

Directorate of Facilities

POLICY AND PROCEDURE FOR CAR PARKING AND TRAFFIC MANAGEMENT

Reference:	DCP025
Version:	1.7
This version issued:	15/09/14
Result of last review:	Minor changes
Date approved by owner (if applicable):	15/09/14
Date approved:	25/06/13
Approving body:	Trust Executive Team
Date for review:	June, 2015
Owner:	Jug Johal, Director of Facilities
Document type:	Policy
Number of pages:	49 (including front sheet)
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Northern Lincolnshire and Goole NHS Foundation Trust actively seeks to promote equality of opportunity. The Trust seeks to ensure that no employee, service user, or member of the public is unlawfully discriminated against for any reason, including the "protected characteristics" as defined in the Equality Act 2010. These principles will be expected to be upheld by all who act on behalf of the Trust, with respect to all aspects of Equality.

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1.0 Purpose

- 1.1 This document sets out how Northern Lincolnshire & Goole NHS Foundation Trust (the Trust) will manage and operate car parking facilities and control traffic management. It relates to properties owned or managed by the Trust in respect of staff and visitors including patients to the sites.
- 1.2 The Trust recognises that management of its car parks and land is an essential part of its operations. Free flowing roads and well managed space is necessary for the Hospitals to function efficiently and safely.
- 1.3 This document sets out the Policy & Procedure for Car Parking & Traffic Management for the purposes of clarity, operational consistency and enforcement of a **Civil Parking Notice (CPN)** system. The underlying philosophy is that the Trust should act reasonably to manage demand and supply of parking and that its operational procedures are fair and legal, allowing the Trust to effectively and fairly manage movement and parking.
- 1.4 The Government has indicated its support for healthy environments through the introduction of well managed transport services that minimise the necessity for individualised motor transport. This has resulted in Local Authorities developing Local Transport Strategies (LTP3) and tightening controls over traffic volumes, flows and the granting of planning permission for additional/new car parking spaces. These moves place a duty upon the Trust to ensure that this policy will contribute to the Trusts Travel Plan by managing its environmental, social and economic impact.
- 1.5 Current Department of Health regulations state that NHS car parking charges, as a commercial activity, are required to make a surplus. (DoH, 2006).

2.0 Area

- 2.1 The scheme is governed by this Policy & Procedure, and, in applying to join the scheme, applicants are agreeing to, and are bound by the terms and conditions contained within it. **Any breaches of this Policy & Procedure will be treated in the same context as any other breach of Trust policy and may result in disciplinary action being taken.**
- 2.2 The procedures within this document cover all Trust staff, medical students, temporary staff, patients, visitors, residents, contractors and any other parties who may bring vehicles to the Trust sites and all sites controlled by the Trust.

3.0 Duties

3.1 The Directorate of Facilities, through their authorised contractor, will provide Car Parking & Traffic Management services.

3.2 It is the responsibility of the contractor to:

- Manage parking areas and land through enforcement, thus reducing congestion, parking in non-designated areas, and improving traffic flow and safety for everyone
- Provide an efficient and courteous service for staff, patients, visitors and residents
- Improve the safety and security of car parks for vehicle drivers by reducing theft of and from vehicles
- Analyse crime statistics and, where appropriate, take preventative action to minimise crime in the future
- Monitor the site by the use of CCTV and regular car park security patrols
- Assess, control and monitor the issuing of staff, contractor and external agency parking permits via the Permit Control Office
- Monitor customer satisfaction surveys and take appropriate action, where survey indicates under-performance
- Provide an escort service for staff to their cars at night when requested and not involved with an incident, should an incident be taking place staff may have to wait until security have stood down from the incident. Security vehicles are in operation out of hours at SGH and DPOW and may be used as an option to escort staff to their vehicles.
- Ensure the car parking equipment is regularly maintained and cleaned reporting any faults to Parkeon fault line to summon an engineer response
- Provide a contact point for all response personnel and administration enquiries
- Report any maintenance issues to the Facilities service desk on 8444
- Support the implementation of the Trust's Travel Plan initiatives which aim to encourage staff and visitors to car share, use park and ride or use alternative forms of transport other than the car

3.3 It is the responsibility of the Trust to:

- Ensure the primary objective of staff permit income received is to protect staff from violent and aggressive behaviour, the prevention and detection of crime, and to protect NHS property and assets
- The car parking scheme generates sufficient income for the Trust to cover the cost of operating the scheme
- Allow re-investment for improvements to the facility, including the operation of the security control rooms, increased security staffing levels, and development of CCTV facilities across all sites
- Support the implementation of the Trust's Travel Plan initiatives, the aims of which are to encourage staff & visitors to car share, or use other alternative forms of transport other than the car (DoH, 2006)
- To ensure any surplus income is used to improve patient care

4.0 Fraud and Probity

4.1 In accordance with the details set out in this policy, the Trust expects all employees (including locums, etc) to act with honesty and probity. Any abuse or failure to comply with this policy and associated procedures (for example, having a parking permit with no payments being made by the employee for this) could be considered as a breach of duty which could result in disciplinary action in accordance with the Trust's general disciplinary policy and may also lead to criminal prosecution.

4.2 Where the allegation is serious the matter should be referred to either the Trust's Local Counter Fraud Specialist or the Director of Finance or by calling the confidential NHS Fraud and Corruption Reporting Line on: 0800 028 40 60.

5.0 Car Parking Facilities**5.1 Aim**

5.1.1 The Trust manages its car parks and the spaces available by allocating areas for different parking purposes, the aim of which is to encourage the most appropriate utilisation of parking across the sites. The scheme allows measures to be taken to prevent unauthorised parking and ensure a fair, firm and consistent approach is adopted for all purposes, at all times. The Trust's Car Parking Charter will be displayed at the entrance to the Trust's sites and is contained in Appendix A.

5.1.2 The Trust manages its car parks and the spaces available by allocating areas for different parking purposes. Essentially these fall into three main types:

- Staff Parking
- Patient & Visitor Parking
- Resident Parking

5.1.3 A breakdown of these spaces can be found in Appendix B for each Trust site and sites that are controlled by the Trust.

5.2 Staff Parking

5.2.1 Barrier Controlled

Barrier controls are located at the entrance and exit of a number of staff car parks and access and egress is gained by using a valid staff car park **subscriber card**. Valid windscreen permits should be displayed at all times.

5.2.2 Un-barriered and On- Road Parking

Staff car parking is provided on un-barriered car parks and in designated road areas. Staff are required to display valid windscreen permits at all times when parking in these areas and must park within the lined area of each bay.

5.2.3 Park & Ride Facility:

- a. The Trust operates Park & Ride facilities for hospital staff, business visitors and public members at Scunthorpe General Hospital. Staff using this facility are required to display a valid windscreen permit at all times. All SGH P&R permit holders are permitted to park at DPOW and GDH in on-site non-barrier car parks
- b. There are spaces allocated at the Glanford Park site, which is situated off Doncaster Road, Scunthorpe and located 100 meters from the end of the M181. There are dedicated buses to and from Scunthorpe General Hospital. (Appendix K)
- c. Two shuttle buses with a minimum capacity of 27 seats and 17 standing shall operate between the stadium and hospital sites during the operational hours of 0700 and 1900 (except match days). Demand patterns will be continuously monitored and capacity adjusted as required ensuring the service remains optimally convenient. At the stadium, service users will be picked up and set down adjacent to the weather shelter. At the hospital site service users will be picked up and set down in designated areas at both the Church Lane and Cliff Gardens
- d. All staff service users will be required to present their Trust Identity cards when using the Park & Ride Shuttle service.
- e. Park & Ride permits are valid on-site at SGH in non-barrier areas after 16:00 up to 08:00 and any time during weekends/bank holidays.

5.3 Park and Ride

5.3.1 Patients and visitors will be subject to a 50p charge per journey to and from the hospital, normal concessions apply.

5.3.2 See 5.2.3 d.

5.4 Replacement Vehicles

If a permit holder needs to use a replacement vehicle, the driver should contact the site Car Parking & Security Office and request a temporary permit to display in the vehicle

5.5 Disabled Parking (Staff)

5.5.1 Spaces are specifically designated for the sole use of disabled badge holders. Any disabled parking outside of designated areas or in restricted areas, such as double yellow lined areas, yellow or red hatched areas, or strictly no parking areas, except for drop off/pick up purposes will be subject to the CPN system.

5.5.2 All disabled staff parking is subject to the Trust car parking tariff system.

5.5.3 If all staff disabled parking areas are occupied, staff should contact the car parking & security office who will attempt to source a reasonable location as close as possible to your place of work. Any staff not following the correct procedure, may result in the vehicle receiving a CPN.

5.6 Resident Staff Parking

There are residents' parking facilities available both adjacent to properties or within designated residential areas; such passes will be subject to standard on site, un-barriered parking charges. Where residential parking does not exist, residents will be required to apply for the relevant parking permit which best suits the location of the residency occupied.

5.7 Business Visitors

5.7.1 All business visitors attending the Scunthorpe General Hospital site are able to utilise a free Park & Ride service operating from Scunthorpe United Football Club, Glanford Park Stadium.

5.7.2 At the time of arranging such appointments all clinical and non-clinical managers shall inform their secretaries/personal assistants to email a Park and Ride E-ticket to the prospective business visitor as the sole option to access the site.

5.8 V.I.P & Invited Trust Visitors

Visitors to the Trust performing specific evaluations, assessments or scheduled training requested by the Trust or as part of mandatory visits may be authorised to use specific reserved areas, or receive pre-paid car parking tickets funded by the relevant department. Signage will be used designating such reserved areas and should not be interfered with, or used by persons other than those specifically authorised to do so. Visitors to the Trust who receive pre-paid parking tickets will have the associated cost recharged to the department conducting or organising such business on behalf of the Trust.

5.9 On Call Staff

Staff members who perform in, or are required to attend the Hospital for, a direct clinical need or emergency, or whereby a departmental operation requires staff to attend from home or residence on an on-call basis, may use any of the un-barriered parking bays on site, including the on-call bays where provided. Any extended parking which will delay the removal of vehicles parked as a result of a call-out response should be notified to the site Car Parking & Security Office to prevent enforcement by way of CPN. All staff parking on site as a result of a call-out duty or working practise must display a valid parking permit.

5.10 Adverse Consequence to Trust Clinical Service

The Management of Car Parking and Traffic flow on site is essential to site operations, and the purpose of this policy ensures that the Service provision maintains a sustained and consistent approach. It should be recognised that in circumstances where an adverse effect to service will occur, with a direct affect to patient care, an extended approach to the management of Car Parking should be adopted. The Trusts contractor should ensure that in circumstances such as this, where cross site Clinical responsibility is the cause, this will be notified to the site Car Parking & Security Office (SGH Ext 5745 & DPOW Ext 1199) by the clinician by phone or the Car Park help button facility, all efforts will be made to ensure such staff are accommodated where possible. This provision does not extend to parking contraventions outside of signage displayed on site, any abuse of this special consideration may result in the removal of the permit to park.

5.11 Night Shift Parking

5.11.1 Staff members working night shifts may use the un-barriered areas around the sites. All staff parking at night will be required to display a valid permit. Failure to do so may result in enforcement using the CPN system. Park and Ride users may use the un-barriered areas around the sites during the hours of 16:00 and must vacate the site no later than 08:00.

5.11.2 Staff contracted to work permanent Night Shift Schedules are only eligible to apply for onsite barrier parking, off site barrier parking or onsite non barrier parking. Permanent Night staff are not eligible to apply for the Park & Ride scheme due to the obvious inability to use the service on a regular basis. Night workers attending the Scunthorpe site during normal office hours may use the Park & Ride on these occasions.

5.12 Locum Doctors/Bank/Agency Staff/Students

All staff working within the Trust are eligible to apply for a parking permit. Certain staff members such as Locum Doctors, Bank Staff, Agency or relief workers, or Students working on placement terms may not be remunerated directly from the Trust's ESR Bureau (Payroll department); in such circumstance, casual user permits will be issued, however, payment is required in advance to cover the associated permit charge.

5.13 Medical Student (Undergraduate Parking)

Undergraduate Students may also apply for a parking permit and will be subject to the procedure identified in 5.10 above.

5.14 Medical Students and Student Nurses (Paid)

Medical students and student nurses may also apply for a parking permit and will be subject to the procedure identified in 5.10 above.

5.15 Occupational Health Referrals

5.15.1 Trust staff who have health problems which affect their ability to use the Church Lane (Pit) Staff Car Park will normally be directed to use the Park and Ride Service situated at Glanford Park as the alternative if their working hours are within the service operational hours.

5.15.2 The buses used on the Park & Ride Service meet the requirements of the Equality Act to enable use by persons with a disability. They have low floors, wheel chair access and the height of the bus can be lowered.

5.15.3 The buses have three drop-off/pick-up points around the hospital. Please see Policy & Procedure for Park & Ride for further details.

5.15.4 If Trust staff have working hours which are outside of the Park and Ride Service (06:45 earliest pick-up from Glanford Park to 18:50 latest pick-up from SGH) they will require an Occupational Health assessment.

5.15.5 The Occupational Health assessment will consider the impact of the health problem on:

- Personal mobility (e.g. from: joint/muscular problems or pregnancy)
- Exercise tolerance (e.g. from: asthma, heart disease)
- Exposure to low temperature/wind chill (e.g. from: Reynaud's disease)
- Location (e.g. from: phobia's)

5.15.6 The Occupational Health Service will:

- Advise the Car Parking Permit Office that the member of Staff is unable to use the Church Lane (Pit) Staff Car Park at SGH

And

- Recommend either a permanent or temporary alternative to the Church Lane (Pit) Staff Car Park at SGH

5.15.7 Upon receipt of Occupational Health advice and recommendation the Car Parking Permit Office will confirm the contracted working hours and work pattern of the staff member before issuing an appropriate parking permit.

5.16 Trust Volunteer Parking:

- **Scunthorpe General Hospital:** Volunteers who have joined the trust prior to the 1st April 2011 will be entitled to apply into the car parking scheme and park in off-site barriered car parking areas. All volunteers joining the trust on or after 1st April 2011 will only be entitled to apply for a Park and Ride permit
- **Diana Princess of Wales Hospital:** Volunteers who have joined the trust will be entitled to apply into the car parking scheme and park in on site non barriered staff car parking areas
- **Goole and District Hospital:** Volunteers who have joined the trust will be entitled to apply into the car parking scheme and park in on site non-barriered staff car parking areas
- A fee will not apply to Trust volunteers

5.16.1 Volunteers Non-Trust

Volunteers performing duties for other organisations such as the WRVS can apply for an off-site barrier permit however this cost will need to be met by the relevant department or organisation.

5.17 Motor Cycle Parking

5.17.1 The use of motor cycles rather than cars is encouraged and therefore no charge is levied. All motor cycles should be parked in the designated parking area. Motor cycles are not required to display a current permit, although they are encouraged to share their details with the site Car Parking & Security Office.

5.17.2 Securing of motor cycles in areas other than the designated bays where no restriction to emergency access/egress footpaths, emergency exits, stairwells or other inappropriate area may be accepted providing parking of such offers no risk. In the event of a motor cycle being secured or parked in an unauthorised location, this will be subject to a CPN.

5.18 Bicycle Parking

5.18.1 The use of bicycles is actively encouraged and secure bicycle facilities are strategically located across the sites. As the use of bicycles reduces the demand for car parking spaces, a charge is not levied on the users.

5.18.2 Secure cycle storage facilities are provided for staff at Scunthorpe General Hospital, Diana Princess of Wales Hospital and Goole District Hospital. Access to these facilities is given once a secure cycle storage request form is completed (Appendix C), this procedure then authorises access via your Trust Identification swipe card.

5.18.3 Given the significant investment made by the Trust in providing secure cycle storage, the securing of cycles is not permitted on hand railings, posts or fixtures that may cause obstruction to pedestrians, vehicles or where it is considered inappropriate to secure a cycle to that area. In the event of a cycle being secured in an unauthorised location, Security may relocate the cycle or motorcycle to an appropriate area. Any costs incurred to yourself as a result of locks or chains being removed to relocate your cycle are at your own risk as a result of such action.

5.19 Alternative Fuel Vehicles (Staff)

Staff vehicles fuelled by alternative sources such as LPG, Hybrid or Electric are recognised by the Trust. Considering the Trusts commitment to the Carbon Reduction Strategy all alternative fuelled vehicles will receive a 50% discount and all vehicles with carbon dioxide emissions of 100g or less will receive a 50% discount. All applicants are required to provide a copy of their V5 document with the permit application form.

6.0 Contractor Parking

Contractors are required to park in designated contractor parking areas and are required to purchase a weekly or monthly contractors permit. All permits are required to be displayed in the windscreen of each contractor vehicle. The Directorate of Facilities ensures that this requirement is contained in all contract documents. Special temporary parking areas may be created to assist operations, such as construction, but these may only be authorised by the Directorate of Facilities. This requirement also extends to Contractors providing regular and historical Planned Preventative Maintenance to the Trust.

7.0 Emergency Vehicle Parking

Such designated areas are solely for the use of operational Emergency Vehicles; any unauthorised use of these areas will be subject to the CPN system. It is also possible that further sanctions, including fines, may be issued by Humberside Police in circumstances of unauthorised use of Emergency Vehicle bays.

8.0 Patient Transport Services PTS Parking

Designated PTS bays are available and are clearly designated as such. Once PTS crews have ensured a safe transition of patients into the Hospital, all vehicles should be relocated to designated PTS bays until re-tasked or required to collect patients from the Hospital site. Any PTS vehicles parking in unauthorised areas such as double red lines will be subject to the CPN system.

8.1 Volunteer Patient Transport Services

Volunteer patient transport organisations such as Humber and Wolds Rural Council are required to issue their own permits to all voluntary vehicles. A list of all permits is to be sent to the Car Parking permit office at Diana Princess of Wales Hospital. This should be updated and provided on a monthly basis. All vehicles will be required to park in designated patient transport parking areas (SGH outpatients' area DPOW in front of wheelchair services and GDH front of hospital). Any parking outside these areas will be subject to a CPN.

9.0 Taxi Parking

Designated taxi waiting bays exist on the rear of the DPOW site and are strictly for the use of the current authorised supplier of taxi services to the Trust, although the Trust recognises other Taxi companies may be called to collect visitors from any of the Trust sites.

10.0 Patient & Visitor

One of the objectives of introducing traffic management on site is to provide patients and visitors with car parking close to the clinical areas they are visiting. This has been achieved by designating car parks specifically for patients and visitors use only. Prominent sign posting has been provided to ensure that the designated car parks are readily located. Pay on foot facilities and pay & display facilities are available on site.

10.1 Barrier Controlled

10.1.1 Barrier controls are located at the entrance and exit of designated car parks. Operating instructions and tariff charges are also displayed in the car parks. The entrance machines dispense a ticket showing the date and time of entry to the car park. Users must retain their ticket whilst visiting the Hospital. On departure the ticket should be validated using the Pay on Foot machines, inserting the required tariff payment shown on the machine display screen. Once the ticket is validated, the ticket will be time stamped, including the amount paid. On exiting the car park, insert the validated ticket to raise the barrier.

10.1.2 All enquiries for daily, weekly and monthly ticket purchasing can be made at the Pay on Foot machine using the instructions interface or by using the help button located in the centre of the machine which will connect directly to the site Car Parking & Security Office.

10.1.3 The machines are emptied regularly by a third party contractor, and replenishment of tickets is undertaken by the car parking attendants. The machines are regularly checked to ensure they are operating correctly and safely.

10.2 Pay & Display

Pay & Display ticket machines are located in each Pay & Display car park, with prominent signposting displayed, advising that the facility is controlled by pay and display, together with notices regarding enforcement. The machines display operating instructions and tariff charges and issue tickets showing date, fee paid and the expiry time appropriate to the insertion of the correct amount of money. Unfortunately no change is given from the pay and display machine therefore car park users are advised to use the correct change where possible.

10.3 Disabled Parking (Patient & Visitors)

Spaces are specifically designated for the sole use of disabled badge holders only. In addition, disabled badge holders can park in any patient and visitor parking space. Disabled parking outside of designated areas or in restricted areas, such as double yellow lined areas, yellow or red hatched areas or strictly no parking areas, will be subject to the CPN system. All disabled parking is subject to the Trust car parking tariff system; however they shall be required to make the first tariff payment due only.

10.4 Patient & Visitor drop off points

Drivers are able to park temporarily (**for up to 10 minutes**) free of charge in designated drop off points, in order to deliver a patient in need of emergency treatment to the Accident and Emergency Department or when a patient needs to have close access to a hospital entrance. Signs indicating the restrictions of the short stay areas are prominently displayed. The areas are regularly patrolled and any unauthorised parking may result in the use of CPN enforcement.

11.0 Charges

11.1 Staff

11.1.1 Monthly Tariff

Category	SGH	DPOW	GDH	Charges Sept 2012/13	Charges Sept 2013/14	Charges Sept 2014/15
P&R	√	☒	☒	Free	Free	Free
Off-site barrier parking (PIT)	√	☒	☒	4.90	5.40	7.00
Off-site non-barrier parking	√	√	√	£0	£0	5.00
On-site non-barrier parking	√	√	√	5.50	6.00	7.80
On-site barrier parking	√	√	☒	14.50	16.00	20.80
Resident Parking	☒	√	☒	5.50	6.00	7.80

Please refer to 11.2.2 identification key for a breakdown of car parking areas

11.1.2 Casual User Permits

Casual user permits are for the use of staff members such as bank, agency, locum doctors, students and contractors who park on an irregular basis. These permits are amended and issued by the Car Parking and Security Office as per the rates below. Any alterations or tampering of these permits whilst on display may result in CPN. Trust staff members who do not hold a permit but may wish to purchase a casual user permit from time to time, are restricted to a maximum of 3 months duration purchased in any one year. Casual user permits can be used across all Trust sites providing they remain valid.

Category	SGH	DPOW	GDH	Charges Sept 2012/13	Charges Sept 2013/14	Charges Sept 2014/15
Weekly Casual User (On-site non barrier) (On-site barrier)	√	√	√	£2.20 £4.80	£2.50 £5.10	£3.30 £6.70
Monthly Casual User (On-site non barrier) (On-site barrier)	√	√	√	£6.60 £14.80	£7.30 £17.00	£9.50 £22.10
Weekly Casual User (Off-site non barrier)	√	x	x	£2.00	£2.20	£2.90
Monthly Casual User (Off-site non barrier)	√	x	x	£5.90	£6.50	£8.50
Daily Casual User (Contractors)	√	√	√	£3.70	£5.00	£6.50
Weekly Casual User (Contractors)	√	√	√	£11.00	£12.10	£15.80
Monthly Casual User (Contractors)	√	√	√	£33.00	£36.30	£47.20

11.1.3 Permit Allocation

Category	SGH	DPOW	GDH
P&R	350	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Off-site barrier parking	1000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On-site non-barrier parking	300	1000	450
On-site barrier parking	250	1200	<input checked="" type="checkbox"/>
Resident Parking	<input checked="" type="checkbox"/>	60	<input checked="" type="checkbox"/>

The permit allocation will be reviewed after the first six months from implementation and may need to be reviewed once all permits have been issued.

11.2 Patient & Visitors**11.2.1 Tariff**

Stay	Charges Sept 2011/12	Charges Sept 2012/13	Charges Sept 2013/14
Blue Badge Holders			£2.00 fixed tariff
0 – 1 Hour	Free	Free	£2.00
1 Hour – 2 Hours	£1.70	£1.90	£3.50
2 Hours – 4 Hours	£2.70	£3.00	£4.00
4 Hours Plus	£3.30	£3.70	£4.50
Lost Ticket	£3.30	£3.70	£4.50
CONCESSIONS			
Day Ticket	£3.30	£3.70	£4.50
Weekly Ticket	£16.50	£18.20	£22.50
Long term ticket after first 7 days			£4.50
Park & Ride Ticket	50p	50p	50p

The above stated concessions tariff tickets are strictly for the use of visitors attending site for treatment, planned investigations, visiting family members or attending as a result of long term on-going treatment. Any staff members found to be in possession of concessions tickets for the purpose of parking whilst at work will have their access revoked. Further measures may also be taken including a permanent restriction on the use of all Trust parking facilities and may also result in disciplinary action being taken.

11.2.2 Car Park Identification Key

Please also refer to site plans in appendix I

Hospital	Designation	Car Park Type	Spaces	Permits Allocation
SGH	Staff	Park & Ride	250	350
SGH	Staff	Off-site barrier (PIT)	393	1000
SGH	Staff	On-site non-barrier	126	300
SGH	Staff	On-site barrier	94	250
SGH	Visitor	Barrier Parking	275	
GDH	Staff	On-site non-barrier	89	450
GDH	Visitor/Staff	Pay & Display / On site non barrier	194	
DPOW	Staff	On-site non barrier	406	1000
DPOW	Staff	On-site barrier	476	1200
DPOW	Resident	On-site non-barrier	41	60
DPOW	Visitor	Barrier Parking	323	
DPOW	Visitor	Pay & Display / On site non barrier	35	

11.2.3 Exemptions & Special Arrangements:

- The Trust is sensitive to certain situations of patients and there is a range of exemptions to charges which are set out in Appendix D. This includes exemptions from charging for disabled people in recognition of particular difficulties with mobility or travelling which they may have. Visitors may be able to claim a refund under the Healthcare Travel Costs Scheme (HTCS), of the costs of travelling to the Hospital or other NHS premises for NHS funded treatment or diagnostic test arranged by a doctor or dentist. Applications forms to apply for such reductions are available from Trust Cashiers Office
- Appropriate Resident parking is provided near residential buildings. These resident parking permits are issued by the Permit Control Office. There is an associated charge for such a permit

12.0 Permits and Passes

12.1 Application for Membership

12.1.1 Staff wishing to apply for a car parking permit are required to complete and return an application to the Permit Control Office. Copies of all forms required are shown in Appendix E.

ISS Facility Services (Healthcare)
Permit Control Office
Diana Princess of Wales Hospital
Scartho Road
Grimsby
DN33 2BA

12.1.2 Permit applications for those staff recruited after 1st April 2011 will be assessed strictly in accordance with the criteria detailed within the application form. If the decision is made that the applicant is not eligible for a permit based on the information provided, the application will be returned with an explanation as to why this decision has been reached. Where an application satisfies the requirements detailed within the application, the form shall be forwarded to the Trust ESR Bureau for confirmation of employer status. On valid return, the permit shall be created and forwarded to the applicant's home address. It is with note that all applications are subject to availability of permit type before applications can progress. Where there are restrictions on the issuing of a permit due to issued limits detailed above in (11.2.2) Permit Allocation, the application will be placed on file, and in order of date received pending a review of the permit allocation or, when permits are returned to the car parking permit office.

12.1.3 Parking permits and car parking subscriber cards are not transferable between users.

12.1.4 With regard to existing Park and Ride users and new staff members applying for a parking permit at Scunthorpe General Hospital and working core hours between 07:00 – 19:00 hrs will only be eligible for the Park & Ride permit if available.

12.1.5 Where applicable car park permit details will be notified to the Trust's ESR Bureau in order for payroll deductions to be taken as necessary from the employee's pay. All Trust Staff are responsible for checking their payslips on a regular basis to ensure that the correct car parking deductions have been taken. Where staff identify an anomaly with their car parking deductions they must, as a matter of urgency, inform the ESR Bureau. Unpaid car parking fees will be recovered by the Trust in consultation with the employee.

12.2 Parking Permit Design

12.2.1 The parking permit shows the user's permit number, vehicle registration number (numbers if permitted for shared use), date of expiry and designation of the permit. Permits must be prominently displayed in the windscreen. All permits will be issued with an expiry date of 3 years from receipt of an approved application.

12.2.2 Permit details must not be tampered with. Any evidence of details being tampered with may result in the permit being revoked, disciplinary action being taken and enforcement with CPN system

12.3 Change to Contract of Employment or Personal Details

If a member of staff's contract of employment changes or personal details, e.g. change in contracted hours then the Permit Control Office must be advised so that amendments can be made.

12.4 Termination of Membership

If a member of staff is still in employment and wishes to terminate their membership then they must complete a Staff Car Parking Leaver Form (Appendix F) and attach their car park **subscriber pass** and parking permit to the form. The form must be returned to the Permit Control Office who will arrange to cancel car parking deductions. Refunds will be available only for full months remaining on the permit at the time of surrender to the Trust. Failure to return both the subscriber pass and parking permit may result in delay to the cancellation of your permit and the continuation of payroll deductions.

12.5 Long Term Sick Leave/Maternity Leave

When a member of staff is on long term sick leave or maternity leave, i.e. for two months or longer, their car parking permit can be temporarily cancelled. In order to do this, staff are required to surrender their pass card and parking permit to the Permit Control Office. Refunds will be available only for full months remaining on the permit at the time of the surrender to the Trust. Failure to hand in the car park subscriber pass and parking permit will mean that payroll deductions will continue. Those staff returning to work following a long period of absence should contact the Permit Control Office to be re-issued their permit to park and to re-commence payroll deductions.

12.6 Replacement of Subscriber Pass

If a subscriber pass or windscreen permit is lost, the holder is required to pay a £5 fee to cover the issue of a new subscriber card or parking permit. If, however, the subscriber card is soiled, a replacement card may be issued at no cost, upon return of the damaged or soiled card or permit.

12.7 Car Sharing

- 12.7.1** Staff members are encouraged to car share, and to achieve this objective; permits are issued which may be transferred between vehicles.
- 12.7.2** To apply for the car sharing scheme, either as a driver or passenger, staff should complete a Car Sharing Application Form which can be obtained by downloading from the Trust Intranet Car Parking page (Appendix G).
- 12.7.3** Car sharers may receive a car parking permit which contains the registration numbers of all the cars involved in the car sharing scheme. Only one car park **subscriber pass and permit** will be issued which must be transferred between the car sharing members. This will entitle you to park in on-site non-barrier parking however, should you wish to upgrade your permit the cost per year will be equally shared between the staff within the scheme. For example, if there are two people in the car, each person pays 50%. A limited number of Car Share Parking bays will be made available.

12.8 Leavers

- 12.8.1** Employees (including locums, etc) who leave the employment of the Trust must return their parking permit to the Permit Office Control.
- 12.8.2** Former employees must not attempt to use their parking permit to avoid paying appropriate car parking charges as a visitor to any of the Trust sites in the future.

12.9 Payment Arrangements – Staff Parking Through ‘ParkingExchange’

- 12.9.1** As of 1st October 2012, the Trust will adopt the salary exchange scheme constructed with advisors PwC, known as ParkingExchange. This is an HMRC approved arrangement to provide car parking permits in exchange for a sacrifice of salary. It will be the default method of charging for permits from salaries. ParkingExchange allows staff to benefit from tax, NIC, and pension contribution savings in relation to their car parking fees.
- 12.9.2** The ParkingExchange scheme will apply to all staff applying for new permits, including those applying for changes from one permit type to another.
- 12.9.3** Staff may **opt out** of using this payment method, and switch to a standard payroll deduction on a non-salary exchange basis. They should do this by completing an opt out form (Appendix J) and submitting it with their car parking application. The opt out form will be forwarded to and actioned by the ESR Bureau.
- 12.9.4** The full rules framework relating to ParkingExchange, including the terms under which staff may opt in or out, is set out in the separate documentation relating to this scheme and can be found on the Trust intranet. Staff are strongly advised to read this information if they are unsure as to whether or not the ParkingExchange scheme is for them.

13.0 Management of Car Parking Operation (Personnel)

13.1 Staffing

13.1.1 The Contract Manager reports to the Hotel Services General Manager of the Directorate of Facilities who has responsibility for managing the car parking operation, ensuring the procedures are complied with.

13.1.2 The Site Parking & Security Office deals with lost/replacement cards, and the Permit Control Office deals with parking permits, cancelling/starting deductions, issuing renewal notices to cash payers and other general queries.

13.1.3 The Contract Manager controls the day-to-day operation of the car parks using a team of car parking staff including two Supervisors. Their duties include assisting staff, patients and visitors when problems are encountered on the car parks, monitoring the CCTV cameras, and generally patrolling the site. They can be contacted by telephone or the help button on the exit and entrance of barrier control car parks, or in the Control Room at Scunthorpe General Hospital & Diana, Princess of Wales Hospital. Goole District Hospital operates 24Hours Monday to Friday then 19:00-07:00 Saturday and Sunday; staff during these hours will assist with any parking enquiries.

13.2 Income

Income Collection:

- Cash collections and banking of car park machine income shall be carried out by the Contractors approved collection contractor; these collections are managed by the Contractor. Any cash collections and banking in addition to the car park machine collections shall be carried out in compliance with the Trust's Standing Financial Instructions
- Income from staff membership will be collected through deduction from salary, by cash/debit card payment to the Site Security Office or by invoice

14.0 Security

14.1 Night Staff and Secure Parking

Security are available to escort staff to their vehicles at night when requested unless they are involved with an incident, should an incident be taking place staff may have to wait until security have stood down from the incident. Staff requiring this service should telephone the Site Car Parking & Security Office. Using the designated night staff parking areas detailed above, this will assist the Security Department patrolling night staff vehicles in one or two areas maximum and allow the possibility of targeted CCTV surveillance during night time hours.

14.2 General Note

Membership of the Car Parking Scheme allows staff to park at staff rates across the Trust, including the park and ride facility, and provides access to the staff car parks. The Trust and its Contractor, however, cannot guarantee the security of any vehicle and will not accept liability for loss or damage to member's vehicles arising from use of the car parks. This includes theft of or from vehicles. The scheme is governed by this Policy & Procedure, and, in applying to join the scheme, applicants are agreeing to, and are bound by the terms and conditions contained within it. Any breaches of this Policy & Procedure will be treated in the same context as any other breach of Trust policy and may result in disciplinary action being taken.

14.3 CCTV

Closed Circuit television operates across the Trust and is linked to monitors and systems located within the Site Car Parking & Security Offices; these offices, where possible are staffed on a permanent basis.

15.0 Allocation of Car Parks

15.1 The Trust provides car parking spaces on all hospital sites. In addition, spaces are available at the park and ride facilities. Site Plans are available on the Trust web site and Intranet. Appendix I.

15.2 The allocation of spaces is divided into several groups: general staff areas, pay and display, pay on foot, pick up & drop off, and disabled. The allocation of spaces is based on expected demand, taking into account the geography of the site and the need to provide patient car parks close to clinical areas.

16.0 Complaints Procedure

16.1 All complaints related to parking permit applications, including permits granted following assessments, traffic management, general car parking or any other issues should be directed to the Car Parking & Security Contract Manager, Permit Control Office at the address stated in 12.1. The designated Contractor for the Trust will respond initially to these concerns with any unresolved issues being escalated to the Trust Hotel Services General Manager if appropriate. All complaints will be answered within an acceptable time frame. Any complaints from patients/members of the public will be dealt with in line with the Trusts Complaints Procedure.

16.2 Alternatively Patient & Visitor complaints can also be sent to the Patient Advice Liaison Service on each respective site.

17.0 Unauthorised Parking & Enforcement

17.1 Introduction

- 17.1.1** The Trust provides essential services for patients and visitors. Unauthorised parking can severely hinder the operation of the hospital, inconvenience users, and at the very worst contribute to loss of lives. An enforcement system will assist in keeping parking and traffic flow on site working properly.
- 17.1.2** The underlying philosophy of the Trust's Parking Enforcement is that the Trust should act reasonably to enforce parking and that its enforcement procedures are fair and legal, allowing the Trust to effectively and fairly manage movement of traffic.
- 17.1.3** The Trust's enforcement scheme, like most, is based on contract law. A motorist entering Trust land and seeing the contractual warning signs displaying the terms and conditions for parking is entering into a contract regarding the parking regulations. The Trust's sites are well signed, so that a motorist has no reason not to have seen the parking signs. Should they choose to ignore or fail to heed the terms and conditions of parking, they are breaking the contract. This is enforceable in the Civil Courts. In addition, the Trust is bound at all times by the DVLA's code of conduct for the release and processing of data and the Administration of Justice Act 1978.
- 17.1.4** Where an infringement has been seen to have taken place, a CPN is issued to the offending vehicle. The charge of £70 which will be discounted by 50% if paid within 14 days. If the charge is not paid, the enforcement administrators, working on behalf of the Trust, will obtain the vehicle registered keeper details and pursue them for payment which could result in court action. The system is supported by a rigorous first appeals procedure, which gives everyone issued with a ticket a right of appeal. It ensures ticketing and handling of first appeals are handled fairly and consistently in line with the Trust standards and its duty of care. The Trust's third party contractor will ensure all appeals are initially handled in line with the Trust Car Parking and Traffic Management Policy and when necessary shared with the Trust's Appeals Panel. If applicable following a declined appeal, appellants will also be directed to the Parking on Private Land Appeal Service (POPLA) with information on how to ensure an independent public appeal when first line appeals are declined. This only applies to CPN Tickets issued post 1st October 2012 in line with The Protections of Freedom Act (Appendix A Section 6)
- 17.1.5** The Trust shall retain the exclusive right to intervene in the enforcement or charge escalation process at any time if it is judged to be in the best interests of the Trust to do so.
- 17.1.6** The policy shall be subject to review and amendment in the light of operational experience.
- 17.1.7** The underlying philosophy of this policy is that the Trust should act "reasonably" when dealing with members of the public (patients and visitors) and staff who have breached local land or car park regulations, and endeavour to resolve any complaint quickly and amicably.
- 17.1.8** The provisions of this policy shall be binding on and enforceable against all employees and agents of the Trust.

17.2 Enforcement

17.2.1 Signs are displayed on the car parks/roads where enforcement actions are to be taken. These should satisfy the criteria that it is “reasonable” for a motorist to be aware of the potential consequences of his/her actions when parking a vehicle on the site. The signs clearly show where parking is allowed or restricted and that enforcement action will be taken in respect of any subsequent breach.

17.2.2 Following a breach, a CPN giving full details of the parking breach and the proposed course of action to be taken by the Trust will be placed in a prominent position on the ‘offending’ vehicle without causing it damage. Vehicle keepers will be made aware that their name and address will be requested from the DVLA, in event of failure to pay the CPN within the appropriate time period.

17.3 CPN Issue Procedure

The following steps describe the issuing procedure for a CPN:

- Officer identifies an offending vehicle during patrol
- If necessary, the Car Parking Officer will check for previous offence history, staff will receive a maximum of one warning notice prior to the CPN however, this is dependent on the nature of parking offence i.e. causing an obstruction which has the potential to cause risk or prevent emergency vehicle access. Vehicles causing such an obstruction will be subject to instant CPN. This includes all Red Lining on Trust sites
- All unknown, visitor and contractor vehicles will receive instant CPN and will not be subject to first warning consideration
- The Officer will take digital photograph of the vehicle and then issues a CPN (Placing the CPN in the weatherproof envelope on the driver’s window)
- Copy of notices passed to Administrators for further processing
- Copy of notice filed in CPN number order awaiting payment:
 - Only one CPN should normally be issued to a contravening vehicle for any single incident, even if a number of breaches have occurred and are detailed on the CPN
 - Digital cameras (utilising date stamped technology) will be used to further support the issue of the CPN and assist in the response to any challenges or appeals
 - The CPN forms are audited by the site supervisor and/or the Contracts Manager

18.0 Parking Offence Listing

Contravention	Cancellation
Parked without clearly displaying the required permit or pay & display ticket.	On production of valid permit - first offence only.
Not parked wholly within a designated parking bay.	No cancellation.
Overstayed the permitted time. Visitor Pay & Display and Drop off areas. 10 minutes grace period should be applied.	Cancellation on proof of overrun clinic appointment.
Parked in a disabled bay without displaying a valid disabled badge. 10 minutes grace period should be applied.	On production of a valid disable badge. - first offence only.
Parked in an area reserved for emergency vehicles.	No cancellation.
Parked on double yellow or in cross hatched area.	No cancellation.
Parked so as to cause obstruction or inconvenience to others. Visitor car parks only.	No cancellation.
Parked on grass verge or kerbstone.	No cancellation.
Parked in an unauthorised or restricted area.	No cancellation.
Parked or waiting on designated red route.	No cancellation.
Parked in a non-designated staff area.	No cancellation.
Parked so as to cause site Health & Safety or Emergency access risk.	No cancellation.

19.0 CPN Charges

- 19.1** Recorded Offence - £70 charge with a 50% reduction if paid within 14 days.
- 19.2** The summary of public parking offences is not intended to serve as a definitive list but shall form the foundation and structure for the creation of parking offences tailored to address the parking problems encountered at a specific location.
- 19.3** The creation of additional parking offences remains the decision of the Northern Lincolnshire & Goole NHS Foundation Trust.

20.0 Use of Data

- 20.1** The enquirer must not enclose any data to a third party other than in respect of the institution of legal proceedings. However, if the enquirer intends to use a third party to process data on their behalf, these Terms will apply to the third party and the data may only be used for the aforementioned purpose. It should be noted that the enquirer will be held liable for any breach of these Terms by the third party. Copyright of the data is vested solely in the Crown.
- 20.2** The DVLA may carry out audits of the enquirer's internal control systems – so far as they relate to DVLA enquiries – to ensure that they comply with best practice.

21.0 Staff Training

All Car Parking and Security staff will be properly trained and undertake an approved training course in order to ensure that they keep up-to-date with changes to requirements, best practice, and in order to maintain their competence. The Trust or its appointed Contractor accepts its responsibility to provide adequate training provision to all Car Parking and Security staff in respect of general, legal (Health and Safety) and “on the job training”.

22.0 Appeals

When a vehicle receives a CPN, the keeper/owner/user has a right to appeal in writing within 14 days. This appeal should be made directly to the Third Party Contractor responsible for administrating and recovering costs associated with CPN. The criteria for appeals are detailed within the Car Parking Charter (Appendix A). Appellants must be aware that failure to uphold a CPN at the appeal stage will be provided information on the Parking on Private Land Appeals service (POPLA) should they wish to pursue an independent appeal. Failure to uphold a CPN at this stage will result in the full CPN charge applicable as it will be deemed to have automatically lapsed the 14 day period.

23.0 Monitoring Compliance and Effectiveness

- 23.1** The DVLA may carry out audits of the enquirer's internal control systems – so far as they relate to DVLA enquiries – to ensure that they comply with best practice.
- 23.2** This document will be reviewed every 3 years as a minimum and earlier if further national or local guidance becomes available.
- 23.3** Use of Trust car parks will be monitored on a daily basis by the Contracted Car Parking & Security Officers so that existing resources can be managed effectively. Car parks will be regularly patrolled by Officers, who are responsible for assisting staff, visitors and patients to park appropriately and ensuring that all users conform to the requirements of this policy and procedure.
- 23.4** Monthly, quarterly and annual reports will be produced by the Car Parking & Security contractor for the Directorate of Facilities and Information. These reports will be analysed regularly to ensure the scheme is making a surplus as per DoH guidance and where possible supply meets demand.

24.0 Associated Documents

- 24.1 NLAG Travel Plan
- 24.2 DoH, Income Generation, Car Parking charges best practise for implementations
- 24.3 British Parking Association Charter for Hospital Parking
- 24.4 The NHS Confederation Fair for All, Not Free for All

25.0 References

- 25.1 DoH (2006) Car parking charges best practise for implementations, Department of Health.
- 25.2 Health Technical Memorandum 07-03 (2006): Transport management and car-parking, Department of Health.

26.0 Definitions

- 26.1 **CCTV** – Closed Circuit Television.
- 26.2 **CPN** – Civil Parking Notice.
- 26.3 **PTS** – Patient Transport Services.
- 26.4 **SGH** – Scunthorpe General Hospital.
- 26.5 **DPOW** – Diana, Princess of Wales Hospital.
- 26.6 **GDH** – Goole District Hospital.
- 26.7 **POPLA** – Parking On Private Land Appeals.

27.0 Consultation

- 27.1 Facilities Management Formal.
- 27.2 Trust Executive Team.

28.0 Dissemination

The policy will be available to all staff, patients, visitors via the Trust web site and intranet.

29.0 Implementation

All staff will be properly trained and undertake an approved training course in order to ensure that they keep up-to-date with changes to requirements best practice and in order to maintain their competence. The Trust or its appointed Contractor accepts its responsibility to provide adequate training provision to all staff in respect of general, legal (Health and Safety) and “on the job training”.

30.0 Document History

This policy replaces and supersedes the Transport to Hospital Policy.

31.0 Equality Act (2010)

- 31.1** In accordance with the Equality Act (2010), the Trust will make reasonable adjustments to the workplace so that an employee with a disability, as covered under the Act, should not be at any substantial disadvantage. The Trust will endeavour to develop an environment within which individuals feel able to disclose any disability or condition which may have a long term and substantial effect on their ability to carry out their normal day to day activities.
- 31.2** The Trust will wherever practical make adjustments as deemed reasonable in light of an employee’s specific circumstances and the Trust’s available resources paying particular attention to the Disability Discrimination requirements and the Equality Act (2010).

**The electronic master copy of this document is held by Document Control,
Directorate of Performance Assurance, NL&G NHS Foundation Trust.**

Appendix A**Northern Lincolnshire and Goole** 
NHS Foundation Trust**Client Charter Agreement**

Off-Street Enforcement – Parking Enforcement on Private land and Public unregulated private car parks. Following the BPA Code of Practice and approved operator scheme.

Definitions:

The Company = Car Parking Partnership The Client = The landowner or authorised persons acting on behalf of the land owner

The Product = The Car Parking Partnership Ticketing System

1. General Terms and Conditions

- 1.1 The product may only be used in conjunction with this client charter on privately owned land as declared in this charter for which the client has ownership or authorisation.
- 1.2 Only items and documentation issued by the company may be used in conjunction with this product.
- 1.3 Contractual warning signs shall be erected in clear and prominent positions and appropriate line marking is to be applied.
- 1.4 This licence agreement is valid from a period of 12 months from the date below. During this period, the client will not appoint or allow any 3rd party to undertake car parking management duties or enforcement of the said site(s).

2. Client obligations

- 2.1 The client shall notify the company in writing of any changes involving the ownership to the land.
- 2.2 The client shall keep the signage clear and visible and free from obstruction.
- 2.1 A parking charge may only be issued to a vehicle which parks on the land after the erection of the contractual warning signs.
- 2.4 The client may only issue tickets in accordance to the instructions issued by the company, and by following the guidelines in the BPA Code of Practice. This includes: Should the client self-ticket; the client must be smartly dressed and carry an identification card.
- 2.5 The client to allow a 10 minute grace period, as itemised in Section 5.

3. Company obligations

- 3.1 The company shall undertake all costs incurred in relations to the administration of the parking charge.
- 3.2 The company is registered under the Data Protection Act and therefore will not disclose any data obtained from the DVLA to the client. Nor shall the company disclose any data regarding the client to the offender unless required by law to do so.
- 3.3 The company will pay to the client a 50% of all revenue collected upon either at the full or reduced rate.
- 3.1 The Company shall not process any parking charges issued by the client until the company is in receipt of the signed Client Charter.
- 3.5 The company shall undertake that all methodology including signage, tickets and enforcement procedures follow the guidelines in the BPA Code of Practice.

4. Enforcement

- 4.1 Car Parking Partnership: To follow the guidelines of the BPA Code of Practice

5. Cancellation Policy

Contravention	Cancellation
Parked without clearly displaying the required permit or pay & display ticket.	On production of valid permit – first offence only
Not parked wholly within a designated parking bay	No cancellation
Overstayed the permitted time. 10 minutes grace period should be applied	Cancellation on proof of overrun clinic appointment
Parked in a disabled bay without displaying a valid disabled badge. 10 minutes grace period should be applied	On production of a valid disabled badge – first offence only
Parked in an area reserved for emergency vehicles.	No cancellation
Parked on double yellow or in cross hatched area	No cancellation
Parked so as to cause obstruction or inconvenience to others. Visitor car parks only	No cancellation
Not paid the appropriate car parking charges for the full duration of stay. 10 minute grace period should apply	No cancellation
Parked in an unauthorised or restricted area	No cancellation
Parked or waiting on designated red route	No cancellation

All other issues not covered above, need to be referred to site in the first instance such as the following:

- 5.1 Staff attending the hospital in cases of emergency
- 5.2 Members of the public attending the hospital in cases of emergency, whether as a patient or visitor.
- 5.3 General Practitioners attending in cases of emergency.
- 5.4 Any appeals mentioning bereavement.
- 5.5 Any appeals inferring poor hospital performance.
- 5.6 Other sensitive issues as agreed from time to time between Trust, ISS & CPP

Notes to Cancellation Policy:

In all cases the cancellation policy will be adhered to by the Company and a cancellation fee of £15 will be applied. However, the client may cancel any parking charge issued within 14 days from the date of issue free of charge, where the Car Parking Partnership has not been involved with any correspondence or payment for the case. Should the client wish to cancel a parking charge after 14 days from the date of issue, the charge of £15 will apply.

6. Appeal Policy

Representations can only be received in writing, either to our website via the Internet (www.carparkingpartnership.co.uk) or by registered mail to the Car Parking Partnership address: PO Box 597, Northampton, NN4 7XN

When an appeal is received, the notice is held at its current amount until a response is made to the offender. The cancellation policy will be adhered to except in the case of sensitive cases which will be referred weekly to the client. The client is to respond to the Company within a 14 day period whether or not they wish to proceed with the debt recovery. When an appeal is upheld, a letter of confirmation is sent to the correspondee advising them of the cancellation of the notice. The relevant cancellation fee will automatically be applied.

Should an appeal be denied, the corresponded is sent a letter giving the reasons for the denial and a period of 14 days in which to settle the notice at its then, current outstanding amount (the rate it was when the appeal was received).). The correspondence will contain information regarding the Parking on Private Land (POPLA) for CPN tickets issued post 1st October 2012 and how to proceed with this line of appeal.

All appeals received will be referred to the client for weekly review under the 'Car Park Policy' direction of internal appeals process.

7. Company Obligations

- 7.1 The company shall undertake all costs incurred in relations to the administration of the parking charge.

- 7.2 The company is registered under the Data Protection Act and therefore will not disclose any data obtained from the DVLA to the client. Nor shall the company disclose any data regarding the client to the offender unless required by law to do so.
- 7.3 The company will pay to the client a 50% of all revenue collected upon either at the full or reduced rate.
- 7.4 The Company shall not process any parking charges issued by the client until the company is in receipt of the signed Client Charter

8. Debt Collection

A late payment charge (1998 Act) of 20% of the original charge to be added. This covers in its entirety the external debt collector's fee

9. Court Action

If court proceedings are undertaken, they will be done at equal risk or gain to clients and the Car Parking Partnership. A joint decision will be made before any court proceedings are taken.

10. The definition of land to be enforced

Name:- Northern Lincolnshire & Goole NHS Foundation Trust Scunthorpe General Hospital Address:- Cliff Gardens, Scunthorpe, North Lincolnshire, DN15 7BH Land Registry Numbers:-
--

Name:- Northern Lincolnshire & Goole NHS Foundation Trust Diana Princess of Wales Hospital Address:- Scartho Road, Grimsby, North East Lincolnshire, DN33 2BA Land Registry Number:-

Name:- Northern Lincolnshire & Goole NHS Foundation Trust Goole & District Hospital Address:- Woodland Avenue, Goole, East Riding of Yorkshire, DN14 6RX Land Registry Number:-
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Appendix B

Northern Lincolnshire and Goole



NHS Foundation Trust

Breakdown of Spaces

Hospital	Designation	Car Park Type	Spaces	Permits Allocation
SGH	Staff	Park & Ride	250	350
SGH	Staff	Off-site barrier (PIT)	393	1000
SGH	Staff	On-site non-barrier	126	300
SGH	Staff	On-site barrier	94	250
SGH	Visitor	Barrier Parking	275	
GDH	Staff	On-site non-barrier	89	450
GDH	Visitor/Staff	Pay & Display / On site non barrier	194	
DPOW	Staff	On-site non barrier	406	1000
DPOW	Staff	On-site barrier	476	1200
DPOW	Resident	On-site non-barrier	41	60
DPOW	Visitor	Barrier Parking	323	
DPOW	Visitor	Pay & Display / On site non barrier	35	

Appendix C

Northern Lincolnshire and Goole



NHS Foundation Trust

Transport Services
Scunthorpe General Hospital

ACCESS AGREEMENT – CYCLE STORE
(Please complete in Block Capitals and Black ink)

Title.....Surname.....

Forenames.....Job Title.....

Department.....

I, the undersigned request access to cycle storage facilities, currently located at; (Please tick)

SGH []

DPOW []

I agree to use the cycle parking facility for the storage of my cycle and acknowledge any misuse of this facility may result in my access being withdrawn. I agree to report the loss of my ID Badge immediately to the Facilities & Information Directorate. I agree to take all reasonable steps to maintain the security of the store area, particularly ensuring that the door is kept closed. I understand that the Northern Lincolnshire and Goole NHS Foundation Trust does not accept liability for loss of or damage to any property left in the store.

Signed.....Date.....

ID Badge Number.....Frame Number on Cycle.....
(Printed in red on the badge front)

AUTHORISATION BY LINE MANAGER

I fully support this application, and have no reason to believe that the facility will be misused by the applicant.

Signed.....Print Name.....

Please return completed form to Transport Services, Butterwick House, Scunthorpe General Hospital.

NB: Please note no acknowledgement will be provided for approval of your application; please try your ID badge in the Cycle shelter 4-5 working days after submitting your application.

Appendix D

Northern Lincolnshire and Goole

NHS Foundation Trust

Exemptions & Special Arrangements

The Trust is sensitive to certain situations for patient groups and there is a range of exemptions to charges which are set out below. In regard to exemptions, visitors must provide a letter from the **Ward Manager** addressed for the attention of the site Car Parking Office detailing reason for exception as per the list set out below.

The site Supervisor will assess the application based on the criteria set out below. If you qualify for the exemption, the Supervisor will issue you a temporary pass to park on the visitors' car parks for a maximum of 7 days. In special circumstances at the discretion of the Supervisor a temporary pass maybe granted for a longer period.

In circumstances of extreme emotional hardship the Ward Sister/Manager may contact the Car Parking Supervisor direct who will assess the circumstances for an immediate response.

Special arrangements also include:

1. Any patient who has been diagnosed with cancer and who is attending the hospital for a course of treatment.
2. Patients and visitors attending the hospital or prolonged stay are required to make the first 7 days parking charges; this weekly charge is at the concession rate detailed within the patient & visitor tariff. All consecutive weeks parking will be charged at a maximum charge of £5.00 issued from the Car Parking & Security Office on presentation of the initial weeks parking. Please note part weeks will not be refunded.
3. Parents, Guardians or next of kin spending prolonged periods of time sitting with a relative who are considered to be at end of life stage.
4. Parents or Guardians staying with their sick child or baby overnight
5. Emergency services vehicles. All emergency services, i.e. Police, Fire and Ambulances are exempt from car parking charges. However, occasions will arise requiring the ambulances to wait on site. Waiting ambulances should locate themselves in the ambulance bays wherever possible.
6. Delivery transport/hospital transport. Vehicles making deliveries to the hospital may only park at the delivery points and are exempt from charges, providing the vehicle is removed immediately after the delivery is made. Hospital vehicles, including electric vehicles, are also exempt from charges.
7. Registered buses and taxis. These vehicles are not required to pay to collect or deliver from the site however should use the site designated areas.
8. Retailers operating on site are permitted to make deliveries and use loading bays according to the rules set out. Long term parking must follow the same arrangements as hospital staff, i.e. application can be made to join the car parking scheme.
9. Prisoner escort vehicles by prior arrangement.

Security & Car Park Office
ISS Facility Services (Healthcare)

Date...../...../.....

Hardship Application Request
F.A.O:- The Security Supervisor

From:

Name.....

Designation.....

Department.....

Please accept this letter as confirmation of my assessment of the patient named below having determined their suitability for concession parking based on the criteria stated in the Car Park Policy, Exemptions and Special Arrangements Appendix D.

(Insert Patient Name).....

(Reason for
Exemption).....
.....
.....
.....

Ward Managers or Deputies only to authorise these requests, please note that the Trust will conduct a regular audit of fact provided within this exemption request for the purpose of accuracy and prevention of fraudulent requests to provide concession parking.

Authorised by.....

Concession Period.....Days / Weeks (Delete as Appropriate)

Signature.....

Date...../...../.....

Appendix E

CAR PARKING SCHEME APPLICATION FORM

Dear Colleague,

Membership of the Car Parking Scheme allows you to park on staff car parks across the Trust's hospital sites, and the park and ride car park. The Trust and its Agents, however, cannot guarantee the security of any vehicle and will not accept liability for loss or damage to or from member's vehicles arising from use of the car parks. This includes theft of and from vehicles. The scheme is governed by the Policy & Procedure for Car Parking & Traffic Management, in applying to join the scheme, you are agreeing to be bound by the terms and conditions contained in the document. Any breaches of this document will be treated in the same content of any other breach of Trust policy and may result in disciplinary action being taken.

Please complete all sections of this form – failure to do so will result in delays to your application.

STAFF CHARGES – MONTHLY

Please select your preferred permit category;

Category	SGH	DPOW	GDH	Preferred Choice of Permit	Secondary Choice of Permit
P&R	✓	x	x	<input type="checkbox"/>	<input type="checkbox"/>
Off-site Barrier Parking	✓	x	x	<input type="checkbox"/>	<input type="checkbox"/>
Off-site Non-Barrier parking	✓	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
On-site Barrier Parking	✓	✓	x	<input type="checkbox"/>	<input type="checkbox"/>
On-site Non Barrier Parking	✓	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Resident Parking	x	✓	x	<input type="checkbox"/>	<input type="checkbox"/>

Category	SGH	DPOW	GDH	Charges Sept 2012/13	Charges Sept 2013/14	Charges Sept 2014/15
P&R	✓	x	x	Free	Free	Free
Off-site barrier parking (PIT)	✓	x	x	4.90	5.40	7.00
Off-site non-barrier parking	✓	✓	✓	£0	£0	5.00
On-site non-barrier parking	✓	✓	✓	5.50	6.00	7.80
On-site barrier parking	✓	✓	x	14.50	16.00	20.80
Resident Parking	x	✓	x	5.50	6.00	7.80

Northern Lincolnshire and Goole

NHS Foundation Trust

SECTION 1 – PAYMENT METHOD

I wish to pay through my salary/wage <input type="checkbox"/>	I wish to pay by cash /cheque /card <input type="checkbox"/>
I hereby authorise the deductions of the sum identified above in instalments from my weekly/monthly pay in respect of car parking provided by the Trust. I also agree that, subject to prior notification, any increase in charges may be automatically deducted from payments due to me.	I hereby pay the sum identified above in full annual amount in respect of car parking provided by the Trust. I also agree that, subject to prior notification, any increased charges can be invoiced to me.

Start Date of Employment	Previous Permit Number		
SECTION 2 - PERSONAL DETAILS		HOME ADDRESS DETAILS	
Title	Miss \ Ms \ Mrs \ Mr \ Dr \ Prof	House No/Name	
First Name		Street	
Surname		Town	
Job Title		County	
Department		Post Code	
Base Site		Email Address	
Extension Number			
Mobile Number		Telephone Number	

SECTION 3 – EMPLOYER DETAILS – THIS SECTION MUST BE COMPLETED

Are you a paid employee of Northern Lincolnshire & Goole NHS Foundation Trust?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If NO please provide your Employer's Name			
Invoice Address			
I wish my employer to be invoiced (Only Available to selected Applicants)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Budget Code (If Applicable)
If YES please provide your employee number (shown on payslip)	Please provide the direct distance from home to place of work in miles =		
Do you have a Trust subsidised lease vehicle?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Please provide Registration number:
Do you participate in an on-call rota that requires you to attend site? <input type="checkbox"/> Yes <input type="checkbox"/> No	What are your normal working hours and days? (please indicate)		
Do you participate in an on-call rota that does not require you to attend site? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Mon _____	<input type="checkbox"/> Tues _____	
	<input type="checkbox"/> Wed _____	<input type="checkbox"/> Thurs _____	
	<input type="checkbox"/> Fri _____	<input type="checkbox"/> Sat _____	
	<input type="checkbox"/> Sun _____		
Do you work? <input type="checkbox"/> 20 hours and above <input type="checkbox"/> Less than 20 hours	Do you work a rotational shift? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you provide direct clinical patient care? <input type="checkbox"/> Yes <input type="checkbox"/> No	

SECTION 4 – VEHICLE DETAILS – CAR REGISTRATION MUST BE PROVIDED

	Vehicle Registration Number	Vehicle Manufacture	Vehicle Model	Vehicle Colour	Alternative Fuel Vehicle (please tick)
Vehicle 1					<input type="checkbox"/>
Vehicle 2					<input type="checkbox"/>
Vehicle 3					<input type="checkbox"/>

Applicants applying for the alternative fuel vehicle will need to provide their V5 document

Please Provide Additional Information if Necessary:

--

IMPORTANT INFORMATION

Please note that all cash/cheque/card payments must be made via the site Car Parking & Security Office where a receipt will be provided as this is required when collecting the permit. Cheques should be made payable to “ISS Facility Services - Healthcare”.

Please return completed form to the **Permit Control Office** based at Diana, Princess of Wales Hospital. If you have any queries regarding your application please do not hesitate to contact internal extension 1187.

APPRENTICES ARE NOT ELIGIBLE DUE TO NATIONAL MINIMUM WAGE REQUIREMENTS.

All sections of this form must be completed in full.

Did you Know? – Travelling by car need not be your only option!

- Weekly, Monthly and Quarterly bus passes for travelling on any Stagecoach Bus are available
- FREE secure bicycle storage is available to any member of staff wishing to travel via bicycle.
- Staff can use the Park and Ride facility at SGH for FREE.
- You can save money on your travel cost to work by car sharing.

For further information on any Transport issues please contact the helpdesk on ext 5874 SGH or via email on nlg-tr.Transport@nhs.net More information can be found on the intranet under Facilities Management Directorate, Car Parking section.

I understand that, should I knowingly and deliberately make a false statement, I may be liable to disqualification from the allocation process. In making this application you are agreeing to abide by the terms and conditions for parking on land managed by the Trust, which are described in the Trust document titled Car Park Management Operational Procedure.

Signed: (Applicant)

Date:

Line Manager's Name:

Department:

Signed: (Line Manager)

Date:

NB for Line Managers: Please ensure the information provided in this application is correct, in particular working hours

The following form must be completed and submitted with all applications for staff permit parking.

<u>For official use only</u>				
Date Permit Control Office Received		Date Application Sent To Payroll		Authorised by Trust Payroll
Permit Number		Permit Type		Payroll Informed
		Park and Ride On Site Non-Barrier On Site Barrier Off Site Barrier		Y / N / CASH / INVOICE
Value of Payment		Amount to be Deducted		Date Deductions to Commence
Inputted By	Date	Copy of V5 received		Date received
		<input type="checkbox"/> Yes <input type="checkbox"/> No		

Assessed by:

Date:

Application Approved:

Application Refused:

Appendix F

Northern Lincolnshire and Goole



NHS Foundation Trust

CAR PARKING SCHEME LEAVER FORM

Please complete the form using **BLOCK CAPITAL LETTERS**

To: Permit Control Office

Forename (s)	
Surname	
Post	
Department	
Hospital Site	
Home Address	
Reason	

I attach my car parking barrier card and permit and request that deductions from my salary should cease on the

Please read the conditions before signing this form

Signature of applicant..... Date.....

Date Permit Control Office requested to de-activate car park barrier pass	Date Payroll to cease deductions	Date Car Parking refund arranged via Finance (if applicable)

Appendix G

Northern Lincolnshire and Goole



NHS Foundation Trust

Car Sharing Scheme Application Form

For application of a Car Sharing Parking Permit, please provide the details of all Pool employees in the space below.

Pool Details

Name	Department	Site Base	Payroll Number	Contact Number

Please provide further details of each vehicle in the Pool, in the space provided below.

Vehicle Details – CAR Registration MUST be provided

	Vehicle Registration Number	Vehicle Manufacture	Vehicle Model	Vehicle Colour
Vehicle 1				
Vehicle 2				
Vehicle 3				
Vehicle 4				
Vehicle 5				

Office Use Only

Date Permit Control Office requested to de-activate car park barrier pass	Date Payroll to cease deductions	Date Car Parking refund arranged via Finance (if applicable)

Northern Lincolnshire and Goole



NHS Foundation Trust

Appendix H

AMENDMENT / CANCELLATION OF PERMIT TO PARK

I wish to make an amendment to my permit to park I wish to cancel my permit to park

I wish to make an amendment to my permit to park due to a change in my working hours. Please tick your working hours:

Less than 20 hours 20 hours and above Shift working Office hours

Vehicle category:

Motorcar Motor Cycle / Moped / Scooter

Change Category of Permit

From

Park and Ride

Off-site Barrier Parking

On-site Barrier Parking

On-site Non Barrier Parking

Resident Parking

Change Category of Permit

To

Park and Ride

Off-site Barrier Parking

On-site Barrier Parking

On-site Non Barrier Parking

Resident Parking

PLEASE WRITE CLEARLY IN BLOCK CAPITALS

Title

Miss \ Ms \ Mrs \ Mr \ Dr \ Prof

Initials

Surname

I.D Badge No

Job Title

Phone Extn

Department

Base Site

Home Address

Current/Change of address

VEHICLE DETAILS

Old Vehicle Details

New Vehicle Details

Registration No

Registration No

Make

Make

Model

Model

Colour

Colour

Date Changes / Cancellation are to take affect from: _____

Please collect your temporary permit from security

Signed

Date

Payroll No

ALL BOXES ABOVE MUST BE COMPLETED BEFORE A PERMIT CAN BE ISSUED

FOR OFFICIAL USE ONLY

Date Amendment From Received

Permit Number Issued / Amended

Permit Type Issues / Amended

Date Permit Issued

Charge Payable

£

PCM

For Cancellations and Change of Permit Category Date Forwarded to Payroll

Appendix I

Display in Windscreen



Your Organisation/Company Name:

Your Name: Vehicle registration:

Meeting with: Contact No.

Time: Date: No. of persons travelling with you:

Failure to display in your windscreen may result in your vehicle being clamped

Cut here

Travel Voucher FORWARD Journey



Your Organisation/Company Name:

Your Name: Vehicle registration:

Meeting with: Contact No.

Time: Date: No. of persons travelling with you:

Please hand to the bus driver when travelling from the Car Park to the Hospital Site

Cut here

Travel Voucher RETURN Journey



Your Organisation/Company Name:

Your Name: Vehicle registration:

Meeting with: Contact No.

Time: Date: No. of persons travelling with you:

Please hand to the bus driver when travelling from the Hospital to the Car Park

Appendix J

Northern Lincolnshire and Goole



NHS Foundation Trust

ParkingExchange – Opt-Out Form: Parking Permit Application

In applying for your parking permit, you agree to have your payroll deductions made under the Trust’s ParkingExchange scheme. Full details of the scheme are available via the Trust Intranet.

This form should be used if you wish to opt out of the ParkingExchange scheme in the following circumstances:

- When Applying For A Parking Permit For The First Time
- When Applying For A Change In Your Permit Type

This form must be completed, signed and returned with your permit application.

Personal Details:

Forename(s):	Surname:	Payroll Reference Number: (from your Payslip)

Opting Out (Please tick box)

I confirm that I have decided to opt out of the ParkingExchange scheme. I understand I cannot change this decision until the scheme annual review date, unless I experience a Lifestyle Event as set out in the scheme documentation. By opting out I realise that I will not benefit from the tax, NIC, and pension contribution savings which I may have made by taking part in the ParkingExchange scheme.

Please complete and sign this form, and return with your permit application. You may choose to keep a copy for your own records.

Signed Date

For ESR Bureau office use:

Date Received:.....

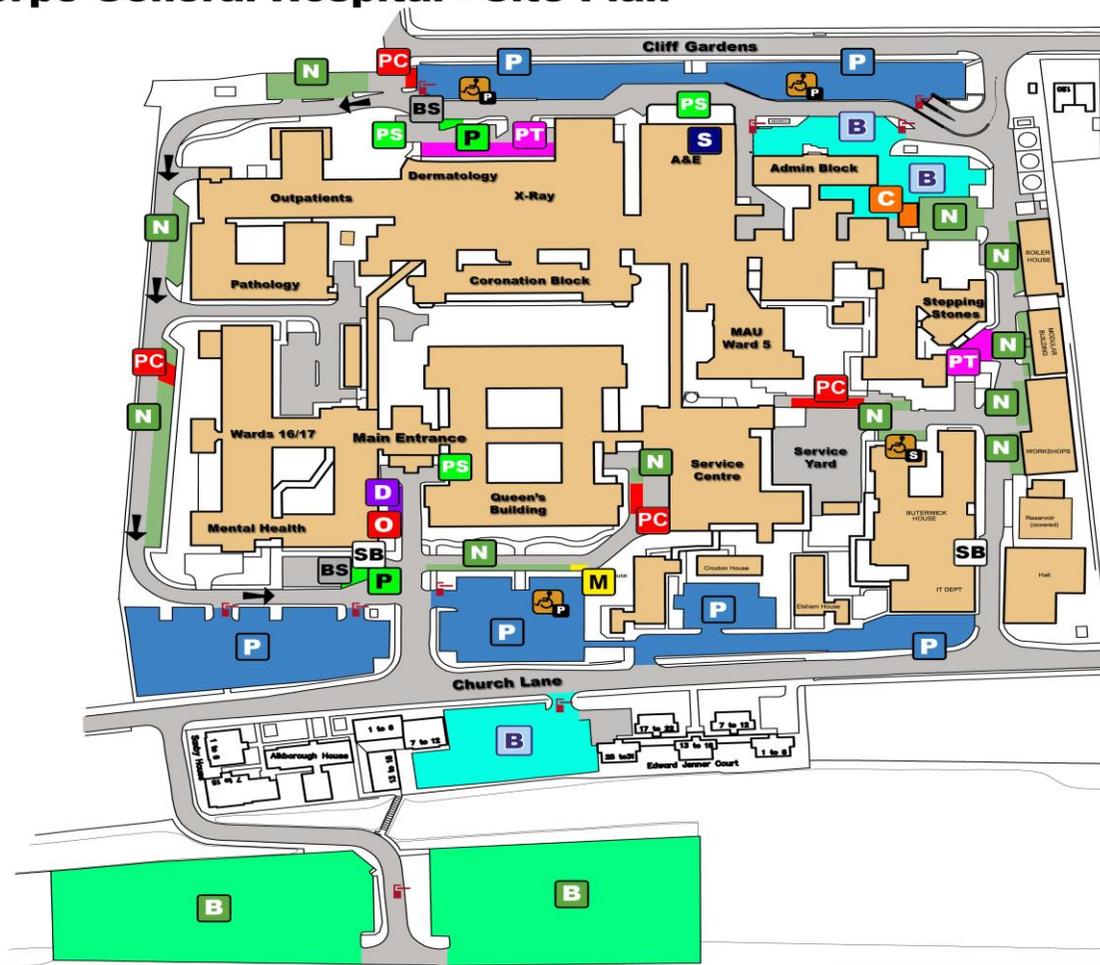
Actioned by:.....

This form must be retained on the employee’s payroll file for possible future reference.

Appendix K

Scunthorpe General Hospital - Site Plan

Northern Lincolnshire and Goole Hospitals 
NHS Foundation Trust



Visitor Key:

P Visitor Parking	S Car Parking & Security Office
Disabled Parking	PS Car Park Pay Station
Barrier	BS Bus Stop
D Patient Drop Off Point	One Way System
M Motor Cycle Parking	PT Patient Transport Service

Staff Key:

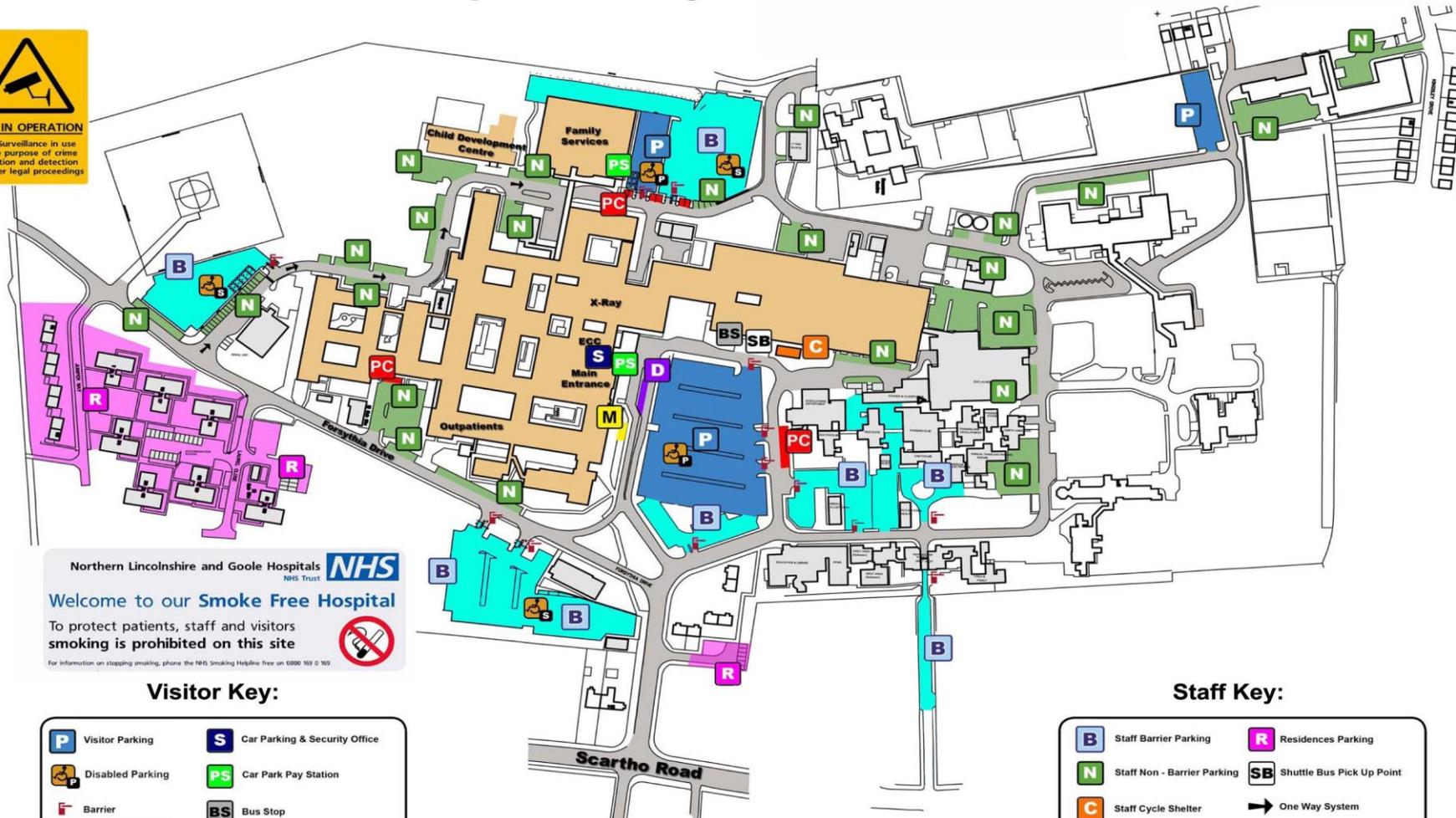
B Staff Barrier Parking	P Park & Ride Pick Up Point
N Staff Non - Barrier Parking	SB Shuttle Bus Pick Up Point
C Staff Cycle Shelter	B Off-site Barrier Parking
Staff Disabled Parking	O On Call Parking
PC Pool Car Parking	Barrier

Northern Lincolnshire and Goole Hospitals 
Welcome to our Smoke Free Hospital
 To protect patients, staff and visitors **smoking is prohibited on this site** 
For information on stopping smoking, phone the NHS Smoking Helpline free on 0800 169 0 169



Diana Princess of Wales Hospital - Grimsby - Site Plan

Northern Lincolnshire and Goole Hospitals 
NHS Foundation Trust



Northern Lincolnshire and Goole Hospitals 
NHS Trust
Welcome to our Smoke Free Hospital
To protect patients, staff and visitors
smoking is prohibited on this site

For information on stopping smoking, phone the NHS Smoking Helpline free on 0800 169 0 169

Visitor Key:

 Visitor Parking	 Car Parking & Security Office
 Disabled Parking	 Car Park Pay Station
 Barrier	 Bus Stop
 Patient Drop Off Point	
 Motor Cycle Parking	

Staff Key:

 Staff Barrier Parking	 Residences Parking
 Staff Non-Barrier Parking	 Shuttle Bus Pick Up Point
 Staff Cycle Shelter	 One Way System
 Staff Disabled Parking	
 Pool Car Parking	

Goole and District Hospital - Site Plan

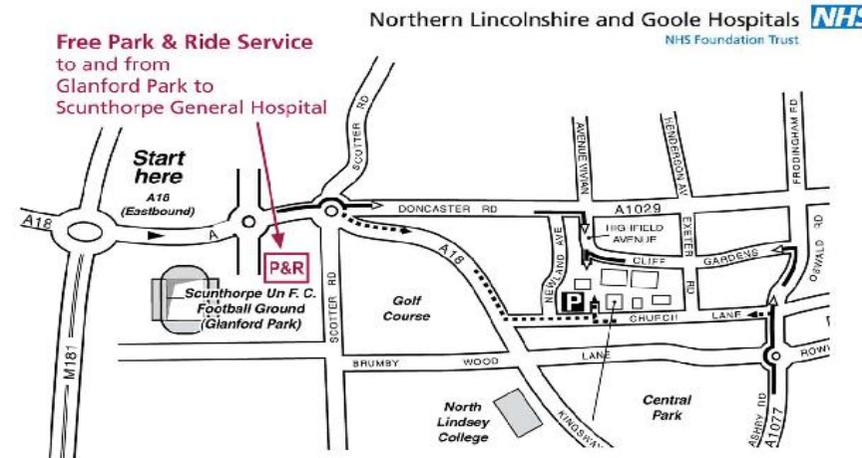
Northern Lincolnshire and Goole Hospitals 
 NHS Foundation Trust



Appendix L

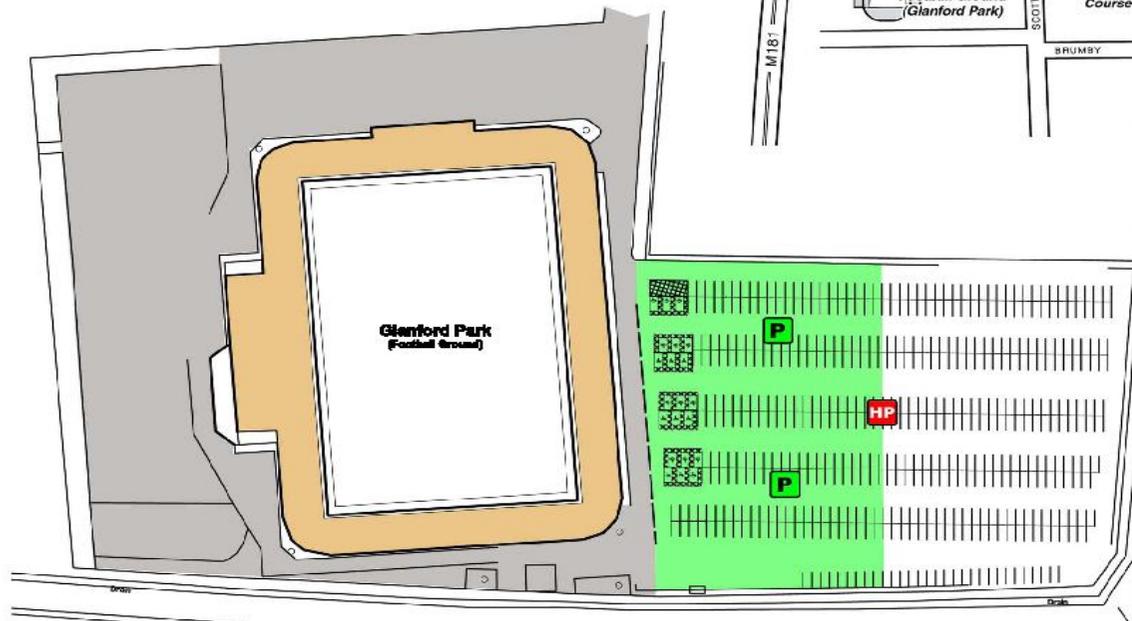


Glanford Park Address and Post Code for Sat-Nav Systems
Glanford Park,
Doncaster Road
Scunthorpe
DN15 8TD



Free Park & Ride Service
to and from
Glanford Park to
Scunthorpe General Hospital

Northern Lincolnshire and Goole Hospitals **NHS**
NHS Foundation Trust



Key:

- P** Park & Ride Parking
- BS** Park & Ride Bus Stop
- HP** Help Point

Northern Lincolnshire and Goole Hospitals **NHS**
NHS Foundation Trust

Welcome to our **Smoke Free Hospital**

To protect patients, staff and visitors
smoking is prohibited on this site

CCTV IN OPERATION
CCTV surveillance is used for the purpose of crime prevention and detection and other legal proceedings