DATE OF MEETING
30th September 2014

REPORT FOR
Trust Board of Directors – Public

REPORT FROM
Jug Johal, Director of Facilities

CONTACT OFFICER
Keith Fowler, Hotel Services General Manager

SUBJECT
DoH Guidance on NHS Parking

BACKGROUND DOCUMENT (IF ANY)
N/A

REPORT PREVIOUSLY CONSIDERED BY & DATE(S)
N/A

EXECUTIVE COMMENT (INCLUDING KEY ISSUES OF NOTE OR, WHERE RELEVANT, CONCERN AND / OR NEED TO BE MADE AWARE OF)
Trust compliance against new DoH Guidance on NHS Parking

HAVE THE STAFF SIDE BEEN CONSULTED ON THE PROPOSALS?
N/A

HAVE THE RELEVANT SERVICE USERS/CARERS BEEN CONSULTED ON THE PROPOSALS?
N/A

ARE THERE ANY FINANCIAL CONSEQUENCES ARISING FROM THE RECOMMENDATIONS?
No

IF YES, HAVE THESE BEEN AGREED WITH THE RELEVANT BUDGET HOLDER AND DIRECTOR OF FINANCE, AND HAVE ANY FUNDING ISSUES BEEN RESOLVED?

ARE THERE ANY LEGAL IMPLICATIONS ARISING FROM THIS PAPER THAT THE BOARD NEED TO BE MADE AWARE OF?
No

WHERE RELEVANT, HAS PROPER CONSIDERATION BEEN GIVEN TO THE NHS CONSTITUTION IN ANY DECISIONS OR ACTIONS PROPOSED?
N/A

WHERE RELEVANT, HAS PROPER CONSIDERATION BEEN GIVEN TO SUSTAINABILITY IMPLICATIONS (QUALITY & FINANCIAL) & CLIMATE CHANGE?
Yes

THE PROPOSAL OR ARRANGEMENTS OUTLINED IN THIS PAPER SUPPORT THE ACHIEVEMENT OF THE TRUST OBJECTIVE(S) AND COMPLIANCE WITH THE REGULATORY STANDARDS LISTED
Compliance with DoH guidance

ACTION REQUIRED BY THE BOARD
Board to note report
DOH Guidelines on NHS Parking

1.0 Introduction

Following the recent Department of Health announcement regarding current guidance on NHS patient, visitor and staff car parking principles, this report serves to update on the current compliance of the proposed guidance received. Published 23rd August 2014

The BPA (British Parking Association) has long argued for the adoption by Health Trusts of a Charter which encourages best practice in delivering parking services to patients, visitors and staff. The debate of parking charges will continue, and it should be considered that no operating budgets are used to fund car parking facilities whilst public transport remains available. Our Trust maintains strong links with the Healthcare Special Interest Group within the BPA, and provided significant input to Healthcare Car Parking Charter.

2.0 DOH Guidelines – Content in Brief

- NHS organisations should work with patients and staff, local authorities and public transport providers to make sure that users can get to the site, and park if required, in safe, convenient manner, as economical as possible.
- Parking charges should be reasonable to the area concerned
- A Concessions arrangement should be in place including free or reduced charges for the following groups: people with disabilities, frequent outpatient appointment attendees, visitors to relatives who have an extended stay in hospital, staff working shifts unable to use public transport and volunteers or staff who share a vehicle should all be considered locally
- Staff parking should be prioritised on need, for example, staff whose daily duties require them to travel by car
- Organisations should consider installing “pay on exit” or similar schemes so that drivers pay only for the time they have used. Parking charge enforcement imposed should be reasonable, and waived when overstaying is beyond the drivers control, for example – When treatment is prolonged, or when staff are required to work beyond the scheduled working time
- All details of charges, concessions and penalties should be well publicised including the entrances to car parks, wherever payment is made, or in the hospital. Details should also be provided on the Trusts website, patient letters and forms, where appropriate
- Trusts should publish – the parking policy, the implementation of the NHS car parking principles, financial information relating to car parking, and a summary of complaint information on car parking with actions taken in response
- Where parking is contracted, the NHS remains responsible for the actions of private contractors who operate facilities on their behalf. Organisations should act against rogue contractors in line with the relevant codes of practice. These codes of practice would include The British Parking Association (BPA) and the Independent Parking Committee.

3.0 Trust Compliance to Guidelines

Detailed within the attached action plan is the Trust compliance against the new Department of Health guidelines in brief, mapped across to the Trust Policy & Procedure for Car Parking & Traffic Management.

The Executive Team are asked to note:

The Trust is compliant and delivering on the new Department of Health guidance on NHS patient, visitor and staff car parking principles. We do not currently publicise a summary of parking complaints received, this will be included in future reports from our contractor, and consideration for inclusion on Trust Intranet.
Directorate of Facilities  
DOH NHS PARKING GUIDELINES ACTION PLAN

This action plan outlines the DOH Guidelines against current procedure:

<table>
<thead>
<tr>
<th>Task</th>
<th>Progress</th>
<th>Suggested lead</th>
<th>Timescale</th>
<th>Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>NHS organisations should work with patients and staff, local authorities and public transport providers to make sure that users can get to the site, and park if required, in safe, convenient manner, as economical as possible</td>
<td>Park Mark Award 2014/15 Security Service – Patrols POF Barrier System – DPOW &amp; SGH P&amp;D – GDH Travel Plan in Place Park &amp; Ride SGH Shuttle Service</td>
<td>KF</td>
<td>ASAP</td>
</tr>
<tr>
<td>2.</td>
<td>Parking charges should be reasonable to the area concerned</td>
<td>Charges in place are currently less than, or equivalent to other local NHS organisations</td>
<td>KF</td>
<td>ASAP</td>
</tr>
<tr>
<td>3.</td>
<td>A Concessions arrangement should be in place including free or reduced charges for the following groups: people with disabilities, frequent outpatient appointment attendees, visitors will family at end of life stage, visitors to relatives who have an extended stay in hospital, staff working shifts unable to use public transport and volunteers or staff who share a vehicle should all be considered locally</td>
<td>Concessions Policy HTCS Healthcare Travel Costs Scheme Disabled Tariff Free parking for EOL Concessions rates for visitors after 7 days Free parking for Cancer Patients</td>
<td>KF</td>
<td>ASAP</td>
</tr>
<tr>
<td>4.</td>
<td>Staff parking should be prioritised on need, for example, staff whose daily duties require them to travel by car</td>
<td>Barrier parking prioritised for cross site workers, and those with clinical responsibility. Shift workers, direct patient care</td>
<td>KF</td>
<td>ASAP</td>
</tr>
<tr>
<td>Task</td>
<td>Progress</td>
<td>Suggested lead</td>
<td>Timescale</td>
<td>Verification</td>
</tr>
<tr>
<td>------</td>
<td>----------</td>
<td>----------------</td>
<td>-----------</td>
<td>--------------</td>
</tr>
<tr>
<td>5. Organisations should consider installing “pay on exit” or similar schemes so that drivers pay only for the time they have used. Parking charge enforcement imposed should be reasonable, and waived when overstaying is beyond the drivers control, for example – When treatment is prolonged, or when staff are required to work beyond the scheduled working time.</td>
<td>POF System at DPOW &amp; SGH P&amp;D at Goole Enforcement to BPA codes of practise Reference to POPLA for Appeals (Parking on Private Land Appeals) independent panel. Onsite management of appeals received related to care, and within Client charter</td>
<td>KF</td>
<td>ASAP</td>
<td>Site based parking infrastructure FMP045 – Section 5.2.1 FMP045 Appendix A Client Charter with CPP – Provider Contractor (ISS) within CPP Partnership Monthly Reporting System</td>
</tr>
<tr>
<td>6. All details of charges, concessions and penalties should be well publicised including the entrances to car parks, wherever payment is made, or in the hospital. Details should also be provided on the Trusts website, patient letters and forms, where appropriate.</td>
<td>Charges at entrance to all sites including T&amp;C’s Tariff Boards at all Pay Points Communicated in press when reviewed Communicated on Intranet and Internet Page – with dedicated Car Parking page</td>
<td>KF</td>
<td>ASAP</td>
<td>Trust Internet Trust Intranet Site signage compliant to BPA Verified with Park Mark Award FMP045 Section 11.2.1</td>
</tr>
<tr>
<td>7. Trusts should publish – the parking policy, the implementation of the NHS car parking principles, financial information relating to car parking, and a summary of complaint information on car parking with actions taken in response.</td>
<td>Policy detail extracted onto Intranet and internet. Complaints summary not publicised – to be included within ISS report</td>
<td>KF</td>
<td>ASAP</td>
<td><a href="http://www.nlg.nhs.uk/hospitals/scunthorpe/parking/">http://www.nlg.nhs.uk/hospitals/scunthorpe/parking/</a></td>
</tr>
<tr>
<td>8. Where parking is contracted, the NHS remains responsible for the actions of private contractors who operate facilities on their behalf. Organisations should act against rogue contractors in line with the relevant codes of practice. These codes of practice would include The British Parking Association (BPA) and the Independent Parking Committee.</td>
<td>Monthly Reporting System Quarterly Meetings Contractor operates to BPA standard – Member of BPA</td>
<td>KF</td>
<td>ASAP</td>
<td>ISS Monthly Reports ISS JNCC CPN Reports Quarterly Meetings Schedule Trust Audit ISS Daily Occurrence Log</td>
</tr>
</tbody>
</table>
### Key

<table>
<thead>
<tr>
<th>Status</th>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not started</td>
<td>JI   Jug Johal</td>
<td>Director of Facilities</td>
</tr>
<tr>
<td>Work in progress</td>
<td>KEJ Kirsty Edmondson-Jones</td>
<td>Deputy Director of Facilities</td>
</tr>
<tr>
<td>Complete</td>
<td>KF   Keith Fowler</td>
<td>Interim Hotel Services General Manager</td>
</tr>
</tbody>
</table>