


Policy Document Control Sheet

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Final approval

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Name & Job title of Chairman or Executive Sponsor	Noel Scanlon, Executive Director of Nursing
Approving Committee	IQAC
Signed master copy held at:	Corporate Records Office, Trust Headquarters, Darlington Memorial Hospital

Procedures PROC/FM/0012 (a)(b)(c)(d) are now included in this policy

Version Control Table

Date Ratified	Version Number	Status
04.09.12	1.2	Superseded
01.06.2014	1.3	Superseded
22.8.2017	1.4	Approved

Table of Revisions

Date	Section	Revision	Author
04.09.12	Full Document	Minor changes throughout document	G Sweeney
04.09.12	EIA	Inclusion of Equality Impact Assessment	G Sweeney
15.05.14	Full Document	Re-write of policy throughout.	G Sweeney
09.08.17	Full Document	Review of Policy Inclusion of all Car Park Procedures into this policy (PROC/FM/0012 (a)(b)(c)(d)	G Sweeney

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1 Introduction

The provision and effective management of car parking is an important function if control is to be maintained over car parking spaces and accessibility to the Trusts services. In common with many NHS Trusts, parking represents a major challenge causing frustration for patients, visitors and staff and there are not enough parking spaces. Planning restrictions or a lack of land are common constraints. The Trust aims to operate a safe and fair system for controlling public and staff car parking on its site and ensure that priority for the limited car parking spaces is given to those with greatest need.

2 Purpose

This policy identifies the requirements County Durham and Darlington NHS Foundation Trust (CDDFT) must achieve in order to develop. Accessibility for all users must remain a key priority. This document will ensure parking provisions echo the ideals of the Trust's Travel Plan and that of the Local Authorities.

2.1 Policy Objectives

- Ensure car parking spaces are fully utilized;
- Improve access to a parking bay through agreed parking enforcement;
- Priority is given to patients, visitors and key staff groups;
- Administer staff permit availability in a transparent and effective manner.

3 Scope

This Policy applies to all County Durham and Darlington NHS Foundation Trust (CDDFT) car parking facilities operated solely or in partnership by CDDFT via County Durham and Darlington Services (CDDS) incorporating external contractors - Robertson's FM, ISS Facilities and Engie and other associated parties involved in the provision of car parking services.

All vehicles entering the hospital site are subject to this car parking policy including the parking enforcement rules.

The policy covers the facilities located on the following sites:

- Bishop Auckland Hospital
- Chester le Street Community Hospital
- Darlington Memorial Hospital
- University Hospital North Durham

Parking facilities accessed by CDDFT employees in the course of their duties not mentioned above must follow local parking arrangements and park at their own risk.

4 Duties

The responsibilities of individuals and groups of people involved with this policy include:

Chief Executive Officer

The Chief Executive Officer on behalf of the Trust Board is responsible for ensuring the provision of car parking facilities that are safe for staff, visitors and patients to use.

Managing Director (CDDS)

The Managing Director (CDDS) will ensure that arrangements are in place to maintain car parks in a safe manner and that there are procedures in place to maintain car parking equipment and the safe operation and use of the car parks

Head of Facilities

The Head of Facilities will ensure the provision and management of a car parking service in accordance with Trust policies, plans and regulatory and statutory requirements. They will also act as the Appeals Manager should any parking related issues require escalating after investigation by the designated CDDS manager responsible for car parking.

Car Parking Manager

The Car Parking Manager or designated individual will:

- Implement and manage the car parking staff permit system and the associated database and ensure that all information contained on the database is compliant with the Data Protection Act and other relevant information governance policies implemented by the Trust.
- Assist with the resolving of any appeals / issues / disputes related to car parking;
- Manage the administration and enforcement of this car parking policy;
- Ensure that all barriers, ticket machines are maintained and operational and liaise with the respective PFI providers to ensure compliance;
- Ensure that this policy is reviewed periodically;
- This is not an exhaustive list and other duties will be carried out accordingly.

Car Parking Administrator

The Car Parking Administrator will carry out the following:

- Issue staff car parking permits;
- Administer and maintain car parking databases ensuring they remain up-to-date;
- Ensure that the information is handled in accordance with the Data Protection Act;
- Process and administration of the car parking orders, invoices, etc.;
- Liaise with the Security Officers and Car Parking Attendants to ensure that the car parking system remains operational;
- Act as the first point of contact when dealing with queries relating to car parking issues;

- This is not an exhaustive list and other duties will be carried out accordingly.

Car Parking Attendants

The Car Parking Attendants and those acting in that capacity have the following responsibilities:

- Carry out designated patrols of car parks;
- Identify if all vehicles have the appropriate permit / payment ticket displayed in the car windscreen;
- Identify if all vehicles are parked in safe manner and with due consideration to other car park users not blocking thoroughfares or exits;
- Place parking infringement notices on cars parked inappropriately or without a designated permit / payment ticket;
- Ensure that all barriers are working correctly;
- Ensure that all ticket machines are readily stocked with the appropriate car parking tickets;
- Report any defects with regard to ticket machines, barriers and the general upkeep of the car park to their respective lead.

Managers and Employees

All Trust staff using the car parking facilities has a duty to observe the requirements of this policy and the Trust's arrangements for the safe use and operation of the car parks.

All Car Park Users

Trust sites are deemed private land and all car parking users must adhere to the local car parking arrangements in place and parking on double yellow lines or within red zones is strictly forbidden. All vehicles must be parked in a designated bay.

5 Organisation of Car Parking Facilities

The car parking facilities at Bishop Auckland Hospital, Darlington Memorial Hospital and University Hospital of North Durham are segregated into public / visitor parking and staff parking areas. The facility at Chester le Street Hospital is a shared parking area with a restricted number of staff permits being issued.

5.1 Public/Visitor Parking

Designated parking facilities are available for users with tariffs applicable 24 hours per day. Concessionary parking rates are available for the following categories of user:

- Renal Dialysis / Chemotherapy Patients
- Long Stay Patients (over three weeks) – the primary carer / relative of inpatient.

- ITU / SCBU / Neonatal – the primary carer / relative of an inpatient.
- Exceptional Circumstances – where the Clinical Lead deems it necessary to issue parking exemption for clinical / dignity reasons in agreement with the CDDS Car Parking Manager.

No retrospective parking exemption will be issued and are for the sole use of the named individual.

5.2 Staff Parking

Designated staff parking facilities are broken down into the following categories:

- Green Zone Permit – available to all levels of staff 24 hours per day.
- Purple Zone Permit – generally allocated to Consultant grade staff or equivalent and available 24 hours per day.
- Yellow Zone Permit (DMH Only) – allocated to a restricted number of staff with access confined to between 07.00 and 19.00 daily.

5.3 Dedicated Parking

Disabled Bays - users must display a valid disabled blue badge and pay and display ticket.

Limited Time Drop-off Bays / Zones - maximum of 20 minutes and situated outside main entrances.

MRI / UCC / Dialysis Bays – appropriate permit / pass holders only.

Volunteers Bays – appropriate permit / pass holders only.

Motorcycle Bays – users must park in the designated areas and not in bays designated for cars (except where the prevailing rate has been paid).

Inappropriate use of any of the above dedicated bays will be deemed as an infringement of the Car Parking Policy and a parking infringement notice will be issued.

6 Staff Parking Permit Issue

All staff wishing to park within staff facilities must be part of the staff car parking permit scheme and agree to pay a monthly charge.

The issuing of a car parking permit does not guarantee the holder a car parking place, merely authorization to park in an available marked parking space. Staff are not permitted to park in staff parking areas on site until a valid staff permit has been issued. One permit will be issued per applicant to cover all registered vehicles.

Where staff bays are full, it is the responsibility of individual staff members to find suitable alternative parking. The Car Parking staff will provide relevant information in relation to potential off-site parking.

Any member of staff parking a vehicle on site does so at their own risk and no liability is accepted by the Trust or associated operators in respect of any loss, theft, accident, damage or injury suffered or inflicted by such persons or vehicles unless proven that the Trust are at fault.

Current members wishing to cancel their staff permit must submit a completed cancellation form and attach their current permit / key fob. Payments will be incurred until these items are received by the authorized operator.

Lost permits and key fobs will incur an administration charge.

7 Car Parking Enforcement

The policy shall apply, without exception to all users of the parking facilities and roadways provided and maintained by the Trust or their partners. Enforcement shall be issued to all vehicles clearly parked in contravention of any parking restrictions and/or payment requirements to ensure that traffic movement for essential services is unimpeded and potentially hazardous acts of parking are addressed

Staff may forfeit their permits and / or may be subject to disciplinary action, following an investigation under the Trust's Disciplinary Policy should it be proven they are contravening the policy.

Offending vehicles will be issued with a parking infringement notice which incurs a financial charge. Should the charge remain unpaid the Trust or partners reserve the right to seek vehicle owner details through the Driver Vehicle Licensing Agency (DVLA) and apply appropriate action.

The interpretation and implementation of the enforcement policy shall at all times be conducted in a manner that recognises and is sensitive to the hospital environment. The Trust shall retain the right to intervene in the enforcement at any time if it is judged to be in the best interests of the Trust to do so.

Parking Violations

- Parking in a manner that causes obstruction to access routes, fire exits, roadways, designated footways, cycle ways, disabled access or impedes others access or egress;
- Parking on double yellow lines, designated no parking areas, hatched areas, ambulance bays, delivery areas, off road parking and parking on pavements;
- Parking in a disabled bay without displaying a valid Blue Badge (Zero tolerance);
- Failure to park correctly within a marked space;
- Parking in a designated area without the appropriate permit or ticket;
- Failure to Pay & Display or parking for longer than the ticket permits;

- Waiting or parking for longer than 20 minutes in the designated drop off zone areas.

This list is not exhaustive and other instances may occur that become or are defined as unauthorised parking.

Appeals Process

Should the offending vehicle owner deem the issue of a parking infringement notice unjust they have the ability to appeal in writing within 14 calendar days of the issue of the notice. Appeals should be forwarded to the car parking site operator. Appeals will be investigated and the vehicle owner informed of the outcome.

8 Definitions

8.1 Glossary of Terms Used

Private Land – Trust sites are deemed as private land. Terms and conditions of parking are clearly indicated via signage.

Parking Infringement Notice (PiN) – Since October 2012 parking enforcement cannot involve wheel clamping or vehicle removal. A PiN to enable enforcement is issued which carries a £25.00 cost reduced to £15.00 if paid within 14 calendar days from date of issue.

Staff Permit – when issued allows the holder to search for and use a designated parking bay on-site but does not guarantee a space.

Pay and Display – method of paying for visitor car parking whereby the vehicle driver pays for parking prior to leaving their vehicle for a set time and displays a ticket in their car window.

Pay on Foot – method of paying for visitor parking whereby the vehicle driver receives a ticket on entering the area and pays for their parking prior to exit.

Concessionary Rates – reduced parking tariffs for a select group of users.

9 Dissemination Arrangements

All users of the Trust Car Parks are required to be aware of the Trust Car Parking Policy which will be made available on both the Trust Intranet and Internet pages for download / reference.

10 Compliance and Effectiveness Monitoring

10.1 Key Performance Indicators

Number of Complaints / Compliments formally responded to by a Trust / CDDS employee.

Number of staff permits issued against available staff parking bays

Public / Visitor car parking revenue figures (where available) to help establish throughput

10.2 Compliance and Effectiveness Monitoring

Monitoring Criterion	Response
Who will perform the monitoring?	CDDS Facilities team.
What are you monitoring?	Number of Complaints / Compliments Feedback from users / Car Park throughput data.
When will the monitoring be performed?	Periodically through the KPI indicators
How are you going to monitor?	The areas of concern raised through the complaints procedure will be reviewed to investigate whether any common threads of complaint.
What will happen if any shortfalls are identified?	Issues will be investigated and where appropriate the policy or procedure adapted.
Where will the results of the monitoring be reported?	Facilities Team Meeting and escalated to the CDDS Operational meeting where applicable.
How will the resulting action plan be progressed and monitored?	Appropriate stakeholders will progress action plan which will then reflect in a reduced number of linen related issues.
How will learning take place?	Increased awareness through complaints and similar correspondence of users will be discussed and appropriate changes of awareness will be raised with

11 References

- The Blue Badge Scheme – Rights and Responsibilities in England
- Road Traffic Regulation Act (1991)
- The Disabled Persons (Badges for Motor Vehicles) (England) (2000)
- The Disabled Persons (Badges for Motor Vehicles) (England) (Amendments) (2007)
- British Parking Association – car parking regulations guidelines

12 Associated Documentation

This Trust Car Parking Policy refers to the following CDDFT policies and procedures:

- Local protocols in place which should be accessed via the on-site Facilities Team

13 APPENDICES

Appendix A - Equality Impact Assessment

13.1 Appendix A - Equality Analysis / Impact Assessment

EAIA Assessment Form

v3/2013

Division/Department:

Estates and Facilities.

Title of policy, procedure, decision,
project, function or service:

Car Parking Policy

Lead person responsible:

Alison McCree

People involved with completing
this:

Geoff Sweeney, Facilities Manager

Type of policy, procedure, decision, project, function or service:

Existing New/proposed Changed

Date Completed: 09/08/2017

Step 1 – Scoping your analysis

What is the aim of your policy, procedure, project, decision, function or service and how does it relate to equality?

Detail the arrangements in place for staff and public car parking. This relates to equality as the Trust seeks to provide fair and accessible parking arrangements taking account of individual needs.

Who is the policy, procedure, project, decision, function or service going to benefit and how?

Staff, Patients, Visitors and Elected Members

What barriers are there to achieving these outcomes?

Demand outweighs availability of spaces on Trust premises.

How will you put your policy, procedure, project, decision, function or service into practice?

This policy will be made available on-line and on a site by site basis be administered by the relevant car parking management teams.

Does this policy link, align or conflict with any other policy, procedure, project, decision, function or service?

Equality Act 2010

Step 2 – Collecting your information

What existing information / data do you have?

National Statistics on disability and poverty. National Statistics on carer responsibilities. Staff workforce profile information, complaints and trends from staff/patients/visitors.

Who have you consulted with?

PFI Stakeholders and Estates & Facilities

What are the gaps and how do you plan to collect what is missing?

Step 3 – What is the impact?

Using the information from Step 2 explain if there is an impact or potential for impact on staff or people in the community with characteristics protected under the Equality Act 2010?

Ethnicity or Race

Signage – currently all signage is presented in the English language only. This will be reviewed should the demographics of the region change.

Sex/Gender

Positive impact on staff with child care responsibilities which are predominantly female when applying for car parking permits as more points are given.

Staff who work part time (22 hours or less) have discounted parking fees this is a positive impact on female staff who work for the Trust as more females work part time.

Age

No differential impact unless older people fall within one of the other groups for example disability.

Positive impact on staff with caring responsibilities for children under 11 years or elderly dependants in that more points are awarded for staff parking permits.

Disability

Patients and visitors with Blue Badges can park within designated spaces or pay and display parking. The provision of accessible bays is above and beyond the BSi standard of 5%. Also there are provisions in place for patients and their main carers who are long stay (4 weeks or more) and patients accessing specific services on some sites for example Chemotherapy and Dialysis to receive reduced car parking. Exemptions are also in place at the discretion at a

departmental/ward level for concession on parking fees where appropriate.

Positive impact on disabled staff. Staff with Blue badges are automatically granted a permit through the staff permit scheme. Accessible parking is made available at their main base as a reasonable adjustment based on the appropriate arrangements required as advised by occupational health where necessary. A flexible approach will be taken to agreeing appropriate arrangements for meeting individual staff needs with blue badges when working across sites.

Positive impact on long term (4 weeks or more) sick through the suspension of the car parking permits which will be reinstated on return to work.

Religion or Belief

No differential impact

Sexual Orientation

No differential impact

Marriage and Civil Partnership (applies to workforce issues only)

No differential impact

Pregnancy and Maternity

Positive impact. A flexible approach will be taken to any pregnant woman's individual circumstances following a risk assessment on car parking arrangements in agreement with the staff members line manager and car parking manager.

Staff on maternity leave are not disadvantaged when suspending their permit as although fees are not taken they retain their right to hold the permit when they return.

Gender Reassignment

No differential impact

Other socially excluded groups or communities e.g. rural community, socially excluded, carers, areas of deprivation, low literacy skills etc.

No differential impact

Step 4 – What are the differences?

Are any groups affected in a different way to others as a result of the policy, procedure, project, decision, function or service?

Nil

Does your policy, procedure, project, decision, function or service discriminate against anyone with characteristics protected under the Equality Act 2010?

Yes No

If yes, explain the justification for this. If it cannot be justified, how are you going to change it to remove or mitigate the affect?

N/A

Step 5 – Make a decision based on steps 2 - 4

If you are in a position to introduce the policy, procedure, project, decision, function or service? Clearly show how this has been decided.

The policy is an updated version of the previous policy and no changes are required to introduce.

If you are in a position to introduce the policy, procedure, project, decision, function or service, but still have information to collect, changes to make or actions to complete to ensure all people affected have been covered please list:

Not applicable.

How are you going to monitor this policy, procedure, project or service, how

often and who will be responsible?

The policy will be monitored against the number of staff car parking permits issued along with throughput of visitor car parks. This will then be gauged against the number of formal complaints responded to.

Step 6 – Completion and central collation