

19/12/2022

Dear Requester,

FOI 1701

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. A copy of the Trust’s parking policy

Please see attached.

2. Details of the price of car parking per hospital site within the Trust

Luton:

Up to 10 minutes	Up to 30 minutes	Up to 2 Hours	Up to 3 Hours	Up to 5 Hours	Up to 6 Hours	Up to 12 Hours	More than 12 Hours
Free	£1	£3	£4	£6	£8	£10	£20

Bedford:

Up to 30 minutes	Up to 1 Hour	Up to 2 Hours	Up to 3 Hours	Up to 5 Hours	Up to 6 Hours	Up to 7 Hours	Up to 8 Hours	Up to 24 Hours
£1.20	£3.00	£4.00	£4.50	£6.50	£7.50	£9.00	£10.00	£12.00

3. Confirmation of how the Trust has implemented both the mandatory and voluntary elements of the “NHS car parking guidance 2022 for NHS trusts and NHS foundation trusts”, including;

- a. whether parents and/or carers of children and young people (up to age 25) with cancer are offered free parking/parking exemptions
- b. whether parents and/or carers of children and young people (up to age 25) with cancer are offered parking concessions and details of the financial value of these
- c. whether young people (17-25) with cancer are offered free parking/parking exemptions
- d. whether young people (17-25) with cancer are offered parking concessions and details of the financial value of these
- e. whether any free parking/parking exemptions or concessions apply to inpatient/active treatment visits, visits to attend follow-up appointments (i.e. not undergoing active treatment), or both

Please see policy attached.

4. **If yes to any items in point 3, how many parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer have been offered free parking/parking exemptions or concessions, provided per category (free parking/exemption, concession);**

a. **per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)**

b. **per hospital site within the Trust**

Please see policy attached.

5. **Details of how the Trust shares, communicates and displays information about free parking/parking exemptions and/or concessions, their eligibility, how to access them and their financial value**

Please see policy attached.

6. **Confirmation whether car parking within the Trust is owned and managed by the Trust or is owned and managed by a private company, and if so what company**

APCOA

7. **Details of how many complaints the Trust has received from parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer regarding car parking charges or regarding the information the Trust provides about car parking charges;**

a. **per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)**

b. **per hospital site within the NHS Trust or NHS Foundation Trust**

This level of detail is not held

8. **Details of any other travel-related support provided by the Trust which is available to parents and/or carers of children and young people (up to age 25) with cancer and/or young people with cancer, including;**

a. **how children and young people and their parents or carers are informed of the support that is available to them**

b. **how the support is accessed/applied for**

c. **the financial value of the support and whether this is provided up-front or requires a claim to be paid back to the recipient**

d. **the duration of the support and type of care this applies to (e.g. inpatient/active treatment, follow-up/outpatient etc.)**

The Trust do not contract transport services for any patients this sits with BLMK ICB.

This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust

CORPORATE DOCUMENT			
Policy Document Title: Car Parking			
This document is relevant for staff at:	Luton Hospital site	Bedford Hospital site	Both Hospital sites 
Document Author - Director of Support Services			
Policy Developed in Consultation with: Estates and Facilities, Patient Access, LNC and JSMC			
Is this policy document new or revised / or has minor amendments? Revised due to merger			
Reason for amendments: Merger			
Document Number: CP01		Version Number: V4.0	
Target Audience/Scope:		All Staff, Visitors, Patients and Contractors attending site	
Associated Trust Documents: <i>(policies / guidelines which directly impact on this document)</i>		Travel Plan	

Date of Approval: August 2021	Review Date: July 2023
Chair /Chief Executive / Chief Lead Signature:	

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1.0 Introduction

The provision and effective management of car parking is important if appropriate control is to be maintained over car parking services at both hospital sites.

This policy covers the main aspects of operational issues associated with car parking and traffic management within Bedfordshire Hospitals NHS Foundation Trust (the Trust).

The provision of a car parking permit is not a contractual entitlement for staff, and a car parking permit does not guarantee the holder a space to park. Due to the staffing shift patterns in the hospitals, spaces become available at different times of the day and a permit to park allows the holder to enter the car park and search for an authorised parking space.

The Trust recognises that the management of its car parking services is an essential element to providing, safe, secure and controlled access and egress to both hospital sites. The provision of free flowing routes and well managed parking spaces is necessary for both hospital sites to function efficiently and safely

The Government has indicated 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 car parking spaces. This environmental initiative places a duty of care upon the Hospital Trust to ensure that this Corporate Policy will contribute to the Trusts Travel Plan by managing the environmental, social and economic impact of traffic onsite.

Car parking facilities within the Trust are divided into staff (permanent and temporary) and members of the public (patients and visitors).

2.0 Purpose

The aim of this policy is to improve the experience of those accessing the hospital site and to promote support for the Trust's wider travel plan objectives with particular reference to:-

- Define the key principles for parking on both hospital sites.
- Where possible, reduce the volume of traffic on Trust premises.
- Support the Trust's environmental commitment to reduce carbon emissions.
- Provide a source of funds that can be used to support the Trust's Travel Plan including, but not limited to increasing security, improving car park infrastructure, addressing environmental concerns and other car parking related matters.

This policy applies to private cars and commercial vehicles on the main hospital sites of the Trust. It confirms the arrangements for controlling car parking and includes the following:

- The eligibility criteria for staff parking permits
- Staff and visitor parking allocation
- The regulations applying to patients and visitors (pay and display or ANPR) car parking charges
- Car parking management and enforcement.

3.0 Roles and Responsibilities

3.1 The Chief Executive Officer

The Chief Executive Officer has overall responsibility for the management of parking across the Trust. This responsibility includes ensuring that there are appropriate and formal management arrangements in place to ensure full compliance with this policy and all relevant legislation.

- Bedford Borough Council Local Transport Plan 2011-2021
- Bedford Hospital Travel Plan – 2017
- NHS People Plan – published 30/07/2020 and contains guidance on the mandatory groups of patients and staff who should receive free parking.

3.2 Director of Estates and Facilities

The Director of Estates and Facilities will oversee the management of car parking within the Trust and will ensure:

- Enforcement agencies acting on behalf of the Trust abide with current legislation and Trust rules on dealing with car parking issues
- Traffic flows around Trust sites are as effective as can be and abide with the green initiative in reducing the Trust's carbon emissions
- All relevant legislation and Government guidance are adhered to:
 - The Trust Travel Plan.
 - NHS People Plan
- The travel and car parking committee hold quarterly meetings and hospital car parking management is a standard agenda item
- Charges for parking are kept in line with Government recommendations.
- All persons who have received a parking enforcement notices are treated fairly and without discrimination, regardless of fault.

3.3 External Car Parking Management Company

The Director of Estates and Facilities, through the authorised and appointed contractor will provide car parking and traffic management services.

The responsibilities of the Car Parking Management Contractor are:

- Manage parking services effectively through legal enforcement, thus reducing inappropriate parking in non-designated areas, improving traffic flow and vehicle safety for everyone
- Provide an efficient and courteous service provision for all staff, patients and visitors
- Improve or maintain the safety and security of car parks for vehicle drivers by preventing theft of and from vehicles
- Carry out regular patrols around the car parking areas to monitor car parking enforcement and to act as a deterrent against theft, vandalism and ensure security of vehicles within the dedicated car parking areas.
- Analyse crime statistics and, where appropriate, take preventative action to minimise crime in the future
- Monitor the site by the legal use of the respective hospital CCTV systems and regularly carry out security patrols.

- Assess, control and monitor the issuing of staff, contractor and external agency parking permits via the Permit Control Office/Parking Kiosk
- As requested, provide an escort service for staff to their cars at night - should an incident be taking place staff may have to wait until security have been stood down from the incident.
- Ensure the car parking equipment is regularly maintained, cleaned and functional with a formal system in place for reporting any faults to the estates management teams.
- Provide a site specific central contact point for all car parking enquiries.
- Support the implementation of the Trust's Travel Plan which aims to encourage staff and visitors to car share, use the local park and ride systems or use alternative forms of transport other than the car
- Manage all monies collected from car parking services and provide a clear audit trail of income received.
- Issue enforcement notices in a fair and non-discriminatory manner.
- Assist staff, patients, visitors and contractors with any parking concerns or issues
- In the event of a major incident, provide assistance to the emergency services attending site to include locking down of hospital areas.

3.4 Trust Car Parking Manager/Administrator

The site Car Parking Manager/Administrator will:

- Liaise with parking contractors, staff and patients
- Process permit applications
- Administer the staff permit system
- Liaise with Finance
- Administer and promote green initiatives e.g. Liftshare

3.5 All Staff

All staff must adhere to this policy and acknowledge its content. Any person contravening the Trust's car parking terms and conditions may be subject to an enforcement notice or possibly disciplinary action.

All staff have a responsibility to ensure:

- All authorised parking must be in accordance with this policy.
- Staff must park in a manner which does not contravene this policy

- Notify the site car parking co-ordinator and external parking management company of any changes to their permit. e.g. change of name, vehicle, or when employment ends/terminates.
- Park their vehicle within the dedicated marked bays and not to park in such a manner that extra parking spaces are lost
- Park within the designated staff zones and not in any area where it blocks or hinders other road users and or the emergency services
- Abide by traffic control on each hospital site.

3.6 Other users (Visitors, patients)

All car parking facility users are obliged to adhere to the car parking terms and conditions and should ensure that:

- Any authorised 'pay and display' parking tickets must be displayed in the vehicle windscreen at all times whilst using the Trust's parking facilities.
- Patients and visitors must park in a manner which does not contravene this policy
- Patient and visitors must park their vehicle within the dedicated parking bays and not to park in such a manner that extra parking spaces are lost
- Parking is within the designated visitors parking zones and not in an area where parking blocks or hinders other road users and or the emergency services
- Speed limits are adhered to.

3.7 Travel and Car Parking Committee

The Travel and Car Parking (TCP) Committee is responsible for ensuring the Trust improves the accessibility to all sites, and all staff, patients, visitors and contractors are able to travel to and from the site as easily as possible.

The Committee supports the development and implementation of a holistic travel strategy for the Trust that encompasses car parking management. The main functions of the Committee is to:

- Recommend to the Trust Board a Travel and Car Parking Strategy for both hospital sites.
- Participate in the development and implementation of the Trust's Travel Plan
- Encourage the use of alternative methods of transport to and from the hospital for patients, staff and visitors
- Work to reduce the number of vehicles attending site
- Optimise the efficient and effective usage of onsite car parking facilities.

.8 Contractors

Contractors, including service engineers, must park in the pay and display areas and pay the appropriate fee. This requirement will be referred to in the estates department's contract documents. The only exceptions are where the contract specifies provision of space in a designated contractor's compound or where work cannot be carried out unless the vehicle is adjacent to the place of work. In this case, the contractors must obtain a 'contractor's permit to park' from the estates department.

4.0 Car Parking Facilities

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 both hospital sites.

The scheme allows measures to be taken to prevent unauthorised parking and ensures a fair, firm and consistent approach is adopted at all times.

Essentially this falls into three main categories:

- Staff Parking
- Patient and Visitor Parking
- Disabled Parking.

Barrier controls or an ANPR system is 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 or permit to park.

5.0 Staff Parking Permits and Allocation

The staff parking permit system has been implemented to ensure that the limited number of parking spaces available are allocated to those staff who require them the most. Staff who have not been allocated a permit to park onsite will be encouraged to travel to site by alternative modes of transport (i.e. walk, cycle, use of public transport or park and ride)

Many hospitals now have to restrict the number of staff who may have access to car parking facilities and give priority to certain staff groups. This policy is designed to control staff car parking availability and to enable certain staff groups have quick and convenient access to the site.

The criteria used to allocate a staff permit to park is based on job requirements, shift patterns and transport needs rather than seniority.

Individual applications will be assessed on personal circumstances. Staff may be entitled to a permit to park based on having a 'caring responsibility' which in relation to working hours, prevent them from using other transport alternatives. These circumstances relate only to child care/schooling or caring for a relative. Staff must provide written evidence to support this change/application. A letter from the school/nursery/social services may also be required.

The Trust recognises, and is sensitive to, the needs of various staff groups to park at the hospital. However, parking is not a right and the requirements of patients and visitors to park must take precedence.

All applications for a permit to park will be treated on the same basis and evaluated under the same eligibility criteria. Permits to park do not guarantee staff a parking space within the car parking areas.

The Trust is sensitive to the needs and circumstances of many of our patients and relatives. Special parking arrangements can be organised. These special arrangements must be requested through a Departmental or Ward Manager.

Employees issued with parking permits include:

- Disabled staff (blue badge holders) or staff with a doctor's note which indicates reduced mobility through illness or recovering from surgery. This parking is free.
- Car sharers – one of which must have given up their right to park on site.
- Hospital volunteers.
- Staff who work shifts 'out of hours' – after 18.00 hours. This parking is free.
- Essential staff – these are broadly clinical staff who work shifts or are on call out of hours or use their car for work; i.e. community staff. Staff maybe expected to pay for parking.
- Staff who live more than two miles from the hospital or twenty minutes cycling from the hospital.

5.1 Bedford sites

On the Bedford site, staff allocated a permit to park are *not allowed* to park on the main hospital site at South Wing or the front area at Gilbert Hitchcock House from **08.30 to 16.00 hours – Monday to Friday**.

Staff permit holders are allowed to park anywhere on the main hospital site after **18.00 hours** apart from the visitor barrier car parking area on the Kempston Road and the main A&E visitor car park.

On the Bedford site, staff residing in the Horseshoe or Ombersley Road hospital accommodation *will not* be granted a permit to park at Bedford Hospital.

Staff parking permits will only be issued through the on-line booking system to staff under the following criteria:

- Registered disabled staff or staff with a Doctors/Occupational Health letter requesting parking rights due to a physical/mobility problem.
- Staff who work normal office hours and live more than **two miles** from the hospital.
- Staff resident more than twenty minutes cycling distance (three miles) from the hospital.
- Staff who have to use their cars in the course of their work on most days (those using their car for work less frequently can be asked to claim parking fees as an expense) e.g. Community Midwives.
- Staff who have no appropriate bus route and live too far away to walk – more than two miles.
- Staff who have regular responsibilities as carers, such as dropping off small children, which cannot be met using available public transport.
- Essential users such as Doctors and clinical staff working shifts or staff who have an on-call commitment.

Essential Users Permits

On the Bedford site, essential user permit holders are able to park in the essential users' car park in Britannia Road at any time. This car parking area is situated opposite the Britannia Road entrance of the hospital and adjacent to the King's Place public car parking area. Access is controlled by a number plate recognition system. Staff must be registered on the ANPR system to use this car parking area.

Staff working a regular pattern of late shifts, or night and weekend working or staff who must use their car for work - community staff. Staff who are on call out of hours are able to park in the essential users' car parking area but must be registered to park on the ANPR system.

Senior Managers on-call should not park in the essential user's car parking area as there is a designated parking space when on-call.

Standard Permits

On the Bedford site, standard permit holders can only park in the main Britannia Road or the staff car parking area at the back of Kings Place. These car parking areas are the main staff car parking areas in the hospital and are accessed through King's Place Road. Access in the Britannia Road car parking area is controlled by a number plate recognition system. Staff must be registered on the ANPR system to use this car parking area

Daily User Permit Holders

Issued to staff who occasionally park on site and pay the current agreed staff daily tariff - Britannia Road only.

The allocation of spaces for staff is based on historical demand, site geography and the need for sufficient space for the public to be as close as possible to the main entrances at the hospital.

On the main hospital site there are a number of areas designated for setting down and picking up which staff can use.

For staff who pay, the daily user permit holders can only park in the main Kings Place staff car park or the Britannia Road car parking area. These car parking areas are the main staff car parking areas in the hospital and are accessed through King's Place Road. A daily payment to the parking machines situated within these areas is required and must be made. Access into the Britannia Road main staff car park is controlled by a number plate recognition system; failure to make a payment will automatically generate a parking enforcement notice.

Bedford - Patient and Visitor Parking (including Disabled Parking)

Patient and visitors can park within the main hospital car park (Kempston Road), the Kings Place car park (Britannia Road) and or within the car parking areas near the Caudwell Centre, Cygnet Wing or A&E.

Tickets can be purchased via the parking meters and a valid ticket must be displayed at all times

The designated parking areas for patients and visitors are for:

- Patients attending clinics, wards, the accident and emergency department or day surgeries.
- Relatives, friends and carers of patients.
- People with official business on the hospital site, including staff from other NHS organisations.
- Contractors who do not have an estates permit to park.

There are a number of designated spaces for the blue disabled badge holders situated as close as possible to the main entrances of the hospital. No payment is required for disabled badge holders even when parking elsewhere within the pay and display car parking areas.

Enforcement rules for visitors will apply in cases where the car is causing an obstruction, blocking a fire access, illegally parked or fails to display a valid ticket. Vehicles can be driven up to the main entrances at Kempston Road and Gilbert Hitchcock House to allow anyone with a mobility problem to be set down or picked up. Parking in these areas is not allowed.

Patients (but not visitors) who receive benefits which mean they are able to claim travelling expenses to and from the hospital may be able to claim reimbursement of car parking charges under the Healthcare Travel Costs Scheme. Refunds will be made from the General Office at the South Wing site on presentation of a travel claim form and benefit form.

Luton and Dunstable Site: Patient and Visitor Parking

Patient and visitors have a choice of car parks to use. The multi-story car park situated at the front of the hospital on Lewsey Road operates a pay on foot payment system, the pay machines are situated at the entrance to the car park. There are also several blue badge disabled parking bays on the ground floor of this car park, parking is free to visitors displaying a valid blue disabled badge.

The hospital car park situated on Calnwood Road, operates a pay and display system for visitors with the payment machine situated within the car park.

St Mary's car park is predominantly for blue badge disabled visitors but also provides parking for other visitors, paying visitors need to pay in the payment machine situated close to the entrance of St Mary's Wing.

Patients and visitors accessing orthopaedic or bariatric services can park in the Trust designated spaces at the rear of the Travelodge on Dunstable Road. This is a pay and display facility and there is a payment machine within the car park.

The main drop off zone for visitors is outside the Microbiology Department on Lewsey Road

Enforcement rules for visitors will apply in cases where the car is causing an obstruction, blocking a fire access, illegally parked or fail to display a valid ticket.

Patients (but not visitors) who receive benefits which mean they are able to claim travelling expenses to and from the hospital may be able to claim reimbursement of car parking charges under the Healthcare Travel Costs Scheme. Refunds will be made from the Cashiers Office based near the Main Entrance, on presentation of a travel claim form and benefit form.

5.2 Luton and Dunstable (L&D) hospital sites

All staff with L&D as their main work base can apply for a car park permit. Application forms are available from the car park permits office or via email to carparkpermits@ldh.nhs.uk

Completed applications will be assessed in line with the Trust's needs. Parking criteria permits will be allocated to eligible staff. All staff meeting the criteria will be accepted under the scheme. The permit will allow parking on site but will not guarantee a parking space.

Payment for the car parks is based on a “pay-as-you-park” principle. Staff will only be charged when they actually park in the staff car parks

Staff who have been accepted under the scheme will have their ID cards programmed to access the car parks and will be issued with a parking permit. The permit must be displayed at all times when the vehicle is parked in a staff car park.

Staff ID cards are programmable as debit cards that will need to be loaded with funds by the user. The incurred parking fee is then deducted from the debit card when exiting the car park.

Only staff who’s ID card had been programmed as a debit card will be able to access the car parks. Top-up can be made at any “Pay on foot” stations:

- Main reception (x2 machines)
- St. Mary’s car park (x2 machines)
- Calnwood Road (boiler house car park x1)
- Derby Road car park is a pay and display system and not accessible for the ID card. Tickets should be displayed on window screens together with a green staff parking permit.

Lost ID cards must be reported to the security office immediately

Staff Parking Permits (Green permits)

- Green Permits are issued to staff who live outside of the exclusion zone (exceptions are made if the staff member in question based on the eligibility criteria which is on the Staff Car Parking Application form). These car parks are based in Dunstable Road, Farringdon car park, Breast Screening car park and Skimpot Road.

Community Parking Permits (Red permits)

- Red permits are issued to staff who work in the Community on a daily basis as a part of their job role. This car park is based in Farringdon car park just before the decked car park and has red markings on the floor to show these are allocated to permit holders only.

Consultant Car Parking (Purple Permits)

- Purple permits are issued strictly to Consultants who have been declared eligible by Medical Staffing. These car parks are located on Derby Road and Morecombe Close.

Arndale House Parking (Pink Permits)

- Pink permits are strictly issued to staff who are based / work in Arndale House for which there is allocated parking.

6.0 Changes of details / circumstances, including leaving the Trust

Permits are only valid in the vehicles stated within the application form. Only one car is allowed to park on site at any one time, however, staff who own more than one vehicle are able to register up to four vehicles. Any vehicle changes or use of a courtesy vehicle must be notified to avoid enforcement notices being issued.

Staff who no longer meet the required criteria must surrender their permit. It is the responsibility of the individual to ensure changes in circumstances related to their application are made to their criteria. Failure to do so will result in the removal of the permit

7.0 Appeal

The Trust reserves the right to issue and withdraw staff parking rights and parking allocation. An appeal panel may be needed to challenge a decision against them. The appeal panel should include a Union or staff side representative, the Director of Support Services and a member of the Human Resources Department.

All unsuccessful permit applications will have a right of appeal and should follow the correct process. Individual circumstances such as medical conditions will be taken into account.

Appeals should be submitted in writing with 15 working days of the applicant being notified of the decision. Appeals should contain the following information:

- Individuals names
- Department
- Contact details

- The ground on which the appeal is being made

For Bedford: Staff wishing to appeal should do so in writing to Director of Support Services, South Wing, Kempston Road, Bedford MK42 9DJ.

For L&D: Any member of staff who had not been allocated a car parking permit and believes they have grounds for appealing against the decision should email:

carparkpermits@ldh.nhs.uk

8.0 Car Sharing

Staff are encouraged to share vehicles and to help achieve this objective a right to park will be given to staff.

If registered, the right to park can be transferred between vehicles. The right to park identifies the registration number of all the cars involved in the car sharing agreement. Only right to park is issued which can be transferred between drivers/vehicles, thereby ensuring that cars brought on site will be recognised

Staff car sharing can only obtain this right to park if existing parking rights from one member of staff is given up.

Car sharing is defined for the purpose of the policy as:

- Two or more staff members, directly employed by the Trust, sharing a vehicle to travel to and from their place of work with any of the Trust premises.

Car sharing is not defined for purposes of the policy as:

- A staff member sharing a journey to and from their place of work, with someone who is not a member of staff, a volunteer, or anyone who does not have any connection with the Trust

It is the staff member's responsibility to make sure that they can car share in a regular basis. If the circumstances change and it is not possible to car share, then the staff member will need to apply for the appropriate parking permit

The car share group may have multiple members, but only one vehicle is permitted to park on site at any one time

A car share permit does not guarantee a parking space.

9.0 Unauthorised parking

Unauthorised parking is defined as:

- Parking on double yellow lines, hatched areas, delivery areas, sustained parking in drop-off points, off-road parking and parking on pavements.
- Failure to park in a marked space.
- Parking in a designated area without the appropriate permit or ticket.
- Failure to 'pay and display' or parking beyond the expiry period of the permit of the pay and display ticket.
- Parking in a manner which causes obstruction to fire access routes, fire exits, roadways, footways, cycle ways and car park entrances/exits to other vehicles.

10.0 Pay and Display arrangements

Ticket machines are located in each pay and display area with notices to explain the car parking system, tariffs and enforcement procedures. Tickets purchased show the date the fee was paid and the expiry time appropriate to the payment.

Spot checks on machines are carried out on a regular basis. When a machine is not in service, a cover will be applied saying 'not in use – please use alternative nearest machine'.

11.0 Visitors of Longer stay patients

Visitors or carers of long stay patients (generally those patients who are seriously ill and/or are staying more than seven days) or patients that are receiving treatment for a number of consecutive days, may purchase a parking 'season ticket'.

This 'season ticket' enables parking in the pay and display areas for up to seven days including the day of issue. There are no restrictions on the number of hours or occasions for which this 'season ticket' can be used within the seven days.

Entitlement to the 'season ticket' will be determined by ward staff who can authorise the issue of a 'season ticket'. The visitor must exchange the authorising letter together with the correct fee for the 'season ticket'. Special arrangements may be made for families of patients in Critical Care and or children wards.

Only in exceptional circumstances will more than one season ticket be issued per patient being visited or treated. The permit is transferable between cars and must be displayed prominently in the front of the vehicle. Enforcement rules will still apply.

12.0 Short Stay and Taxi parking

Spaces are provided for short stay parking. Drivers may only leave their vehicles in the dedicated areas for a maximum of **10 minutes** without paying.

Taxis collecting or delivering from site are exempt from car parking charges for 10 minutes or less. Taxis parking for longer than this must display a valid ticket.

13.0 Conferences and Special events

Organisers of conferences and/or special events must advise the car parking office on either site if more than twenty people are attending. The event organiser should consider making arrangements for attendees to travel by alternative transport means to the hospital venue (e.g. hired coach, park and ride, public transport). This is to avoid overloading the existing car parks and preventing staff and patients from being able to park.

14.0 Volunteers

All people registered as volunteers (e.g. League of Friends, WRVS etc.) will have an automatic entitlement to a parking permit. Volunteers should apply for a parking permit in the normal way but the application form must be signed by the Voluntary Services Manager.

15.0 Temporary staff (Agency, Bank or Locum)

Temporary staff may apply for a permit under the same eligibility criteria and conditions as permanent staff. Alternatively, those who do not apply may park in the pay and display areas displaying an official card identifying the agency which employs them and pay the one/three hour tariff only. Bank/agency and locum staff requiring a permit to park must pay for their permit in advance or use the Daily Payment Scheme.

Please Note - Salary deduction/sacrifice is not available for these staff.

16.0 Students

All students are subject to the same criteria and fees as other members of staff with the Trust

Medical students will be issued with a permit to park on the hospital site for the duration of their placement. The Learning and Education Administrator in the Education Centre is responsible for issuing the permits.

17.0 Enforcement and Control

The need for an effective, sensible enforcement process is the basis for any good car parking management scheme. On weekdays there are not enough spaces to allow all those who wish to drive to work or visit the hospitals to park safely and lawfully. Good control of parking at these times is therefore essential, whilst at other times it is necessary to prevent unauthorised use.

To meet the requirements of all visitors, staff and patients to Trust sites, there are a number of physical controls in place including barriers, warning signs and an enforcement policy.

The Trust Board has authorised the use of Parking Charge Notices (PCN), the Trust's enforcement policy will be aimed at ensuring that traffic management on all premises are maintained to an efficient level with regard to Health and Safety, security, access for emergency vehicles and maintenance of the hospital's pedestrian routes.

A system of PCNs incorporating fines issued to vehicles parked in contravention of the parking and payment regulations is deemed to be the most suitable method of enforcement. The legal power, authority and organisation to immobilise vehicles would, however, be retained as a remedy of last resort for vehicles where the ownership or registered keeper cannot be established beyond all doubt.

The enforcement shall be implemented in a fair, consistent and equitable manner at all times and shall apply equally to all members of staff (regardless of status) as well as visitors and patients.

An early settlement for the payment of all fines shall feature on the PCN to encourage prompt payment and thereby avoid costly follow-up procedures.

The parking conditions are as follows: -

- Staff permit holders may only park in designated parking areas situated off the main site
- Staff may only park on site when authorised by the Trust or during the prescribed times.
- Non-permit holders must comply with payment and parking instructions as displayed on the tariff boards including disabled drivers
- No vehicle may be parked in such a way as to cause an obstruction to other users
- No vehicle may be parked out of a marked bay, in a designated parking area, unless instructed to do so by a member of the car parking Management Company.
- Visiting disabled badge holders can park in marked disabled bays and in Pay & Display bays free of charge when displaying a valid blue badge and correctly set time clock.
- Staff disabled badge holders are permitted to park in marked staff disabled bays without restriction on their parking duration when a valid disabled badge is on display. Disabled staff blue badge holders are entitled to free parking.
- No parking on yellow lines or in hatched areas.

The process for identifying and issuing a PCN will be:

- Parking Officer identifies an offending vehicle during patrols.
- Officer checks for previous offence history (staff vehicles)
- Officer issues PCN as per the Trust Parking Policy.

All persons have a right to challenge the PCN and can appeal the decision, but this must be made in writing to the Parking Management Company and not to the Trust

A discounted rate will be offered if payment is made in full within the first 14 days of receiving the PCN.

If payment has not been made within 14 days the case will be triggered to the full amount for up to 28 days.

If no appeal/payment received within 28 days the case will be recommend for DVLA inquiry.

The DVLA will send owners details and a Notice to Keeper will be sent within 56 days of the date of the contravention (the case will remain at the full amount).

If no appeal/payment has been received within 28 days the case will be referred to a debt recovery company.

18.0 Automatic number plate recognition (ANPR)

Automatic Number Plate Recognition (ANPR) may be used on all entry and exits from the car park and will be used to monitor vehicle movements.

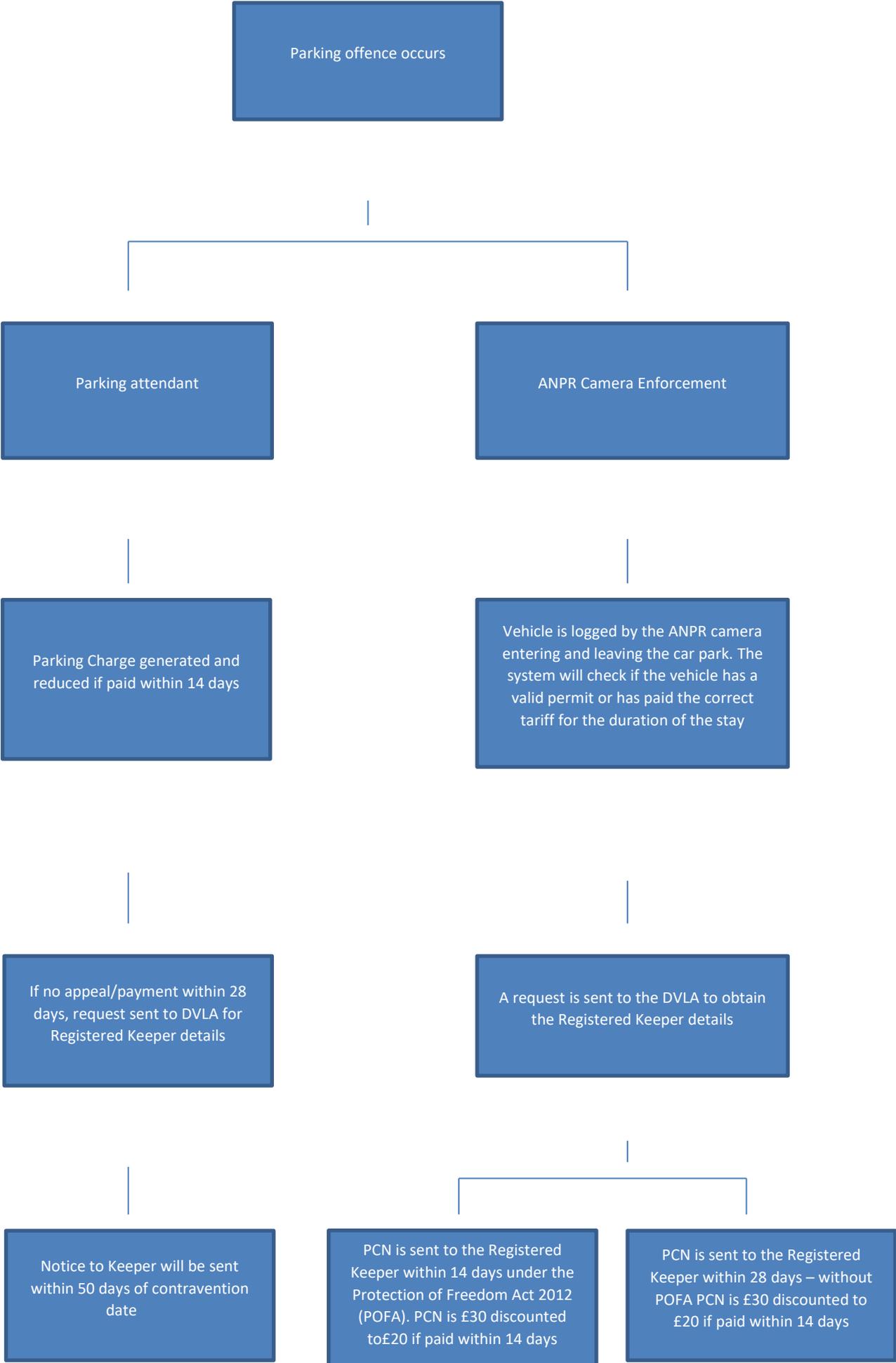
Timed photographs are taken of vehicles entering and leaving the car park, including high resolution images of the vehicle registration mark which will be used to access the DVLA's vehicle keeper database.

If a driver contravenes any of the terms and conditions laid out herein and in the signage on site, where ANPR cameras are in use, a postal PNC may be issued to the registered keeper of the vehicle in question. The operator has the right to recover unpaid parking charges from the registered keeper as described under schedule 4 of the Protection of Freedoms Act 2012.

The Trust shall retain the exclusive right to intervene in the enforcement or fine escalation process at any time if it is judged to be in the best interests of the Trust to do so.

Instruct that any particular fine or series of fines be withdrawn and deleted from the database of persistent offenders at any time if it is judged to be in the best interests of the Trust to do so.

Appendix A – Parking Offence flow chart



If no appeal/payment received within 28 days the case will be referred to debt

If no appeal/payment has been received within 14 days a reminder will be sent

If no appeal/payment received within 14 days of reminder letter the case will be referred to debt

Governance	
Training: <i>(training requirements – if applicable)</i>	N/A
References:	
Search Terms:	N/A
Equality Impact Assessment date completed:	18/06/2021
Monitoring Criteria /Audit Criteria: Including the method, frequency, reporting arrangements and the responsible owner (s):	
This policy will be reviewed every 3 years or sooner if changes in legislation or management occur	

Equality Analysis - Impact Assessment Screening Tool for Policies

AREA	NEGATIVE IMPACT		SIGNIFICANT Y/N?	
	Y ✓	N ✗	Y ✓	N ✗
1. Gender		N ✗		N ✗
2. Religion/ belief		N ✗		N ✗
3. Age		N ✗		N ✗
4. Disability (includes: mental health, learning disability, physical, sensory)		N ✗		N ✗
5. Ethnicity (includes: travellers and gypsies)		N ✗		N ✗
6. Sexual Orientation (includes: gay, lesbian, bisexual)		N ✗		N ✗
7. Transgender / Tran-sexual		N ✗		N ✗

8. Marriage or Civil Partnership		N x		N x
9. Pregnancy or Maternity		N x		N x
Additionally		N x		N x
10. Social / Economic		N x		N x
11. Rural / Urban		N x		N x
12. Health Inequalities		N x		N x
13. Application of NHS Accessible Information Standard		N x		N x

Impacts are usually measured in terms of positive, neutral and negative impact. E.g. it is useful to record if an impact is significantly positive for one group and neutral or negative for another group and to weigh up this along with the size of the groups within decisions.

For the purposes of this policy it is a significant positive impact to include and ensure that all these factors will be considered and embedded in all strategies, policies, procedures and frameworks written. This is along with the use of the Equality Analysis - Impact Assessment Screening Tool for policies which will ensure that informed decisions are made that enable fair treatment, access and inclusion.

For any boxes marked as 'yes' above please complete details below

Area	Issue	Further Steps to be Taken

Negative Impact

- Q1. Will the policy create any problems or barriers to any community or group? N
- Q2. Will any group be excluded because of the policy? N
- Q3. Will the policy have a negative impact on community relations? N

If yes, a full equality assessment must be done.

WILL THE POLICY ...	POSITIVE IMPACT		State how, i.e. evidence used to reach this decision
	Y ✓	N ✗	
1. Remove the risk of direct or indirect discrimination	Y		
2. Remove the risk of poor conduct or harassment	Y		
3. Promote good community relations	Y		
4. Promote a positive attitude between and to people of different groups	Y		
5. Encourage participation of people from different and under-represented groups	Y		
6. Consider more favourable treatment of disabled people	Y		
7. Promote and protect human rights	Y		
8. Promote Equal Opportunities and Fair Treatment	Y		
9. Promote Access and inclusion	Y		
10. Promote Dignity and Respect	Y		

Assessed by (Name/s)

Signed		Post:		Date:	
Signed		Post:		Date:	