

Ref: FOI/GS/ID 4752

Please reply to:
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Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

7 June 2018

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Staff parking.

You asked:

- 1. Please can you let me know if you charge your staff for parking at Tunbridge Wells hospital and if so how much?*
- 2. If you have a policy on staff parking at Tunbridge Wells hospital may I please have a copy?*
- 3. Finally can you let me know what ward shift patterns you have for staff nurses. What time do they start the day shift and what time do they finish.*

1. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link:

<http://www.mtw.nhs.uk/wp-content/uploads/2016/04/Staff-car-parking-spaces-and-cost-2011-2015.pdf>

2.

Please see the following policy.

MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST

Staff Car Parking Policy and Procedures

Requested/ Required by:	Trust Management Board
Main author:	General Manager Facilities (Contracts)
Other contributors:	Staff Side – JCF Travel Plan Co-Coordinator
Document lead:	General Manager Facilities Contracts Contact Details: ext 33362
Directorate:	Corporate
Speciality:	Estates and Facilities
Supersedes:	Staff Car Parking Policy, Version 2.0 (September 2010)
Approved by:	Trust Management Executive Committee, 20 th March 2013
Ratified by:	Trust Management Board, 25 th July 2013
Review date:	March 2016 or sooner if Trust policy circumstances require this.

Disclaimer: Printed copies of this document may not be the most recent version.
The master copy is held on Q-Pulse Document Management System
This copy – REV3.0

Document history

Requirement	The provision and effective management of car parking is critical to
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for document:	ensure adequate access to the Hospital sites is maintained. This policy will be a constituent part of the Trust's Green Transport Plan. By implementing this policy the Trust will provide adequate access to staff parking and will work towards the requirements of legislation, Department of Health guidance and good practice.
Cross references:	<ul style="list-style-type: none"> • HTM 07-03 Transport Management and Car Parking • British Parking Association. <i>Charter for Hospital Parking</i> • British Parking Association. <i>Code of Practice, Control and enforcement of parking on private land</i> • DOH. (2006). <i>Car Parking Charges, Best Practice Document</i>
Associated documents:	<ul style="list-style-type: none"> • Maidstone and Tunbridge Wells NHS Trust. <i>Policy and Procedure for Management of Concerns and Complaints</i> [RWF-OPPPCS-NC-CG31] • Maidstone and Tunbridge Wells NHS Trust. <i>Equality and Human Rights Policy and Procedure</i> [RWF-OPPPCS-NC-WF11] and [RWF-OPPPCS-NC-WF49] • Maidstone and Tunbridge Wells NHS Trust. <i>Single Equality Scheme</i> [RWF-OPPPCS-NC-WF14]

Version Control:		
Issue:	Description of changes:	Date:
1.0	Original Policy	April 2006
2.0	Reviewed and reformatted	September 2010
3.0	Reviewed and reformatted	March 2013

Policy statement for

Staff Car Parking Policy

It is Trust policy to provide staff with on-site car parking and a car parking fee payable by the staff member is charged for this facility. In order to provide reasonable access to car parking for patients, visitors within a limited number of available spaces on Trust sites, appropriate controls are required.

This policy is designed to define and clarify parking arrangements for staff within all Trust grounds.

The Trust encourages staff to avoid motor car usage where-ever possible and this policy will be a key component of the Trust's "Green Transport Plan" which is presently under development. The Green Transport Plan will ensure that our clinical service is underpinned by a comprehensive strategy to deal with access to our hospitals. As part of the Trusts "Green Transport Plan" efforts will be made to address parking congestion and environmental issues. As a result, the Trust will encourage staff and visitors to consider alternatives to using cars when travelling to the hospital, including:

- Car sharing
- Public transport
- Cycling
- Walking

Staff Car Parking Procedure

Contents	Page	
1.0 Introduction and scope		5
2.0 Definitions	5	
3.0 Duties	5	
4.0 Training / competency requirements		5
5.0 Scheme hours	5	
6.0 Parking on site	5	
6.1 Security		6
6.2 General	6	
6.3 Parking enforcement		6
6.3.1 Civil Parking Notices (CPN)		6
6.4 Disabled access – Blue Badge Holders		6
6.5 Hospital volunteers	7	
6.6 Students	7	
6.7 Off-site parking	7	
7.0 Parking permits	7	
7.1 Issue of permits	8	
7.2 Responsibilities of permit holder		8
7.3 Change of vehicle		8
7.3.1 Use of temporary vehicle		8
7.4 Photocopied or forged permits		8
7.5 Lost permits	9	
8.0 Permit allocation	9	
8.1 Permit types and evaluation criteria		9
8.1.1 Category A:	10	
8.1.2 Category B	11	
8.1.3 Category C	11	
8.2 New starters	12	
8.3 Permit changes	12	
8.4 Method of payment	12	
8.4.1 Staff paid through MTW Payroll (SBS)		12
8.4.2 Staff not paid through MTW Payroll		12
8.5 Refunds	12	
9.0 Appeals	12	
10.0 Complaints	13	
11.0 Monitoring and audit		13
Appendix 1: Process requirements		14
Implementation and awareness		14
Review	14	
Archiving	14	
Appendix 2: Consultation table		15
Appendix 3: Equality impact assessment		16
Appendix 4: Application for staff car parking permit		17

1.0 Introduction and scope

- 1.1 The aim of this policy is to create a robust structure, systems and processes that will enable the effective management of car parking provision for staff working at the Trust. It is intended that these measures will assist in achieving:
- Improve access for staff
 - Reduced site congestion
 - Eliminate unauthorised parking on all roads and car parks
 - Reduce the number of single occupancy vehicles arriving / departing
 - Improve the environment through reducing pollution
 - Compliance with all applicable legislative requirements
- 1.2 In implementing this policy, the Trust will ensure that all employees are treated fairly, equitably and within the provisions of the Trust's Equality and Human Rights Policy and Procedure and Single Equality Scheme. Special attention should be paid to ensuring the policy is understood when using it for employees new to the NHS or Trust, by employees whose literacy or use of English is weak or for persons with little experience of working life.

2.0 Definitions

No definitions required at this time.

3.0 Duties

- 3.1 **Director of Estates and Facilities:** is accountable for the development, communication, management and enforcement of the Car Parking Policy as well as the associated Transport Plan. This responsibility is delegated by the Director of Finance who is the Board lead on estates and facilities issues.
- 3.2 **Managers** are accountable for ensuring that their team member are aware of the car parking policy and adhere to it.
- 3.3 **Staff** are responsible for ensuring that they adhere to the requirements of this policy. Staff who are eligible for a staff permit are required to use the facility responsibly and safely.

4.0 Training / competency requirements

There are no training / competency requirements at this time.

5.0 Scheme hours

The car-parking scheme operates 24 hours a day, Monday to Sunday inclusive (including Bank Holidays) and is supported by the presence of security officers either employed directly by the Trust or the company responsible for undertaking the role.

6.0 Parking on site

6.1 Security

The Trust accepts no responsibility for damage to, or loss, or theft from vehicles parked on Trust hospital sites.

Staff must ensure that their park parking permit is clearly visible in the vehicle whilst parked on a Trust site. This both confirms eligibility to park and enables car owners to be identified and contacted in the event of a security issue with the vehicle.

6.2 General

Staff and visitors must only park in the clearly defined and marked parking spaces and adhere to all signage in and around the car parks. Failure to do so will result in a Civil Parking Notice being served. (Full details of the parking enforcement measures, see Section 2.3).

All members of staff wishing to park within the designated hospital staff car parks are required to apply for a parking permit in advance of using the car parks (see **Appendix 4**). Parking permits entitle staff to park within the clearly marked staff car parks.

Parking permits entitle staff to seek an available space, but do not provide a guarantee that one will be available.

Staff must always park in marked spaces (bays), identified for staff usage, regardless of convenience or distance from their work location, and with consideration of other users.

The visitor car parks must not be used as an overspill car park if the staff car parks are busy. The location of the designated overflow car parks which are currently available are:

- Maidstone Site : Behind the staff accommodation blocks, Hermitage Lane
- Tunbridge Wells (Pembury) Site : Mercure Hotel

However, night staff may park in the visitor car parks (Maidstone Hospital site only) between the hours of 17:30 – 08:30 Monday – Sunday inclusive.

* The only exception to this rule is with prior permission of the security officers.

Cars which are parked in areas other than clearly defined parking spaces (e.g. beside landscaping areas, on double yellow or red lines, etc.) without prior permission of the security officers, or take up more than one clearly defined parking space, will be subject to parking enforcement measures (listed below).

6.3 Parking enforcement measures

6.3.1 Civil Parking Notice (CPN)

All members of staff are liable to be issued with a CPN for not parking in the clearly defined and marked parking spaces.

If a member a staff member parks their vehicle in a dangerous location (e.g. Fire Access Route) they may automatically be issued with a CPN. In addition may face disciplinary action from the Trust

Details of charges and payment methods will be issued with the Car Parking Notice.

6.4 Disabled access – BLUE BADGE HOLDERS

Due to the essential requirement to ensure that all roadways are accessible at all times (i.e. that they are not blocked, impeded or obstructed by parked vehicles), the Trust does not allow blue badge holders to park on double yellow or red lines unless specifically instructed to do so by a parking attendant. Instead, the Trust provides specific disabled spaces as close as possible to the main entrances to the hospital. These spaces are designed for visitor use only, and should not be used by staff that hold blue badges.

Staff who hold blue badges and whose disability directly affects their mobility are encouraged to park on-site. However, like all staff they must apply and pay for a parking permit. Where necessary the Occupational Health Department will be called upon to make an assessment of individual needs before a permit will be issued.

Staff with blue badges must present their blue badge at the time of application in order that the details may be verified, and should they be successful in applying for a parking permit, must clearly display their blue badge in their vehicle at all times.

6.5 Hospital volunteers

Hospital volunteers are able to park on site free of charge within the designated Staff car parking areas only after completing the application for a staff permit.

6.6 Students

All students that are in receipt of a bursary and meet the assessment criteria (8.1) will receive a permit free of charge, subject to waiting list (8.2).

6.7 Off-site parking

Staff 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, local authorities, the police and other road users. As a result staff who park off-site 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.

Any intimidation or damage directed towards staff or their vehicles whilst parked off-site should be reported to the police.

7.0 Parking permits

Application forms (**see Appendix 4**) for parking permits are available from the sites' Hospital Services Managers during office hours.

Staff will not be entitled to use the Trust's designated staff car parks until they are in receipt of a permit and this is displayed on the windscreen of their vehicle

Currently all permits and personal data are processed and kept in house. In future the Trust may engage a third party to provide data processing and printing services for staff parking permits.

Data supplied on staff car parking application forms will only be used for matters directly relating to an applicant's staff car parking application or permit renewal.

All information will be stored and maintained in accordance with the provisions of the Data Protection Act.

7.1 Issue of permits

- Staff permit (MTW Staff only) applications will not be processed without a valid employee assignment number being given
- Information and publicity regarding permit reissues will be forwarded to all wards and departments in advance.
- New permits will not be issued unless old permits are returned or exchanged.
- Permits must be collected personally and will not be issued via the internal mail. Permit holders may nominate someone to collect their permit on their behalf if they are unable to attend the reissue days written authorisation will be required, along with the old permit, before the new permit will be released to such a nominated person, and it is the responsibility of the permit holder to ensure that the nominated person delivers their permit in a safe and timely manner.
- Signature on application form signifies acceptance of the full terms of the staff car parking policy.

7.2 Responsibilities of permit holder

It is the responsibility of the permit holder to ensure the following:

- That the valid permit is collected and displayed.
- That all details recorded on the permit are accurate and correct at all times.
- That the permit is clearly displayed ON THE WINDSCREEN OR DASHBOARD OF THE VEHICLE – disc holders are available from the sites Hospital Services Manager (within office hours mentioned above).
- That the full permit must be CLEARLY VISIBLE at all times, and that permits are not obscured or hidden.

Cars failing to display a valid permit in the above manner, regardless of reason, will be subject to the parking enforcement measures (Section 6.3).

7.3 Change of vehicle

Members of staff should immediately notify the site Hospital Services Manager if they change their vehicle. If required, a new permit will then be issued showing the new details. The old permit must be returned to

the sites Hospital Services Office in exchange for the replacement permit.

7.3.1 Temporary change of vehicle

Members of staff who are using a temporary vehicle must, either transfer their permit disk into the temporary vehicle or notify the car parking attendants giving them details of make and registration number. The car parking attendant will either make a note of the temporary vehicle or issue the staff member with a temporary permit.

7.4 Photocopied or forged permits

The use of photocopied or forged parking permits is strictly prohibited, and the Trust considers their use as fraudulent.

This action will be taken only when there is a suspicion that the parking permit displayed is either photocopied or forged.

If it becomes apparent that the displayed permit is valid and officially issued, the Civil Parking Notice (CPN) will be cancelled.

If it becomes apparent that the displayed permit is a photocopy or a forgery then the Civil Parking Notice (CPN) will remain in force.

Furthermore, disciplinary action may be taken against the member of staff by the Trust following the outcome of any subsequent investigation.

If any member of staff is found to be using a photocopied or forged parking permit whilst parking on site they will have all parking privileges removed, and will no longer be eligible, regardless of circumstances, to park on the hospital sites at any time while employed by the Trust or whilst on Trust business. There will be no grounds for appeal of this decision.

7.5 Lost permits / barrier access cards

It is the responsibility of the permit holder to ensure that permits and barrier access cards are kept safe. Should a permit or barrier access card be lost an administration fee of £10.00 (dependant on circumstances) will be required before a replacement is issued.

8.0 Permit allocation

Parking permits and barrier swipe cards are issued to staff who are eligible to park in the designated staff areas of the Trust's hospital sites.

The allocation of permits and barrier swipe cards will be monitored to ensure that parking spaces are effectively utilised.

8.1 Permit types and evaluation criteria

At peak times demand exceeds available car park capacity therefore, the Trust has had to introduce a criteria for the assessment of need for a parking permit.

The main criteria to assess the need for a parking permit is as follows:

8.1.1 Category A: Groups automatically eligible for a permit	
Permit types	Staff groups eligible for these permit types
Priority (A) (Maidstone Hospital Site only)	<p>Staff who on Trust business are required to Travel off site then to frequently return to their hospital site during peak times, and whose inability to park quickly could result in life risk or significant disruption to clinical or key Trust activities.</p> <p><i>Peak times are weekdays from 8am until 4pm.</i></p>
General staff (A)	<p>Staff who are registered disabled (i.e. blue badge holders) or have an incapacity that Occupational Health confirms requires them to park on site.</p> <p>Staff whose working duties require them to use their car and park on site, or make at least 3 off site journeys per 5 day week (or pro-rata equivalent if an individual normally works other than 5 days per week).</p> <p>Clinical Staff who have direct Patient Contact and live further than 1.5 miles</p>

	<p>“as the “crow flies” from their Hospital base of work.</p> <p>Staff who work regular shifts that start before 7:00am, or finish after 7:00pm.</p> <p><i>(Frequency must be: 4 or more shifts/month).</i></p> <p>Staff who perform rostered “on call” duties that necessitate “call out” car journeys between and off site.</p> <p>Hospital Volunteers.</p> <p>Anyone who is directly employed by MTW and works outside of peak times.</p> <p><i>(Off peak times are 19:00 – 07:00).</i></p>
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8.1.2 Category B: Other staff groups eligible for a permit (where Category A eligibility does not apply)

Staff falling outside of Category A may, (depending on where they live and whether they are directly employed by the MTW Trust) be eligible for a General Staff Permit

Permit type	Staff groups not eligible for these permit types
<p>General staff (B)</p>	<p>Non clinical staff who live further than 1.5 miles “as the “crow flies” from their hospital base of work.</p> <p>Those working on site but not directly employed by MTW (including short term contractors, students and agency staff) and who live further than 1.5 miles “as the “crow flies” from their hospital base of work.</p>

8.1.3 Category C: Remaining applicants whose eligibility for a permit is based on individual personal circumstances

Staff falling outside of Category A and B eligibility must have their individual circumstances assessed by a panel and the following criteria will be taken into account

Permit type	Criteria used to assess an individual’s
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	eligibility for this permit type
General staff	<p>The number of regular off-site car journeys that the individual's job necessitates.</p> <p>The number of staff that the individual car-shares with.</p> <p>The distance that the individual lives from their work place.</p> <p>The degree to which that individual's job involves them in direct patient contact.</p> <p>Work / home life balance.</p> <p>Availability of public transport.</p>

8.2 New starters

New staff who meet the assessment criteria (section 8.1) are eligible for a permit, but may be required to join the waiting list.

8.3 Permit charges

The Trust reserves the right to change the permit charges from time to time (usually annually) in consultation with Staff Joint Consultative Forum prior to any changes taking place.

8.4 Method of payment

8.4.1 Staff directly employed or paid through MTW Payroll (SBS)

- Monthly deduction direct from salary, or for staff on the Staff Bank who do not also have a substantive role, weekly direct from salary.

8.4.2 Staff not paid through MTW Payroll

New staff who meet the criteria will be required to pay the full pro rata annual staff car parking charge by (cash/cheque/) we have no ability to take card payments at TWH when they make their initial application. Subsequently Invoices will be sent on an annual basis.

8.5 Refunds

- Staff have the right to have refunds made to them. However, this is subject to written confirmation and comprehensive proof or evidence being provided to the Hospital Services Manager that an overpayment has been made or a refund is due. If appropriate, payments will be backdated for up to three months only from the date of notification.
- Staff taking a career break or commencing maternity leave will be entitled to suspend their payment for any period of whole months. N.B. Staff permit to be returned prior to suspension of payment.

- Staff on long-term sick (90 days or more) will be entitled to a refund of permit charges for any period of whole months for when they are off sick.
- Staff will be required to contact the Hospital Services Manager on return to work to ensure payment our reinstated.

9.0 Appeals

An appeals system is in place for staff who considers they have work, medical or compassionate grounds for requiring a parking permit. The appeals panel will meet as and when required to consider staff applications and will consist of: A representative from the HR department; a manager nominated by the Trust and a Staff Side representative.

10.0 Complaints

All complaints regarding car parking must be in writing to the Estates and Facilities Director. Responses will be in accordance with the Trust's Policy and Procedure for Management of Concerns and Complaints.

The Trust reserves the right to take disciplinary action against any member of staff who abuses or threatens any of the Trust's or contractor's car park attendants.

Persistent abuse of Trust policy may result in staff members being subject to the Trust's disciplinary procedure.

11.0 Monitoring and audit

Staff observed breaching this policy will be liable to the Trust car parking enforcement measures and may result in having the rights to park in the staff car parks removed.

APPENDIX ONE

Process requirements

1.0 Implementation and awareness

- The Trust Staff Car Parking Policy and Procedure should be circulated to all members of staff and be made available on the Trust intranet site for members of staff to review.
- Once approved the document lead or author will submit this policy/procedural document to the Clinical Governance Assistant who will activate it on the Trust approved document management database on the intranet, under 'Trust polices, procedures and leaflets'.
- A monthly publications table is produced by the Clinical Governance Assistant which is published on the Bulletin Board (Trust intranet) under "Trust Publications"; notification of the posting is included on a bi-weekly Bulletin Board round-up email, circulated Trust wide by the Communications team.
- On receipt of the Trust wide Bulletin Board notification all managers should ensure that their staff members are aware of the new publications.
- Directorate Risk Leads will be responsible for ensuring that departmental managers are aware of this policy / procedure and its ramifications and those departmental managers ensure that all staff

within their sphere of authority are aware of policy / procedure requirements.

- Wards and Departments may keep hard copies of this procedure in a Department file but the Manager needs to take responsibility for ensuring that any printed copies are kept up to date and made available for staff to read.

2.0 Review

It is essential that this procedure remains accurate and up-to-date; it will therefore be reviewed at a minimum of once every 3 years, or sooner if there are changes in practice, new equipment, law or national and local standards that would require urgent reviewing of its content.

Staff are obliged to inform the policy lead of any pertinent issues that may affect the procedure.

In addition to the above, consideration will be given to include new and best practices and lessons learned from benchmarking exercises.

Document leads are responsible for managing the review and consultation process.

3.0 Archiving

The Trust intranet retains all superseded files in an archive directory in order to maintain document history.

APPENDIX TWO

CONSULTATION ON: Staff Car Parking Policy and Procedure

Consultation process – Use this form to ensure your consultation has been adequate for the purpose.

Please return comments to: General Manager Facilities Contracts

By date: 31st January 2013

Name: Name: <i>List key staff appropriate for the document under consultation. Select from the following:</i>	Date sent	Date reply received	Modification suggested? Y/N	Modification made? Y/N
Chief Executive and Directors	07.01.2013	28.01.2013	Y	Y
Divisional Directors	07.01.2013	07.01.2013	Y	Y
Associate Director Operations	07.01.2013			
Associate Director Nursing Services	07.01.2013			
Associate Director of Estates & Facilities	07.01.2013	30.01.2013	Y	Y
General Managers	07.01.2013			
Matrons	07.01.2013	07.01.2013	N	
Trust LSMS	07.01.2013			
HR Business Partners	07.01.2013	29.01.2013	Y	Y
Travel Plan Co-Coordinator	07.01.2013			
HR Heads of Department	07.01.2013			
Staff Side Membership	07.01.2013	07.01.2013	Y	Y
JMNC chair and membership	07.01.2013			
Clinical Governance Assistant	18.12.2012	20.12.2012	Y	Y
The role of those staff being consulted upon as above is to ensure that they have shared the policy for comments with all staff within their sphere of responsibility who would be able to contribute to the development of the policy.				

APPENDIX THREE

Equality Impact Assessment

In line with race, disability and gender equalities legislation, public bodies like MTW are required to assess and consult on how their policies and practices affect different groups, and to monitor any possible negative impact on equality.

The completion of the following Equality Impact Assessment grid is therefore mandatory and should be undertaken as part of the policy development and approval

process. Please consult the Equality and Human Rights Policy on the Trust intranet, for details on how to complete the grid.

Please note that completion is mandatory for all policy development exercises. A copy of each Equality Impact Assessment must also be placed on the Trust's intranet.

Title of Policy or Practice	Staff Car Parking Policy and Procedure
What are the aims of the policy or practice?	To define and clarify parking arrangement for staff on Trust grounds
Identify the data and research used to assist the analysis and assessment	
Analyse and assess the likely impact on equality or potential discrimination with each of the following groups.	Is there an adverse impact or potential discrimination (yes/no). If yes give details.
Males or Females	No
People of different ages	No
People of different ethnic groups	No
People of different religious beliefs	No
People who do not speak english as a first language	No
People who have a physical disability	No
People who have a mental disability	No
Women who are pregnant or on maternity leave	No
Single parent families	No
People with different sexual orientations	No
People with different work patterns (part time, full time, job share, short term contractors, employed, unemployed)	No
People in deprived areas and people from different socio-economic groups	No
Asylum seekers and refugees	N/A
Prisoners and people confined to closed institutions, community offenders	N/A
Carers	No
If you identified potential discrimination is it minimal and justifiable and therefore does not require a stage 2 assessment?	
When will you monitor and review your Equal?	Alongside this policy/procedure biennially (once every three years).
Where do you plan to publish the results of your Equality Impact Assessment?	As Appendix Three of this policy/procedure on the Trust Intranet (Policies and Guidelines)

FURTHER APPENDICES

The following appendices are published as related links to the main policy /procedure on the Trust approved document management database on the intranet (Trust policies, procedures and leaflets):

No.	Title	Unique ID
4	Application for staff car parking permit	RWF-OPF-NC-WF16

3. We have a variety of different shift patterns including early days (7am to 3pm), long days (7am to 8pm), and night shifts (7:30pm to 7:30am). All of our adverts for nursing staff include a contact name for an informal discussion, can we please suggest that you makes use of that opportunity in order to ask any questions.