Standard Operating Procedure
Car Parking – Parking Charge Notices

Relevant to:
Staff, visitors and patients

Purpose of SOP:
This procedure informs all users of the rules relating to the issuing of a Parking Charge Notice (PCN) on the Medway NHS Foundation Trust site.

Procedure to Follow:
1. The Trust have contracted with F1rst Parking (Registered Office is: 20-22 Bedford Row, London, WC1R 4JS) to supply it with the necessary Equipment/Software/Signage to operate a Parking Charge Notice Scheme on the Medway Hospital Foundation Trust site.
2. F1rst Parking will act as Debt Collectors on behalf of the Trust to obtain payment of unpaid PCN’s.
3. Signage will be displayed throughout the Medway hospital site where enforcement actions can be taken. These should satisfy the criteria that it is “reasonable” for a motorist to be aware of the potential consequences of his/her actions when parking the vehicle. It should be clear to what extent that parking is allowed or restricted and that enforcement action will be taken in respect of any subsequent breach.
4. Enforcement action is carried out by the Medway NHS Foundation Trust Traffic Management Officers.
5. Following a breach, a PCN giving full details of the parking offence and terms and conditions will be placed in a prominent position on the ‘offending’ vehicle without causing it damage.
6. The cost of a parking charge notice is £60 if paid within 28 days. This is reduced to £30 if paid within 14 days.
7. A minimum of three photographs will be taken at the time of issuing a PCN using date stamped technology Smart Phones.
8. Once a PCN has been issued all relevant information, evidence, appeals process, and payment methods can be viewed at the F1rstparking web site, www.paymyparking.net
9. Failure to pay a PCN within the appropriate time period, will result in a request to obtain the vehicle ownership details from the, Driver Vehicle Licencing Authority (DVLA) by F1rst Parking.
10. Vehicle keepers will only be contacted by letter and will not be approached in their homes in respect of the enforcement of claims (other than for the serving of notices and Court papers) until a court judgement has been secured.

APPEALS PROCESS
11. When a vehicle receives a PCN the keeper / owner has a right to appeal in writing within 28 days, stating their PCN number, vehicle registration number and reason for appeal.
12. All Appeals must be made to F1rst Parking via their Website or in writing, details of which can be obtained on the PCN that has been issued.
13. All appeals will be processed within 10 working days. The appellant will be advised of the outcome of the appeal.

14. If appealed within 14 days the payment will be suspended at the reduced rate. If the appeal is unsuccessful the fine must be paid within 14 days of the date of the outcome letter.

15. PCN Appeals will be managed by F1stparking. The car parking administrator will oversee the appeal process on behalf of the Medway foundation trust, which will include the adjudication of the first appeal.

16. PCN Appeal decisions can be based on the consideration of extenuating circumstances.

17. Due consideration will be given to the appellants appeal and any other supporting documentation, together with a copy of the PCN, officer’s notes, and photographic evidence.

18. Once adjudicated on F1rst Parking will be notified of the trusts decision. F1rst Parking will write to the appellant within five working days of its decision.

19. Should the Registered Owner/Keeper 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.

### Implications of not following procedure

The Medway NHS foundation Trust, reserves the right to withdraw all parking facilities/membership on the Medway site to those that continually disregard the car parking rules and regulations as stipulated within the trust car parking policy and associated SOP.

Failure to comply with the PCN payment periods and appeals processes as stated above, will result in financial implications to the owner/keeper, and will potentially involve debt collecting agency, and court proceedings.

### Useful Contacts:

F1rst parking LLP, Po Box 3322, south Croydon, CR21JX.
www.paymyparking.net
02003331995

Head of Security & Traffic, Tim Cowell
tim.cowell@medway.nhs.uk
01643 825266 EXT 5266.

Security & car parking team leader Ian Jones
lan.jones@medway.nhs.uk
EXT6032

Car parking Administrator Carly Monk
carly.monk@medway.nhs.uk
EXT5310
Monitoring the Process:
See car parking policy

National Definitions:
See car parking policy

Reference Material & Associated Documents:
Car Parking Policy

Approval Signatures:

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