

**CONTROLLED DOCUMENT**

## Traffic and Parking Management Policy

<b>CATEGORY:</b>	Policy
<b>CLASSIFICATION:</b>	Governance
<b>PURPOSE</b>	To set out the principles and framework for the management of traffic management within the Trust, to ensure all staff, visitors, contractors and other stakeholders understand their obligations and responsibilities.
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## **1. Policy Statement**

- 1.1 University Hospitals Birmingham NHS Foundation Trust (the 'Trust') is responsible for parking and traffic management on premises operated by the Trust.
- 1.2 The aims of this policy are to ensure all vehicles have clear and safe access through the Queen Elizabeth Medical Centre (QEMC) premises and that designated parking facilities are safe, secure and accessible to users.
- 1.3 The Traffic and Parking Management Policy sets out the framework on how the traffic management and car parking service is managed within the Trust, in order that:
  - 1.3.1 There is a unified and structured approach to the management of parking within the Trust with all due consideration of legislative, regulatory and mandatory obligations;
  - 1.3.2 All persons are aware of their roles, responsibilities and obligations with regards to parking matters; and
  - 1.3.3 Incidents are effectively dealt with in an orderly, consistent and effective manner.

## **2. Scope**

This policy applies to anybody accessing and/or parking on QEMC premises including but not limited to staff, patients, visitors, contractors, volunteers, students, locum and agency staff and staff employed on honorary contracts.

## **3. Framework**

- 3.1 This section describes the broad framework for traffic management throughout the Trust as set out in Section 1 above. Detailed instructions are provided in the associated procedural documents.
- 3.2 The Director of Communications shall approve all procedural documents associated with this policy and any amendments to such documents, and is responsible for ensuring that such documents are compliant with this policy.
- 3.3 The framework is divided into the following sub-sections:
  - Responsibility of Consort Healthcare (Birmingham)
  - Permit Administration/ Conditions of parking

- Traffic Management enforcement
- Visitor and Pick up / drop off Spaces
- Management of external premises
- Major Incidents & Serious Threats

#### 3.4 Responsibility of Consort Healthcare (Birmingham)

3.4.1 The duties, responsibilities, required capabilities, work prioritisation and day to day obligations of Traffic Management at the QEMC is determined by the Trust's' contract with Consort Healthcare (Birmingham) and their Traffic Management service provider.

3.4.2 Consort HealthCare (Birmingham) is responsible for co-ordinating and delivering a professional parking and traffic management service through their nominated service provider on the QEMC site. In so doing, Consort HealthCare (Birmingham) will:

- Manage and co-ordinate parking and traffic management on (QEMC);
- Provide, operate, and maintain all designated parking equipment;
- Ensure vehicles have clear and safe access through QEMC premises;
- Monitor inappropriate or unauthorised parking on QEMC premises and take appropriate action in accordance with the enforcement regime for inappropriate parking;
- Take all reasonable steps to ensure that vehicle segregation is managed, maintained and operated at all times;
- Ensure parking areas are clearly signed and designated at all times and that parking charges are clearly displayed;
- Provide and manage the provision of parking permits on QEMC premises;
- Provide specialist support, advice and assistance to users of the parking facilities;

- Manage, record and respond to all enquires and complaints concerning parking and traffic management;
- Assist the Trust in the development and regular review of the Traffic Management and Parking Policy and associated localised operational procedures;
- Ensure that suitable and appropriate information is effectively communicated;
- Manage incidents/safety and liaise with the Police, Trust and Security Management team as appropriate; and
- Report issues directly to the Trust PFI Performance Manager.

### 3.5 Permit Administration/ Conditions of parking

3.5.1 Staff who wish to join the Trust Car Parking Scheme are required to complete and submit a car parking application form which has been authorised by their line manager.

3.5.2 All applications forms are subject to the relevant Trust car parking eligibility criteria as detailed in the associated Traffic Management Procedure.

3.5.3 Eligible staff will be issued a barrier pass and a car parking permit which must be displayed in the vehicle while parking on QEMC premises;

3.5.4 As a member of the Trust Car Parking Scheme staff agree to abide by the Traffic Management service provider's Terms and Conditions, namely:

3.5.4.1 The car parking permit and pass is for personal use only and it must not be given to, or used by, anyone else;

3.5.4.2 Possession of a Car Parking Permit and Pass does not guarantee staff a car parking space;

3.5.4.3 Staff will return the permit to the Traffic Management service provider when they cancel this agreement and/or leave the Trust;

3.5.4.4 Staff will notify the Traffic Management service provider promptly of any change in their personal circumstances, access requirements or details of my vehicle(s);

- 3.5.4.5 Staff must abide by the Trust Traffic Management Policy and Procedure. Staff must refrain from unauthorised parking and the use of spaces assigned for public parking unless prior arrangement is made specifically with the Traffic Management service provider, in accordance with the policy;
- 3.5.4.6 Staff will report the theft or loss of their permit and/or pass immediately to the Traffic Management service provider and pay for a replacement pass card;
- 3.5.4.7 The Trust and Traffic Management service provider do not accept liability for any loss or damage caused to any vehicle or its contents whilst parked on hospital premises.
- 3.5.4.8 Upon leaving the Car Parking Scheme, staff agree to settle all unpaid car parking infringement notices including the deduction from salary monies as appropriate;
- 3.5.4.9 Proof of a member of staff's home post code will need to be evidenced before authorisation of a Car Parking Pass;

### 3.6 Traffic Management enforcement

- 3.6.1 Traffic Management enforcement aims to promote appropriate parking behaviour and ensure compliance with parking restrictions to enable the Trust to effectively deliver wider transport strategies and objectives.
- 3.6.2 The Traffic Management service provider will take into account any acute emergency situations or mitigating circumstances prior to instigating any enforcement measures.
- 3.6.3 The QEMC site will be regularly patrolled by a team of uniformed patrol officers who will monitor road traffic and parked vehicles to ensure compliance with this policy and the associated procedures.
- 3.6.4 Where a vehicle is found to be inappropriately parked the patrol officer will issue an infringement notice recording details of the vehicle's registration, make and model, location, date, time and nature of the offence. A photograph of the vehicle may also be taken as evidence of the parking offence.
- 3.6.5 If the parking offence is of a serious nature the member of staff's car parking permit may be immediately revoked upon the authorisation of the Trust Security Management Specialist or their delegated representative.

- 3.6.6 The value of the infringement notice will be reviewed annually by the Trust and the Traffic Management service provider to ensure it remains a suitable deterrent to inappropriate parking.
- 3.6.7 Failure to pay an infringement notice may result in disciplinary action being taken against the member of staff in accordance with the associated Disciplinary Policy.
- 3.6.8 If at any time a member of staff has three unpaid infringement notices the Traffic Management service provider will:
- 3.6.8.1 Seek permission from the Trust Security Management Specialist or their delegated representative to suspend the member of staff's car parking permit until such time when all outstanding infringement notices have been paid. Permission will not be unreasonably withheld by the Trust.
  - 3.6.8.2 Inform the appropriate UHB Line Manager(s) and request the issue is discussed with the member of staff as a matter of urgency and that payment must be made within seven days. If payment is not received within this period the Traffic Management service provider will notify the UHB HR Department and appropriate disciplinary action will be considered by the Trust.
- 3.6.9 If required, the Traffic Management service provider will contact the DVLA to identify the registered owner of any vehicle parked inappropriately on QEMC premises.
- 3.6.10 The Traffic Management service provider may engage the use of a debt collection agency to recover the value of any outstanding infringement notices, including any additional costs they may have reasonably incurred in pursuit of payment.

### 3.7 Visitor and Pick up/ Drop off Spaces

- 3.7.1 To ensure sufficient capacity the Trust has designated a number of car parking spaces for patients and visitors sole use when attending the Trust.
- 3.7.2 Trust staff are not permitted to park in visitor spaces, including the QEHB main entrance pick up / drop off area (the 'loop road') or purchase any daily and/or weekly visitor tickets without the express prior authorisation of the Trust Traffic Management service provider.
- 3.7.3 Staff found to have parked in a visitor space or purchased a daily and/or weekly visitor ticket without appropriate authorisation will

be liable to disciplinary action in accordance with the associated Disciplinary Policy.

### 3.8 Management of external premises

Traffic Management on premises external to the QEMC site will be the responsibility of a nominated Trust Senior Manager at each location. The Trust Senior Manager will be responsible for ensuring all vehicles have clear and safe access through the premises and that designated parking facilities are safe, secure and accessible for users. This will include management of any car parking equipment and signage.

### 3.9 Major Incidents & Serious Threats

In the event of a declared Trust Major Incident or serious threat, procedures may temporarily be enacted and supersede the traffic management measures outlined within this Policy and associated Procedures.

## 4. **Duties**

### 4.1 **Director of Communications**

The Director of Communications shall:

- act on behalf of the Board of Directors as the named Director with overall responsibility for traffic management within the Trust; and
- Appoint Nominated Trust Senior Managers responsible for parking at all external Trust sites.

### 4.2 **Trust PFI Performance Manager**

The Trust PFI Performance Manager will:

- report all breaches to the Director of Communications;
- be responsible for ensuring compliance of the car parking service provided by Consort Healthcare (Birmingham) and other third party service providers; and
- be available to provide advice, assistance and support on vehicle management matters including the following:
  - Traffic Management and Parking Policy and Procedures;
  - Risk assessment of vehicle management; and



- Monitoring of the car park service provider

#### **4.3 Trust Security Management Specialist**

The Trust Security Management Specialist shall be responsible for investigating traffic management incidents, complaints and issues of non-payment of infringement notices.

#### **4.4 Nominated Trust Senior Managers at external UHB sites**

Each nominated Trust Senior Manager for their site will ensure that:

- all vehicles have clear and safe access;
- designated parking facilities are safe, secure and accessible for users; and
- the management of any car parking equipment and signage is fit for purpose.

#### **4.5 Members of the Estates and Planning Team**

Members of the Estates and Planning Team shall:

- Act as the central forum for collectively identifying, assessing and reviewing parking, risks and issues; and
- Report to the Director of Communications through the Trust PFI Performance Manager.

#### **4.5 Line Managers**

Line Managers will be responsible for ensuring that the Traffic Management and Parking Policy and relevant procedures are complied with, which shall include:

- Ensuring staff, as well as other workers deployed within their area, are aware of their traffic management responsibilities;
- Ensuring that local parking procedures are adhered to and that all traffic management incidents are reported;
- Upon notification from the HR Department that a member of their staff has three unpaid Infringement Notices, Line Managers will meet with relevant member of staff and seek their agreement to make payment within 14 days; and

- Assist in any investigations of traffic management incidents;

#### 4.6 **Staff Responsibilities**

All Trust staff using the Trust car parking facilities are required to:

- Drive considerately and comply with all aspects the Traffic Regulations on the QEMC site;
- Abide by the terms and conditions contained within this policy and associated Traffic procedures;
- Park in an appropriate and considerate manner that does not impede other vehicles or block pedestrian access;
- Not interfere or misuse any parking equipment or property;
- Pay the appropriate car parking tariff;
- Not park in any patient or visitor allocated parking without appropriate prior approval from the Traffic Management service provider.
- Promptly pay any car parking infringement issued by the Traffic Management service provider, subject to any appeal process;
- Inform the Traffic Management service provider of any relevant change to their individual circumstances e.g. change of vehicle, home post code, hours of work etc.;
- Park with consideration to any local residents' property and/or access if parking offsite;
- Report any traffic management issues or near misses in line with the Trust's Incident Reporting system (Datix) at the earliest possible opportunity; and
- Assist in any investigations arising from traffic management incidents.

### 5. **Implementation and Monitoring**

#### 5.1 Implementation

5.1.1 This policy will be available on the Trust's Intranet Site. The policy will also be disseminated through the management structure within the Trust.

5.1.2 Consort Healthcare (Birmingham)'s nominated service provider shall be available to provide advice, assistance and support on vehicle management matters on the QEMC site.

## 5.2 Monitoring

Appendix A provides full details on how this policy will be monitored by the Trust.

## 6. **References**

Disability Discrimination Act 1995

Equality Act 2010

Department of Health Guidance 'NHS patient, visitor and staff car parking principles' October 2015

Department of Health 'Income Generation Car Parking Charges Best Practice for implementation' December 2006  
Road Traffic Act 1998

New Hospital Project Agreement

## 7. **Associated Policy and Procedural Documentation**

The Traffic Management Policy must be used in conjunction with the following policy and procedural documents:

Disciplinary Policy

Health and Safety Policy

Helicopter Landing Procedure

Information Security Policy

Leavers Exit Procedure

Major Incident Plan

Motor Vehicle Policy

Records Management and Information Lifecycle Policy

Recruitment and Selection Procedure

Risk Management Strategy and Policy

Security Policy

Security Procedure

Traffic and Parking Management Procedure

## APPENDIX A

### Monitoring Matrix

<b>Monitoring of Implementation</b>	<b>Monitoring Lead</b>	<b>Reported to person/ Group</b>	<b>Monitoring Process</b>	<b>Monitoring Frequency</b>
Details of serious breach of this Policy	PFI Performance Manager	Director of Communications	Audit Report	Annually
Audits of Traffic Management service	PFI Performance Manager	Finance and Commercial Manager - Projects	Audit Report	Monthly
Details of vehicle/ pedestrian incidents	Estates& Planning Team	Health & Safety Committee	Audit Report	Quarterly