

Car Parking Policy

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Policy to be followed by (target staff): All staff using car parking provisions			
To be read in conjunction with the following documents:			
Are there any eCARE implications?			
CQC Fundamental standards: Regulation 10 – dignity and respect Regulation 12 – Safe care and treatment Regulation 15 – Premises and equipment Regulation 16 – Receiving and acting on complaints Regulation 17 – Good governance Regulation 18 – Staffing Regulation 19 – Fit and proper			

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Policy Statement

Car parking at Milton Keynes University Hospital is an essential service that needs to be organised and managed effectively so as to ensure the smooth running of the site.

The Trust seeks to provide parking on a basis that is fair to everyone who drives to the Hospital, whether they are staff, patients, contractors or visitors.

Parking areas are expensive to build and to maintain, so the Trust recovers these costs through parking charges.

The Trust's Parking Policy is just one part of the Trust's Estates Strategy. The Hospital Travel Plan complements the Parking Policy, by encouraging everyone who travels to the Hospital to share vehicles or use other means of travel - e.g. bus, bicycle, on foot - whenever they can. We aim to lower the pressure on car parking availability at peak times and to reduce the adverse environmental impacts of the traffic generated by the Trust's activities.

Purpose and scope

This Parking Policy applies to anyone who drives onto the Trust site; this includes patients, visitors, staff, governors, volunteers, contractors and third party organisations located on the MKUH site.

Abbreviations used

- MSCP – Multi-Storey carpark
- MKUH – Milton Keynes University Hospital
- CDC – Child Development Centre
- ED – Emergency Department
- PCN – Parking Charge Notice
- PTS – Patient Transport Service

Definitions

- SABA – Parking Contract
- Trust – Milton Keynes University Hospital NHS Foundation Trust

1.0 Roles and Responsibilities:

- **Chief Executive Officer**

The Chief Executive Officer has ultimate responsibility for ensuring compliance with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the effectiveness of this policy. He has assigned the Deputy Chief Executive to lead on Trust security and carpark matters.

- **Deputy Chief Executive Officer**

Retains overall responsibility for the requirements as laid out within this policy.

- **Finance Director**

They are responsible for overseeing the carpark management contract and all financial matters relating to that contract.

- **Associate Director of Estates**

Will retain overall responsibility for the day to day management of the Security and Carparking department. Support the Head of Security and Carparks in all matters relating to this policy. Will ensure the Estates Services team maintain all carparking areas to appropriate Health and Safety standards.

- **Head of Security & Car Parking**

The Head of Security & Car Parking is responsible for the day-to-day implementation of the Parking Policy, including the management of the parking contract, management of the carparking income and budget, health and safety matters relating to this policy, including risk assessments, and the review of this policy. The Head of Security & Car Parking reports directly to the Associate Director of Estates. Ultimately, the Deputy Chief Executive has Board-level responsibility for parking.

- **Heads of Departments/Wards**

Heads of those departments/wards where parking concession validator machines are in operation are responsible for ensuring they are used correctly and within the requirements of this policy. Any misuse of the machines will be considered as fraud.

- **All Employees**

All employees have responsibility for applying for their parking permits to allow parking in staff carparks on the hospital site. They are responsible for ensuring the details provided are correct and updated when any changes to the required information occurs. They are also responsible for parking correctly and appropriately at all times when using the carpark facilities.

- **Carpark Management Company**

The day to day management of the carpark equipment and enforcement is currently contracted to Saba UK. They are responsible for ensuring appropriate levels of staffing are available onsite and that all equipment is maintained to the highest working standard. Enforcement will be carried out as agreed within the contract with MKUH.

Appendix A: contains the contact details for the current staff members and other details of how to contact the Trust about any matter connected with parking.

2.0 Implementation and dissemination of document

The Policy will be made available online to all staff members. It will also be available on the Trust website for access by visitors to the site. The Head of Security and Car Parking will work closely with the car park contractors, Service Leads, H.R. and Managers to provide guidance, when required, to ensure adherence to the Policy.

2.1 Subheading –

2.1.1 Sub-subheading –

2.1 Processes and Procedures

Parking Provision at MKUH

(appendix B) MKUH provides a number of parking spaces available to both visitors and staff to meet the requirements of the services provided. There is in excess of 2,000 car parking spaces at the Hospital site and they are split around 65%/35% in favour of staff. The provision of spaces is subject to local planning regulations and in line with Local Authority and Trust Green Travel Plans.

Staff Parking

Staff who wish to park onsite are expected to apply for an e-permit via the online portal managed by Saba (links in appendix C) This applies to anyone requiring a standard permit, residential permit, Witan Gate (for MKUH site) or reserved pay parking permit (charges apply). Trust management reserves the right to refuse staff parking permits. Currently, staff employed by MKUH receive free standard parking. Staff from other organizations pay a fee which is reviewed on an annual basis. Any review of staff charges will be made giving those affected one months' notice in writing of any changes. Staff may park in any of the designated staff car parking areas as shown in the Car Parking Plan in Appendix (D site map)

Staff Blue Badge Holders

Staff who hold a valid blue badge are permitted to use any of the dedicated disabled parking areas to park, providing the blue badge is on display. You should also register your blue badge number via the Saba portal when applying for your e-permit. The blue badge must refer to the staff member using the vehicle.

Staff Reserved Paid Parking

Reserved Paid Parking is located opposite ED at the end of the carpark nearest Oak House. It can be identified with additional signage as you enter the area as well as blue paint denoting the spaces. There is a charge through employee salary per month for using this parking, irrelevant of salary, contracted hours or how often you use the facilities (see appendix E for the current charges applicable to staff). The demand for Reserved Paid Parking is always high and a waiting list is managed by the Security and Carparks Manager. To be added to the waiting list please contact Security on parking.enquiries@mkuh.nhs.uk with your details.

Staff Residents

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MKUH staff who reside in the trust accommodation are able to apply for a residential e-permit. This e-permit allows parking of the registered vehicle/s in the accommodation parking area only. Locum/agency staff staying in trust accommodation will be required to park in the patient and visitor carparks and pay for the duration of their stay or purchase a weekly ticket from any of the car park payment machines.

Community Vehicles

There is a number of Community/pool car spaces available on level 3 of the MSCP for those members of staff who are required in their role to leave site and return several times a day. Applications for use of these pool spaces must be made through the applicants manager directly to the Security and Carparks Manager on parking.enquiries@mkuh.nhs.uk with the staff members name, job role and vehicle details so these can be provided to Saba. The bays are regularly patrolled and any vehicle seen parked for more than four hours at a time is at risk of a PCN being issued to them.

Estates Vehicles

Estates and Catering Team vehicles are allocated parking in the contractor's bays located in the stores access road. Any Estates team vehicles needing to park elsewhere on site to enable works to take place will display an appropriate permit and adhere to all Trust parking regulations.

Emergency On-Call

A number of emergency 'on-call' spaces are provided at locations shown on the attached map (Appendix D). Personnel using these bays must have a valid staff permit and be registered with the car park enforcement company as an emergency on-call staff member.

Staff Electric Charging

There are 2 spaces on each level 3 and 4 of the MSCP D, 2 spaces in the residential area and 6 spaces in MSCP G for staff to use to charge their vehicles. Each electric charging point is provided by BP Chargemaster and can be accessed by staff who hold a MKUH registered Polar Card. If you do not already have a Polar Card, you can apply for one at www.polar-network.com. BP Chargemaster will verify with the car parking team that the member of staff holds a valid staff parking permit in order to allow access to staff charging points. If you already hold a Polar Card but are struggling to use the MKUH staff charging points, please email heretohelp@bpchargemaster.com. Please use these spaces considerately and vacate a space if you do not need to charge or have finished charging your vehicle.

Students

Students are eligible for free parking when they apply via the Saba portal. Please speak with your placement supervisor for further instructions as a specific assignment number will be required.

Volunteers

Volunteers of MKUH are not eligible to apply for an e-permit via the Saba portal. Please speak with Volunteer Services Manager who will advise of the process for free exit from visitor carparks.

Car Sharing/Travel Buddies

The Trust encourages staff to car share and is currently seeking to source a number of transport options available to staff through the Car Parking and Green Travel Plan Committee.

Bicycles/Motorcycles

There are dedicated areas for bicycles) and motorcycles across the site for both staff and visitors, please see attached map (Appendix D). The locations available are:

- Adjacent to the Main Entrance (visitors)
- Outside ED (visitors & staff)

- Carpark B covered, secure (staff)
- MSCP, outside (visitors)
- MSCP, secure covered (staff)
- Ward 16 entrance (visitors & staff)
- Cook Chill entrance/Estates, secure (staff)
- Eaglestone Health Centre (visitors & staff)

To obtain the secure code for this you will be required to register your staff contact details with the Security Team.

There is dedicated motorcycle parking located at:

- MSCP, covered (staff & visitors)
- Ward 16 Entrance, covered (staff & visitors)
- Carpark B (staff & visitors)
- Outside ED (staff & visitors)
- Adjacent to the Main Entrance (staff & visitors)

Parking for motorcycles is free of charge and entry and exit to the MSCP can be gained by using the footpath next to the exit barrier. Parking permits are not required for staff using motorcycles. Visitors do not pay for parking of motorcycles on site.

Non Trust Staff

Contractors

All contractors are required to sign in with the Estates team who will issue a daily physical permit to be displayed inside the vehicle. This permit is free of charge and valid for use in contractor bays only. Parking on double red lines is strictly prohibited. Contractors may use visitor parking areas if the designated contractor bays are full but they will be expected to pay for the duration of their stay. However special arrangements will be put in place for large capital schemes lasting more than a few weeks.

Governors

Non staff Governors attending MKUH site for meetings should liaise with the Executive Team regarding their parking.

Prison Service

HMP vehicles are exempt from all procedures and restrictions when used for duties within the Hospital grounds. Where the larger vans are used to transport patients to and from site, prior arrangements are always made with the Head of Security and Carparks to allow for minimal disruption to both staff and visitors.

Patient Transport Service

There are dedicated PTS bays located outside the Main Entrance and at Carpark B. These bays are reserved specifically for ambulances (no need for permits) or personal vehicles used for transporting ambulance service patients. Any vehicle other than marked ambulances using these bays are required to display a permit and/or ID clearly displaying the company they are providing services for. Any vehicle in breach of this will be at risk of receiving a PCN. All companies employed to move patients by vehicle are required to register their details with the Security and Car Parking Team.

Emergency Services

All emergency services vehicles, Police (both marked and unmarked), Fire and Ambulance, are exempt from all procedures and restrictions when used for emergency duties within the Hospital grounds. Every effort is expected to be made by those services not to use marked disabled parking and red lined areas in normal circumstances.

Other Staff Concessions

Please see appendix F For a full list of concessions available. Any changes or exceptions to this list must be approved by the Executive Team.

Visitor Parking

Costs and Charges – See appendix G For current charges.

Charges for visitors are essential to cover the costs of providing parking and its security onsite. A review of these parking charges takes place annually and includes concessions in line with national recommendations. Parking charges apply seven days a week, including Bank Holidays. Visitors are allowed 15 minutes of free parking in the designated pay on foot carparks which will be automatically redeemed when exiting the carpark within the grace period.

Tickets are available on entry from the dispensing barriers. Tickets are not transferable, as the ticket applies only to the person who purchased it (this doesn't apply to weekly tickets).

It is the current Hospital policy that Blue Badges are exempt from Hospital parking charges.

Visitor Electric Charging

Charging points for visitors can be found on level 1 and 2 of MSCP D and accessed with a valid Polar Card.

Drop Off Areas

Drop Off areas are provided for the most urgent, immediate access required by patients. These are not parking spaces: They are for the collection or dropping off of patients only, and no charge is made for using these facilities.

There is 'No Waiting' permitted in these areas to enable free movement of emergency vehicles. Drop Off areas are monitored closely by parking enforcement operatives.

Short Stay Parking

There are a number of short stay (30 minutes) bays available in Carpark C to patients attending Day Surgery Unit. These spaces are enforced rigorously to ensure fairness and availability. Blue Badge holders and contractors are not exempted when using these spaces.

Disabled Parking

Parking for blue badge holders is free. The holder of the blue badge must be present in the vehicle. Dedicated disabled parking areas are located:

- On level 1 (ground) and level 2 of the multi-storey car park D
- Car park C
- Car Park A adjacent to Milton Mouse
- Car Park B (behind barriers)
- To the front and side of Eaglestone Health Centre
- Car Park H outside of Campbell Centre
- Car Park J outside CNWL office building

Disabled blue badge holders parking in the multi-storey car park should scan their blue badge at the exit barrier to exit. Those parking in Car Park B can either scan their blue badge at the payment machines to validate their ticket for free exit or scan their badge at the exit barrier. All other disabled parking spaces are not behind barriers.

Blue Badge holders are NOT permitted to park on double yellow or red lines on this site.

In the event of there not being any dedicated disabled spaces available, visitors may park long term free of charge in any visitor carparking areas (except 30 minute or drop off bays).

Parent & Child Parking

The Trust provides 15 marked spaces within the Car Park A, opposite ED and Milton Mouse for use by parent and children.

Concessions

The Trust recognises that some patients and visitors need help with parking charges and their parking arrangements. Exemption from parking charges is available to certain patients and is described in the document in Appendix F.

Penalties and Enforcements

Inconsiderate parking, for example parking in such a way as to prevent another vehicle moving, and dangerous parking, for example parking in such a way as to prevent access for emergency vehicles, is strictly forbidden at the Hospital.

The Trust reserves the right to enforce parking rules using parking enforcement officers. Clear signage, approved by the British Parking Association, is displayed in all parking areas. Parking enforcement will include parking charge notices (often referred to as parking fines). An external company will manage the parking enforcement on behalf of the Trust. All appeals have to be made by the vehicle owners directly through that management company as directed on any PCN issued. Please refer to Q&A's (Appendix C)

Trust management reserves the right to refuse staff parking permits.

Safety and security of patients and visitors in our car parks

Every effort is taken to ensure the safety of patients, visitors and staff when using the car parks. Barrier arms are fitted with sounders to warn users of the movement of the arms. Signage and other accident preventative equipment is used to reduce the risk of harm to users. Site car parks have good lighting and the provision of CCTV coverage to provide a safe and secure environment.

The Trust has been awarded the "Park Mark Safer Parking Scheme" national award in a number of its car parks. This is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A Park Mark is awarded to each car park that achieves the challenging standards. The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

An external contractor is responsible for the operational aspects of all car parking onsite. They carry out regular patrols and Health and Safety assessments. Any issues are reported to the Trust Estates Team.

3.0 Statement of evidence/references

Statement of evidence:

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References

External weblink references:

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grounds of race, gender, disability, age, sexual orientation, religion or belief, pregnancy and maternity, gender reassignment or marriage and civil partnership. No detriment was identified.

Equality Impact Assessment			
Division	Corporate/Estates	Department	Security & Car Parking
Person completing the EqIA		Contact No.	
Others involved:		Date of assessment:	
Existing policy/service		New policy/service	
Will patients, carers, the public or staff be affected by the policy/service?		Staff & visitors	
If staff, how many/which groups will be effected?		All staff	
Protected characteristic	Any impact?	Comments	
Age	YES NO	Positive impact as the policy aims to recognise diversity, promote inclusion and fair treatment for patients and staff	
Disability	YES NO		
Gender reassignment	YES NO		
Marriage and civil partnership	YES NO		
Pregnancy and maternity	YES NO		
Race	YES NO		
Religion or belief	YES NO		
Sex	YES NO		
Sexual orientation	YES NO		
What consultation method(s) have you carried out?		<i>For example: focus groups, face-to-face meetings, PRG, etc</i>	
How are the changes/amendments to the policies/services communicated?		<i>For example: email, meetings, intranet post, etc</i>	
What future actions need to be taken to overcome any barriers or discrimination?			
Who will lead this?	Who will lead this?	Who will lead this?	Who will lead this?
Review date of EqIA			

Appendix A

Staff responsible for parking

Head of Security & Car Parking - Alan Brooks E: alan.brooks@mkuh.nhs.uk T: 01908 996120

Deputy Security & Car Parking Manager - Conrad Maramba E: conrad.maramba@mkuh.nhs.uk T: 01908 995966

Associate Director of Estates - Phil Eagles E. phil.eagles@mkuh.nhs.uk T: 01908 243617

SABA

E. mkuh.uk@sabagroup.com

Appendix B – table of spaces

Car Park	Staff	Visitor	Blue Badge	Electric	Parent & Child	On call	Contract ors
A	203	52	11	0	15	2	0
A Oakhouse	120	0	20	0	0	5	0
B	0	79	17	0	0	0	0
C	0	7	6	0	0	0	0
D	486	476	30	8	0	11	0
E							
F	132	0	0	0	0	0	0
G	290	0	0	6	0	0	0
H	43	0	3	0	0	2	0
J	76	0	7	0	0	0	0

Appendix C – Saba portal link and FAQs

'Please note that although Milton Keynes University Hospital NHS Foundation Trust may include links to external websites, the Trust is not responsible for the accuracy or content therein.'

<https://admin.parkindigo.co.uk/mkuh/home.aspx?shop=56>

ABOUT THE STAFF PERMIT PORTAL

1. HOW DO I APPLY FOR A STAFF PARKING PERMIT IF I AM ALREADY A CURRENT MKUH/CNWL STAFF MEMBER?

Through the designated [Saba Permit Portal](#)

2. DO I NEED TO COMPLETE ALL SECTIONS OF THE PERMIT APPLICATION?

Yes, however, once you reach the section under Personal Address please note you may add your Employer's Address by the use of the appropriate post code and selection of the appropriate address.

NEW STARTER PERMIT APPLICATION

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3. HOW WILL I KNOW IF MY APPLICATION HAS BEEN APPROVED?

By email confirmation from Saba. Usually processed within five working days (Monday to Friday, excluding Bank Holidays), for all existing MKUH and CNWL staff. If, you do not receive an email within this timeframe please contact mkuh.uk@sabagroup.com

4. HOW DO I MAKE AN APPEAL IF MY PERMIT IS REJECTED?

You can make an appeal by logging into your account and click "view existing applications" and submit the following information:

- I. Appeals Reason
- II. Manager Name
- III. Manager Email Address

Status

Thank you for applying for your parking permit online! You will shortly receive an email confirming your application has been received.

Based on the criteria you provided you do not qualify for a parking permit from Milton Keynes University Hospital.

If you wish to appeal the permit allocation decision, please login to your account and view your applications in progress. Please note consideration will only be given by the panel based on exceptional personal circumstance. You will be informed of the panel decision via email as soon as it is made.

Reference: AP000593

Appeal

Appeal Reason:

Manager Name:

Manager Email:

Submit 

You will be notified of the outcome of your appeal within 10 working days (Monday to Friday excluding Bank Holidays) on receipt of the appeal. If, you do not receive an email within this timeframe please contact mkuh.uk@sabagroup.com

5. HOW MANY VEHICLES CAN I REGISTER?

Two

6. I HAVE A CHANGE OF VEHICLE. WHAT DO I DO?

Please login to your account on the Saba Staff Permit Portal under Existing Users and submit a new application. Your details will already be pre-populated, you will only need to update your vehicle registration number, make and colour. Please note that if you have not yet verified your email address you will be prompted to do so before you can reapply.

The new application will be usually processed within three to five working days, (Monday to Friday excluding Bank Holidays), during this initial applications process for all staff. If, you do not receive an email within this timeframe please contact mkuh.uk@sabagroup.com

7. HOW DO I CANCEL MY PERMIT?

You will need to notify mkuh.uk@sabagroup.com to cancel your current permit, giving one months' notice.

8. THERE ARE NO SPACES IN STAFF PARKING. CAN I PARK IN THE VISITOR'S CAR PARK?

Yes, but you will have to take a ticket on entry and pay the appropriate charge for the period used on exit. Except in Car Park D – where you'll need to pay at the exit barrier using the debit/credit card reader only and not the payment machines.

9. I HAVE A STAFF PERMIT, BUT I AM ATTENDING AS A VISITOR/PATIENT WHAT SHOULD I DO?

You will need to park in a patient and visitor car park area and pay the appropriate rate for your length of stay. Except in Car Park D – where you'll need to pay at the exit barrier using the debit/credit card reader only and not the payment machines.

10. I HAVE MORE THAN ONE VEHICLE REGISTERED ON MY PERMIT. CAN MORE THAN ONE VEHICLE BE BROUGHT TO SITE AT THE SAME TIME?

Yes. The second vehicle will have to park in patient and visitor parking. The driver will take a ticket at the entrance barrier and pay the appropriate charge at the payment machine upon leaving. (When parked in Car Park D the driver can only pay at the exit barrier by contactless payment.)

PARKING CHARGE NOTICES EXPLAINED

11. WHAT HAPPENS IF I FAIL TO DISPLAY MY PERMIT?

Staff working for MKUH and CNWL will not be required to display a physical permit. ANPR will be used to verify that cars parked in the staff parking areas have a valid permit to do so.

UCC staff you will receive a physical paper permit which will need to be displayed in the front of your dashboard. Please read the section under UCC for more information.

12. HOW DO I PAY A PARKING CHARGE NOTICE?

You can pay by the following methods:

- website portal [Saba Parking Charge Notice Portal](#)
- or call the Customer Support Centre 0330 123 5247

Please ensure you have your notice prefix number and your vehicle registration number to hand.

13. DO I GET A CONFIRMATION EMAIL WHEN MY PARKING CHARGE NOTICE HAS BEEN PAID?

Yes, as long as a valid email address has been supplied, a receipt will be emailed to you automatically.

14. HOW DO I APPEAL A PARKING CHARGE NOTICE?

You must appeal in writing we cannot accept appeals by phone. You can appeal your Parking Charge Notice through the online portal [appeals.sabaparking.co.uk](#).

Alternatively, in writing at the address below within 28 days of the day of issue. Appeals should be made in accordance with the terms and conditions of parking. Please provide the Parking Charge Notice reference number and your vehicle registration with your appeal.

Please note that paying for a notice is deemed an admission of liability, and you will no longer be entitled to appeal the notice. **Please note: We no longer accept Parking Charge Notice appeals via email.**

Write to:

Saba

Customer Support Centre

PO Box 2466

Watford

WD18 1XH

15. WHAT HAPPENS IF MY APPEAL IS REJECTED?

Should you remain dissatisfied with this decision, you may further your appeal to the parking on Private Land Appeal Service (POPLA) within 28 days of receiving your rejection letter. Details of this are available at [www.popla.co.uk](#). While your appeal is in progress, the amount payable will be put on hold until an outcome is provided for your appeal.

You'll be issued with a 10-digit verification code, which you must use with your appeal to POPLA. This is shown at the top of your rejection letter.

Please note - that should your appeal be unsuccessful, Saba Park Services UK Limited reserves the right to pursue the full amount outstanding as stated on the Parking Charge Notice, plus any additional associated costs in accordance with our terms and conditions of parking if the penalty notice remains unpaid.

16. WHAT IS THE CHARGE FOR A PARKING CHARGE NOTICE?

The cost of a Parking Charge Notice at Milton Keynes University Hospital is £70.00; however, an early payment discount is applied for prompt payment if received within 14 days. Failure to pay a Parking Charge Notice within 28 days will result in further action being taken which may add further administration costs and the higher rate being applied.

DISABLED BLUE BADGE HOLDERS

17. I AM A STAFF BLUE BADGE HOLDER; WHERE CAN I PARK?

You can use any Disabled Car Parking bays across the whole of the MKUH site. In the event of all the blue badge holder spaces being occupied, a valid blue badge holder may park in any other staff car park by displaying their blue badge. If, you park in Car Park D, you will need to present and scan your Blue Badge to the bar code reader the exit barrier to allow you to leave the car park.

RESERVED PARKING BAYS CAR PARK A

18. WHAT IS RESERVED PAID PARKING?

Reserved parking is available to MKUH staff who pay a monthly charge (£53.20 as at 01 Sept 2019) to access reserved parking bays, currently allocated in Car Park A and marked by way of blue road line markings.

19. WILL I BE GUARANTEED A STAFF RESERVED PAID PARKING PERMIT?

No. As these spaces are limited, the Trust operates a waiting list. This is constantly under review.

20. HOW DO I CHANGE FROM A RESERVED PAID PARKING PERMIT TO A STANDARD PARKING PERMIT OR VICE VERSA?

You will need to reapply via the Saba Staff Permit Portal and select the required permit type. Please note this will revoke your original permit and will usually be processed within two working days. If, you do not receive an email within this timeframe please contact mkuh.uk@sabagroup.com

21. WHAT DO I DO IF THERE ARE NO RESERVED PAID PARKING SPACES AVAILABLE ON ARRIVAL TO WORK?

In the unlikely event that no spaces are available within Reserved parking, the user may park in the nearest available car park (excluding Blue Badge bays). If this is a Patient and Visitor car park, upon exit, the driver will need to press the 'Help' button stating they are a Reserved permit holder and requesting exit.

MKUH STAFF RESIDENTS

22. I AM A RESIDENT IN TRUST ACCOMMODATION ON SITE. DO I GET FREE PARKING?

Residential parking is free for MKUH employees only, other organisations need to pay. Your organisation will manage this process.

23. HOW DO I APPLY AS A RESIDENT?

You apply for a permit through the Saba Staff Permit Portal. Select resident parking and you will be notified within two working days. If, you do not receive an email within this timeframe please contact mkuh.uk@sabagroup.com

24. DOES A RESIDENT PERMIT ALLOW ME TO PARK IN ANY CAR PARK?

No. You may only park within the allocated residential parking areas.

25. HOW MANY VEHICLES CAN I PARK WITHIN THE RESIDENTIAL AREA?

You can apply for one permit with up to three vehicle registration numbers – however, you can only park up to a maximum of two vehicles at any time within these areas. If, there are all three vehicles parked within this area you may be issued with a parking Charge Notice. then you may

26. CAN MY VISITORS PARK IN THE RESIDENTIAL AREA?

No. Visitors to the resident's area must park in the visitor parking areas and pay for their parking.

STUDENT PARKING

27. I AM A STUDENT NURSE/DOCTOR. CAN I APPLY FOR A PERMIT VIA THE STAFF PERMIT PORTAL?

Yes, you can apply for a Standard Parking Permit via the portal. If you require further guidance, please ask your placement supervisor.

28. WHERE CAN I PARK AS A STUDENT?

You can park in any staff car park. However, if there are no car parking spaces available you can park in

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any of the patient and visitor car parks. But you will have to take a ticket on entry and pay the appropriate charge for the period used on exit. Except in Car Park D – where you'll need to pay at the exit barrier using the debit/credit card reader only and not the payment machines.

29. I AM AN AGENCY/LOCUM STAFF MEMBER. CAN I APPLY FOR A PERMIT?

You cannot apply for a permit. You will need to park in a visitor car park and pay the appropriate fee for your stay. Weekly tickets are available through the pay stations at a charge of £20.00.

30. I AM A BANK WORKER. CAN I APPLY FOR A PERMIT?

Only those who are paid by the MKUH payroll may apply.

31. I AM A VOLUNTEER DO I NEED TO APPLY FOR A PERMIT?

No. You cannot apply for a permit. You will need to park in a visitor car park and liaise with the Voluntary Services Manager who will advise you on the process for free exit from visitor car parks.

UCC STAFF PARKING

32. I AM A UCC STAFF MEMBER - CAN I APPLY FOR AN E-PERMIT VIA THE STAFF PERMIT PORTAL?

UCC staff cannot apply for a permit via the portal. You will receive a physical paper permit which you will need to display in the front of your dashboard, alongside a valid Pay & Display ticket purchasable from Car Park F only.

33. WHO DO I GET MY PERMIT FROM?

Please email mkuh.uk@sabagroup.com

Appendix D – map of site parking

Car Parking Spaces

- Visitor Pay on Foot Parking
- ▨ Visitor Pay on Foot and Staff Parking
- Disabled Parking
- Short Stay/Drop Off Parking
- Pay and Display Parking
- Staff Parking
- Guaranteed Staff Parking
- Motorcycle spaces
- Cycle Spaces (Staff only) 1,7,8,9
- Cycle Spaces (Visitors & Staff) 2,3,4,5,6,10



Reviewed
September 2018

Appendix E - Reserved parking info/fee

£53.20 as of September 2019

Appendix F – Concessions

Parking Concessions

The below details both the categories of patients and visitors that qualify for free parking and where they can get their parking tickets validated for free exit. These have been determined following research and review of the Trust's previous processes and those of surrounding hospitals.

Patients and visitors that qualify for free parking:

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Volunteers – any volunteer completing a volunteering shift should have their tickets validated at the main entrance reception desk.

Blue badge holders – Parking for blue badge holders is free. Disabled blue badge holders parking in the multi-story car park should scan their blue badge at the exit barrier to exit. Those parking in Car Park B should scan their blue badge at the payment machines to validate their ticket for free exit. All other disabled parking spaces are not behind barriers.

Renal Unit – patients attending the Renal Unit will have their tickets validated in the unit itself.

Patients claiming benefits – patients claiming benefits should go to the General Office to determine whether they qualify for a free ticket. This process is the same as the current process.

Visitors with pre-booked bereavement appointments – visitors can park for free in the reserved bereavement spaces or, if these are not available, can have their ticket validated at the Bereavement Office.

Patients who experience administrative issues – patients who have cancelled clinics, appointments or cancelled operations for non-clinical reasons while they are on-site will be given a stamped ticket which they should take to be validated at the main entrance reception desk.

Patients receiving chemotherapy – free parking will apply to all patients visiting the hospital for chemotherapy treatment on that day. Ticket will be validated at the Macmillan Unit (Adult) and on Milton Mouse (Paediatric Patients).

Parents and guardians of babies on NNU – these visitors will be able to have their ticket validated at the Neonatal Unit.

Next of kin of DoCC patients – immediate family (next of kin) of DoCC patients will be able to have their ticket validated in DoCC.

Age UK – Staff working in partnership with Age UK and MKUH will be provided free parking in line with that provided to MKUH substantive staff in post.

Inpatients that have driven themselves in – On production of wristband or discharge paper their ticket should be validated for free exit at Main Entrance.

Willen Hospice Staff – Willen staff here to carry out assessments on patients shall park in patient and visitor areas then have their parking tickets validated at Main Entrance on production of an ID badge.

Patients and visitors that do not qualify for these criteria should pay for parking using the standard hospital tariff.

We will continue to monitor the use and effectiveness of the new concessions rules and invite views of patients at public meetings, via Governors through their constituencies and from our staff. Following three months of monitoring and feedback, the concessions categories will be reviewed by the Council of Governors in November.

Buckingham Screening Patients

As part of the service provided by the Trust to Buckingham Hospitals NHS Trust free parking for patients being treated at our Trust will be provided for weekend only appointments. This will be monitored on a monthly basis to ascertain that the number of validated car parking tickets is the same number of patients have received treatment.

If you want to provide any feedback from patients, please send this to parking.enquiries@mkuh.nhs.uk

Appendix G - Visitor Charges

Duration	Charge
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0 – 15 minutes	Free
15 mins – 1 hour	£2.70
1 – 3 hours	£3.70
3 – 6 hours	£4.80
6 – 8 hours	£5.30
8 – 24 hours	£10.60
Lost ticket	£10.60
Weekly ticket	£20.00

Checklist for policy and guidelines documentation

By submitting a document for review/approval you are confirming that the document has been checked against the [checklist](#) below to ensure it meets the Trust standards for producing Trust Documentation (for support please contact your Governance Facilitator/Patient Safety Lead.

Check	Tick
Latest template	<input type="checkbox"/>
Fonts should be Arial 14 for headers 12 for main body	<input type="checkbox"/>
Clear Title and replace with document title Font Arial 22	<input type="checkbox"/>
Authors Job title:	<input type="checkbox"/>
Authors Division:	<input type="checkbox"/>
Department/Groups this document applies to:	<input type="checkbox"/>
Date of approval:	<input type="checkbox"/>
Review date:	<input type="checkbox"/>
Approval Group/approved by (according to policy requirements):	<input type="checkbox"/>
Last review date:	<input type="checkbox"/>
Unique Identifier: if known (new documents will be assigned at publication)	<input type="checkbox"/>
Status: Approved	<input type="checkbox"/>
Version numbers are the same throughout document	<input type="checkbox"/>
Scope: Who will use this document?	<input type="checkbox"/>
To be read in conjunction with the following documents:	<input type="checkbox"/>
Are there any eCARE implications?	<input type="checkbox"/>
Latest CQC fundamental standards referenced: Trust intranet page with fundamental standards	<input type="checkbox"/>
Footers completed to match main page : (on all pages)	<input type="checkbox"/>
References are updated (contact the library (Jayne Plant 3077) for help if required)	<input type="checkbox"/>
Consultation history includes key stakeholders required to embed document. Pharmacy are consulted if the document contains medication	<input type="checkbox"/>

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Audit and monitoring criteria is completed and clear (where possible reference the relevant section of the policy)	<input type="checkbox"/>
Include full & correct consultation history	<input type="checkbox"/>
Dissemination should be clear	<input type="checkbox"/>
Check relevant hyperlinks work	<input type="checkbox"/>

Completed by name:	Position:	Division	Date
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