms the Trust's policy that everyone who Parks on Trust sites will pay to park and there are no exceptions, (other than emergency blue light vehicles).

3. DEFINITIONS

Definitions for specific terms used in the policy or procedure should be clarified e.g.

'The Trust': means the Sherwood Forest Hospitals NHS Foundation Trust.

'Staff ': means all employees of the Trust including those managed by a third party organisation on behalf of the Trust, and Volunteers that work for the Trust

"PFI" Private Finance Initiative

Project Co. CNH, (Central Nottingham Hospitals), PFI contractor

User (s) Patients, Visitors and Staff

PCN / CPN Parking Charge Notice / Civil penalty notices

4. SCOPE OF POLICY

- 4.01 The purpose of this document is to provide an effective management of the Car Parking and also covers the operational issues associated with Car Park management.
- 4.02 The scope of the policy is that it covers ALL parking on Trust sites for patients, visitors and staff.
- 4.03 The Policy formalises and raises awareness of the Trust's car parking arrangements to ensure that employees and other users are aware of their responsibilities in respect of this policy. It ensures that employees and other users are aware that action will be taken as a consequence of failure to act in accordance with the policy, and that the application and appeals processes are clear.

5 ROLE AND RESPONSIBILITIES

- 5.01. The Trust will endeavour to provide car parking for patients, visitors and staff. No member of staff, patient or visitor can be guaranteed that a car parking space will be available.
- 5.02. The provision of a Staff car parking permit is not a contractual entitlement for staff. A permit entitles staff to search for and park in an available space in designated staff parking areas. Car parking permits maybe subject to availability.
- 5.03. It is the responsibility of all drivers to park in a proper and safe manner so as not to interfere with the operations of the site, or hinder or prevent other users from having access to and from the site.
- 5.04. The vehicle driver, or in cases where the driver cannot be identified, the vehicle keeper shall be deemed to have accepted these rules by parking on Trust property, and they will form the basis for the issue of parking charge notices to those who do not comply.
- 5.05. These Parking controls defining the rules, under which drivers will be permitted to park in the Trust, are set out in appendix 4.
 - 5.06. Staff must park in designated staff car parking spaces only. Staff cannot park in spaces other than designated staff car parks. Any staff member parking without authorisation may face a Civil penalty notices
- 5.07. No staff members or departments will be allocated designated named parking spaces.
- 5.08. Patients and visitors parking will be in Car Parks specifically identifying as for Patients and Visitor, and payment will be via the ticket Pay Machines.
- 5.09. Disabled parking bays are available on site; these spaces are subject to the same charges.
- 5.10. Disabled staff can park in Staff car park in marked blue badge holder spaces, providing they display their blue badge and their on-site parking permit.
- 5.11. Car Parking User Group will review and manage the Car Parking Policy and procedures.
- 5.12. Project Co Including Hard and Soft FM management providers, will manage on a day to day basis the Car Parks and the enforcement systems.
- 5.13. Whilst parking can be provided at the Trust sites it is provided on the understanding that availability of parking is not guaranteed and that vehicles, are left at the owners risk and the Trust takes no responsibility for the security of the vehicle or any goods left inside.

6 CONSULTATION

- 6.01 The Trust will consult with Staff side in the formulation and updating of this policy.
- 6.02 A Car Parking User Group consisting of representatives from the Employer, the Staff-

side and Patient.

- 6.03 The Trusts Hospital Management Board will approval the policy and any changes.
- 6.04 The Trust will communicate its Car Parking Policy so that all users are fully aware of the rules and possible sanctions.

7 Car Parking Services

7.01. The key principles are:

- a) To provide safe and convenient parking for all users.
- b) To provide help and advice on parking.
- c) To provide the equipment necessary to run the service (payment machines, barriers etc.)
- d) To provide 24hr CCTV surveillance, where possible, and on site security guards.
- e) To maintain clear access to the site, reduce congestion in and around the Trust sites particularly for ambulances and other emergency vehicles.
- f) To prevent unauthorised parking.
- g) To prevent unauthorised use of Trust car parks

7.02. Car Park Management

- a) The Car park service will be managed and run by the PFI contractor as part of the PFI contract, security services.
- b) Security staff will patrol the sites to monitor parking, and ensure compliance with the policy. They will also be there to assist users.

7.03. Car Parking Charges

- a) The Trust will charge for parking on the Trusts sites
- b) Parking Charges will apply to vehicles that enter and park on Trust sites, with the certain exception of ambulances, emergency vehicles, and Trust Volunteers
- c) Car Parking Charges are detailed at Appendix 1, and the Trust will review charges annually via JSPF, and notify users of any changes.
- d) Users will have to opt out of the Car Parking scheme, when they join the Trust, or they will be automatically included.
- e) For staff parking, the Trust will operate a permit system where staff will be required to display a coloured windscreen sticker, as well as having a swipe access card

7.04. Concessionary Parking

- a) The Trust will charge for parking on its sites and there will be no concession to this.
- b) Staff who consider they have a medical condition or problem that requires them to park in a way different to other staff may request concessionary parking. The Trust has no obligation to provide this concession, other than Blue Badge holders, but will look at each case on its merit, and the ability to meet the request. The procedure is set out in Appendix 5.
- c) The only concession the Trust can make is to the location of the Parking area, there will be no allocation of person spaces.
- d) Motor bikes will not have to pay, unless they are parking in car bays, and if so, they must show a permit, and will be treated in the same way as a car.

7.05. Car Parking user Group

- a) The group is chaired by the Head of Estates and Facilities and includes representatives from staff side, public governors, patient services, nursing, the PFI provider and any other stake holders that are appropriate.
- b) The group and any other interested stakeholders will be constituted under Terms of Reference and meet on a monthly basis.

7.06. Management of Access and Permits

- a) The Trust will establish a live database of current valid permit holders, maintained as the definitive record of all permit carrying vehicles, their owners and their permit renewal dates. This will lead to accurate monitoring and effective management of the parking resource.
- b) The purchase of a permit does not constitute a guarantee of car parking space availability at any time, but the Trust will manage parking to optimise its parking resources.
- c) On issue of a permit the member of Staff's ID (identification) pass is activated to allow access through the barriers at the entrances and exits to the staff car parks, approved for their use.
- d) For staff parking, the Trust will operate a permit/Swipe Card system where staff display a windscreen sticker that signifies their particular entitlements.
- e) Staff permits will be reviewed, re-issued and updated as appropriate by the Car Parking user Group.
- f) If staff need to drive another car (e.g. partner's car/courtesy car) to work, they must contact the car parking office on site on the first day to advise them of car details, otherwise a Civil Penalty Notice will apply.
- g) The Car Parking Administrators, (PFI contractor) will co-ordinate the re-issue of passes.
- h) Any lost, stolen or damaged permits will require an application for a new/replacement permit. This will incur a charge towards administration costs.
- i) The Trust reserves the right to review any permits issued to any member of staff at any time. Should it be deemed that a member of staff has been issued a permit incorrectly or their circumstances have changed. The Trust may revoke permits and change the level and location of access if the Car Parking appeals panel feel that the member of staff has not complied with the Policy.

7.07. Appeals

- a) Users have the right of appeal, as set out in appendix 3.

8 EVIDENCE BASE

8.01 Parkmark Operated by ACPO

8.02 British Parking Association

8.03 Security Industry Authority

8.04 SMS Security of Car Parks guidance document

8.05 Hospital Parking Charter

9 MONITORING COMPLIANCE and ENFORCEMENT

9.01 The Trust will enforce its Car Parking Policy.

9.02 Anyone parking inappropriately on Trust sites may be subject to a Civil Penalty Notice, as set out in appendix 3.

9.03 Staff may forfeit their permits and may be subject to disciplinary action, following an investigation, under the Trust's Disciplinary Policy should they contravene the Car Parking Policy.

9.04 The Trust will take a zero tolerance stance towards any abuse of the process or facility, staff or contractors engaged in car parking management.

9.05 Visitors will pay at the pay machines.

9.06 The Trust will establish mechanisms to monitor the use of the policy and to enforce the provisions as necessary; this will include the use of Car Parking Management Contractors.

9.07 Any appointed Contractor will be licensed to collect charges from Civil Penalty Notices.

9.08 Trust Car Parking Management staff and contractors will be instructed to apply the enforcement policy absolutely and without bias as to a member of staff's band or seniority.

9.09 Sanctions for parking violations are detailed at Appendix 3.

9.10 Day to day problems with regard to car parking will be reported to the Trust's Car Parking Administration team, via the PFI help desk.

9.11 Car parking attendants will patrol all sites to monitor parked vehicles and ensure each vehicle complies with the Policy.

9.12 The Trust will treat the abuse of car parking officials as an offence and will take immediate action against the abuser and/or support any victim taking any civil or criminal action.

10 TRAINING REQUIREMENTS

10.01 Security services Staff will receive customer service training.

10.02 Security services Staff, will be trained in accordance with the British Parking association.

10.03 Only staff trained to issue Civil Penalty notices, will do so.

11 COMMUNICATION

- 11.01 The Trust will communicate its Car Parking Policy so that patients, visitors and staff are fully aware of the rules and possible sanctions.
- 11.02 The appointed Car Park management company will assist in the communication of new parking and traffic management regime
- 11.03 The Policy will be explained at the Trusts induction events

12 AUTHOR AND REVIEW DETAILS

Date issued:	The date that the policy is issued
Date to be reviewed by:	a year from issue.
To be reviewed by:	Head of Estates & Facilities
Executive Sponsor:	Director of Strategic Planning and Commercial Development

13 APPENDICES

- Appendix 1 Car Parking Charges
- Appendix 2: Application Process for a Permit
- Appendix 3: Civil penalty notices
- Appendix 4: Car Parking Rules
- Appendix 5: Concessionary Parking

Appendix 1 Car Parking Charges

The Trust will review charges annually.

The current charges are being reviewed by the Trust, and until agreed the current pricing structure will remain.

Appendix 2: Application Process for a Permit

- All Staff will automatically be enrolled in to the scheme unless they opt out, but will be required to complete an application form, as part of their induction.
- Should they not require a permit they should complete that section, which confirms how they will travel to site.
- The form, once completed, must be signed by the member of staff, their Manager and it should then be forwarded, as per instructions on the form.

Appendix 3: Parking Charge Notice / Civil penalty notices

When Vehicle has been found to have been parked in a manner that contravenes this policy, and a fixed Penalty notice is issued the following charges and time scales will apply

- Civil penalty notice paid within 7 days £15
- Civil penalty notice paid after 7 days but before end of 28 day notice period £25
- Civil Penalty Notice paid to Debt Agency after expiry of notice period £50
- The matter will they be referred to the Courts to recovery the fine, and all additional cost of this action will be also recovered from the owner of the vehicle.
- Staff committing persistent car parking offences may also be subject to Disciplinary action in accordance with the Trust's Disciplinary Policy.
- Appeals will be dealt with as detailed below.

Appeals

- a) Users have the right of appeal against a PCN where recipients feel they have been issued incorrectly or unfairly this process is explained on the PCN
- b) The appeal must be made in writing within seven days of the incident to the Trust's Car Parking appeals panel
- c) The appeal must be received by the Trusts Car Parking appeals panel by the 7th day from issue, and no further action will arise until the appeal has been investigated and a decision relayed to the appellant.
- d) The Trust's Car Parking appeals panel will meet Monthly and any Appeals will be reviewed and decided, the committees decision is final. There is no further right of appeal
- e) The Trust's Car Parking appeals panel will adjudicate on enforcement, Concessionary Parking, and all other matters relating to Parking
- f) The Car Park appeals panel will act as a Final Appeal Panel on enforcement matters and all other issues

Appeals Panel

The panel will consist of:

Chair of the Car Parking User Group
 Staff side Representative
 Public Governor
 Representative of Project Co.
 Representative from Customer services
 Representative from Communication

To be quorate a minimum of 4 of the above need to be present

Appendix 4: Car Parking Rules

- No Parking in a no parking area
- No Parking in a disabled without a valid blue badge. No Parking in Child bays without a child.
- No Parking in a staff area without a valid permit
- No Parking in a public paid area without a valid current payment
- No Parking in a parking area outside a bay or across two bays
- No Parking for longer than the maximum time permitted in a designated short-term Drop-off zone
- No Parking as to cause an obstruction
- No Parking on:
 - Double-yellow line
 - Double Red lines
 - Kerbs
 - Hatched or marked areas
 - Grassed or Planted areas
- No Parking in “drop off”, “pick up”, loading or similar areas

Appendix 5 Concessionary Parking

Staff

- The Applicant will complete the application form, and it must be signed off by their line manager, this will allow the Car Parking users group to consider the request
- The information will be shared with HR and will go onto the applicant's record
- Should the Car Parking user group feel it requires additional medical advice, it will ask OH to carry out a review and evaluation prior to the committee making its final decision

Others

- The Applicant will complete the application form and submit it to the Car Parking users group to consider the request
- The group may request further information, as they see fit, to make a decision