

Standard Operating Procedure Car Parking – Parking Charge Notice

Relevant to:

Staff, visitors and patients who use the Car Parking Facilities at Medway Maritime Hospital.

Purpose of SOP:

This SOP is to guide all Car Park Users with the Parking Charge Notice (PCN) scheme at Medway Maritime Hospital.

Parking is regulated by the Car Parking Policy, and three SOPs, Parking Charge Notice SOP, Visitor Parking SOP and Staff Parking SOP.

Parking is a scarce resource at Medway Maritime Hospital and regulation of it is essential to ensure that it is available for patients, visitors and staff as needed. This regulation requires enforcement and the PCN scheme provides that.

PCNs can be issued by any organisation, however the legal and statutory regulation they require mean that it is cost effective to contract this service to a private provider, while the issuing of PCN notices can be made by Trust staff.

Procedure to Follow:

Description of the System:

- Patient, Visitor and Staff parking is allocated on a limited basis and the Policy and respective SOPs indicate the necessary restrictions to ensure fairness and availability of spaces for parking.
- Enforcement is achieved in two ways:
 - The issuing of Parking Charge Notices when the Parking Regulation requirements, as displayed, have been breached by Patients, Staff and Visitors;
 - For Staff when a prescribed number of Parking Charge Notices have been issued within a set time period, indicating habitual non-compliance.
- Parking Charge Notices are known as an effective method to control non-compliance and has been demonstrated using survey data and Medway Maritime Hospital;
- FirstParking Ltd are Contracted to provide the PCN enforcement service;
- The system comprises the following:
 - Legal and regulatory framework to enforce the payment of PCNs;
 - An agreed set of non-compliant conditions which attract a PCN;
 - Handheld devices which issue PCNs operated by Trust or First Parking staff;
 - An Appeals process operated by Medway Maritime Hospital and staffed by a Panel of Peers;
 - A system operated by FirstParking to recover payments and non-paid PCNs;

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- Appropriate signage is a requirement to operate PCN enforcement in a Car Park. All Car Parking at Medway Maritime Hospital is covered by sufficient and appropriate signage to enable use of the PCN system as a method of enforcement.

Agreed non-compliant Conditions:

- The agreed set of non-compliant conditions which attract a PCN are:
 - Code 31 – Parked without clearly displaying the required permit, voucher or valid pay and display ticket;
 - Code 32 – Not parked wholly within a designated parking bay;
 - Code 33 – Parked in a disabled bay without displaying a valid disabled badge;
 - Code 34 – Parked on double yellow lines or in a cross hatched area;
 - Code 35 – Parked so as to cause obstruction or inconvenience to others;
 - Code 36 – Parked in an unauthorised or restricted area;
 - Code 37 – Exceeded maximum stay at A&E drop off;
 - Code 38 – Exceeded maximum stay at Hospital Front Road;
 - Code 39 – Exceeded maximum stay at Magpie Ramp;
 - Code 40 – Exceeded maximum stay at Sunderland Entrance
 - Code 41 – Parked in a electric charging space while not charging a vehicle
- One or more of the above non-compliant codes may be suspended for operational reasons;

Procedure for Issuing a PCN:

- The Security Team are charged with issuing PCNs;
- The Security Team will patrol the Medway Maritime Hospital site checking compliance and will use the Code list above to discern non-compliant parking;
- The PCN will be issued, this is recorded with the Enforcement Service Provider;
- A number of photographs are required to assist in any proceedings, including appeals, and these are taken by the Security Team and recorded with the PCN;
- The PCN is affixed to the Vehicle in an obvious location for the Vehicle Driver to find on his return to the vehicle, without causing damage.

The Parking Charge Notice:

- The Parking Charge Notice will detail the following:

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- The Code and offence wording as the reason for issuing the PCN;
- The process for payment of the PCN including the timescale to avoid, and detail of additional charges, and the necessary terms and conditions;
- The name and address of the Site where the PCN was issued;
- The name and address of the Enforcement Service Provider;
- The procedure for Appeal for the PCN;
- The current charge for a PCN is £60, reduced to £30 is paid within 14 days. £60 payment is available for 28 days;
- Appeals, payments and full details are available to PCN holders on www.paymyparking.net;
- FirstParking operate a collection scheme which may include the use of the DVLA database, Debt Collection agencies and Court Proceedings in the event of non-payment of PCN(s).
- Appeals can be made within 28 days of the PCN being issued. These are made directly to FirstParking who consider appeals where PCNs were issued in error. All other Appeals are sent to Medway Maritime Hospital Car Parking Administration.

The Appeals Procedure:

- The Car Parking ToR details who attends the panel, how frequently it meets and its limits of authority;
- PCN holders can appeal the PCN at anytime within the first 28 days of issue;
- An Appeal will halt the enforcement process if received within 28 of PCN issue, to enable the appeals process to take place;
- PCNs are forwarded to the Car Park Administration team. The team administrate the process for the Trust. The Trust has 14 days to complete the Appeal or the PCN is cancelled;
- PCNs issued in error are dealt with by FirstParking, and cancelled;
- All appeals are heard by a Panel of peers. The panel decide whether the appeal is upheld or declined. If the panel is undecided, then a vote is held. The Panel records its decision, any voting result and communicates the outcome to FirstParking;
- FirstParking will communicate any outcome to the appellant;
- Should the Appellant not agree with the Appeal decision, they have the right to a further appeal to the Parking On Private Land Appeals (POPLA) which is an independent Appeals Tribunal. Details of this will be contained in the letter received.

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Implications of not following procedure

The PCN system is in place to ensure that Patient, Visitor and Staff Parking, Policy and respective SOPs are adhered to ensure fairness and maximise the availability of spaces for parking which is allocated on a limited basis.

Failure to follow the SOP will:

- Result in a PCN being issued according to the Agreed Non-compliant Conditions;
- Result in a PCN not being appealed when necessary and the relevant charge made resulting in financial implications to the **owner/keeper**, and will potentially involve debt collecting agency, and court proceedings.
- For Staff, persistent PCNs will result in Disciplinary action as detailed in the Car Parking Policy;

Useful Contacts:

F1rst parking LLP, Po Box 3322, south Croydon, CR21JX.

www.paymyparking.net

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Car Parking Administration Team

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Monitoring the Process:

Monitoring of complaints and adverse emails.

Monitoring of DATIX reports regarding parking.

National Definitions:

HTM 07-03 NHS Car Parking Management

Reference Material & Associated Documents:

<https://www.gov.uk/government/news/free-hospital-parking-for-thousands-of-patients-staff-and-carers> Parking Changes for Staff, Visitors and Patients, accessed 21/09/2020.

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Car Parking Appeal Panel Terms of Reference.

HTM 07-03 NHS Car Parking Management: environment and sustainability

Approval Signatures:

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