

**Reference Number:** FOI202223/333  
**From:** Commercial  
**Date:** 05 October 2022  
**Subject:** Car parking policy, charges and complaints =-Parking for Children and Young People with Cancer

Q1 A copy of the Trust's parking policy

A1 [Please see attached FOI202223333 Car Parking Policy](#)

Q2 Details of the price of car parking per hospital site within the Trust

A2

Tariff	
0-30 Mins	Free
30 Mins – 2 Hours	£3.00
2-6 Hours	£4.00
6-8 Hours	£5.00
8-24 Hours	£7.00
Disabled parking	Free

Q3 Confirmation of how the Trust has implemented both the mandatory and voluntary elements of the “NHS car parking guidance 2022 for NHS trusts and NHS foundation trusts”, including;

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

A3 [Free parking is provided to all outpatients who attend hospital for an appointment at least three times within a month and for an overall period of a least 3 months. For any long stay patients or child in hospital overnight, the parent or guardian will receive free parking up to a maximum of two vehicles.](#)

Q4 If yes to any items in point 3, how many parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer have been offered free parking/parking exemptions or concessions, provided per category (free parking/exemption, concession);

- a. per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)
- b. per hospital site within the Trust

- A4 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
- Q5 Details of how the Trust shares, communicates and displays information about free parking/parking exemptions and/or concessions, their eligibility, how to access them and their financial value
- A5 The car parking website and patient's ward handbook.
- Q6 Confirmation whether car parking within the Trust is owned and managed by the Trust or is owned and managed by a private company, and if so what company
- A6 Managed by the Trust
- Q7 Details of how many complaints the Trust has received from parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer regarding car parking charges or regarding the information the Trust provides about car parking charges;
- per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)
  - per hospital site within the NHS Trust or NHS Foundation Trust
- A7 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
- We do not record diagnosis as part of the complaint record.
- Q8 Details of any other travel-related support provided by the Trust which is available to parents and/or carers of children and young people (up to age 25) with cancer and/or young people with cancer, including;
- how children and young people and their parents or carers are informed of the support that is available to them
  - how the support is accessed/applied for
  - the financial value of the support and whether this is provided up-front or requires a claim to be paid back to the recipient
  - the duration of the support and type of care this applies to (e.g. inpatient/active treatment, follow-up/outpatient etc.)
- A8 Information not held – no other travel related support is provided by the Trust



## M54 – CAR PARKING POLICY

Version:	7
Name of ratifying committee:	Resources and Business Development Committee
Date ratified:	28/10/2020
Name of originator/author:	Mark Devereaux
Name of approval committee:	Operational Delivery Board
Date approved:	08/10/2020
Name of Executive Sponsor:	Chief Operating Officer
Key search words:	Car park, parking, fine, notice, permit,
Date issued:	October 2020
Review date:	October 2023



### Version Control, Review and Amendment Logs

Version Control Table				
Version	Date	Author	Status	Comment
7	October 2020	Mark Devereaux	Current	Change in application process. Exemption within 2 miles Additional car parks Addition of car team duties
6.3	January 2020	Graeme Dixon	Archived	6 month extension. Executive approved.
6.2	March 2019	Graeme Dixon	Archived	Extended
6.1	February 2018	Graeme Dixon	Archived	Extended
6	September 2016	Graeme Dixon	Archived	Interim review to reflect new parking charges
5	November 2015	Graeme Dixon	Archived	Interim review following the move
4	July 2015	Graeme Dixon	Archived	Acknowledged temporary revision for use until September 2015.
3	November 2014	Jason Judge	Archived	Salary deduction system added. Not formally ratified
2	January 2011	Phil Hoey	Archived	This policy now includes: Incident reporting Off-site parking Parking permit
1	March 2006	Paul McDonald	Archived	

Record of changes made to Car Parking Policy – Version 7			
Section Number	Page Number	Change/s made	Reason for change
All	All	Substantially re-written	New Car Parking System introduced

## Contents

<b>Section</b>		<b>Page</b>
1	<a href="#"><u>Introduction</u></a>	4
2	<a href="#"><u>Principles</u></a>	5
3	<a href="#"><u>Duties</u></a>	6
4	<a href="#"><u>Permits and Eligibility</u></a>	7
5	<a href="#"><u>Payment Scheme</u></a>	7
6	<a href="#"><u>Parking Charges</u></a>	7
7	<a href="#"><u>Lost or Stolen Permits</u></a>	9
8	<a href="#"><u>Non-compliance with Care Parking Policy</u></a>	9
9	<a href="#"><u>Incident Reporting</u></a>	10
10	<a href="#"><u>Off Site Parking</u></a>	11
11	<a href="#"><u>Governance</u></a>	11
12	<a href="#"><u>Further Information</u></a>	11

## 1 Introduction

1.1 There are a total of 4 main car parks across the Alder Hey Hospital site; the multi-storey car park, Sainsbury's, A & E short stay visitor's car park, Catkin car park as well as a staff only car park located on the retained estate. We also have an additional car park at the adjacent police station on Eaton road and the creation of an under-croft car park within the community cluster planned for 2021.

- Main MSCP - 1200 spaces
- Old estate - 232 spaces
- Sainsbury's Prescott Road - 30 spaces
- Emergency Department - 38 spaces
- Police Station – 21 spaces
- Community Cluster – 68 spaces
- Thomas Lane - 120

The 1200 space multi-storey car park is located on the New Hospital Site. This car park is for staff, patients and visitors. This car park can be accessed from the East Prescott Road entrance to the hospital site, but unfortunately is not suitable for any vehicle over 2.1 metres high

There is also a short stay car park which is located outside of the Emergency Department on the New Hospital Site. This car park is for patients and visitors only. This car park can be accessed from the Eaton Road entrance to the hospital site.

Catkin car park is located on the Interim estate and can be accessed from Eaton road entrance.

The visitor / staff car park is located on the Interim Estate. This car park can be accessed from the Alder Road entrance.

Disabled car parking is provided in all Trust car parks including 2 additional spaces for large wheel accessed vehicles over 2.2 metres located at the main hospital drop off point

Sainsbury's car park located on Prescott road

Police car park located on Eaton Road

Underground car park as part of Community cluster (planned)

1.2 All staff can apply and will be granted a car parking permit for either of the car parking facilities as long as they fulfil the required criteria until a time in which demand exceeds capacity.

1.3 Visitors / Patients can access the Multi-Storey Car Park and the Visitor / Staff Car Park on the Interim Estate instantly as all of the car parks on site operate a 'pay on exit' system. The only car park which is not a 'pay on exit' car park is the Emergency Department Short Stay Car Park which is a pay and display car park.

## **2 Principles**

2.1 The Trust will take reasonable practicable measures to:

1. Provide appropriate parking facilities for employees and other users that are safe and fit for purpose.
2. Ensure employees and other users are aware of what action will be taken in consequence of a failure to act in accordance with either the letter, or spirit of this policy.
3. To allow all users of the Trust's car parking facilities to do so in a safe, efficient and responsible manner.
4. Administer the allocation of car parking permits to all employees on a fair and equitable basis.
5. Implement a fair system of parking charges, based on usage and pay grade.
6. Explore ways to minimise on-site parking issues e.g. car share schemes etc.
7. Provide facilities for employees to cycle to work.
8. Promote the health and environmental benefits of walking, running and cycling to work.
9. Minimise the impact of hospital parking on adjacent streets.
10. Implement a system of penalties for users of the car park who are not following the car park rules with regards to safety as well rules relating to the use of disabled spaces and designated floors for patients and visitors.

2.2 For continued access of the Trust's Car Parking Facilities, users must take reasonable and practicable measures to:

1. Adhere to and observe all rules outlined within this policy.
2. Use the Trust's Car Parking Facilities in a safe, efficient and responsible manner.
3. Have a valid car park pass and maintain security of their pass
4. Pay for access to car parking (where appropriate)
5. Park within their designated car park and spaces
6. Report breaches in security via the Trust Incident Reporting System. Ensure that all their contact details and vehicle details are up to date on the Trust's car parking system.
7. Provide driver details if requested to by Trust car park attendants & security
8. Report any damage to trust property, including car park barriers & other vehicles

## **3 Duties**

3.1 The duties of the Hospital Car Parking Manager are as follows:

- To have overall responsibility for the administration and management of car parking arrangements.
- Overseeing the allocation of all parking permits to employees (and if applicable visitors).
- To ensure appropriate measures are taken to ensure all car park users comply with this policy.
- To consider all appeals arising from a breach of car parking policy, e.g. fixed penalty notices.
- To maintain all car parking equipment in accordance with the agreed contract.
- To ensure the car parks are patrolled at peak times Monday to Friday by both the car park attendant & security.
- To ensure MSCP is cleaned daily.
- Car parking flow
- Signage

During times of absence of the Hospital Car Parking Manager, the Facilities Coordinator will deputise.

3.2 Car park team

- To aid car park flow and traffic management
- To conduct regular patrols of all parking areas to ensure all users are following trust regulations and are displaying the required permit or pay & display ticket.
- To check machinery daily and ensure car parking tokens are topped up regularly.
- To issue warnings & penalty.
- Support staff & visitors in the event of vehicle breakdown
- Maintain security of all car parking areas.
- To support major incidents, business continuity plans and any trust events.

## 4 Permits and Eligibility



- 4.1 Prior to parking on Trust property, all staff must apply for and obtain a valid parking pass and provide the required information via the car park application portal <http://www.cpppermits.co.uk/ach>.
- 4.2 All staff at Alder Hey can apply for a parking permit (annually) and all applications will be assessed and granted as long as they fulfil the required criteria and do not live within 2 miles of Alder Hey or until a time where demand exceeds capacity. At this point a waiting list will be implemented. Priority may be given to certain staff groups if there is potential for impact on operational demands of the service.
- 4.3 Staff that are employed by another Trust or organisation, but are based at Alder Hey are also eligible for a parking permit and would also be required to apply online.
- 4.4 Staff who have a valid parking permit are eligible to park in one of the staff on-site car parks and their car park pass will be programmed accordingly. Access will not be granted to the other available car parks
- 4.5 It is the responsibility the staff member to inform the car parking team ([Car.Parking@alderhey.nhs.uk](mailto:Car.Parking@alderhey.nhs.uk)) of any changes to their working patterns, banding, contact details and vehicle registrations. This is reviewed annually with implementation of the annual re-application process
- 4.6 In all instances, the submission of an application does not guarantee a parking permit. Parking spaces are not guaranteed at any time.

## 5 Payment Scheme

- 5.1 The Trust will use a salary deduction scheme for all Alder Hey employees to pay for the parking facilities on site at Alder Hey.
- 5.2 Staff who are employed by another Trust / Organisation will be included in the scheme but will be required to pay their monthly cost in advance at the car park information desk based at the main reception. Currently, these charges can be paid either by cash, card or standing order.

## 6 Parking Charges

### 6.1 Patient Charges

Visitors / hrs.	Current	Last increase
<2 hrs	£3.00	Jan 18
2- 6 hrs	£4.00	Jan 18
6- 8 hrs	£5.00	Jan 18
8- 24 hrs	£7.00	Jan 18

## 6.2 Staff Charges

Outlined below is the current staff car parking charges:

Band / Number of Days or Shifts Worked	5 days per week or 20 shifts per month (£)	4 days per week or 16 shifts per month (£)	3 days per week or 12 shifts per month (£)	2 days per week or 8 shifts per month (£)	1 day per week or 4 shifts per month (£)	Nursing staff who work 3 long days for three weeks then four long days one week (£)
<b>Bands 1-3</b>	20	18.2	13.65	9.1	4.55	
<b>Bands 4-7</b>	25	22.7	17	11.35	5.65	18.45
<b>Bands 8A and above (or salary of £40k+)</b>	30	27.2	20.4	13.6	6.8	
<b>Students</b>	£1 per visit	£1 per visit	£1 per visit	£1 per visit	£1 per visit	£1 per visit

### **NB Staff who hold a blue badge or work permanent nights are entitled to free parking**

- 6.2.1 Car parking charges are based on the number of days or shifts worked in which a substantive staff member is contracted to work onsite at Alder Hey over a 4 week period as well as the band of the staff member.
- 6.2.2 If a staff member works over a threshold then the higher charge will be applied. For example, if a member of staff works 2 and a half days per week then the 3 days per week charge will be applied.
- 6.2.3 It is the responsibility of staff members to inform the Car Park Manager of any changes to banding or number of days contracted to work on-site. Any changes that occur which result in a reduction of fees will not be back paid but will come into effect once the car parking manager is informed.
- 6.2.4 Staff who take a secondment (off site), are on maternity leave or off sick for a period greater than 4 weeks are not required to pay for car parking during the dates in which their absence occurs. Once the Car Park Manager is informed of any of the absences outlined above then deductions for that staff member will cease and any deductions made in error will be reimbursed the following month, once payroll have been informed.

- 6.2.5 Staff members are free to cancel their car parking payments at any time and their charges will be cancelled.
- 6.2.6 The car parking charge for all Non-Trust Staff is £30 per month. By non-Trust staff, this refers to staff that are not paid directly by the Trust via ELFS.  
\*Please Note that all car parking charges are subject to change.
- 6.2.7 Students can purchase a car park card for £1 per visit a minimum of 10 visits
- 6.2.8 Patient / visitor's car parking charges are as per the displayed tariff found in the car park Terms & Conditions. Patients / visitors pay for their car parking by taking a chip coin on entry to the car park. This chip coin is then placed in the pay station when they are ready to exit and their car parking charge is paid for. The chip coin is then returned and this chip coin is used to exit the car park.
- 6.2.9 Frequent visitor patient & in patients car parking is free. An appropriate car parking access card can be obtained from the car park desk. This card allows unlimited parking in the multi-storey car park for 30 days or 10 days
- 6.2.10 Staff who are based off-site at other Trust locations, who are not supplied with a car parking permit can reclaim car parking charges when attending site for Trust business, e.g. community staff attending patient who has been admitted to a ward, undertaking training on the main site.
- 6.2.11 Volunteers and staff affiliated to or working with a charity at Alder Hey are entitled to free parking
- 6.2.12 Disabled badge holders car parking is free. The token can be exchanged at the car park desk for a validated token.

## **7 Lost or Replacement Permits**

- 7.1 Lost ID cards or permits must be reported immediately to the Car Parking Manager. To prevent fraudulent use access to the car park will be suspended there is no charge for a replacement permit however there is a £10.00 charge for replacement staff ID cards

## **8 Non Compliance with Car Parking Policy**

- 8.1 All violations of the Department of Transport Highway Code are considered as non-compliant actions.

Parking is prohibited in the following areas, locations and circumstances:

1. Double yellow lines, double red lines or unauthorised areas.
2. Drop off zone and left unattended (including outside the crèche on the retained estate).
3. Any of the pay and display car parks without displaying a valid ticket.
4. Unauthorised space across the site.

5. Vehicles left unattended parked on a taxi rank.
6. Disabled bays without displaying a valid disabled permit.
7. Sidewalks, grassed areas or pavements.
8. Staff parking on the lower ground and ground floors of the multi-storey car park.
9. Locations which block access for emergency vehicles.
10. Hatched areas.
11. Vehicles left unattended in delivery and loading areas.
12. Vehicles double parked.
13. Locations dedicated to emergency, on call vehicles or bereavement bays.
14. Locations temporarily cordoned by either the Facilities or Estates Department temporary operational purposes.

8.3 Failure to comply with this policy may result in any or all of the following;

1. Warning – The Trust reserves the right to affix a warning notice to any vehicle in breach of the rules and regulations.
2. Temporary or permanent withdrawal of car parking permits – For persistent offenders the Trust reserves the right to withdraw, on a temporary or permanent basis, employee permits and access to the car park. In addition to this, offenders could be liable to disciplinary action.
3. Fixed Penalty Notices – To ensure compliance with this policy and the car parking notices the Trust displays around its site, the Trust will regularly monitor the use of car parking facilities and will affix fixed penalty notices to the vehicle of any user who is found in breach of the policy and / or any notices.
4. Disciplinary Action – The Trust reserves the right to initiate disciplinary action for serious breaches of this policy.

## **9 Incident Reporting**

- 9.1 In the event of an incident occurring in the car park involving staff members or members of the public, staff will take reasonable steps to remedy the situation immediately and must inform their manager. Staff will ensure that an incident form is completed on the Trust Incident Reporting System (Ulysses).
- 9.2 If a member of staff sees or suspects that a crime is taking place in the car park or anywhere within the Trust, they should immediately contact Security Control on ext. 2004 (Retained Estate) or 3181 (Children's Health Park). Police may be summoned via switchboard or directly using 999. Wherever possible, the member of staff should keep the situation under surveillance without endangering personal safety.

## **10 Off Site Parking**

- 10.1 Employees who intend to travel by car and park off site are reminded that the Trust exists as an integral part of the local community and is keen to achieve and maintain excellent relationships with local residents, community groups, the City Council, the Police and other road users. As a result, staff who park in local residential roads are urged to demonstrate consideration and courtesy for residents, pedestrians and other road users. The Trust cannot, and will not condone inconsiderate, illegal or dangerous parking by members of staff.

## **11 Governance**

- 11.1 All permits remain the property of Alder Hey Children's NHS Foundation Trust at all times and must be returned when the named individual leaves the Trust's employment.
- 11.2 All permits will be registered against specific staff names, vehicle details and car registration numbers. Vehicle changes must be notified without delay to the car parking administration office.
- 11.3 A permit enables a Trust employee to park at their own risk if a space is available within the designated areas. Spaces are not guaranteed at any time.
- 11.4 The recipient of the permit agrees to abide by the terms and conditions as set out in this policy and scheme.

## **12 Further Information**

**Equality Analysis** ([hyperlink](#))