



Western Health
and Social Care Trust



JANUARY 2025

Car Parking Operational Procedures

PPSC

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Author(s):	Sonia Gormley, Head of Support Services		
Ownership:	Head of Support Services		
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1. Introduction and Background

These Western Health & Social Care Trust (hereafter referred to as the Trust) Car Parking Operational Procedures have been developed to:

- Identify the arrangements that will be put in place by the Trust to effectively manage car parking on Altnagelvin, South West Acute hospital (SWAH), Omagh Hospital and Primary Care Complex (OHPPC) sites and Waterside Hospital on the Gransha Hospital Sites (hereafter called hospital sites)
- Outline the responsibilities of individuals who park on the Trust's hospital sites.

These Procedures are aligned to the current regional Policy for Car Parking Provision and Management in the Health and Social Care Sector issued by the Department of Health, Social Services and Public Safety (DHSSPS) on 27 June 2012 and the Health Technical Memorandum (HTM) 07-03 NHS Car Parking Management: Environment and Sustainability 2015. The Department of Health are in the process of updating the regional Car Parking Policy and the Procedures will be further reviewed once these are published to ensure they are aligned.

It is intended that these procedures will support:

- site users in accessing the hospital site;
- protecting emergency blue light routes;
- protecting disabled spaces;
- the implementation of effective and fair parking arrangements;
- the management of abuse of parking facilities;
- reduced congestion from circulating traffic, and
- the provision of clear guidance in relation to charging and concessionary / free parking on the Trust's hospital sites.

They are also intended to support the implementation of the Trust's Hospital Travel Plans which aim to:

- Maximise accessibility to the site for staff, patients and visitors;
- Promote sustainable travel;
- Ensure that all users of the site can make informed decisions about their various travel options.

The Altnagelvin Hospital Site has approximately 2295 car parking spaces, the SWAH site has approximately 988 spaces, OHPPC site has approximately 863 AND Waterside Hospital in Gransha has 85 spaces. The majority of the hospital sites have a number of paid for spaces (approximately 20%) located at main hospital entrances to support improved accessibility for patients and visitors, except for Waterside Hospital where all the spaces are free of charge.

It is important to note that these updated Procedures have been heavily informed by the Hospital Parking Charges Act (Northern Ireland) 2022 prohibiting the imposition of charges for vehicles in hospital car parks in Northern Ireland. A deferral on implementing this new legislation removing paid parking on hospital sites was secured in 2024 until May 2026. Primarily this was due to delays in the regional procurement of a new Car Parking Management System to include Automatic Number Plate Recognition (ANPR) and Car Parking Enforcement/Management Systems and Processes on hospital sites across Northern Ireland.

This contract was successfully awarded by all HSC Trusts to a provider in 2025. All Trusts will work collaboratively on a regional approach to managing their car parks via ANPR and Car Parking Management and Enforcement.

2. Car Parking Provision Strategy

The Trust's car parking strategy is to operate fair and effective car parking provision on all its sites in line with the Regional Policy for Car Parking Provision and Management in the Health and Social Care Sector and the Health Technical Memorandum (HTM) 07-03 NHS Car Parking Management: Environment and Sustainability 2015. In relation to all sites, the key objectives of the strategy are to:

- a) provide a reasonable number of car parking spaces to meet the needs of patients, staff and visitors;
- b) maximise the utilisation of all car parking areas supported by paid parking for short term users up to May 2026 in line with the new legislation;
- c) ensure that car parking income covers the costs incurred to provide, maintain and manage the car parks up to May 2026, and
- d) ensure that car parking provision and management arrangements are linked to hospital site travel plans.

Key to supporting effective traffic management on the hospital sites is the provision of clear accessible information to all site users on how to access the site, the car parks and the control measures that will be implemented for unauthorised parking.

The Trust's website contains helpful information on routes to the hospitals, site maps, what car parks are available, what the tariffs are (if applicable) and what concessions are available for patients. All appointment letters sent out to patients include information on car parking. In addition all hospital sites have effective sign posting directing patients to all car parking including pay machines where appropriate.

Car parks on the Trust's hospital sites are available on a 24 hour basis. Staff are available on site to offer assistance to any site users in case of any difficulties with car parking. Car park management, including measures to effectively manage on-site parking and to

discourage/prevent unauthorised parking, will be operated in accordance with assessed need and this will continue to be monitored and revised in line with any changing site and/or service needs.

3. User Groups

There are two main groups of users – staff and visitors/patients. Within these groups, parking arrangements are provided as follows:

Table 1 User Groups

User Group	Parking Provision
Visitor/Patient	
Visitors/Patients	There is a range of free and paid car parking for the use of visitors/patients.
Drivers with a Disability	Clearly marked disabled parking located close to hospital and individual building entrances.
Patients Attending for Renal Dialysis	Entitled to free car parking in any of the paid car parks
Patients Attending for Chemotherapy / Radiotherapy Treatment and Partner/Next of Kin of Patients in ICU/HDU	Entitled to free car parking in any of the paid car parks.
Patients/visitors who attend the hospital very frequently and/or for lengthy periods of time as well as Voluntary Drivers through NIAS	Entitled to free car parking in any of the paid car parks
Staff	
Staff On-Call	Designated parking spaces for out of hour's on-call clinical staff to access in case of emergency.
Staff Drivers with a Disability	Clearly marked disabled parking located close to hospital and building entrances. On some hospital sites there are restricted time limits for parking in disabled parking spaces to ensure turnover and improved access.
All Other Staff	There is a range of free car parking for the use of staff and a number of staff car parks on all sites.

In addition it is recognised that in both user groups above there may be motorbike users. The Trust does not have designated motorbike spaces. In all hospital sites motorbikes must be parked in a valid parking space.

4. Patient / Visitor Parking

4.1 Patient/Visitor Car Parks

There are a number of paid and free car parks on the hospital sites and patients and visitors can park on any available parking space. Paid car parks are located close to hospital entrances and are aimed at short term users of the site.

Payment machines are located at:

- Main entrances/exit points to the hospital
- Within pay and display zones

4.2 Parking tariffs

Parking tariffs are clearly displayed beside both ticket machines and payment machines where charging applies. Tariffs are reviewed regularly and will be subject to increase in line with inflation. The current parking tariff on all sites is:

Up to 1 hour £1.00
Up to 2 hours £1.80
Up to 3 hours £2.60
Up to 4 hours £3.40
Up to 5 hours £4.00
Up to 6 hours £4.80
Up to 8 hours £5.60
Over 8 hours £6.40

4.3 Free or Concessionary Parking

Hospital Travel Costs Scheme

- Patients who are in receipt of specified benefits and/or, meet the low income criteria may be entitled to reclaim car parking charges via the Hospital Travel Costs Scheme. Further information on criteria and how to claim is provided in **Appendix I** and also on the Trust's website (www.westerntrust.hscni.net).

Regional Policy for Car Parking Provision & Management in HSC 2012

- The Regional Car Parking Policy issued by the DHSSPSNI in 2012 identifies a range of patients and visitors who are entitled to mandatory free parking. These include patients who require renal dialysis and patients undergoing chemotherapy and/or radiotherapy. (See Appendix 2). The Trust awaits the anticipated forthcoming publication of the new Regional Car Parking Policy now in 2025/26.

Western HSC Trust Concessionary Parking Guidelines

- In addition, the Trust has developed concessionary parking guidelines to facilitate free parking for a further range of patients and visitors who attend the hospital very frequently and/or for lengthy periods of time. Voluntary Drivers registered with the Trust through NIAS, are entitled to free parking under these guidelines. See Appendix 3.

Details regarding entitlement to free and concessionary parking are also on the Trust's website (www.westerntrust.hscni.net).

4.4 Drivers with a Disability

Disabled parking spaces are provided across the hospital sites and these are clearly marked and located in close proximity to hospital entrances. Drivers parking in these areas must display a valid disabled badge.

Any vehicle parked in a designated disabled space **at any time** without displaying a valid disabled badge will be subject to enforcement under these operational procedures.

The Trust reserves the right to request proof of disabled registration from individuals using designated disabled spaces.

On some hospital sites there are restricted time limits for parking in disabled parking spaces to ensure turnover and improved access.

5. Staff Parking

5.1 Staff Car Parks

Staff, including voluntary workers and those who reside on the hospital sites, can park on any available parking space on the hospital sites. All sites have restricted staff only car parks which may be accessible via their staff ID/Access control badges. These spaces are only available to staff who are permanently based on the site.

6. Management Arrangements

6.1 Trust Management Control

In line with the principles contained within the Regional Policy for Car Parking Provision and Management in the Health and Social Care Sector and the HTM 0703 "Car Parking Management for the NHS", the implementation of these Car Parking Operational Procedures provides for increased management of the existing car parking provision with an emphasis on supporting more responsible parking and retaining controls/sanctions only for more serious and/or repeated parking issues.

These operational procedures will ensure the Trust retains full management, discretion and decision making in relation to the application of the control measures. There will be no

scope for any service provider to work outside these arrangements. All monies arising from the control measures will not constitute a source of income for the service provider but will be used by the Trust to offset against the overall cost to the Trust of implementing and managing car parking.

6.2 Control Measures for Managing Car Parking Abuse

Parking Charge Notice

A Parking Charge Notice (PCN) is a notice of intention to progress with legal proceedings including debt management and/or court for breach of the site's terms of use and will offer the motorist the opportunity to pay a parking charge to make restitution for the parking offence as opposed to pursuing debt recovery and/or legal action. The Parking Charge Notice will be issued by the car park operator and payment will be made to the car park operator in the first instance. A full audit trail of all parking charge notices issued will be maintained. All income from parking charges will be passed to the Trust's Finance department following any appeal and will not constitute a source of income for the car park operator. The fee for a parking charge notice is as follows:

- £70 to be paid within 28 days of issue of the notice, and
- discounted to £40 for early payment within 14 days.

To note – this is now a regional PCN charge consistent across all 5 NI HSC Trusts.

If payment is not received within 28 days of issue of the notice, further proceedings including legal proceedings will commence. All proceeds of such action will also be passed directly to the Trust Finance department.

Repeat offenders who do not comply with the procedures may proceed to small claims court proceedings, we advise anyone finding themselves in this position to contact the Trust directly to discuss further. If these are members of staff they will be subject to disciplinary action in line with the Trust's Disciplinary Procedure.

If you received a Parking Charge Notice that you feel has been issued incorrectly we urge you to appeal right away to:

www.parkingeye.co.uk/appeal

Or can be sent via post to:

Appeals Department,
Parkingeye Ltd,
PO Box 117,
Blyth
NE24 9EJ

Vehicles will be issued automatically with a Parking Charge Notice within the managed enforcement zones if they **are parked in**

- Cross Hatched Area
- Double yellow lines
- Disabled Bay without a Valid Permit
- Blue light route
- Delivery or access points to the hospital
- Car Park Entrances/Exits
- Drop-off Zones longer than 30 minutes
- Pay and display zone without displaying a paid ticket/ or not displayed correctly
- Any other location that causes a disruption to any service on the acute hospital site.

6.3 Implementing the Operational Procedures

Key to supporting effective traffic management on the hospital sites is the provision of clear accessible information to all site users on how to access the site, the car parks and the control measures that will be implemented for unauthorised parking.

The Trust's website contains helpful information on routes to the hospitals, site maps, what car parks are available, what the tariffs are (if applicable) and what concessions are available for patients. All appointment letters sent out to patients also contain information on car parking. In addition hospital sites have sign posting directing patients to all car parking and payment machines where appropriate.

The Trust's traffic management and car parking procedures are aimed at supporting smooth traffic flows and protection of priority access routes/disabled bays and at ensuring accessible car parking for all. However, these measures can only be successful if motorists accessing the sites adhere to them. To this end, the Trust has set out the terms of use for motorists accessing the site and the consequences of non-adherence.

As hospital sites are on private land, a motorist who drives onto the site is deemed to have accepted these terms and conditions and entered into a contract with the Trust. Failure to comply with these terms and conditions may be deemed to be a breach of contract and could be subject to a parking charge notice or legal proceedings through small claims court proceedings.

The Trust will engage an appropriately licenced and registered car park operator i.e. registered with the British Parking Association (BPA) with adherence to the BPA relevant Code of Practice and holding a Security Industry Authority (SIA) license to support the implementation of these car parking management arrangements.

The BPA Code of Practice can be accessed on the British Parking Association website by clicking on:

<https://www.britishparking.co.uk/write/Documents/AOS/NEW%20Redesigned%20Documents/sectorsingleCodeofPractice.pdf>

The traffic management service will be operated on each hospital site in accordance with assessed need. The service involves periodic patrols of the hospital site to monitor traffic flow and provision of guidance/support to vehicle drivers as necessary. The traffic management staff will also challenge drivers who are parked in unauthorised areas and will apply the control measures in accordance with the arrangements outlined at section 6.2 above.

The operational procedures for all sites are based on “enforcement zone”. This means that all areas (car parks and routes) within these zones will be “managed” and subject to enforcement for any unauthorised parking.

The Trust reserves the right not to implement any/all of the control measures in any exceptional or extenuating circumstance. In the event of a major incident being declared on either of the hospital sites additional traffic management/car parking controls may be invoked to meet the needs of the particular incident.

Appendices 4 to 7 are the site maps for all our sites and identifies our managed enforcement zones.

The Trust’s in-house Site Management teams will retain overall decision making on the application of control measures. The Trust’s model and principles have become well established as a result of the directed approach to date and the licenced operator will apply the Trust’s model and principles.

The Trust is conscious of the need to approach the traffic management control in a fair and effective yet sensitive manner in keeping with the ethos of a healthcare environment and will make every effort to achieve this.

6.4 Right to Appeal

Staff, patients and visitors who have received a Parking Charge Notice will have a right of appeal to the contractor. The appeal must be received by the contractor within 28 days of the date of issue/action of the control measure. Appeals can be made in writing to:

www.parkingeye.co.uk/appeal

Or can be sent via post to:

Appeals Department,
Parkingeye Ltd,
PO Box 117,
Blyth
NE24 9EJ

The Contractor will consider the following factors prior to making a decision:

- Any extenuating circumstances regarding the alleged parking abuse.
- Any previous history of unauthorised parking.
- Any previous communication with regard to the Parking Charge Notice.
- Support evidence provided

Having taken account of the above it is decided to uphold the appeal, the appellant will be informed in writing by the contractor and where the penalty is held to have been correctly issued and there are no circumstances warranting cancellation, the appellant will be informed of the reason by the contractor.

6.5 Ambulances and Patient Transport

Emergency and patient transport vehicles may park in the hatched areas only for the purpose of picking up and transferring patients only. These vehicles should not park on any restricted areas on site during periods of driver down time.

6.6 General Conditions

Verbal or physical abuse of any member of staff associated with the management/operation of car parking will not be tolerated.

Staff are liable to disciplinary procedures should they be found to have acted inappropriately towards car parking related staff.

Any incidences of physical violence used by staff or members of the public will result in immediate notification to the police. CCTV images may be used in conjunction with any subsequent investigation.

6.7 Statutory Limitations

Trust Hospital Sites are private property in relation to the entry and movement of vehicles and the Trust reserves the right to deny any vehicles access to the site. All drivers must conform to the designated traffic regulations and signs to ensure an orderly flow of traffic and safety for all concerned.

All drivers are expected to comply with the law regarding taxation, licensing, insurance, and roadworthiness and reporting of incidents to the PSNI. All road traffic signs within the site conform to the appropriate standards.

The Trust is not responsible for any loss or damage to vehicles whilst on Trust property. Drivers bringing vehicles onto the hospital sites do so at their own risk.

7. Encouraging Alternatives

The Trust is committed to encouraging site users to explore more sustainable alternative means of transport to and from the hospital sites. This has been primarily communicated to staff to date, but will be communicated to all site users including patients/visitors in line with the implementation of the Hospital site Travel Plan. The Trust's internet and intranet will be used to provide information on sustainable travel. Options include:

- Travel Plan for each Trust Site

- Available information on Sustainable travel
- Car share
- Bus timetables
- Walking routes
- Assistance of Bicycle purchase
- Work with local councils re: pedestrian walkway issues
- Available facilities e.g. showers and changing rooms.

8. Review of Car Parking & Operational Procedures

The Trust has put in place a mechanism to monitor car parking on all sites. This process allows the Trust to monitor the following:

- utilisation of paid car parking spaces,
- the number of cars parked in unauthorised areas, including disabled bays,
- the incidents of parking charge notices
- complaints relating to car parking.

The Car Parking Operational Procedures will be subject to regular review and will also be subject to amendment in accordance with relevant policy, guidance and legislation and changing needs on the hospital sites.

Appendix I – Hospital Travel Costs Scheme

HOSPITAL TRAVEL COSTS SCHEME

A Hospital Travel Costs Scheme is available to help people who are entitled to reclaim travel costs to and from hospital for NHS treatment.

Who is Eligible?

You may be entitled to reclaim travel costs:

- If you are in receipt of Benefits or Credits:
 - Income Support
 - Income-based Jobseeker's Allowance
 - Pension Credit Guarantee Credit
- If you have a Low Income
 - Entitled to or named on a valid NHS tax credit exemption certificate
 - Named on a valid HC2 certificate issued under the terms of the NHS Low Income Scheme.
- If you are 16 – 19 years old and are a dependent of someone who receives Benefits or Credits or in on a Low Income.
- If you are a war pensioner and the hospital treatment is for your pensionable disability.

Documentation Required

When submitting a claim, you will be asked to provide evidence of eligibility with one of the following:

- Award notices
- Receipt of Benefit letters
- Tax Credit exemption certificates
- Guarantee Credit for pensions

Children

If a child under 16 is the patient, it is their parents' income that is taken into account. If someone else escorts them to hospital, it is still the parents' income that will be taken into account.

Dependents will be required to provide evidence as above to reclaim travel costs.

Companion Expenses

If for medical reasons, you need a companion to travel with you and you qualify for help based on the above criteria, your companion's travel costs will also be paid. Please note that it is only your income which is taken into account;

What can be claimed?

Travel costs are calculated on the basis of the cheapest form of public transport available to the patient.

Patients travelling by private car may claim the lesser of:

- The estimated cost of fuel actually used, or
- The equivalent public transport cost.

Car parking charges will only be reimbursed if they are unavoidable and penalties incurred for unauthorised parking will not be reimbursed.

If you are not sure what travel costs you can get help with, please contact the hospital before you travel.

Appendix 2 - HSC Eligibility Matrix for Free Car Parking

DHSSPS NI Car Parking Policy 2024 – Mandatory Free Parking Categories

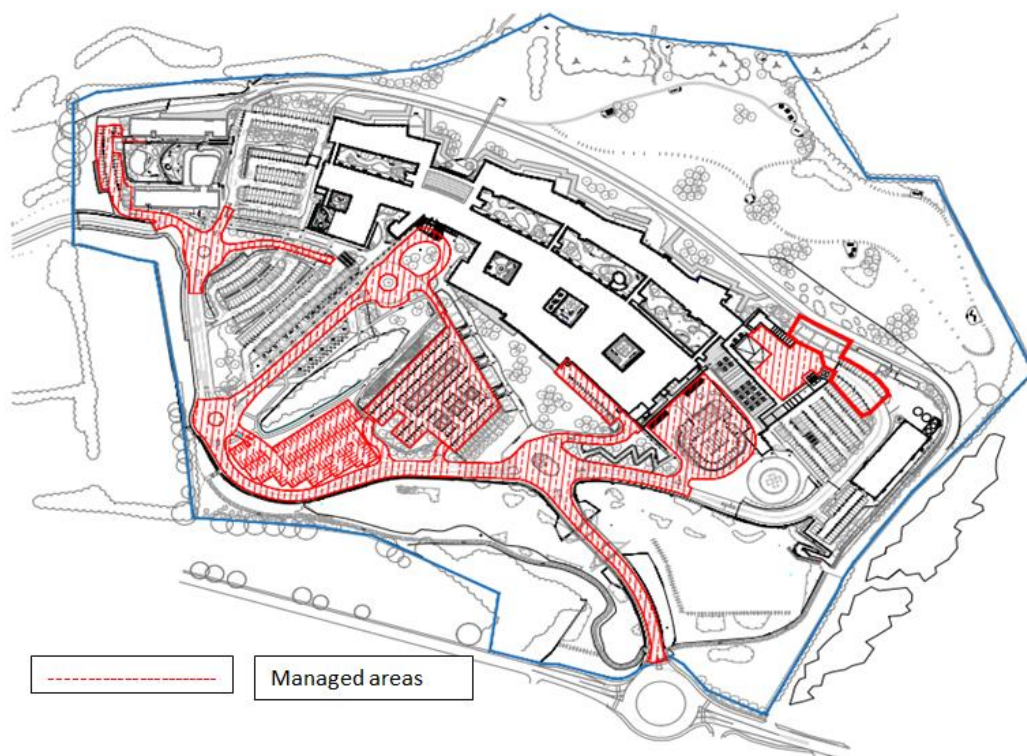
Care Pathway	Application of Free Car Parking				Strategic Driver
	Patient	Next of Kin/ Partner	Relative	Visitor	
Radiotherapy Chemotherapy	Yes	Yes, if transporting patient	Yes, if transporting patient	N/A	DoH regional Policy
Renal dialysis	Yes	As Above	As Above	N/A	
Critical Care/High Dependency	N/A	Yes	Discretionary	Discretionary	
Relatives of long stay patients	N/A	Discretionary	Discretionary	Discretionary	

Appendix 3 – Western HSC Trust Concessionary Parking Guidelines

Western H&SC Trust – Concessionary Parking Categories

Service User	Qualifying Criteria	How to Claim
Outpatients attending very frequently	Patients who are attending <u>at least twice per week for a minimum of 2 months</u> . Patients should retain car park receipts and evidence of appointment, e.g. letter or appointment card to reclaim parking charges	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.40 per visit.
Outpatients attending more than one chargeable hospital site	Patients who are attending <u>a minimum of 3 different hospital sites with chargeable parking for at least 6 months</u> . Patients should retain car parking receipts, e.g. letter or appointment card to reclaim parking charges. Only parking charges incurred at Altnagelvin are refundable on site.	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.40 per visit.
Inpatient Visitor / Relative – Visiting Frequent/Lengthy	Only the following visitors to the wards identified below will be entitled to free parking: <ul style="list-style-type: none"> • Paediatrics – Accompanying adult • NNICU – Parent • Coronary Care Unit – Next of Kin • Other General Wards with children of 14-17 years where Accompanying Adult required. 	Ward Sister or Senior Nurse/Manager in charge to complete Concessionary Parking Application Form on ward/department. Form to be taken to Main Hospital Reception for processing.
Patients attending frequently for treatment: <ul style="list-style-type: none"> • Physiotherapy 	Patient who attends <u>at least twice per week for a minimum of 6 weeks</u> as part of a treatment plan. Main categories are:	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.40 per visit.

Service User	Qualifying Criteria	How to Claim
<ul style="list-style-type: none"> Dermatology Treatments 	<ul style="list-style-type: none"> Physiotherapy – patients to retain car park receipts and appointment letter or card and reclaim parking charges retrospectively. Skin Treatments – patients with <u>an agreed treatment plan over a minimum of 6 weeks</u> will be issued with a free ticket. 	Ward Sister or Senior Nurse/Manager in charge to complete Concessionary Parking Application Form on ward/department. Form to be taken to Main Hospital Reception for processing.
Voluntary Drivers	Car parking charges incurred by Voluntary Driver whilst transporting a patient to the hospital for treatment / appointment.	Voluntary Driver to claim as part of their monthly claim process with necessary receipts, etc.
Blood Donors	Blood Transfusion Staff will provide evidence of attendance.	Main Hospital Reception will validate ticket free.



Disabled bays, grass verges and all hatched boxes/ loading bays/drop off bays will be managed in all managed and non-managed areas.

Car Parking Altnagelvin Hospital Site

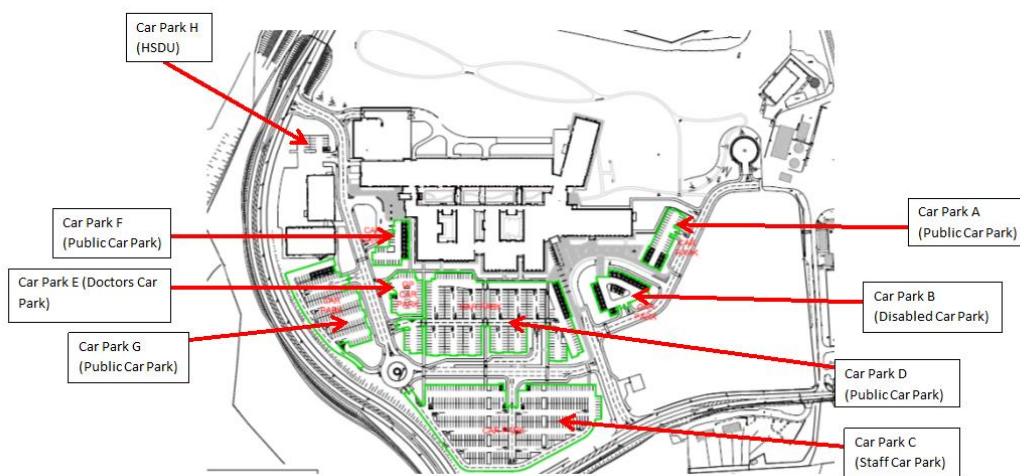
PARKING-

All the areas within the marked red line is where there is Parking Enforcement in operation. Within this area we do not accept any unauthorised parking, failure to comply will result in the issuing of a Parking Charge Notice and failure to pay may result in a small claim/court proceedings



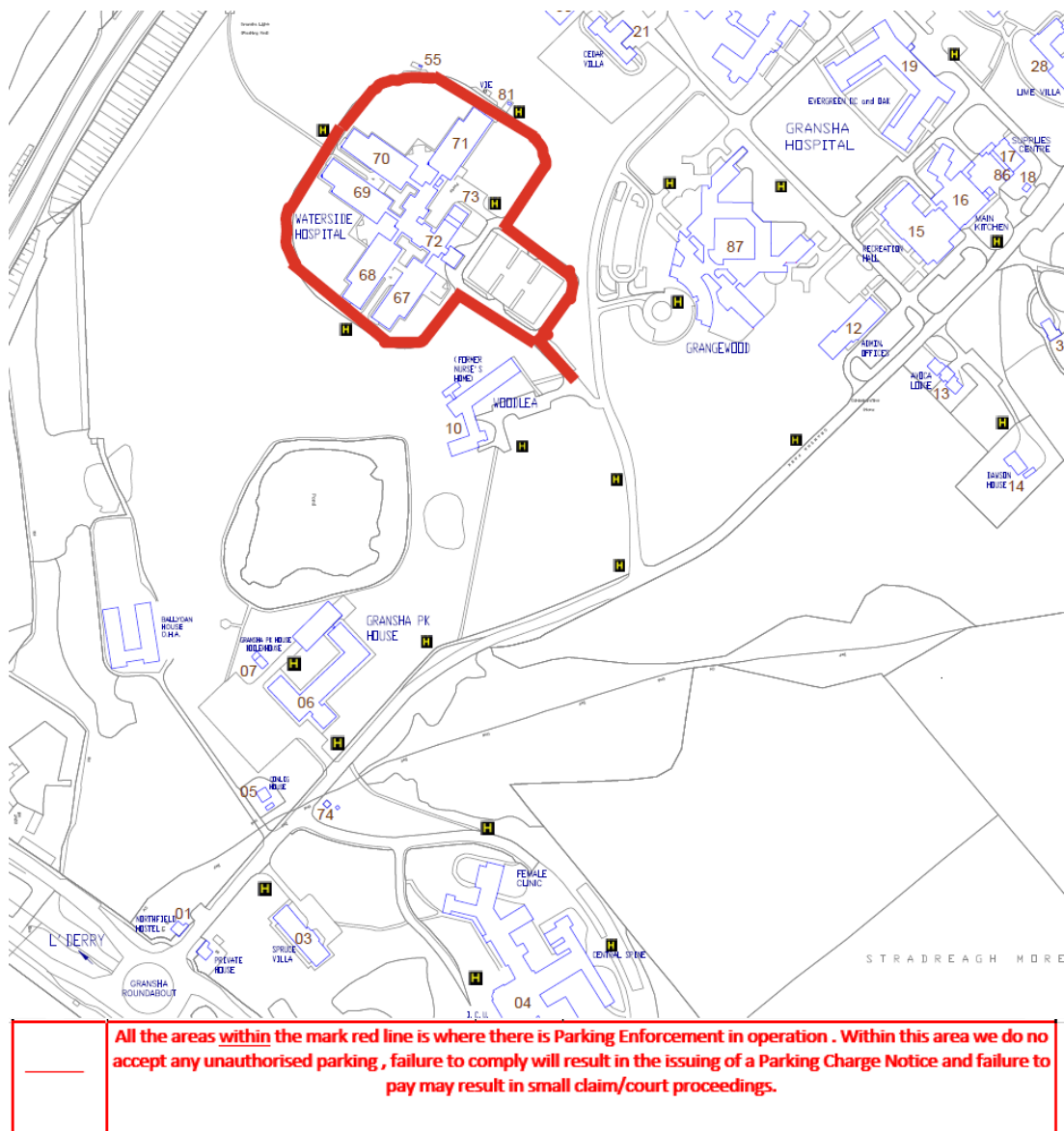
Appendix 6 Omagh Hospital and Primary Care Complex Car Park Management Plan

Omagh Hospital and Primary Care Complex Site Map



The Omagh Hospital and Primary Care Complex site will be fully managed site.

Appendix 7 Gransha Waterside Hospital



Appendix 8 – Summary Control Measures with Managed Enforcement Zones

WESTERN TRUST CAR PARKING OPERATIONAL PROCEDURES

MANAGED ENFORCEMENT ZONES

All vehicles must park within a designated parking bay. Unauthorised parking will result in the issuing of a Parking Charge Notice. This means a Parking Charge Notice will be issued to you if you park in the following areas:

- Grass Verge
- Pavement
- Yellow Line
- Cross Hatched Area
- Disabled Bay without a valid permit
- Blue Light Route (all main roads leading to a building)
- Loading/Unloading Areas (30 minutes maximum stay)
- Car Park Entrances/ Exits
- Drop Off Zones (30 minutes maximum stay)
- Pay and display zone without displaying a paid ticket/not displayed correctly
- A&E Ambulance Drop Off
- Delivery or access point

Unmanaged Zones- Zones that do not fall within highlighted enforcement zones

“Not managed” areas means that the control measures/penalties will not be applied with the exception of unauthorised parking in disabled bays, drop off/collection and loading /unloading areas. The non-managed areas are generally away from hospital entrances, emergency blue light routes and are areas where some level of unauthorised parking can be tolerated. Whilst these areas are unmanaged we would ask for the full co-operation of staff in parking safely, appropriately and taking into account the needs of all site users by not blocking other vehicles.

Blue Badge Users

All sites have numerous disabled parking bays on site at the main entrances to our Trust buildings. While the Trust would like to allow some unauthorised parking for disabled drivers such as the blue badge scheme does we are not able to do this due to the nature of the sites and the need for clear access around our sites for Emergency vehicles.