

Parking Permit Policy

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Services	Applicable To
Trustwide	
Mental Health and LD	
Community Health Services	

Version Control Summary

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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		Zenda Butler, Head of Counter Fraud		Reviewed and minor amendments made.

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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. 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 Hamlets 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 These permits are not valid on yellow lines.

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
- 4.2 Where the Council offers different types of permits, it is the responsibility of the employee to identify 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 It is the responsibility of the employee's line manager to be satisfied that the employee meets the criteria in 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'.
- 4.5 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.
- 4.6 The employee must be insured to drive the vehicle and be covered for 'business use'.
- 4.7 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 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 Permits are only valid for the vehicle registration numbers stated on the application form and the permit.
- 5.6 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.
- 5.7 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.
- 5.8 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.**
- 5.9 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 can not be used for attending meetings.
- 5.10 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.
- 5.11 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.
- 5.12 The Trust will not reimburse parking fines 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.
- 5.13 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.
- 5.14 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.

- 5.15 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.
- 5.16 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.
- 5.17 Permits 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 use and Vehicle 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). They must scan in the Trust application, Council application, insurance certificate showing business use, and any supporting documentation, 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.
- 6.2.7 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 line manager will be notified when the cheque and any further documents provided by Finance are ready for collection.
- 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.

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.towerhamlets.gov.uk/lgs/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