

Borders NHS Board**BORDERS GENERAL HOSPITAL, CAR PARKING AND ENFORCEMENT UPDATE****Aim**

To update the Board on the management of car parking, the issue of parking charge notices and appeals process, within the grounds of Borders General Hospital and Huntlyburn House, following the introduction of parking and enforcement arrangements on 25th November 2013.

Background

The introduction of car parking enforcement was approved by the Board Strategy and Performance Committee at its meeting of 6th June 2013. Such enforcement was driven through the need to manage the car parking facility within the Borders General Hospital campus, to ensure access to short term parking facilities for patients, visitors, registered disabled drivers, and close by the main entrance to the Hospital, and for peripatetic staff. This arrangement segregated such parking from the long stay facilities around the periphery of the site, predominately utilised by staff.

During 2013, car parks 1 and 2 were redesigned and resurfaced improving the vehicular flow and pedestrian safety within this area which has now been established as the short term parking facility.

Following competitive tendering a third party organisation, Minster Baywatch, a member and Approved Operator of the British Parking Association, was contracted to provide, in conjunction with the Board's General Services Department, Car Park Enforcement Services. Following the erection of signage; agreement on standard operating procedures; and completion of a comprehensive communication plan, ensuring all Hospital users were aware of the impending change, the system went live on 25th November 2013.

Summary

General Services were central to the supply staff to enforce the new parking regulations. A BGH based General Services Supervisor took the lead in assisting the General Services Manager in identifying staff who could be released from the BGH to provide a car park patrol service.

Staff risk assessments were produced which demonstrated that two members of staff were required concurrently within in the car parks. Staff were supplied with appropriate equipment, clothing and PMAV training. Minster Baywatch provided training which included the legalities of enforcement and the operational requirements of Parking Charge Notice, (PCN), issue.

In addition to communication with the local Press and Radio, the inclusion of leaflets within Patient appointment letters, information flyers were placed on cars for a period of 4 weeks

prior to the go live date; this helped give information directly to hospital users and smoothed the transition to live PCN issue.

The revised car parking arrangements have been well received by Patients and Visitors to the Hospital who are now able to utilise the drop off facility at the Hospital main entrance and to park vehicles close by, within the short term car parking facilities.

Month one

Patrol staff worked mornings only to enforce inappropriate parking, (vehicles parked on verges/hatched areas/blocking traffic/no valid blue badge on display), and to direct vehicles to appropriate areas. The short stay car park was not enforced at this time. Issues such as inadequate signage on the Huntlyburn access road were realised and remedied and overspill into neighbouring areas was highlighted as a problem. Night shift staff was found to be parking in the long stay car parks reducing access for day staff arriving each morning. Leaflets and emails were distributed to explain that they should use the short stay car park overnight.

Month two

Patrol staff was deployed daily, from 8am to 5pm, in order to enforce the correct use of the short stay car parking facilities. Monitoring these car parks has proven to be labour intensive and demands a full time presence for two staff members. The immediate issue arose that patrol staff were unable to determine which vehicles had left the car park legitimately and returned to re-park. A large increase in PCN's issued resulted in a proportionate large increase in appeals received which impacted on the Appeal Panel workload. Towards the end of month two, patrol staff were instructed not to issue PCN's if there was any doubt that vehicles had left and returned to the short stay facility following a break. Anyone witnessed simply relocating their vehicle within the short stay car park were issued with a PCN. This method does not allow differentiation between cars simply moving within the car park; and therefore not complying with the conditions set out on the signage; from cars leaving the car park for visits/meetings/looking for alternative spaces and subsequently returning. PCN's and appeals have returned to a manageable level.

Car sharing was introduced as a pilot during this month as it became evident that between 50 and 100 spaces were regularly available within the short stay car parks. Staff were invited to apply and gain a permit from the Estates Department, to display when parked within dedicated car sharing spaces. To date ninety permits have been issued.

Month three

The end of February saw the system bedding in and staff becoming more used to the segregation between short and long stay parking facilities and the concept of alternative modes of travel or car sharing.

Future Developments

To improve the monitoring of appropriate use within the short term car parking facilities, the Car Parking Working Group in due course will propose to the Strategy Group a no returns policy within 35 minutes of leaving.

Currently the use of Automatic Number Plate Recognition, ANPR, is being explored. Such investment will reduce the man power requirements in patrolling the site.

In conjunction with, South East Scotland Transport Network, SEStran, and “Trip Share”, a revised, improved and more inclusive car sharing initiative will be launched, date yet to be confirmed.

Shuttle Bus services improving the links between Galashiels, Langlee, Tweedbank and the Hospital are being considered by a local bus operator, for introduction during late April, details are awaited.

Appeal Panel Update

NHS Borders is managing the Appeals process in house. This involves a weekly or fortnightly panel of three at least; the Chair of the panel usually being a non-Executive Director along with a Partnership representative and at least one other member.

To date there have been 396 appeals, of these 203 (51%) have been upheld. This overall percentage has been skewed by the number of upheld appeals in January due to many “over 4hr stay” Parking Charge Notices having been issued to cars that had in fact moved, the process of issuing PCN’s has now been revised to avoid a recurrence. If those (126) are excluded then the percentage of appeals approved each month can be seen to have been an average of 25%, a low of 19% and a high of 39%, February and March seem to have stabilised at about 23%.

	Dec	Jan	Jan corrected	Feb	Mar	Total	Corrected Total
Number of appeals	27	162	46	78	83	396	234
Number upheld	5	144	18	17	19	203	59
% appeals approved	19%	89%	39%	23%	22%	51%	25%

Table 1: This is shown as a graph below

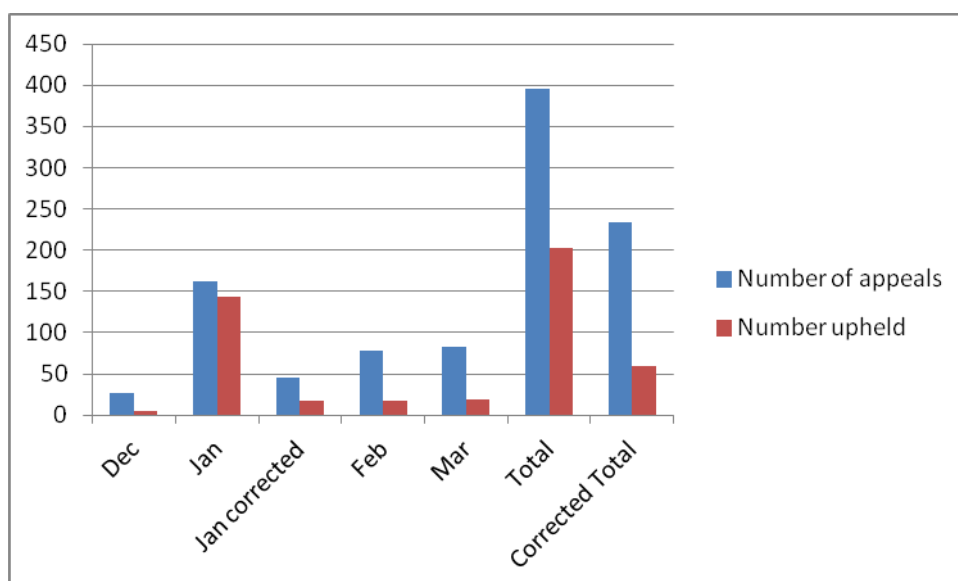


Fig 1: Appeals received vs Appeals upheld by Month

Recommendation

The Board is asked to:-

Note the progress in managing the car parking facilities and Appeals process within Borders General Hospital;

Support the further development to

- Explore the introduction of automatic number plate recognition cameras alongside a 35min no return policy, which will allow more efficient management of the short stay car parks.
- Further develop car sharing and use of Public transport
- Issue further guidance to staff which will be aimed at clarifying and restating previously published guidance .

Policy/Strategy Implications	The introduction of dedicated short term car parking has improved patient and visitor access to our services. Car parking will remain free to all users, so long as the appropriate car parking spaces are utilised
Consultation	SBC Planning Department, the improved management of car parking facilities being integral to the full Planning Consent issued for the construction of the Margaret Kerr Unit. Internally the following Committees have been consulted: Clinical Executive Operational Group BGH Clinical Board Area Partnership Forum Public Reference Group
Consultation with Professional Committees	See above
Risk Assessment	Risk assessments have been undertaken on the car parking arrangements and traffic activity within the site, as well as for those staff who patrol the parking areas, updating those established at the outset of the reconfiguration programme. Such updated assessments will be routinely further reviewed to ensure the continued improvement of safety arrangements within this Hospital site. The third party provider, as noted above, has provided training on the use of the hardware and software supporting the issue of the Parking Charge Notices and have

	<p>also trained staff, in liaison with the Board's PMAV Team, on confrontation management.</p> <p>Appropriate personal protective equipment has been issued and utilised by NHS Borders Staff when fulfilling control and patrolling duties.</p>
Compliance with Board Policy requirements on Equality and Diversity	An Equality and Impact assessment have been undertaken within the implementation phase of this project.
Resource/Staffing Implications	Medium term - Cost neutral

Approved by

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