

Directorate of Estates & Facilities

POLICY AND PROCEDURE FOR CAR PARKING AND TRAFFIC MANAGEMENT

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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 all occupied 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 Parking Charge Notice (PCN) 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 traffic movement and parking.
- 1.4 The Government has indicated its support for healthy environments through the continued development of well managed transport plans that identify and promote sustainable modes of transport used by staff and visitors when attending NL&G NHS FT sites. 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 Trust's 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. (Department of Health, 2014).
- 1.6 Implement guidance from Health Technical Memorandum 07-03 NHS car parking management: environment and sustainability, Department of Health parking principles and work towards achieving professionally managed and accredited facilities for a Healthcare environment which benefits patients, staff and visitors to the Trust.
- 1.7 Utilise advanced parking control systems within barrier controlled areas for patient, staff and visitor parking implementing Automatic Number Plate Recognition (ANPR) cameras as a means to grant access and egress to authorised users, and apply the Trust parking tariff for patients and visitors.

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 any site controlled by the Trust.

3.0 Duties

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

3.2 It is the responsibility of the contractor to:

- Manage traffic routes 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, working with the Trust's Local Security Management Specialist (LSMS)
- Monitor the site with the use of CCTV as detailed in the Policy for Internal and External Surveillance Systems (DCP148)
- Perform regular car park, security and enforcement patrols
- Assess, control and manage the issuing of staff, contractor and external agency parking permits via the Permit Control Office and Electronic Permit Management System
- Monitor customer satisfaction surveys and feedback, taking appropriate action, where survey indicates under-performance or areas for address
- 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 staff have access to Trust pool cars 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 the Parkeon fault line to instigate an engineer response
- Communicate and log all equipment failures, repairs and downtime within monthly reports
- Provide a contact point for all response personnel and administration enquiries
- Report any maintenance issues to the Facilities service desk on 305500
- Enforce the Trust Policy for a Smoke Free Environment

- 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 to reduce demand for parking and improve the use of facilities available
- Manage a flexible permit system to encourage temporary use of other sustainable methods of transport
- Monitor Information passed to Parkeon as set out in the Data Sharing Agreement (DSA)

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 facilities, 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 reduce congestion, improve car parking efficiency and develop alternative and sustainable travel options such as encouraging staff & visitors to car share, park and ride, or use other alternative forms of transport (HTM 07-03)
- To ensure any surplus income is used to improve patient experience

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

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 car parks and is contained in Appendix A alongside prominent and clear signage in all areas pertaining to the enforcement systems (PCN) active on the Trust's facilities.

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

- Staff Parking
- Patient & Visitor Parking
- Resident Parking
- Operational & Emergency Vehicles

A breakdown of these spaces can be found under section 12.2.2 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 where access and egress is gained by the Automatic Number Plate Recognition system (ANPR). This system allows access and egress to all vehicles registered with the Permit Management System using the Vehicle Registration Mark (VRM) as a means of identification. Valid permits should be clearly displayed at all times in the front **windscreen** of the vehicle.

5.2.2 Un-barriered and On – Road Parking

Staff car parking is provided utilising un-barriered car parks and in designated road areas both on the main sites. Staff members are required to clearly display valid permits in the vehicle front **windscreen** at all times when parking in these areas and must park within the lined area of each bay. Prominent and clear signage will be on display in these areas.

5.2.3 Off Site Non Barrier Community Parking

Staff car parking is provided utilising un-barriered car parks in and around our community occupied Trust managed sites. Staff members are required to clearly display valid permits in the vehicle front **windscreen** at all times when parking in these areas and must park within the lined area of each bay. Prominent and clear signage will be on display in these areas. All staff subscribing to this scheme registered for parking at Global House **only** will receive a 50% reduction in charges for a maximum period of 2 years ending **1st June 2019**.

5.2.4 Park & Ride Service (Staff):

- The Trust operates a Park & Ride service for hospital staff, business visitors and members of the public at Scunthorpe General Hospital. Staff members using this facility are required to display a valid parking permit clearly displayed in the vehicle front windscreen at all times. All staff permits are valid at the Park & Ride facility. Staff attending the Park & Ride without a permit should advise the Mobility Shop situated within the ground floor of your VRM. Electronic business visitor permits should be displayed and presented to the driver when boarding the Park and Ride bus. All SGH P&R permit holders are permitted to park at DPOW and GDH in on-site non-barrier car parks
- There are 623 spaces allocated at the Parishes Multi-Storey Car Park, which is situated on Cole Street, Scunthorpe. Access to the carpark is via entrances on Cole Street or Lindum Street. There is a dedicated bus service operating to and from Scunthorpe General Hospital, provided by Hornsby's, identified as the number 9 bus, which is located at Stand **N** within Scunthorpe Bus station. Staff members are permitted to use all of the parking facilities excluding the sheltered area of the ground floor. A map of the facility is provided for reference see (Appendix K)
- The bus has a maximum capacity of 71 (37 seating, 34 standing) and operates between the Parishes bus station complex and hospital site during the operational hours of 0700 and 1850 with an additional service leaving the hospital at 20:02. The bus service operates every 20 minutes during these times. Demand patterns will be continuously monitored alongside capacity ensuring the service remains optimally convenient. At the hospital site service users will be picked up and set down in designated areas at both Church Lane and Cliff Gardens
- All staff will be required to present their Trust Identity cards when using the Hornsby Number 9 Bus Service and will be issued a ticket on boarding the service
- Park & Ride permits are valid on-site at SGH between 16:00 and 08:00 and any time during weekends/bank holidays. Failure to vacate the parking spaces after 08:00 will require a valid reason supported by evidence. Staff members are advised to contact the Security & Car Park Office if a delay is possible

5.3 Park and Ride (Patients & Visitors)

- 5.3.1** Patients and visitors will be subject to a 50p charge per journey to and from the hospital, normal public transport concessions apply.
- 5.3.2** Patients and visitors using the Park and Ride Facility are required to register their Vehicle Registration Mark VRM with the Shop Mobility Office situated within the ground floor on each visit when parking between 0830 and 1400. Parking within the facility is free after 1400 and therefore no action is required. Failure to register your VRM between 0830 and 1400 may result in enforcement action via PCN (Penalty Charge Notice) issued by North Lincolnshire Council.

5.4 Replacement Vehicles

If a permit holder needs to use a replacement or temporary vehicle, the driver should contact the site Car Parking & Security Office and request a temporary permit to display in the vehicle, staff can also email parking.nlag@uk.issworld.com updating your vehicle details for ANPR access. Park & Ride users with a replacement vehicle should contact the Mobility Shop on 01724 297418 or email shopmobility@northlincs.gov.uk. The Shop Mobility Office is open between 08:30 and 14:00hrs.

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 parking areas or in restricted areas, such as double yellow or red lined areas, yellow or red hatched areas, or strictly no parking areas, except for drop off/pick up purposes will be subject to the PCN enforcement.
- 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 PCN enforcement.

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 residence.

5.6.1 Community Staff Parking

Staff members working within the Community & Therapy Services team utilise a variety of locations for parking on our main and community based sites. Within the community setting we have sites offering car parking facilities including security provisions comparable with our main sites, and as such require a staff parking permit to utilise the facilities. The Trust recognises this staff group can be based off site for a majority of their working week, in circumstances where this is part of a staff members role, the part time parking concession is applied to any parking permit charges. Staff members must have an application for this concession approved by their line management to confirm eligibility for the concession and work. Our approval criteria requires a greater than 75% of a working week based off our main sites to receive the concession.

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 the Parishes Multi Storey Car Park, Cole Street, Scunthorpe.

5.7.2 At the time of arranging such appointments all clinical and non-clinical managers shall inform their secretaries/personal assistants to email instructions of how to park at the Park and Ride facility and that this arrangement for the prospective business visitor is the sole option to access the site. At the facility visitors are required to register their Vehicle Registration Mark VRM with the Shop Mobility Office situated within the ground floor on each visit when parking between 0830 and 1400. Parking within the facility is free after 1400 and therefore no action is required. Failure to register your VRM between 0830 and 1400 may result in enforcement action via PCN (Penalty Charge Notice) issued by North Lincolnshire Council.

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 or inspections may be authorised to park in patient and visitor parking areas. The department should contact the Permit Control Office with relevant VRM details to ensure access is possible via the ANPR system once approved. Visitors to the Trust who are registered in advance on the ANPR system will have the associated cost recharged to the department conducting or organising such business on behalf of the Trust when the number of visitors exceeds five vehicles. Contact details for the Permit Control Office are e-mail parking.NLAG@uk.issworld.com or telephone 01472 875621.

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. Staff members on call out of hours are also eligible to use the patient and visitor parking between 16:00 – 08:00 as in the night shift parking eligibility. 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 PCN. 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 effect to patient care, an extended approach to the management of Car Parking should be adopted.** The Trust's 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 extension 302177, GDH extension 306189 & DPOW extension 304879) 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 barriered, un-barriered and patient and visitor parking areas around the sites. All staff parking at night will be required to display a valid permit. Park and Ride users may also use these areas around the sites for ad-hoc purposes. Night shift parking will strictly be available between the hours of 16:00 and must vacate the car parks no later than 08:00. Failure to vacate the car parks by 08:00 must be supported by a valid reason to the Security & Car Park Office.

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 members 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 should use the Park & Ride on these occasions.

5.12 Locum Doctors / Bank / Agency Staff / Students

All staff members working within the Trust are eligible to apply for a parking permit. Certain staff members such as Locum Doctors, Bank Staff, Agency and relief workers, or Students working on placement terms that may not be remunerated directly from the Trust's Payroll department; in such circumstance, this staff group should visit the Security & Car Park Office and complete a casual user application form **Appendix B**. These temporary permits can be available for up to a 12 month period. As part of the development of our facilities, we will shortly be advancing this system to an online facility to improve this process further.

5.13 Medical Students & Student Nurses

Undergraduate Students may also apply for a parking permit and will be subject to the procedure identified in 5.12 above.

5.14 Staff Training Days

Staff attending the SGH site for training during normal hours 0800-1800 should utilise the Park & Ride facility due to existing site demand for operational staff. Staff training at DPoW and GDH should follow existing arrangements for staff parking.

5.15 Occupational Health Referrals

5.15.1 Trust staff members with 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 the Parishes Multi Storey Car Park as the alternative **should** their working hours fall 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 for ease of boarding and alighting.

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

5.15.4 Should Trust staff members experience health problems preventing them from using any of the parking facilities 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 Permit Control Office that the member of Staff is unable to use the Church Lane (Pit) Staff Car Park at SGH
- Advise the Head of Facilities Services that the member of Staff is unable to use the Church Lane (Pit) Staff Car Park at SGH for authorisation

And

- Recommend either a permanent or temporary alternative to the Church Lane (Pit) Staff Car Park at SGH
- Recommend a temporary alternative to the Park & Ride Facility at SGH, reviewable six monthly

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.

5.15.8 Trust Volunteer Parking:

- **Scunthorpe General Hospital:** All volunteers joining the trust will only be entitled to apply for a Park and Ride permit
- **Diana Princess of Wales Hospital:** Volunteers joining 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 joining the trust will be entitled to apply into the car parking scheme and park in on site non barriered staff car parking areas although during busy period's access to the Public Parking will be made available if required
- A fee will not apply to Trust volunteers

5.15.9 Volunteers Non-Trust

Volunteers performing duties for other organisations such as the RVS can apply for an offsite barrier permit or on site non barriered permit however, this cost will need to be met by the relevant department or organisation.

5.16 Motor Cycle Parking

5.16.1 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 Permit Control Office.

5.16.2 Securing of motor cycles in areas other than those designated 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 PCN.

5.17 Bicycle Parking

- 5.17.1 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.
- 5.17.2 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 by emailing your Identification badge details to parking.nlag@uk.issworld.com
- 5.17.3 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, including cycle parking for visitors only, 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.

5.18 Alternative Fuel Vehicles (Staff)

Staff vehicles fuelled by alternative sources such as LPG, Hybrid or Electric variances are recognised by the Trust. Considering the Trust's commitment to the Sustainability Management Plan all alternative fuelled vehicles will receive a 50% discount and all vehicles with carbon dioxide emissions of 75g or less will receive a 50% discount. All applicants are required to provide a copy of their V5 document when applying for a permit. The reduction will be applied at the time of evidence received and will not be post-dated.

6.0 Contractor Parking

Contractors are required to park in designated contractor parking areas deemed essential to complete the works, this will be clarified at contract pre-meeting with the project manager; all other vehicles should use patient and visitor parking at the associated tariff. The Directorate of Estates & 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 Estates & Facilities. This requirement also extends to Contractors providing regular and historical Planned Preventative Maintenance (PPM) 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 PCN 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

Operational 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 relocate to the designated holding PTS bays until re-tasked or required to collect patients from within the Hospital site. With limited availability of operational PTS bays, crews are required to relocate to holding PTS bays once off task. Any PTS vehicles parking in unauthorised areas such as double red lines or for longer than is necessary will be subject to the PCN system.

9.0 Volunteer Patient Transport Services

Volunteer patient transport organisations such as Humber and Wolds Rural Council and Age UK are required to issue their own permits to all voluntary vehicles. All vehicles will be required to park in designated Patient Transport parking areas (PTS) (SGH outpatients' area, DPOW in front of wheelchair services and GDH front of hospital). Any parking outside these areas will be subject to a PCN. With limited availability of operational PTS bays, VPTS drivers are required to relocate to holding PTS bays once off task.

10.0 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.

11.0 Patient & Visitor

11.1 Patient & Visitor General Information

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. Automatic Number Plate Recognition (ANPR) barrier controlled car parks are available on all Trust sites. Staff are not permitted to use these facilities whilst at work between 08:00 and 16:00 hours, staff members identified in these areas outside of permitted times may be subject to PCN enforcement alongside any tariff charges applicable.

11.2 Automatic Number Plate Recognition (ANPR) Barrier Controlled

11.2.1 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. At the entrance barriers, ANPR cameras take a picture of your VRM plate on approach to the entry barrier recording the VRM, date and time. On departure, visit the Pay on Foot machines, enter your VRM and the required tariff payment will be shown on the machine display screen. Once the VRM detail is validated, the exit barrier will take a picture of your VRM again recording date and time and confirm validation and payment, granting egress as you approach the barrier.

11.2.2 All enquiries for daily, weekly and monthly ticket purchasing can be made at the Pay on Foot machine using the instructions on screen or by using the help button located on the right of the machine which will connect directly to the site Car Parking & Security Office. Signage also includes instructions for telephone, online and text message payment via the Whoosh application payable on the day or in advance, instructions will be received during the telephone call process. Whoosh Telephone number 0844 448 0418 or online @ <http://whooshstore.co.uk> or text PARK (Location Code*) (Duration) to 87070.

11.2.3 The machines are emptied regularly by a third party contractor, and maintained by the security and car parking staff. The machines are regularly checked to ensure they are operating correctly and safely.

11.3 Disabled Parking (Patient & Visitors)

11.3.1 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 or red lined areas, yellow or red hatched areas or strictly no parking areas, will be subject to enforcement via the PCN 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. Disabled badge holders can register their blue badge details at the Security and Car Park Office, or online via:

parking.nlag@uk.issworld.com

<http://www.nlg.nhs.uk/hospitals/grimsby/car-parking/>

<http://www.nlg.nhs.uk/hospitals/scunthorpe/parking/>

<http://www.nlg.nhs.uk/hospitals/goole/parking/>

providing a copy of the Blue Badge alongside Vehicle and VRM details. Registering allows our tariff system to ensure you are charged the first tariff payment only when visiting via the ANPR Barrier system. Proof of disabled badge ownership will be required.

11.4 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. Any delay in patients returning to this area must be escalated to the Security & Car Parking Office. The areas are regularly patrolled and any unauthorised parking may result in the use of PCN enforcement.

12.0 Charges

12.1 Staff Monthly Tariff

Category	SGH	DPOW	GDH	Charges Sept 2017/18	Charges Sept 2018/19	Charges Sept 2019/20	Charges Sept 2020/21	Charges Sept 2021/22
P&R	√	☒	☒	Free	Free	Free	Free	Free
Off-site barrier parking (PIT)	√	☒	☒	7.70	7.70	8.50	9.35	10.30
Off-site non- barrier parking	√	√	√	8.60	8.60	9.45	10.40	11.45
On-site non- barrier parking	√	√	√	8.60	8.60	9.45	10.40	11.45
On-site barrier parking	√	√	☒	22.90	22.90	25.20	27.70	30.50
Resident Parking	☒	√	☒	8.60	8.60	9.45	10.40	11.45

Notes: Please refer to section 12.2.2 identification key for a breakdown of car parking areas.

Staffs working less than 20 hours per week continue to receive a 50% reduction in permit charges, detailed on application process.

12.1.1 Casual User Permit Charges

Temporary casual user permits are for the use of staff members such as bank, agency, locum doctors, students, temporary workers and contractors who park on an irregular basis. Casual User Permits are purchased via the Security & Car Park Offices and require a completed Casual User Application Form. The permits in this category are as per the rates below. 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 are valid across all Trust sites providing they remain within date.

Category	SGH	DPOW	GDH	Charges Sept 2017/18	Charges Sept 2018/19	Charges Sept 2019/20	Charges Sept 2020/21	Charges Sept 2021/22
Weekly Permit (On-site non-barrier)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3.65	3.65	4.00	4.40	4.80
(On-site barrier)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7.40	7.40	8.10	8.90	9.80
Monthly Permit (On-site non-barrier)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10.45	10.45	11.50	12.70	14.00
(On-site barrier)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24.30	24.30	25.20	27.70	30.50
Weekly Permit (Off-site non-barrier)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3.65	3.65	4.00	4.40	4.80
(Off-site barrier – Pit)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3.20	3.20	3.90	3.90	4.30
Monthly Permit (Off-site non-barrier)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10.45	10.45	11.50	12.70	14.00
(Off-site barrier – Pit)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9.35	9.35	11.30	11.30	12.40

12.2 Patient & Visitors

12.2.1 Tariff

Stay	Charges Sept 2016/17	Charges Sept 2017/18	Charges Sept 2018/19	Charges Sept 2019/20	Charges Sept 2020/21
Blue Badge Holders	£2.00 Fixed Tariff	£2.00 Fixed Tariff	£2.00 Fixed Tariff	£2.00 Fixed Tariff	£2.00 Fixed Tariff
0 – 1 Hour	2.00	2.10	2.20	2.30	2.40
1 Hour – 2 Hours	3.50	3.60	3.70	3.80	3.90
3 Hours – 4 hours	4.00	4.10	4.20	4.30	4.40
4 Hours Plus	4.50	4.60	4.70	4.80	4.90
Lost Ticket	4.50	4.60	4.70	4.80	4.90
CONCESSIONS					
Day Ticket	4.50	4.60	4.70	4.80	4.90
Weekly Ticket	22.50	23.00	23.60	24.20	24.80
Long term ticket after first 7 days	4.50	4.60	4.70	4.80	4.90
Park & Ride Ticket	50p	50p	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, supporting a family member in the capacity of a carer 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.

12.2.2 Car Park Identification Key

Please also refer to site plans in Appendix H

Hospital	Designation	Car Park Type	Spaces	Permits Allocation
SGH	Staff	Park & Ride	623	650
SGH	Staff	Off-site barrier (PIT)	387	1000
SGH	Staff	On-site non-barrier	135	350
SGH	Staff	On-site barrier	114	285
SGH	Staff	Off-site non-barrier	148	370
SGH	Visitor	Barrier Parking	286	
GDH	Staff	On-site non-barrier	95	450
GDH	Visitor/Staff	Barrier Parking	187	
DPOW	Staff	On-site non-barrier	437	1300
DPOW	Staff	On-site barrier	368	920
DPOW	Resident	On-site non-barrier	29	90
DPOW	Visitor	Barrier Parking	320	

12.2.3 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 C. 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. Application forms to apply for such reductions are available from Trust Cashiers Office. Ward members responsible for authorising exemptions and special arrangements should email the detail to parking.nlag@uk.issworld.com for validation and registration of the patient's vehicle details on the ANPR system against the criteria set in Appendix C.

12.2.4 The Trust also shares agreement with United Lincolnshire Hospitals NHS Trust (ULH) allowing their permits to park in our own on-site non-barrier staff areas, reciprocating the agreement for Northern Lincolnshire & Goole NHS FT staff on any ULH site staff parking areas. Both Trusts' parking permits must be valid to allow the inter-Trust agreement for staff parking.

13.0 Permits and Passes

13.1 Application for Membership

13.1.1 Staff wishing to apply for a car parking permit are required to complete the online permit system application available on the car parking page of the intranet or in writing using Appendix D.

13.1.2 The Permit Control Office is located at: Diana, Princess of Wales Hospital, Scartho Road, Grimsby, North East Lincolnshire, DN33 2BA.

13.1.3 Permit applications for staff will be assessed **strictly in accordance with the criteria detailed within the application**. If the decision is made that the applicant is not eligible for a permit based on the information provided, the application will be rejected with an explanation as to why this decision has been reached. Where an application satisfies the requirements detailed within the criteria, the application will be authorised, processed and the detail forwarded to the Trust's Payroll Department for deductions to be made from monthly NET pay (i.e. salary deduction. Salary sacrifice is no longer an option for this scheme). A permit shall be created and forwarded to the applicant's home address and VRM details added to the ANPR parking system. **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 capping levels detailed above in (section 12.2.2) Permit Allocation, the application will be processed providing the best alternative option.

13.1.4 Permit Application Criteria

Parking facilities across the Trust are at a premium, with more vehicles attempting to park than can be accommodated within the site car park capacities. The Permit Control Office must make assessment of applications based on the following essential criteria for allocating permits alongside the availability of permits within our capping levels. This assessment is prioritised as per below:

13.1.5 Parking Permit Prioritisation

Priority	On Site Barrier Permits	On Site Non-Barrier Permits	Off Site Barrier Permits (PIT)	Off Site Non-Barrier Permits – (Community)	Park & Ride	Residents
High	Clinicians & Doctors	Clinical Staff	Clinical Staff	Staff based at Global House	Clerical & Admin	Residents
	CEO, Chairman, COO, & Directors	Shift Workers	Shift Workers	Community Staff	Volunteers	
	Non-Executive Directors	Disabled Staff			Existing Permit Holders	
	Trust Lease Car Drivers Authorised to Claim Mileage – Trustwide	Occupational Health Referrals			Clinical Staff	
	Out Of Hours GP	Pool Cars			Occupational Health Referrals	
	Trust Operational Vehicles	Clerical & Admin (DPoW & GDH)				
Low		Volunteers (DPoW & GDH)				

13.1.6 Parking permits are not transferable between users.

13.1.7 Existing Park and Ride users and any new staff members applying for a parking permit at Scunthorpe General Hospital working core hours between 07:15 – 18:50 will only be eligible for the Park & Ride permit.

13.1.8 Where applicable car park permit details will be notified to the Trust's Payroll Department 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 a staff member identifies an anomaly with their car parking deductions they must, as a matter of urgency, inform the Trust Payroll Department. Unpaid car parking fees will be recovered by the Trust in consultation with the employee.

13.2 Parking Permit Design

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

13.2.2 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 PCN system.

13.3 Change to Contract of Employment or Personal Details

If a member of staff's contract of employment changes, hours or timing of work, site base or personal details, e.g. change in contracted hours then the Permit Control Office must be advised so that amendments can be made (**Appendix G**). The Permit Control Office can also be contacted via parking.nlag@uk.issworld.com. It is the permit holder's responsibility to inform the Permit Control Office of any changes, and may result in disciplinary action if not updated following any change. Changes to site base may require a review of the permit currently issued.

13.4 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 E**) and attach their car park 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 only be available for full months remaining on the permit at the time of surrender to the Trust. Failure to return the parking permit may result in a delay to the cancellation of your permit and the continuation of payroll deductions.

13.5 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 suspended. In order to do this, staff members are required to surrender their parking permit to the Permit Control Office, the VRN will be removed from the Authorised User List and PCN enforcement database for authorised users. Failure to hand in the parking permit will mean that payroll deductions will continue. No refunds will be given for failure to surrender the permit. 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.

13.6 Replacement of Parking Permit

If a parking permit is lost, or destroyed without authorisation from the Car Parking Permit Office the holder is required to pay a £5 fee to cover the issue of a new parking permit. If, however, the permit is damaged or soiled it may be issued at no cost, only upon return of the damaged permit.

13.7 Additional Permits

Additional parking permits are available for owners of two vehicles or more, a charge of £5 per additional permit applies.

13.8 Car Sharing

13.8.1 Staff members are encouraged to car share, and to achieve this objective; permits are issued which may be transferred between vehicles, only one vehicle can be parked on site at any time.

13.8.2 To apply for the car sharing scheme, either as a driver or passenger, staff should complete the application available via the car park page on the intranet or online via <https://parking.nlg.nhs.uk>

13.8.3 Car sharers may receive a car parking permit which contains the registration mark of all the cars involved in the car sharing scheme. Only one car park 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%. Each car sharing permit must have a lead responsible staff member, if this member terminates the scheme, all staff within this scheme will be required to apply again. No guarantee can be given that a like for like permit will be available to all members in the scheme; the lead staff member only would have preference on permit allocation.

13.9 Leavers

13.9.1 Employees or subscribers to the car parks (including locums, etc) who leave the employment of the Trust must return their parking permit to the Permit Control Office. The online permit system or cancellation form must be accessed to ensure you cancel your permit and VRM authorisation. Failure to return the permit may incur additional charge deductions from wages which are non-refundable.

13.9.2 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.

14.0 Management of Car Parking Operation (Personnel)

14.1 Staffing

14.1.1 The Contract Manager reports to the Head of Facilities Services within the Directorate of Estates & Facilities who has responsibility for managing the car parking operation, ensuring the procedures are complied with.

14.1.2 The Site Parking & Security Office deals with any car parking operational matters, the Permit Control Office deals with the following:

- Parking permits, authorised user lists, cancelling/starting deductions, managing external user invoicing, requesting cycle storage access, checking working hours for occupational health upgrades, ensuring internal recharge of parking charges via finance, exemptions and special arrangements, concessions, amendments, cancellations and other general queries

- 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 via the help button on the exit and entrance of barrier controlled car parks, or in the Control Room at Scunthorpe General Hospital, Diana, Princess of Wales Hospital and Goole District Hospital. All parking help buttons are supported with Trustwide Internet links to ensure enquiries are supported 24 hours a day

14.2 Income Collection

14.2.1 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.

14.2.2 Income from staff membership will be collected through deduction from salary, by cash/debit card payment to the Site Security Office or by invoice.

15.0 Security

15.1 Night Staff 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. With the advanced technology the ANPR system offers the management of our car parking facilities, staff can utilise all areas strictly between the hours of 16:00 until 08:00 daily including weekends and bank holidays.

15.2 General Note

Membership of the Car Parking Scheme allows staff to park at staff rates across the Trust sites, including the park and ride facility and various community properties, 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.

15.3 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. Further information on the Trust's CCTV is available in the Policy for Internal and External Surveillance Systems (DCP148). Access to ANPR data is via the Subject Access request documentation within the Policy for Internal and External Surveillance Systems (DCP148).

15.4 Automatic Number Plate Recognition - ANPR

ANPR systems use camera technology to take pictures of the Vehicle Registration Mark (VRM) as the driver approaches the barrier system. This image is matched against authorised user lists (White Lists) and access or egress is authorised via the barrier control. Images are stored within the camera only, until vehicles exit the car park, and for a maximum of 10 days or as the system self purges data capacity. VRM data is held centrally on our permit management system of which the ANPR system references against to control the management of our barriers. Our Privacy Notice and Data Flow chart are located on our car parking Internet and Intranet page for reference, if required. Data used to operate the ANPR system and car park barriers is shared between ISS and Parkeon, in accordance with the requirements set out in the DSA signed by both organisations. This DSA complies within the statutory requirements in relation to operation of ANPR systems and data shared between different parties. Relevant information is given within those documents listed in the Associated Documents section of this policy.

16.0 Allocation of Car Parks

16.1 The Trust provides car parking spaces on all hospital sites. In addition, spaces are available at the park and ride facility and various community properties. Site Plans are available on the Trust web site and Intranet (see Appendix H).

16.2 The allocation of spaces is divided into several groups: general staff areas, pay on foot, pick up & drop off, emergency vehicles, Trust Pool Car bays, Delivery and On-Call and disabled parking bays. 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.

17.0 Complaints Procedure

17.1 All complaints related to parking permit applications, including permits granted following assessment against allocation criteria, 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 13.1.1. The designated Contractor for the Trust will respond initially to these concerns with any unresolved issues being escalated to the Head of Facilities Services 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 Trust's Complaints Procedure.

17.2 Alternatively Patient & Visitor complaints can also be sent to the Patient Advice & Liaison (PALS) Service on each respective site.

18.0 Unauthorised Parking & Enforcement

18.1 Introduction

- 18.1.1** 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.
- 18.1.2** 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.
- 18.1.3** 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 should they choose to park. 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.
- 18.1.4** Where an infringement has been seen to have taken place, a PCN 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. 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. 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.
- 18.1.5** The policy shall be subject to review and amendment in the light of operational experience or amendments in process, or legal rulings which must be applied to the policy.
- 18.1.6** 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.
- 18.1.7** The provisions of this policy shall be binding on and enforceable against all employees and agents of the Trust.

18.2 Enforcement

18.2.1 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.

18.2.2 Following a breach, a PCN 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 PCN within the appropriate time period.

18.3 PCN Issue Procedure

The following steps describe the issuing procedure for a PCN:

- Officer identifies an offending vehicle during patrol
- If necessary, the Car Parking Officer will check for previous offence history. Trust staff members will receive a maximum of one warning notice prior to the PCN 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. This includes all Red Lining on Trust sites. A ten minute grace period will be applied prior to any enforcement action being taken
- All unknown, visitor and contractor vehicles will receive instant PCN and will not be subject to first warning consideration
- The Officer will take a digital photograph of the vehicle and then issues a PCN (Placing the PCN in the weatherproof envelope on the vehicles front windscreen either under the wiper blades in wet weather or on the centre of the Windscreen where it can be easily seen)
- Only one PCN 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 PCN
- Digital cameras (utilising date stamped technology) will be used to further support the issue of the PCN and assist in the response to any challenges or appeals

19.0 Parking Offence Listing

Contravention	Cancellation
Parked without clearly displaying the required valid permit or registered E-permit.	On production of valid permit – first offence only.
Not parked wholly within a designated parking bay.	No cancellation.
Overstayed the permitted time in drop off areas. 10 minutes grace period should be applied.	Cancellation on proof of overrun clinic appointment or delay receiving care.
Parked in a disabled bay without displaying a valid disabled badge. 10 minutes grace period 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 Red Lines or in any cross hatched area.	No cancellation. Unless authorised by client.
Parked so as to cause obstruction or inconvenience to others.	No cancellation. Unless authorised by client.
Parked in an unauthorised or restricted area.	No cancellation. Unless authorised by client.

20.0 PCN Charges

- 20.1** Recorded Offence - £70 charge with a 50% reduction if paid within 14 days.
- 20.2** 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.
- 20.3** The creation of additional parking offences remains the decision of the Northern Lincolnshire & Goole NHS Foundation Trust.

21.0 Use of Data

- 21.1** 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.
- 21.2** 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.

22.0 Staff Training

All Car Parking and Security staff will be properly trained and undertake an approved training course in parking enforcement (WAMITAB) 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”.

23.0 Appeals

When a vehicle receives a PCN, 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 PCN. The criteria for appeals are detailed within the Car Parking Charter (Appendix A). Appellants must be aware that failure to uphold a PCN at the appeal stage will be provided with information on the Parking on Private Land Appeals service (POPLA) should they wish to pursue an independent appeal. Failure to uphold a PCN at this stage will result in the full PCN charge applicable as it will be deemed to have automatically lapsed the 14 day period.

24.0 Monitoring Compliance and Effectiveness

- 24.1** 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.
- 24.2** This document will be reviewed every 3 years as a minimum and earlier if further national or local guidance becomes available.
- 24.3** 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.
- 24.4** Monthly reports will be produced by the Car Parking & Security contractor for the Directorate of Estates & Facilities. These reports will be analysed regularly to ensure the scheme is making a surplus as per DoH guidance and where possible supply meets demand.

25.0 Associated Documents

- 25.1** NLAG Travel Plan.
- 25.2** DoH, Income Generation, Car Parking charges best practise for implementations.
- 25.3** British Parking Association Charter for Hospital Parking.
- 25.4** The NHS Confederation Fair for All, Not Free for All.
- 25.5** Professionalism in Parking Accreditation – Healthcare (PIPA – BPA).

- 25.6 Hospital Travel Costs Scheme (Date).
- 25.7 Hospital Technical Memorandum HTM 07-03.
- 25.8 Internal and External Surveillance Systems Policy (DCP148).
- 25.9 ANPR Data Flow Chart.
- 25.10 ANPR Privacy Notice.
- 25.11 ANPR Privacy Impact Assessment.
- 25.12 ANPR Data Sharing Agreement.

26.0 References

- 26.1 DoH (2006) Car parking charges best practise for implementations, Department of Health.
- 26.2 DoH (2014) NHS Patient, Visitor and Staff car parking principles.
- 26.3 Health Technical Memorandum 07-03 (2006): Transport management and car-parking, Department of Health.
- 26.4 Professionalism in Parking Accreditation (PiPA) (2016), British Parking Association.

27.0 Definitions

- 27.1 **CCTV** – Closed Circuit Television.
- 27.2 **PCN** – Parking Charge Notice.
- 27.3 **PTS** – Patient Transport Services.
- 27.4 **SGH** – Scunthorpe General Hospital.
- 27.5 **DPOW** – Diana, Princess of Wales Hospital.
- 27.6 **GDH** – Goole District Hospital.
- 27.7 **POPLA** – Parking On Private Land Appeals.
- 27.8 **ANPR** – Automatic Number Plate Recognition.
- 27.9 **VRM** – Vehicle Registration Mark.
- 27.10 **DSA** – Data Sharing Agreement.
- 27.11 **PIA** – Privacy Impact Assessment.

28.0 Consultation

- 28.1 Estates & Facilities Senior Management Team.
- 28.2 Estates & Facilities Governance Group.
- 28.3 Joint Negotiating Consultative Committee (JNCC).
- 28.4 Trust Executive Team.

29.0 Dissemination

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

30.0 Implementation

All Car Park and Security staff will be trained to service sector standard and undertake approved training courses 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”.

31.0 Document History

This policy replaces and supersedes the Transport to Hospital Policy.

32.0 Equality Statement

- 32.1 Northern Lincolnshire and Goole NHS Foundation Trust aims to design and provide services, implement policies and make decisions that meet the diverse needs of our patients and their carers, the general population we serve and our workforce, ensuring that none are placed at a disadvantage.
- 32.2 We therefore strive to ensure that in both employment and service provision no individual is discriminated against or treated less favourably by reason of age, disability, gender, pregnancy or maternity, marital status or civil partnership, race, religion or belief, sexual orientation or transgender (Equality Act 2010).

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

Appendix A



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 = First Parking LLP.

The Client = Northern Lincolnshire & Goole NHS Foundation Trust, Cliff Gardens, Scunthorpe. DN15 7BH.

The Product = the First Parking LLP 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 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 First Parking LLP: To follow the guidelines of the BPA Code of Practice for the supply of parking enforcement services on private land and public unregulated car parks, to be read in conjunction with the attached terms and conditions.

4.2 “Commencement Date”: means 1st September 2016

4.3 Definitions

“Client”:
means; **Northern Lincolnshire and Goole NHS Foundation Trust, Cliff Gardens, Scunthorpe, DN15 7BH.**

“Client’s Charges”:
Enforcement – The revenue split will be 50% to the Trust and 50% to First Parking.

“Commencement Date”:
means 1st September 2016

“Contract”
means the contract between Northern Lincolnshire & Goole NHS Foundation Trust and First Parking for the provision of the Parking Enforcement Services, the terms of which are set out in this service specification, and the Terms and Conditions;

“Contract Term”:	5 year contract.
“Enforcement Site”:	means Diana Princess of Wales Hospital, Scartho Road, Grimsby, North East Lincolnshire, DN33 2BA. Scunthorpe General Hospital, Cliff Gardens, Scunthorpe, North Lincolnshire, DN15 7BH. Goole and District Hospital, Woodland Avenue, Goole, East Riding of Yorkshire, North Humberside, DN14 6RX.
“First Parking”:	means First Parking LLP, a limited liability partnership registered in England and Wales with registered number 0C364466, whose registered office address is 20-22 Bedford Row, London, WC1R 4JS;
“Parking Charge”	means the parking charge of £70 charged to a person who has committed a Parking Contravention at the Enforcement Site and has been issued with a Parking Charge Notice in respect of that Parking Contravention; reduced to £35 if paid within the first fourteen days.
“Parking Charge Notice”	means the document issued by First Parking or the Client to a person who has committed a Parking Contravention at the Enforcement Site for which a Parking Charge applies;
“Parking Enforcement Services”	means the enforcement, administration, processing and management of Parking Contraventions at the Enforcement Site, including (but not limited to) the collection of Parking Charges and the preparation, administration and issuing of Parking Charge Notices;
“Parking Contravention(s)”:	means those parking contraventions for which Parking Charge Notices may be issued as described at paragraph 2 of this service specification;

- “POPLA”** means Parking on Private Land Appeals. POPLA is independent of all Parties to appeals, including the operator and the British Parking Association, as are the Assessors who make the determinations;
- “Terms and Conditions”** means the attached terms and conditions for the supply of the Parking Enforcement Services, as revised or amended from time to time.
- “Working Days”** means Monday to Friday 9am to 5pm

5. Definitions and Interpretation

5.1 The definitions described in paragraph 1 of the Service Specification shall apply throughout these terms and conditions, together with the following;

- “BPA Code”** means the British Parking Association’s Code of Practice for the control and enforcement of parking on private land and unregulated car parks;
- “DVLA”** means the Driver and Vehicle Licensing Authority or any successor body undertaking the same or similar functions; and
- “Service Specification”** means the Service Specification signed by or on behalf of the Client and First Parking regarding the provision of the Parking Enforcement Services.

5.2 The following rules of interpretation shall apply throughout these terms and conditions and throughout the Service Specification:

- (a) words importing the singular include the plural and vice versa;
- (b) words importing a particular gender include every gender;
- (c) references to ‘persons’ include bodies corporate or unincorporated;
- (d) the headings to the paragraphs used are for convenience only and have no legal effect; and
- (e) A reference to “writing” or “written” includes letters and emails.

5.3 These terms and conditions, together with the Service Specification, constitute the entire agreement between Northern Lincolnshire & Goole NHS Foundation Trust and First Parking. Where the provisions of these terms and conditions and the Service Specification conflict, the terms of the Service Specification shall prevail.

6. Commencement and duration

6.1 First Parking will commence the provision of the Parking Enforcement Services upon the Commencement Date and will continue to do so until the earlier of:

- (f) the expiry of the Contract Term; or
- (g) Termination of the Contract in accordance with condition 13.

7. First Parking's obligations / service levels

7.1.1 For the duration of the Contract, First Parking shall:

7.1.2 Provide the Parking Enforcement Services to the Client in all material aspects in accordance with the Service Specification, these terms and conditions and the BPA Code;

7.1.3 supply all contractual warning signs, documentation, and equipment which are required (in First Parking's reasonable opinion) to enable First Parking to carry out the Parking Enforcement Services and ensure that any such signs, documentation or equipment comply in all material respects with the BPA Code;

7.1.4 erect any applicable contractual warning signs and equipment at the Enforcement Site in accordance with condition 9;

7.1.5 follow the parking enforcement, debt recovery and appeal procedures referred to in conditions 10.0 and 0;

7.1.6 pay to the Client the Client's Percentage of each Parking Charge collected under the Contract, in accordance with condition 12.0;

7.1.7 Maintain the software to the units to minimise any down time or stoppages. Any software faults must be repaired, as soon as reasonably practicable, within working hours remotely.

7.1.8 Maintain the hardware to minimise any down time or stoppages. Any hardware faults that are not caused by user neglect must be repaired on site or replaced within two working days from the time of report by the client.

8 The Client's obligations

- 8.1.1** For the duration of the Contract, the Client shall:
- 8.1.2** Pay to First Parking:
- 8.1.3** Any outstanding invoices within the payment term of net 30 days; and
- 8.1.4** The replacement and/or repair costs for any signage and/or handhelds which have been supplied to the Client free of charge by First Parking which have been damaged.
- 8.1.5** Ensure that any signs or equipment erected, at the agreed locations, on the Enforcement Site are kept clear, visible and free from obstruction;
- 8.1.6** Notify First Parking, in writing, of any changes to the legal ownership of the Enforcement Site as soon as they become aware of the change; and
- 8.1.7** Not instruct, engage, appoint or allow any other third party to provide parking management or enforcement services at the Enforcement Site throughout the Contract Term
- 8.1.8** Confirm the number of warnings allowable on their site before a ticket is issued; any changes to this must be put in writing allowing 30 days for changes to be implemented.
- 8.1.9** Confirm the criteria for acceptance and rejection of Appeals prior to the commencement of operations at their site.
- 8.1.10** Accept that any appeal to POPLA carries a charge of £27.00 + VAT or current charge, levied by POPLA. This is a fee payable by the Client and not First Parking.
- 8.1.11** The client has the right to cancel any Parking Charge Notice free of charge within the first fourteen (14) days, if First Parking has not processed any part of the ticket within this period. If First Parking has processed a payment or an appeal within the first fourteen (14) days then a £12 + VAT cancellation fee will apply. Cancellations after day fourteen (14) will be charged a cancellation fee of £12.00 + VAT.
- 8.1.12** Only issue tickets in accordance with the BPA Code of practice, a copy of which will be given to the Client. Should the Client "self-ticket" the Client, and/or its representatives, should be smartly dressed and carry an identification card.
- 8.1.13** The Client authorises First Parking, and its agents and sub-contractors, to take such action as First Parking considers appropriate in collecting Parking Charges on behalf of the Client in accordance with the enforcement process described in Annex 1 (including, but not limited to, issuing proceedings on the Client's behalf).

9 Erection of contractual warning signs

- 9.1.1** First Parking will erect contractual warning signs at the Enforcement Site in locations where the signs will be clearly visible to third parties and in any locations which, in First Parking's reasonable opinion, are required in order to comply with the BPA Code. The locations of the signs will be agreed with the Client (such agreement not

to be unreasonably withheld or delayed) prior to their installation and, provided that the Client's consent has been received, all signs will be erected prior to the Commencement Date.

9.1.2 First Parking will not issue any Parking Charge Notices until contractual warning signs have been erected at the Enforcement Site in accordance with condition 9.1.1.

9.1.3 First Parking will remove any signs or equipment, which has been supplied free of charge, from the Enforcement Site one week before the agreement ends.

10.0 The enforcement procedure

10.10 The enforcement process is graphically shown in the flow chart in Annex 1

11.0 Recovery of outstanding Parking Charges

11.1.1 The recovery of outstanding Parking Charges is graphically shown in the flow chart in Annex 1

11.1.2 The client authorise First Parking to take legal action to recover the outstanding parking charges.

12.0 Payment of the Client's Percentage - The client's percentage is 50% of the ticket revenue.

12.1 First Parking will pay to the Client the Client's Percentage of each Parking Charge successfully recovered in respect of the Enforcement Site in accordance with the Agreement.

12.2 Payments will be made on a monthly basis by bank transfer. The client will be given a unique log on for the reporting suite they will be sent a statement at the end of each calendar month. They will then have to generate an invoice for the amount stated. Please note the amount payable to you (the client) is outside the scope for VAT purposes.

12.3 First Parking will pay all invoices raised within 30 days.

12.4 As per the terms laid out above in condition 1.0, the Client will pay to First Parking the Annual Support Cost Fee. An invoice will be raised on an annual basis, payable in advance, for the Annual Support Costs; all First Parking invoices are Plus VAT at the current prevailing rate.

13.0 Payment of the Client's Charges

- 13.1** Within seven days after the previous calendar month, First Parking will send to the client a revenue statement, showing the Client's Charges incurred during that calendar month. This is generated from data in the back office financial suite. The client will then generate an invoice. This will discharge First Parking's obligation to provide an invoice under this condition 0
- 13.2** First Parking will pay all invoices raised in accordance with condition 0 within 30 days.
- 13.3** Payments will be made by bank transfer to the account nominated by the client. When fees are due (if applicable), First Parking reserve the right to retain the client's revenue equal to the amount outstanding prior to disbursement.

14.0 Limitation of Liability

- 14.1** Nothing in these Terms and Conditions shall limit or exclude First Parking's liability for:
- 14.1.1** Death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors; or
- 14.1.2** Fraud or fraudulent misrepresentation.
- 14.2** Subject to condition 0:
- 14.2.1** First Parking shall under no circumstances be liable to the Client, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and
- 14.2.2** First Parking's total liability to the Client in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed £1,000,000
- 14.3**
- Except as set out in these Conditions, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Contract.
- This condition 10 shall survive termination of the Contract.

15 Terminating the Agreement

- 15.1** If First Parking supply the signs and handhelds, free of charge, then the client will be charged for any damage to signage and/ or electronic equipment, should the contract come to an end.
- 15.2** In the event that a party commits a material breach of the terms of this Contract, and that party fails to remedy that breach within 30 days of the other party requiring (in writing) that it do so, the notifying party shall be entitled to terminate the Contract immediately upon the expiry of the 30-day remediation period.
- 15.3** Upon termination of the Contract for whatever reason, the parties shall immediately pay all sums due and outstanding to one another.

16 Data Protection

- 16.1** First Parking will not disclose any data obtained from the DVLA to the Client.
- 16.2** First Parking will not disclose any data regarding the Client to any person who is issued with a Parking Charge Notice unless required by law to do so.
- 16.3** First Parking will make all reasonable efforts to maintain the confidentiality of any data that it receives from, or in respect of, the Client at all times to any party without the agreement of the Client.
- 16.4** Data Retention- First Parking will only keep data for the duration agreed, and databases, data and exported records of data are deleted when no longer required. All data is kept within our secure data centre.
- 16.5** Data transmission – First Parking will ensure that all data, wherever possible, will be transmitted over 256bit SSL secure connections.
- 16.6** Data Destruction – First Parking will ensure that once data has been agreed to be removed from our system, it will be a secure and permanent process.

The Trust and ISS will ensure that their responsibilities under the Data Protection Act (DPA) and Protection of Freedoms Act (POFA) are complied with in respect of information obtained from or used in conjunction with CCTV and ANPR systems used within the Trust or introduced during the duration of this contract. In addition the requirements detailed within the Approved Codes of Practice shall also be complied with and information shared between ISS and the Trust or any other party is done so within these requirements.

Where information is shared between ISS and another organisation (either on behalf of the Trust or due to its own processes) the appropriate data sharing agreements and/or data processing agreements are in place and valid for the duration of the

contract. This requirement extends to data shared for the purposes of civil enforcement instigated against staff or public for recovery of sanctions.

In addition Privacy Impact Assessments (PIA) will be undertaken and reviewed (at appropriate intervals) to ensure that the use of these systems is justified in accordance with statutory requirements.

The introduction of any technology using or processing data which falls within the DPA or POFA requirements will be subject to the appropriate consultation requirement prior to any introduction and will look to address concerns raised as part of that consultation.

17 Variation

17.1 No variation of this Contract or the Terms and Conditions shall be valid unless it is in writing and signed by or on behalf of each of the parties.

18 Waiver

18.1 A waiver of any right or remedy under this Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default under this Contract. Any failure or delay by either party to exercise any right or remedy provided under this Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict any further exercise of that or any other right or remedy.

18.2 No single or partial exercise of any right or remedy provided under this Contract or by law shall preclude or restrict the further exercise of any such right or remedy.

19 Severance

19.1 If any provision of this Contract (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of the agreement between the parties, and the validity and enforceability of the other provisions of the Contract shall not be affected.

20 Assignment

20.1 The Client shall not, without the prior written consent of First Parking, assign, transfer, or deal in any other manner with all or any of its rights or obligations under this Contract.

20.2 First Parking may at any time assign, transfer, or deal in any other manner with all or any of its rights or obligations under this Contract with the prior written agreement of the Client (such agreement not to be unreasonably withheld or delayed).

20.3 Each party that has rights under this Contract is acting on its own behalf and not for the benefit of another person.

21 No partnership or agency

21.1 Nothing in the Contract is intended to, or shall operate to, create a partnership between the parties, or to authorise either party to act as agent for the other, and neither party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

22 Rights of third parties

22.2

A person who is not a party to this Contract shall not have any rights under or in connection with it.

23 Entire agreement

23.2

This Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous drafts, arrangements, understandings or agreements between them, whether written or oral, relating to the subject matter.

23.3

Each party acknowledges that, in entering into the Contract, it does not rely upon, and shall have no remedies in respect of, any representation or warranty (whether made innocently or negligently) that is not set out in the Contract.

23.4

Nothing in this condition shall limit or exclude any liability for fraud.

24.0 Governing law and jurisdiction

24.1 This Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, the law of England and Wales.

24.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Contract or its subject matter or formation (including non-contractual disputes or claims).

25.0 The Client confirms that they:

25.1 have read and understood the Contract;

25.2 agree for First Parking to provide the Parking Enforcement Services in accordance with the terms of the Contract;

25.3 agree to be bound by the terms of the Contract; and

25.4 Have read, and agree to comply with, the BPA Code of practice.

26.0 The Client confirms that they are either:

26.1 the registered legal proprietor of the Enforcement Site; or

26.2 Authorised by the legal proprietor of the Enforcement Site to enter into the Contract.

27.0 Cancellation Policy

	Contravention	Applicable to this agreement	Cancellation terms	Applicable to this agreement	Number allowed before PCN issued
1.	Parked without clearly displaying the required valid permit or registered E-Permit	Yes	On Production of Valid Permit - first offence only	Yes	1 (One)
2.	Not parked wholly within a designated parking bay.	Yes	No Cancellation	No	No
3.	Overstayed the permitted time in Drop Off Area	Yes	On proof of overrun clinic or delay by NHS	No	No
4.	Parked in a disabled bay without displaying a valid disabled badge. 10 Minute grace period	Yes	On Production of a Valid Disabled Badge	No	No
5.	Parked in an area reserved for emergency vehicles.	Yes	No Cancellation	No	No
6.	Parked on double yellow or Red lines or in any cross hatched area.	Yes	No Cancellation unless authorised by Client	No	No
7.	Parked so as to cause obstruction or inconvenience to others.	Yes	No Cancellation unless authorised by client	Yes	1 (one)
8.	Parked in an unauthorised or restricted area.	Yes	No Cancellation unless authorised by Client	Yes	1 (One)

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

- 27.1** Staff attending the hospital in cases of emergency
- 27.2** Members of the public attending the hospital in cases of emergency, whether as a patient or visitor.
- 27.3** General Practitioners attending in cases of emergency.
- 27.4** Any appeals mentioning bereavement.
- 27.5** Any appeals inferring poor hospital performance.
- 27.6** Other sensitive issues as agreed from time to time between the Trust, ISS & First Parking

Notes to Cancellation Policy:

In all cases the cancellation policy will be adhered to by the Company and a cancellation fee of £12 + Vat 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 First 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 £12 + Vat will apply.

28.0 Appeal Policy

Representations can only be received in writing, either to our website via the Internet www.paymyparking.net or by registered mail to First Parking LLP, PO Box 3322, South Croydon, CR2 1JX. Appeals must be made within 28 days from the date of issue. All correspondence must include your name, address and name and address of the driver (if different) the vehicle registration and the PCN reference number.

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 correspondent advising them of the cancellation of the notice. The relevant cancellation fee will automatically be applied.

Should an appeal be denied, the correspondent 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 PCN 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.

29.0 Company Obligations

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

29.2 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.

29.3 The company will pay to the client 50% of all revenue collected upon either at the full or reduced rate.

32.3 The Company shall not process any parking charges issued by the client until the company is in receipt of the signed Client Charter

30.0 Debt Collection

30.1 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

31.0 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.

32.0 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:-
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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:-
--

Name:- Northern Lincolnshire & Goole NHS Foundation Trust Global House, Ridge Way, Scunthorpe. North Lincolnshire DN17 1AJ Land Registry Number:-

Appendix B

CASUAL USER PERMIT APPLICATION FORM						
PLEASE WRITE CLEARLY IN BLOCK CAPITALS						
Title	Miss \ Ms \ Mrs \ Mr \ Dr \ Prof					
First Name			Surname			
Job Title			Phone Extn:			Mobile No:
Department					Base Site	
What are your actual working hours and days ? (please indicate) <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 _____ Are you a Shift worker? <input type="checkbox"/> Yes <input type="checkbox"/> No						
Category	P&R	Off-site Barrier Parking	On-site Barrier Parking	Off-site Non Barrier Parking	On-site Non Barrier Parking	Resident Parking
SGH <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GDH <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DPOW <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VEHICLE DETAILS						
	Vehicle Registration	Vehicle Manufacture	Vehicle Model	Vehicle Colour		
Vehicle						
Signed: (Applicant)			Date:			
Line Manager's Name:			Department:			
Signed: (Line Manager)			Date:			
OFFICE USE ONLY						
Amount Paid	£	Expiry Date				
Print Name	Signature					
Date	Permit Number					

Appendix C



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. The **Ward Manager** is required to email parking.nlag@uk.issworld.com with the patient's details, vehicle make, model and VRM including detail of how the patient meets the criteria below and the required time period but usually for a maximum of 12 weeks.

The Permit Control Office will assess the request based on the criteria set out below. If the patient qualifies for the exemption, the Permit Control Office will register the VRM details onto the White List Access Register for the period stated. In certain circumstances, the Car Parking and Security Manager can authorise extended time periods.

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 for a prolonged time are required to make the first 7 days parking charges. The 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 the daily rate parking tariff. The weekly concession will be issued from the Car Parking & Security Office on presentation of the initial weeks parking charge receipts. Please note part weeks will not be refunded or accepted as qualification.
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 for a 20 minute maximum time period. Long term parking or drop off requirements should be made via the Receipt and Distribution area.
9. Prisoner escort vehicles by prior arrangement.

Appendix D

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. **The Trust cannot guarantee a parking space upon the purchase of a permit.**

This application is for contracted employees of the Northern Lincolnshire & Goole NHS Foundation Trust, where deductions will be taken from their Monthly Salary Payment.

This application is not for use by Bank Staff, Locum Doctors, Agency, relief workers or students. This group need to apply for casual user permits, which are available from the Security Control Offices where payment will be required in advance.

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 (PIT)	✓	x	x	<input type="checkbox"/>	<input type="checkbox"/>
Off-site non-barrier community parking	✓	x	x	<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 2016/17	Charges Sept 2017/18	Charges Sept 2018/19	Charges Sept 2019/20	Charges Sept 2020/21
P&R	√	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Free	Free	Free	Free	Free
Off-site barrier parking (PIT)	√	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7.70	8.50	9.35	10.30	11.35
Off-site non- barrier parking	√	√	√	8.60	9.45	10.40	11.45	12.60
On-site non- barrier parking	√	√	√	8.60	9.45	10.40	11.45	12.60
On-site barrier parking	√	√	<input checked="" type="checkbox"/>	22.90	25.20	27.70	30.50	33.55
Resident Parking	<input checked="" type="checkbox"/>	√	<input checked="" type="checkbox"/>	8.60	9.45	10.40	11.45	12.60

SECTION 1 – PAYMENT METHOD

Payment via Salary	I wish to pay by cash /cheque / card <input type="checkbox"/>
<p>I hereby authorise the deductions of the sum identified above in instalments from my monthly pay in respect of car parking provided by the Trust. I authorise deductions from my NET pay to fund my participation in the Scheme for Car Parking. I hereby Agree to the NET pay deductions and the Policy and Procedure for Car Parking & Traffic Management DCP025. I also agree that subject to prior notification, any increase in charges may be automatically deducted from payments due to me.</p> <p>Please sign to agree: <input type="text"/></p>	<p>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. Please note all cash/cheque/card payments must be made via the site Security & Car Parking 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.</p> <p>Please sign to agree: <input type="text"/></p>

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 (Contracted) 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 _____	
Do you work across site? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Wed _____	<input type="checkbox"/> Thurs _____	
	<input type="checkbox"/> Fri _____	<input type="checkbox"/> Sat _____	
	<input type="checkbox"/> Sun _____		
How many (Contracted) Hours do you work a week? <input type="checkbox"/> 20 hours and above <input type="checkbox"/> Less than 20 hours (50% reduction)	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:

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IMPORTANT INFORMATION

All sections of this form must be completed in full.

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 303033 or 303032 or e-mail parking.NLAG@uk.issworld.com

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 305500 SGH
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 - PIT Off Site Non-Barrier - Community Residents	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 E

CAR PARKING SCHEME LEAVER FORMPlease complete the form using **BLOCK CAPITAL LETTERS**To: Permit Control Office,
Diana Princess of Wales Hospital, Scartho Road, Grimsby DN33 2BA

Forename (s)	
Surname	
Position/Job Title	
Department	
Hospital Site	
Home Address	
Reason	

I enclose my permit and request that deductions from my salary should cease on receipt of this request dated:

Please read the conditions in the Trust Policy before signing this form

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

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

Appendix F

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				

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)

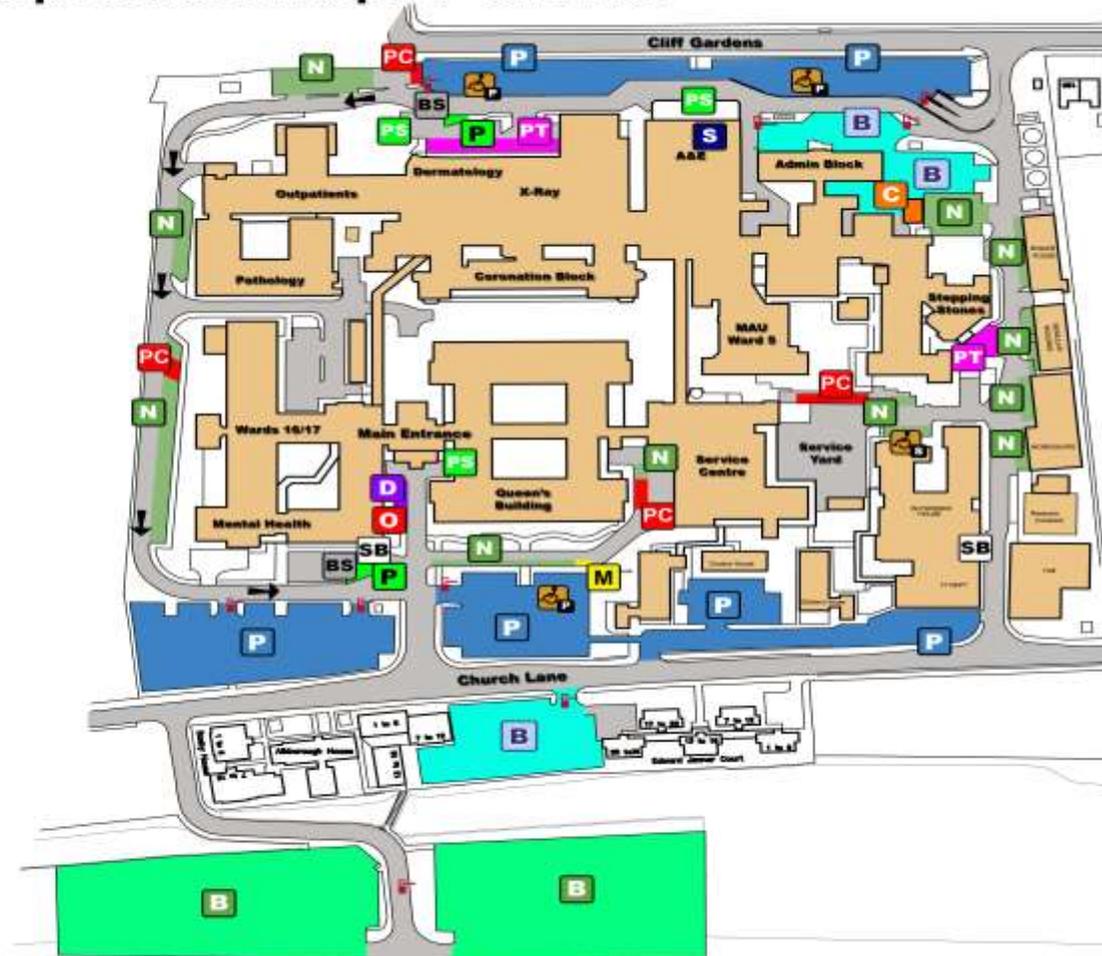
Appendix G

AMENDMENT / CANCELLATION OF PERMIT TO PARK

I wish to make an amendment to my permit to park <input type="checkbox"/> (PERMIT MUST BE ATTACHED FOR VEHICLE/ CATEGORY CHANGES)		I wish to cancel my permit to park <input type="checkbox"/> (PERMIT MUST BE ATTACHED)	
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 <input type="checkbox"/>	20 hours and above <input type="checkbox"/>	Shift working <input type="checkbox"/>	Office hours <input type="checkbox"/>
Vehicle category: Motorcar <input type="checkbox"/>		Motor Cycle / Moped / Scooter	
Change Category of Permit	From	Change Category of Permit	To
Park and Ride		Park and Ride	
Off-site Barrier Parking		Off-site Barrier Parking	
On-site Barrier Parking		On-site Barrier Parking	
On-site Non Barrier Parking		On-site Non Barrier Parking	
Resident Parking		Resident Parking	
PLEASE WRITE CLEARLY IN BLOCK CAPITALS			
Title	Miss \ Ms \ Mrs \ Mr \ Dr \ Prof	Initials	
Surname		Mobile	
Job Title		Phone Extn	
Department		Base Site	
Home Address	Current/Change of address <input type="checkbox"/> (WHEN INFORMING THE TRUST OF ADDRESS CHANGES PLEASE ALSO INFORM PERMIT CONTROL)	New Address Details:	
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		Changed From:	Changed To:
Date Amendment From Received			
Permit Number Issued / Amended			
Permit Received by Permit Control			
Permit Type Issues / Amended			
Date Permit Issued			
Charge Payable	£	PCM	£ PCM
Date Payroll Dept. to Action Cancellations and Change of Permit Type			

Appendix H

Scunthorpe General Hospital - Site Plan



Northern Lincolnshire and Goole Hospitals NHS Foundation Trust

Visitor Key:

Visitor Parking	Car Parking & Security Office
Disabled Parking	Car Park Pay Station
Barrier	Bus Stop
Patient Drop Off Point	One Way System
Motor Cycle Parking	Patient Transport Service

Staff Key:

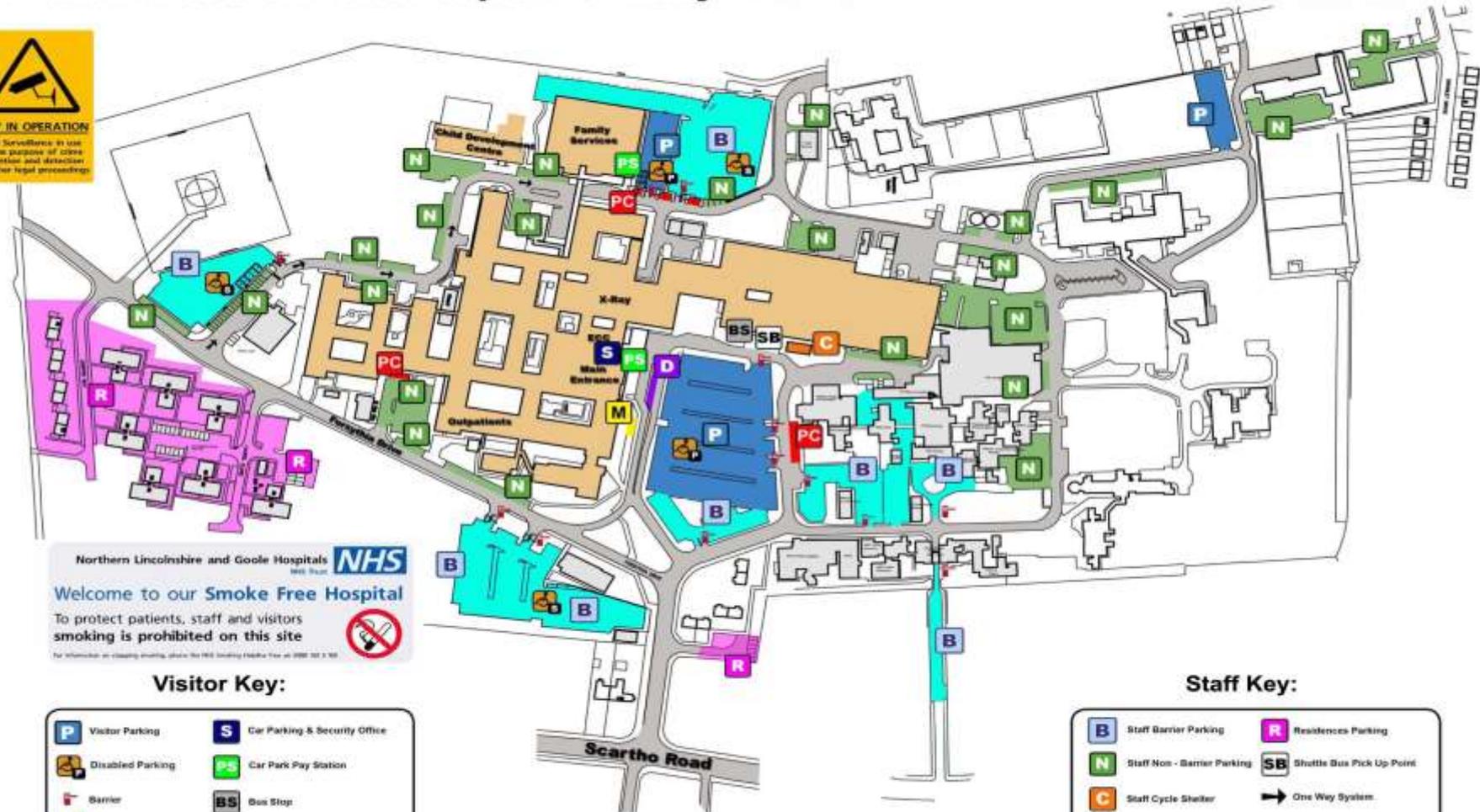
Staff Barrier Parking	Park & Ride Pick Up Point
Staff Non - Barrier Parking	Shuttle Bus Pick Up Point
Staff Cycle Shelter	Off-site Barrier Parking
Staff Disabled Parking	On Call Parking
Pool Car Parking	Barrier

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



Diana Princess of Wales Hospital - Grimsby - Site Plan

Northern Lincolnshire and Goole Hospitals 
NHS Foundation Trust



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


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 I

Important information for employees participating in salary sacrifice schemes on the impact of the 2015 NHS pension scheme changes.

Q 1: What are the changes to the NHS pension scheme?

There were 2 previous NHS pension schemes that were both final salary schemes.

The **1995 pension scheme** generated a pension based upon the employees best of the last 3 years pensionable salary and length of service.

The **2008 pension scheme** generated a pension based upon the employee's average of the best 3 consecutive years pensionable salary within the last 10 years and length of service.

Both of these schemes will no longer be open and a new 2015 pension scheme will be set up from 1st April 2015. The NHS pension generated under this new scheme is a **Career Average re-valued Earnings (CARE) scheme**.

Q 2: What is a Career Average Re-valued Earnings (CARE) scheme?

Under a CARE pension scheme employee's pensions are accrued (built up) for each year they are in the scheme. Each year 1/54th of the employee's pensionable earnings are accrued as a separate "pension pot" for that year. The pension accrued for each year is then uplifted (re-valued) on an annual basis by the Consumer Price Index plus 1.5%. When the employee retires their pension is the total of all the re-valued individual annual pension amounts.

Q 3: Will I automatically be transferred from my existing NHS pension scheme (1995 or 2008 pension schemes) to the new 2015 NHS pension scheme?

Most staff will automatically be transferred over to the new 2015 pension scheme. However for the following staff protection arrangements will apply:

1. 1995 NHS pension scheme – this scheme will remain open for the following staff groups:
 - Special Class Status (SCS) members (i.e. nurses) aged 48 years as at 1st April 2015
 - Any member aged 53 years as at 1st April 2015
2. 2008 NHS Pension Scheme – this scheme will remain open for the following staff group:
 - Any member aged 58 years as at 1st April 2015

Q 4: What is tapered protection?

Tapered protection defers the transfer from the members existing NHS pension scheme to the new 2015 NHS pension scheme

Q 5: Will tapered protection apply to all staff?

No. Only the following members will be eligible for tapered protection:

1995 NHS pension scheme –:

- Special Class Status (SCS) members (i.e. nurses) who are more than 7 years but less than 10 years 6 months away from normal retirement age (55 years) as at 1st April 2015.
- All other members who are more than 7 years but less than 10 years 6 months away from normal retirement age (60 years) as at 1st April 2015.

2008 NHS Pension Scheme –

- Any members who are more than 7 years but less than 10 years 6 months away from normal retirement age (65 years) as at 1st April 2015

Q 6: How does the new 2015 pension scheme affect my salary sacrifice scheme?

If you were approaching retirement you were already advised that your pension could be reduced if you joined a salary sacrifice scheme. This was because salary sacrifice reduces your pensionable salary and the 1995 pension scheme calculation used the last 3 years pensionable salary prior to retirement and the 2008 pension scheme used the best 3 years in the last ten years

If you were not near retirement age then salary sacrifice had no impact upon your pension calculation under both the 1995 and 2008 pension scheme.

Under the new 2015 pension scheme your pension is based upon a career average – each year accrues a pension pot – and each year's pot is totalled up to arrive at the pension total on retirement. Being in a salary sacrifice scheme therefore impacts upon your future pension during any year.

Q 7: I am not in the NHS pension scheme so am I affected?

No.

However you should give careful consideration to joining the NHS pension scheme to plan for your retirement if you have no other pension provision.

Q 8: Which salary sacrifice schemes are affected?

All salary sacrifice schemes are affected. The existing salary sacrifice schemes operated by the Trust are:

- Car parking (Parking Exchange)
- Childcare vouchers
- Computer exchange
- Lease cars
- Annual leave exchange
- Cycle to work

Q 9: Do I still save money by being in a salary sacrifice scheme?

Yes, you save money now. By being in a salary sacrifice scheme the employee has their gross salary reduced. By having a reduced gross salary the employee benefits from paying reduced tax, national insurance and pension contributions. You will however have a reduced pension when you retire by being in a salary sacrifice scheme after 1st April 2015 under the new 2015 pension scheme.

Q 10: Should I leave other salary sacrifice scheme I am currently in?

All employees must carefully consider the impact of continuing in their existing salary sacrifice schemes after 1st April 2015.

Some salary sacrifice schemes such as lease cars involve 3 year agreements and terminating these agreements could incur sizeable additional costs such as early termination fees which the employee will be liable for (please see individual agreements for details).

Whilst remaining in the salary sacrifice scheme will impact your final pension amount (under the 2015 pension scheme) , employees should consider the immediate savings they currently make from being in salary sacrifice schemes, namely reduced monthly amounts paid in tax, national insurance and pension contributions.

Q 11: Should I join any future salary sacrifice schemes?

In deciding whether to join a future salary sacrifice scheme employees will need to give very careful consideration to their personal financial circumstances and preferences. Participating in a salary sacrifice scheme results in financial savings that the employee benefits from immediately through reduced tax, NIC and pension contributions each month. However, the employee's pension that will be paid to them on retirement will be smaller as a result of being in a salary sacrifice scheme. Both the immediate savings made and the size of the pension reduction will be affected by the amount of the salary sacrifice payments – for example the impact of the car parking salary sacrifice scheme will be significantly less on an employee's pension than that of a lease car salary sacrifice scheme (as the monthly payroll payments are significantly different).

Q 12: Can the Trust offer an employee advice on what to do?

No. The Trust can only provide facts regarding the impact of salary sacrifice schemes on pensions under the 2015 scheme. Individual employee's financial circumstances differ considerably and the Trust is unable to offer individual advice to employees. The Trust recommends employees consider the options open to them and where appropriate employees should seek independent financial advice.