Local Authority Parking Permit Policy

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| 1.0 |  | Zenda Butler, Senior Local Counter Fraud Specialist | draft | New policy |
| 1.1 |  | Zenda Butler, Senior Local Counter Fraud Specialist | draft | Amendments made following discussion at Service Delivery Board |
| 1.2 | 2019 | Zenda Butler, Head of Counter Fraud |  | Reviewed and minor amendments made. |
| 1.3 | March 2022 | Zenda Butler, Head of Counter Fraud |  | Included process for LBN applications and the health emergency badge |

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**1 Introduction**

1.1 East London NHS Foundation Trust’s services operates across a number of boroughs. Within each borough the relevant council has imposed controlled parking restrictions.

1.2 Where the Trust delivers services outside of the traditional geographical area of the Trust, the Councils in these boroughs may also impose controlled parking restrictions.

1.3 The parking permit scheme covers any borough within which the Trust delivers services.

1.4 For those employees who either regularly visit patients in the community and travel by car, or where the use of a vehicle is essential for the efficient operation of the Trust, such as where an employee regularly transport heavy equipment, or who have a disability and are required to travel to a number of Trust sites in the course of their work, these parking restrictions make it difficult for them to undertake their duties for the Trust.

1.5 The Trust has therefore introduced a policy whereby staff who meet certain criteria, can apply for a Parking Permit from the council which covers the area they need to park within or apply for a London Councils’ Health Emergency Badge. The name of the permit issued to NHS staff varies between councils.

1.6 Hackney Council issues a ‘Health and Social Care Permit to staff who spend 30% or more of their working week in the community. This permit cannot be used for other purposes such as attending meeting and must not be used solely for commuting to work. They also issue a Business Parking Permit where the use of a vehicle is essential for the efficient operation of the business.

1.7 Tower Hamlet’s Council issues a Public Service (General) Parking Permit where the holder requires a parking permit to carry out their day to day duties or is contracted to work unsociable hours.

1.8 Newham Council issues a Business Parking Permit.

## 1.9 Bedford Borough Council issues a Healthcare Parking Permit, which is available to doctors, nurses, midwives and other key healthcare workers to enable parking within the controlled parking zone while attending to patients.

1.10 Where the permit can be used is dependent on the type of permit and the terms and conditions of use as imposed by the council.

1.11 Business Parking Permits generally enable the holder to park in any vacant on-street business permit holder’s bay, and if applicable, shared use or general use permit bays within the zone of issue as specified on the permit.

1.12 Hackney Council’s Health and Social Care Permit enables the holder to park in any vacant on-street resident holder’s bay, shared use or general use permit bays for up to three hours. They are not valid for parking in business permit bays.

1.13 Tower Hamlet’s Council’s Public Service (General) Parking Permits enables the holder to park in any zone, all day, on–street in parking bays signed ‘Resident Permit Holders Only, ‘Permit Holders Only’, or ‘Permit Holders or Pay at Machine’ within all zones in Tower Hamlets. The permit is also valid for a maximum of one hour in a designated visitors’ bay in an Estate managed by Tower Hamlets Homes.

1.14 Bedford Borough Council’s Healthcare Parking Permit are not valid on yellow lines.

1.15 The Health Emergency Badge scheme operates across all London boroughs and is for people involved in the delivery of primary healthcare attending medical emergencies in patients’ home. This scheme is covered under this policy.

1.16 With the exception of the London Borough of Newham, all parking permits must be paid for by cheque through the manual cheque request process detailed in section 6.2.6.

**2 Purpose**

2.1 The purpose of this policy is to;

* Formalise and raise awareness of the Parking Permit Scheme.
* Ensure there is a standardised procedure for applying for Parking Permits across the Trust.
* Ensure employees are aware of their responsibilities in respect of the permits.
* Ensure that employees are aware of the consequences of breaching this policy and the Parking Permit terms and conditions as imposed by the relevant Council.

**3 Duties**

3.1 Relevant staff are required to read this document in full and familiarise themselves with it. Please see section 5 which details the terms and conditions which staff must abide by.

3.2 It is the responsibility of the employee to familiarise themselves with the conditions of the permit and where and when they can be used. The terms and conditions of the permits varies between councils and also varies between different types of permits issued by the same Council, so staff should familiarise themselves with the terms and conditions for their permit. For example the permit may or may not be valid in pay and display bays and Housing Estates and the length of time a permit allows you to park also varies between Councils.

3.3 Line managers are responsible for bringing this policy to the attention of relevant staff.

**4 Eligibility**

4.1 Employees who meet one of the following criteria are eligible to apply for a parking permit from the relevant Council;

* Visit patients in the community for at least 30% of their working week and use their vehicle to do this.
* Where the use of a vehicle is essential for the efficient operation of the Trust
* Have a disability and are required to travel to a number of Trust sites in the course of their work.

4.2 Where the Council offers different types of permits, it is the responsibility of the employee to identity which type of permit they should apply for. See the table below for assistance in selecting the correct permit type for four of the main boroughs the Trust operates in.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Tower Hamlet’s Council** | **Hackney Council** | **Newham Council** | **Bedford Borough Council** |
| Visit patients in the community for at least 30% of their working week and use their vehicle to do this. | Public Service (General) Parking Permit | Health and Social Care Permit | Business Parking Permit | Healthcare Parking Permit |
| Where the use of a vehicle is essential for the efficient operation of the Trust | Public Service (General) Parking Permit | Business Parking Permit | Business Parking Permit | Healthcare Parking Permit |
| Have a disability and are required to travel to a number of Trust sites in the course of their work. | Public Service (General) Parking Permit | Business Parking Permit | Business Parking Permit | Healthcare Parking Permit |

4.3 Where an employee requires a permit for a borough which is not detailed above, please refer to the relevant Council’s website to identify which permit to apply for.

4.4 The eligibility criteria for a healthcare emergency badge differs from 4.1 and is as follows;

* Any general practice, health trust or clinic may apply for health emergency badges if they employ staff whose work involves visiting patients in their homes to provide emergency health care. This includes doctors, nurses, midwives and health visitors.
* It does not include other para-medical practitioners such as physiotherapists, chiropodists and occupational therapists, or social workers.
* The badge can only be used across London Boroughs so eliigible staff are those who work within a London Borough

4.4.1 As the badge can only be used when visiting a patient to provide emergency healthcare in their home, eligible staff are those who provide 'Emergency healthcare' such as in the following circumstances;

* A situation in which a patient needs immediate treatment to avoid possible loss of life or where lifesaving equipment in the home has failed
* A patient needs immediate treatment to alleviate acute pain or other distressing symptoms
* Childbirth is imminent or immediate post-natal treatment is required
* A child is in danger or a person is at risk of violent attack
* A patient is suffering a mental health emergency and poses a risk to themselves and/or others

4.4.2 Any eligible member of staff in any vehicle may use the Health Emergency Badge. It is the responsibility of the manager to allocate the badges to staff as appropriate.

4.5 It is the responsibility of the employee’s line manager to be satisfied that the employee meets the criteria in 4.1, or 4.4 and 4.4.1. Line managers must use their judgement and discretion in authorising permit applications on the basis of ‘essential for the efficient operation of the Trust’.

4.6 With the exception of permits issued to employees with a disability, line managers, should consider whether the use of a parking permit is the most cost effective way for the employee to park, taking into account how frequently they need to park and the cost of alternative parking options.

4.7 The employee must be insured to drive the vehicle and be covered for ‘business use’.

4.8 It should be noted that some Councils will only issue a maximum number of permits to a business. Businesses that make multiple applications for certain types of permits will be required to justify their request for more than one permit. Therefore where a line manager authorises a member of staff to apply for a parking permit, there is no guarantee that the Council will grant the permit.

**5 Terms and conditions**

5.1 Parking permits do not guarantee a parking space.

5.2 Vehicles must park entirely within the marked bays.

5.3 With the exception of Health Emergency Badges which must be clearly displayed by hanging it on the rear view mirror with the address of the patient being visited shown, permits must be clearly displayed on the vehicle’s front windscreen in order for the details to be easily read.

5.4 Some Councils supply a clock with the permit. Where a clock is supplied it must be displayed with the permit, showing the time of arrival.

5.5 Health Emergency Badge users attending a medical emergency can park in meter, pay and display bays and residents bays without paying. If no alternative parking space is available, users can park on yellow lines. At all times badge users must ensure they do not cause an obstruction or endanger other road users. Badge users must not stay longer than absolutely necessary.

5.6 Health Emergency Badge users are not covered by the scheme for:

* + parking at their normal place of work
  + parking for routine or non-emergency home visits
  + parking at hospitals or clinics
  + parking in doctor's, ambulance or hospital bays allocated to another user
  + parking outside the London boroughs
  + parking on private property, such as housing estates and private roads
  + Parking on red routes or motorways.

5.7 With the exception of Health Emergency Badges, which are not person or vehicle specific, permits are only valid for the vehicle registration numbers stated on the application form and the permit.

5.8 Permits are not valid in suspended bays. Parking in a suspended bay will result in a parking ticket being issued and the vehicle maybe relocated or removed to car pound. Please check the signs carefully for the times when the suspension is enforced.

5.9 With the exception of Health Emergency Badges, if the employee changes their name, work base or vehicle (including registration number) they must return the permit to the Finance Department who will contact the relevant council. The procedures vary slightly between councils; some issue a refund and the employee will then have to make a new application (as detailed in 6.2 to 6.10) and provide the relevant proof), others may charge a surcharge based on the difference in prices for the remaining lifetime of the permit.

5.10 If a member of staff leaves who is in possession of a Health Emergency Badge, they must return the badge to their manager as the badge belongs to the practice/team/service - not to an individual.

5.11 The parking permit must only be used when on official Trust business and must not be used solely for commuting to work. **Disciplinary action will be considered where a permit is used for personal use.**

5.12 Where permit holders visit Trust sites which have car parks with limited spaces available, permit holders should check whether their permit allows them to park on the road instead of parking in the car park. Whether the permit can be used may depend on why the permit holder is visiting the Trust site. For example, some permits cannot be used for attending meetings.

5.13 Any misuse of a parking permit will be referred to the Trust’s Local Counter Fraud Specialist for investigation and may result in disciplinary action and referral to the Police.

5.14 The councils who issue the permits also consider fraud and attempted fraud to be extremely serious matters and will not hesitate to take preventative, remedial or punitive action against any person suspected of fraud or attempted fraud. Permits remain the property of the issuing council and the council reserves the right to withdraw any permit without giving prior notice or reason, and the vehicle on which the permit is displayed may be issued with a penalty charge notice or removed.

5.15 The Trust will not reimburse parking fines or any associated admin fees, where it was the employee’s fault that a fine was issued. It is the responsibility of the employee to ensure that their vehicle is appropriately parked.

5.16 Employees must report lost or damaged permits to their line manager immediately. The policy on lost or damaged permits varies between councils. Some councils charge an administration fee for issuing a replacement permit, others will not replace lost or damaged permits and a new one has to be purchased at the full price.

5.17 Employees must report stolen permits to their line manager, the Trust’s Local Security Management Specialist and the Police immediately. The incident should also be recorded on Datix which is accessed by the Intranet. The employee must also contact the council as soon as practicable to inform them and request a new one. A replacement permit will only be issued on receipt of a valid crime reference number or crime report.

5.18 Where an employee changes job within the Trust and no longer fulfils the eligibility criteria for a parking permit or if they are leaving the Trust, the permit must be returned to the Finance Department immediately.

5.19 Line managers are responsible for ensuring that permits are returned to the Finance Department in a timely manner so that Finance can request a refund from the council.

5.20 Permits, including the Health Emergency Badges, should be renewed at least four weeks before the date of expiry.

**6 Applying for a Business Parking Permit**

**6.1 Supporting documentation**

6.1.1 The supporting documentation required with the application form varies between councils but for all applications the employee must provide;

**Vehicle Registration Document (V5C) AND valid insurance certificate which includes use of vehicle for business purposes**

6.1.2. Some council’s require a letter on company headed paper which includes the employee’s vehicle registration details and an explanation as to why the vehicle is needed for work purposes. Where a letter on company paper is required this will be provided by the employee’s line manager. Some Council’s require a copy of the employee’s job description to determine their eligibility and any supporting log books to illustrate their work. Refer to the Council’s website for more information on the supporting documentation required (see section 7 for website addresses).

6.1.3 The Finance Department may need to submit additional documentation with the application such as a non-domestic rates bill, utility bill or corporate tax return.

**6.2 Application Process**

6.2.1 Where an employee meets the eligibility criteria in 4.1, they must complete a Trust Application Form for a Parking Permit (**Appendix A**). This details the name of the applicant, job title, work base, vehicle registration, make, model and colour and name of registered keeper. The reason for applying for a permit must also be selected.

6.2.2 Where an employee is applying for a permit on the basis that they visit patients in the community for at least 30% of their working week, the onus is on the employee to provide evidence to their line manager that they meet this criteria. Suitable evidence may include duty rotas or movements sheets.

6.2.3 The employee is required to sign and date the declaration on the Trust Application Form and pass it to their line manager to authorise with their insurance certificate showing business useandVehicle Registration Document. If approved the Authorising Manager will record their name and budget code on the form and sign and date the form.

6.2.4 The employee must also complete the relevant a Parking Permit Application Form for the council. These are available from the Council’s website. This should be submitted to their line manager along with any supporting documentation they need to provide.

6.2.5 Where the council requires a letter on headed paper to support the claim, it is the responsibility of the line manager to provide this.

6.2.6 The employee must complete a manual cheque request to cover the cost of the permit, made payable to the relevant council (the cost of the permit comes out of the budget for the service/department within which the employee works). The process to follow is;

1. Submit a manual cheque request as usual via the following link:

http://finweb:81/manualchequerequest/ attaching the documents listed below.

* Trust application form (must be dated within the last 3 months)
* Council application
* Insurance certificate showing business use
* Trust letter (must be dated within the last 3 months)
* Any supporting documentation

1. Select your line manager as the approver of the cheque request (the authoriser must be on the Authorised Signatory Database and have the relevant authorisation limit for the cost of the permit(s).
2. Once approved by the line manager it will be automatically sent to Finance.

6.2.7 On receipt of the applications, the Finance Department will check whether any further supporting documentation needs to be provided, such as a non-domestic rates bill or corporate tax return, and issue a cheque.

6.2.8 The cheques are sent to Finance and are posted out to the person who submitted the MCR.

6.2.9 It is ultimately the responsibility of the budget holder to send the council’s application, the cheque and any supporting documentation onto the relevant council. Councils may require the first application to be made in person. In such cases, it will be necessary for the Line Manager to liaise with the employee and decide the best way to do this

6.2.10 Council’s may operate a self-assessment for businesses which means that the applicant is not required to submit any supporting documentation to the Council. In such cases any supporting documentation provided by the employee should be retained on the employee’s local HR file by the Line Manager.

6.2.11 The Trust Application Form for a Parking Permit should also be retained on the employee’s local file by the Line Manager.

6.2.12 on receipt of the application, payment and satisfactory supporting documentation, the relevant council will issue the permit to the employee at the business address they provided on the application form.

6.2.13 Mileage claims will not be paid by Payroll without a valid insurance certificate which includes business use.

**Process for London Borough Newham parking permits**

6.2.14 parking permits for London Borough Newham can only be purchased online and must be paid for by credit card at the time of application. Paper applications and applications by email will no longer be accepted.

6.2.15 Teams that require parking permits should identify a admin lead to process the permits and a Trust credit card holder to process the payment for the permit.

6.2.16 The process for requesting authorisation to purchase a parking permit (ELFT) is as follows;

1. Submit a manual cheque request as usual via the following link:

http://finweb:81/manualchequerequest/ attaching the documents listed below.

* Trust application form (must be dated within the last 3 months)
* Trust letter (must be dated within the last 3 months)
* Log book
* Insurance certificate which must include Business Use

1. Select your line manager as the approver of the cheque request (the authoriser must be on the Authorised Signatory Database and have the relevant authorisation limit for the cost of the permit(s).
2. Once you have submitted the cheque request you will be notified automatically by email of the MCR reference number which is unique to each parking permit application.
3. Finance will check the documents and if they are all correct they will email you and authorise you to proceed with the online application to LBN. You must wait for this authorisation before you submit your application to LBN. Any queries on the MCRs should be sent to elft.finance@nhs.net.
4. Please note that the cheque will not be issued but the MCR process must still be followed so that the documents can be checked and an MCR number issued.
5. Once Finance has authorised the purchase, you should contact the identified admin lead or credit card holder for your team who will process the online application with LBN, including payment by credit card. Please ensure that you give your admin lead the MCR number or they will be unable to process the application.

**Process for admin lead / credit card holder (LBN)**

6.2.17 You will need to create an MiPermit business account on the LB Newham website

https://www.newham.gov.uk/mipermitnewham. Please note that you can only create an account if your business address is within the boundaries of LB Newham. If it is not, please contact ELFT Finance at elft.finance@nhs.net advising them of your team/service name and address. Finance will contact the parking permit team at LB Newham who will then set up an account for you.

6.2.18 Once the requestor has received authorisation from Finance for the parking permit, the requestor will contact you and ask you to process the application and payment online using your Trust credit card. Please ensure that the requestor gives you the MCR number before you process the application.

6.2.19 Note: the charging structure for parking permits has changed with the cost now being based on a vehicle’s emissions. Details of the new charges can be found on the LB Newham website above.

6.2.20 The credit card transactions must be coded on the purchase card database at month‐end as usual. Please ensure that you quote the MCR number in the narrative when you code the transaction.

6.2.21 Credit card holders should familiarise themselves with the Trust Purchase (Credit) Card Policy which is available on the Intranet.

**Applying for Health Emergency Badges**

6.2.22 The application form can be downloaded from https://www.londoncouncils.gov.uk/services/parking-services/health-emergency-badge

6.2.23 Applications should be made at one time for all the badges required.

6.2.24 Only one application can be accepted per Hospital/Practice/Clinic. If you are applying for a personnel badge or more than one site then a separate application must be made for each site.

6.2.25 A practice manager or any person of authority prepared to vouch for the accuracy of the information provided on the application form, should complete the application form.

6.2.26 Applications should be made for the minimum number of badges necessary.

6.2.27 For example, where there are twenty community nurses in one department, but only five are likely to make home visits at any one time, only five badges should be applied for by the department manager.

6.2.28 The table below gives a guideline of how many badges you can expect to receive. For instance, if you have five eligible staff you would normally be allocated three badges. If you believe there are particular circumstances in your practice (for instance if you are an organisation specialising in emergency call-outs) you may submit a written case to apply for a higher number of badges. Reasons such as “it is inconvenient” to share cannot be accepted as valid. Otherwise, please do not apply for a higher number as this will delay your application.

|  |  |
| --- | --- |
| **Guidance on number of badges issues** | |
| **No of Staff Eligible** | **Normal Allocation** |
| **1** | **1** |
| **2** | **2** |
| **3** | **2** |
| **4** | **3** |
| **5** | **3** |
| **6** | **3** |
| **7** | **4** |
| **8** | **4** |
| **9** | **5** |
| **10** | **6** |
| **Above 10** | **Divide by 2** |

6.2.29The person completing the application form must complete a manual cheque request to cover the cost of the badge(s) being applied for, made payable to ‘London Councils’ (the cost of the badges comes out of the budget for the service/department where the badges are going to be used). They must scan in the application, insurance certificates showing business use for all staff who will use the badges, and select their line manager as the approver of the cheque request. Once approved by the line manager it will be automatically sent to Finance.

6.2.30 On receipt of the application, the Finance Department will check the application and insurance certificates and issue a cheque.

6.2.31 Once Finance receive the cheque, they will post it to the person who requested the cheque.

6.2.32 It is ultimately the responsibility of the applicant to send the application and the cheque to London Councils HEB, 59½ Southwark Street, London, SE1 0AL.

6.2.33 On receipt of the application, and payment, the London Councils will issue the badge(s) to the applicant at the business address they provided on the application form.

**6.3 Multi-Vehicle Permits**

6.3.1 Some councils issue multi-vehicle permits which may be useful for some services/teams. If more than one vehicle is to be placed on a permit, each member of staff must meet the criteria detailed in 4.1 and submit a Trust Parking Permit Application Form to their Line Manager with their Vehicle Registration Document (V5C), valid insurance certificate which includes use of vehicle for business purposes and any other supporting documentation.

**7 References**

[**http://www.hackney.gov.uk/ek-business-permits.htm**](http://www.hackney.gov.uk/ek-business-permits.htm)

[**http://www.towerhamlets.gov.uk/lgsl/451-500/474\_parking\_permits/business\_permits.aspx**](http://www.towerhamlets.gov.uk/lgsl/451-500/474_parking_permits/business_permits.aspx)

**http://www.newham.gov.uk/Pages/ServiceChild/Business-parking-permits.aspx**

**https://www.bedford.gov.uk/transport\_and\_streets/parking/street\_parking/permits.aspx**

**APPENDIX A Trust Parking Permit Application Form – see form available on the intranet**



**tRUST PARKING PERMIT APPLICATION FORM**

|  |  |
| --- | --- |
| FOR COMPLETION BY THE APPLICANT (IN BLOCK CAPITALS) | |
| NAME OF APPLICANT |  |
| JOB TITLE |  |
| WORK BASE |  |
| VEHICLE REGISTRATION |  |
| MAKE OF CAR |  |
| MODEL OF CAR |  |
| COLOUR OF CAR |  |
| NAME OF REGISTERED KEEPER |  |
| ADDRESS OF REGISTERED KEEPER |  |
| I AM ELIGIBLE FOR A BUSINESS PARKING PERMIT BECAUSE:  (TICK ONE) | * Visit patients in the community for at least 30% of their working week and use their vehicle to do this. * Where the use of a vehicle is essential for the efficient operation of the Trust * Have a disability and are required to travel to a number of Trust sites in the course of their work. |
| *EMPLOYEE DECLARATION – I confirm I have read the Trust’s Business Parking Permit Policy and will use the permit in line with Trust policy. I understand that failure to do this may result in disciplinary action and referral to the Trust’s Local Counter Fraud Specialist or Local Security Management Specialist. I also confirm my vehicle is insured for business use.* | |
| SIGNATURE OF APPLICANT |  |
| DATE OF SIGNATURE |  |
| FOR COMPLETION BY THE AUTHORISING MANAGER (BUDGET HOLDER) | |
| NAME OF AUTHORISING  MANAGER |  |
| SIGNATURE OF AUTHORISING MANAGER |  |
| DATE OF SIGNATURE |  |
| BUDGET CODE |  |