
Trust Policy and Procedure

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POLICY FOR CAR PARKING AND MANAGEMENT OF BARRIER CONTROLLED SITE, including access rights, charging and emergency arrangements.

For use in:	West Suffolk NHS Foundation Trust
For use by:	All Staff and Site Visitors/Patients
For use for:	All Users of WSH site
Document owner:	Travel and Sustainability Manager
Status:	Approved by Travel Plan Steering Group and Trust Executive Group (TEG)

Purpose of this Document

To specify the criteria for access to site, car park charges, off-site parking, concessions and dispensations and non-compliance with the policy.

Aims

Ensure consistency in monitoring access to site schemes; barrier control car parking; administration of car park charging policy, and recognition of concessions/dispensations.

Ensure compliance with government guidance and instructions.

WEST SUFFOLK HOSPITAL NHS TRUST
POLICY FOR ACCESS TO SITE, VEHICLE PARKING,
CHARGES AND REIMBURSEMENT

C O N T E N T S

	Page Nos.
1. INTRODUCTION	3
2. ACCESS TO SITE	3
3. BARRIER CONTROL	4
4. CAR FREE DAY SCHEME	4
5. SUPPORTING SCHEMES	5
6. CHARGING ARRANGEMENTS	5
7. TRAVEL PLAN STEERING GROUP	8
8. ACCESS TO AND ALLOCATION OF CAR PARKS	8
9. EXEMPTIONS FROM PAYMENT AND REIMBURSEMENT OF FEES	9
10. NON-PAYMENT OF PARKING FEES	10
11. REVIEW	11
12. ZERO TOLERANCE	11
BARRIER SCHEME	Appendix A
PROCEDURE FOR REIMBURSEMENT OF PARKING FEES REDUCTION OF CAR PARK FEES	Appendix B
PROCEDURE FOR CAR SHARING	Appendix C
ELIGIBILITY FLOWCHART	Appendix D
ELECTRIC VEHICLE CHARGE POINTS FAQs	Appendix E

1. INTRODUCTION

Charges for parking on the West Suffolk Hospital site were first levied in 1996. Since that time the Trust has engaged a number of different contractors to manage the site. Various schemes have been introduced to manage capacity and traffic control issues with the aim of providing safe and accessible parking for all users.

The current system was introduced in July 2018 to improve ease of accessibility and improve traffic flow.

Access and payment for all users of the site is linked to vehicle registration.

Staff, patients and visitors to the site are required to pay to park in accordance with the tariffs set by the Trust which are reviewed annually.

Staff details are held on a central database to verify access rights and methods of payment i.e. salary deduction, payment in advance or payment daily. Information is managed in line with the General Data Protection Regulation 2016/679. The information provided by staff will be used to manage their use of the West Suffolk NHS Foundation Trust car parks, including recharging of costs incurred for repairs to damaged equipment or underpayment of charges, and will be shared with the appointed contractors who manage the car parks on behalf of the Trust.

Patients and visitors are required to use the Pay on Foot system - based on the time they are on site - when using dedicated car parks i.e. car park A at the front of the hospital and all specified car parks at the rear of the site.

Concessionary parking is available for Blue Badge holders, Volunteers and other identified patient groups.

Any person contravening the Trust's car parking regulations will be subject to the Parking Charge Notice process (managed by the Trust contractors).

Any member of staff contravening the Trust's car parking regulations may also be subject to the Trust's Disciplinary procedure.

This document sets out the criteria for access to site, car park charges, concessions/dispensations and non-compliance with the Policy.

2. ACCESS TO SITE

Staff

WEST SUFFOLK HOSPITAL STAFF

All staff employed by the West Suffolk NHS Foundation Trust are required to complete an access to site application form to provide details of their contractual hours and shift patterns.

Since 1st March 2014, access to site is not automatically granted as eligibility criteria are applied to assess access to on-site parking for those members of staff who started work in a substantive role with the Trust after 1 March 2014.

Anyone working within the core times of 7.00 a.m. to 6.30 p.m. is expected to park off site and take advantage of the Rugby Club and shuttle bus Monday to Friday. There is no restriction on access to site for staff working evenings and weekends.

Note: Eligibility / permission to park on site does not guarantee a space on site. At peak times when the car parks on site are at full capacity staff should make alternative arrangements and never park outside marked bays.

Those staff eligible to park on site have **two options for payment and access:**

- Monthly salary deduction or
- Pay daily either directly at the pay machine or via a Phone App (Glide Parking)

Staff paying by salary deduction will complete a salary deduction form and pass this to the Car Parking Office – for method of payment to be recorded before forwarding to the Payroll Department.

It is the member of staff's responsibility to keep the Car Parking Office and/or the Travel and Sustainability Manager informed of any changes in hours worked; shift patterns; leaving date; or changes in method of payment so that they can notify the Payroll Department that these changes have been authorised.

Other stakeholders' staff (Wedgwood, Busy Bees, Renal Unit and Hospice) require permission from the Travel and Sustainability Manager. See Appendix A

General public

Access is unrestricted and payment required according to duration of stay on site unless concessions apply.

3. BARRIER CONTROL

The West Suffolk Hospital has a number of car parks clearly designated for staff, patients/visitors or other organisations. Some of these are controlled by barriers. The main visitors' car park (A) has two entry lanes and one exit lane with barrier. There is also a barrier on the site exit road (two-lane exit to Hardwick Lane).

There is separate barrier control for the WSH senior staff car park, Wedgwood Unit and the Hospice.

Staff will pay for parking either by salary deduction, making advance payment for a specific time period or paying daily directly at a pay machine. Payment can also be made on a phone App (Glide Parking).

Patients and visitors using barrier-controlled car parks are required to enter the vehicle registration details into the pay machine and pay the specified amount for duration of stay.

After making a payment in the Pay on Foot machines situated around the Trust, the barrier on exit should lift automatically.

If the barrier does not lift for any reason, intercom contact can be made to the car parking office for assistance.

Full details of the barrier scheme are set out in **Appendix A**.

4. CAR FREE DAY SCHEME

Since 1st August 2011, a car free day scheme for staff has been in operation. Each member of staff is required to select a day once a week (or once a month if part-time) when their vehicle is not brought onto site.

The Rules of this Scheme are set out below:

1. Staff will be expected to come to work as usual on the allocated day but will need to make alternative travel arrangements, as they will not be able to park on site.*
2. The car free day applies to shifts between 7.00 a.m. and 6.30 p.m.
3. The car free day will not apply to early, late, twilight, night or weekend shifts, long days, on-call duties or car sharers.
4. Staff who work variable shifts should still identify a car free day when working a week or more of day shifts/within the core hours. This day can be flexible.
5. The scheme will apply one day a week for full time staff and one day a month for part time staff (3 days and less).
6. The car free day information will be contained in the database held by the car parking company and access on the selected day is not allowed without prior permission.
7. Any member of staff wishing to park on site on the allocated car free day must seek approval beforehand from the Travel and Sustainability Manager.
8. **Anyone parking on a car free day without permission will be required to pay the full patient/visitor tariffs.**
9. Failure to comply with the above rules may result in a parking charge notice and/or access to site being revoked.

* Staff are encouraged to either walk, cycle, car share or use the off-site parking and shuttle bus from the Rugby Club on their car free day – see (5) below.

5. SUPPORTING SCHEMES

To assist staff in adhering to the car free day rules, a number of alternative travel arrangements are suggested.

1. Off-site parking at Rugby Club

Parking is available at the Rugby Club for no additional charge.

Bury St Edmunds Rugby Club

The GK IPA Haberden

Southgate Green

Bury Saint Edmunds

IP33 2BL

2. Shuttle bus

A shuttle bus runs at pre-arranged times from the Rugby Club to the

Hospital each morning and returns again early afternoon and evening. The timetable is available on the travel pages of the Trust intranet. Staff are required to show their Trust ID badge as proof of identity to use this service.

3. Car sharing from Rugby Club

Staff can park and share a lift from the Rugby Club.

4. Car Sharers web-sites

West Suffolk Hospital encourages staff to make their own car sharing arrangements and register with the car parking office. Staff can also link into the wider Suffolk car-share scheme.

5. Car sharers car park (dedicated area in car park R)

Staff displaying car share permits *must* park in the designated car share area in Car Park R.

Staff using this car park are exempt from the car free day scheme.

Staff who have or give lifts and do not use the car sharers car park are not eligible for the car sharers' concessions.

See Appendix 3

6. Cycle2Work schemes

The Trust endorses financial assistance for the purchase of bicycles.

There are cycle stands strategically positioned around the site including secure access controlled shelters.

Showers and changing rooms are also available for staff use.

6. CHARGING ARRANGEMENTS

Charging arrangements

A current scale of charges and concessions can be obtained from the car park office at the front of the site; on the Trust's website or the Travel and Sustainability Manager.

Car park	Location	Type	Payment
A	Main patients and visitor's car park at the front of the hospital	Pay on foot either in the main Reception area or outside adjacent to the car park office	Cash, card or phone app, using number plate recognition. Blue badge free – visit car park office
<i>Special arrangements have been agreed for late, twilight and night staff to use car park A at the front of the hospital at staff rates from 3pm only.</i>			

L	Blue badge bays directly in front of the hospital	Free – a valid blue badge MUST be displayed	Free
N	Blue badge bays - Eye Treatment Centre/Day Surgery Unit	Free – a valid blue badge MUST be displayed	Press button on pay machine and talk to car park office
D	Rear of site near Macmillan Unit (Some patient and visitors' spaces, some staff spaces)	Pay on foot at pay machines located in the day Surgery Unit Foyer and outside the Macmillan Unit	Cash, card or phone app, using number plate recognition. Blue badge free – press button on pay machine and talk to car park office
Senior staff car park	Barrier controlled car park at rear of site adjacent to Education Centre		Salary deduction only – premium monthly rate
C, E, F, I and R	Staff car parks at the rear of the site	Automatic number plate recognition, barrier on exit.	Salary deduction, Glide app or pay on foot at machine
Car sharers R	Registered car sharers designated spaces at the entrance to car park R at the rear of the site	Automatic number plate recognition, barrier on exit.	Salary deduction, Glide app or pay on foot at machine
Accommodation	Any staff designated car park	Automatic number plate recognition, barrier on exit.	Included in the rent for one vehicle on site only
B	Macmillan Way, Hospice Staff only	Barrier controlled	
Wedgwood	Wedgwood staff only	Barrier controlled	
Busy Bees	Busy Bees staff and visitors only	Marked spaces	
Renal Unit	Renal Unit patients only	Marked spaces	Free for registered patients

Please note there is no charge for visits of 20 minutes or less at the front of the site and 30 minutes or less at the rear of the site.

Electric vehicle charge points

Electric vehicle charge points are available on site for staff and public use. Three dual charge points, providing charging for up to six vehicles, are located at the rear of the site outside the Education Centre.

CPS 197	7kw
CPS 198	7kw
CPS 262	22kw

In addition to the charges incurred for the use of the electric vehicle charge points, all vehicles will also be charged the appropriate staff or public parking charge rate for the time that the vehicle has been on site.

Trust policy for the electric vehicle charging bays is that vehicles should be moved out of the bay to a designated parking bay after 4 hours when they have been charged.

The on-site electric vehicle charge points are managed on behalf of the Trust by Engie (Genie Point). Members of staff or the public wishing to make use of the electric vehicle charge points must register for an account with Engie (Genie Point) to obtain an RFID swipe card.

All payments and subsequent queries regarding individual accounts, concerns about the equipment and any problems with access will need to be made direct to Engie (Genie Point).

Details of how to register and charging costs can be found here:
<https://evsolutions.engie.co.uk/ev-services/>

The income generated from the use of the electric vehicle charge points is paid to the Trust less an agreed administration charge.

Appendix E – Electric vehicle charge points – Frequently asked questions.

Staff

Staff whose shift patterns require them to visit the site more than three times a week are encouraged to pay for parking by salary deduction.

Staff who do not have car park charges deducted from salary will be required to pay for parking in advance (*recommended minimum period of three months*) or pay daily.

Late/Night/Twilight Staff

Late, night and/or twilight staff are allowed to park in car park A from 3.00 p.m. Any member of staff not providing evidence of payment of staff rates can be charged the full patient/visitor rate.

Staff can be escorted to the car parks during twilight/night time hours by the Trust security team, contactable via medic bleep or switchboard.

Norfolk and Suffolk NHS Foundation Trust and other non-West Suffolk Hospital employees

NSFT staff based at, or operating from the West Suffolk Hospital site, are required to apply for permission to use the WSH car parks and must comply with Trust's access to

site/car free day scheme. Certain staff working at Wedgwood House will be issued with permits by NSFT Administration for their own barrier-controlled car park.

Charging Period

The charging period for patients/visitors is midnight to midnight.
The 24-hour period for staff paying daily will be from the time of entry to the site.

On-Call Staff

On-call staff returning to site on official business outside normal working hours who normally pay to park will not incur any additional charges for undertaking on-call duties.

On call staff not usually eligible to park on site will be charged at the staff rate, if using their own vehicle.

Senior Staff Car Park

Payment will be made, via salary deduction, for all Trust staff paid through Payroll. The individual's proximity reader card (WSFT ID Badge) will be activated for access to the barrier.

Contractors/Company Representatives

Parking charges for contractors will be applied at the rates agreed in the annual tariff review. All Contractors are required to sign in at the Estates Helpdesk or provide their vehicle registration numbers in advance to the relevant Capital Project Manager when undertaking contract work; maintenance contract duties and/or attending meetings. No contractor working on the site should park in car park A

The number of vehicles coming onto site for **capital schemes** will be limited and these vehicles must park in the designated contractor car park or a designated compound. Prior to the start of each project the Project Manager will agree with the Travel and Sustainability Manager the number of vehicles permitted to park on site.

Additional **off-site** parking for contractors is available at the Rugby Club.

Company representatives must obtain a visitor's permit before walking around the hospital site. Standard parking charges will apply.

Administration of Scheme

All new staff will receive details of the car parking arrangements in the "starter pack" issued by Human Resources. Confirmation of eligibility to park on site will be provided in the unconditional offer letter.

Managers/Heads of Departments are responsible for ensuring new staff are aware of the current car parking policy. They should also ensure the car parking company is given all relevant details, to enable the new person, if eligible, to be entered into the central database in a timely manner, for unhindered access to the site via the barrier system.

All queries regarding management of the car parking arrangements should be directed to the Travel and Sustainability Manager.

Review of Charges

The charging structure/tariffs will be reviewed by the Trust annually and benchmarked with other Trusts and corporate organisations.

The Trust reserves the right to add a levy to fund Travel Plan initiatives as well as maintain and improve parking arrangements on site.

7. TRAVEL PLAN STEERING GROUP

In accordance with the Trust's Travel Plan, a Travel Plan Steering Group was established in October 2010. This Group absorbed the role of the former Car Park Working Group. In conjunction with the Estates and Facilities Managers, the Steering Group ensures effective communication between staff, patients, visitors, stakeholders and contractors.

The Travel Plan Steering Group meets approximately three times a year and can be convened at any time to consider any change of policy or travel plan initiatives.

8. ACCESS TO, AND ALLOCATION OF, CAR PARKS

Staff are required to use only the car parking areas identified; not park on hatched areas or double yellow lines.

No member of staff is allowed to park in the front car park without prior authorisation from the Travel and Sustainability Manager (if not working twilight or night shifts).

The Car Park Contractor will endeavour to monitor closely the availability of spaces on a daily basis and assist staff who appear to have difficulties parking.

Electronic recording of car parking spaces in staff car parks will assist staff in identifying where spaces are available. No illegal parking will be condoned. Staff are required to exit and re-enter the one-way system if car park R is full but C or E have spaces.

Any difficulties with locating a space should be reported to the Facilities Department – ext.3829 or directly to the car park office – 07815 154230.

Car Sharers car parking area

24 spaces have been designated for car sharers in car park R (until 9.30 a.m. each day).

Only staff with a Car Sharers Permit will be eligible to park in these areas prior to 9.30 a.m.

Staff with a Car Sharers Permit must not use any other spaces around the hospital site, as these need to be kept free for staff not able to car share.

St Nicholas Way

No parking is allowed on St Nicholas Way at any time.

Busy Bees (Nursery)

The parking bays adjacent to the Nursery are for Busy Bees visitors only.

St Nicholas Hospice

St Nicholas Hospice's car park is for patients/visitors attending the Hospice only. Car park B is for St Nicholas Hospice staff only.

9. EXEMPTIONS FROM PAYMENT AND REIMBURSEMENT OF FEES

Trust exemptions from car park charges as follows:

Delivery Vehicles

All vehicles, when delivering or collecting on the site, will be exempt from parking charges. Official Trust vehicles (excluding "personal use lease" vehicles) and NSFT vehicles will also be exempt.

Motorcycles and Bicycles

Motorcyclists and cyclists will be exempt from parking charges provided they do not take up car spaces. Parking areas are available on site.

Voluntary Workers

The Voluntary Services Manager, and Head of Chaplaincy, are responsible for ensuring the voluntary workers/voluntary chaplains comply with the Trust's car parking policy whilst working officially at the hospital. Volunteers are not required to pay for parking whilst volunteering at the hospital, but should pay the full visitor rates if they are on site for any other reason.

POLICE AND EMERGENCY VEHICLES

There is no charge for police and emergency vehicles.

Vehicles attending the Emergency Department or the front of the hospital will use the marked bays for emergency vehicles. There is no barrier control in this area so no restriction on access or egress.

10. NON-PAYMENT OF PARKING FEES

Parking Charge Notice System

The Car Park Contractor is responsible for policing the site and identifying vehicles contravening Trust policy.

All staff, patients and visitors who are causing an obstruction; not displaying a valid blue badge; and/or parking illegally will be issued with a parking charge notice.

This fine is paid to a central Enforcement Agency and is not administered by the contractor or the Trust.

Persistent offenders will be notified to the Travel and Sustainability Manager for appropriate action e.g. discussion with Line Manager/Human Resources and Fraud Officer for retraction of access to site permit and/or payment of fine.

Role of Car Park Contractor

Car Park Contractor personnel are responsible for patrolling all car parks and barrier control of the whole site.

In addition to identifying those people not complying with the policy, they maintain traffic flow around the site; deal with congested areas; assist with machine problems; and liaise with the Estates Facilities Managers regularly.

11. REVIEW

This policy will be reviewed biennially, or more frequently as the need dictates, to incorporate changes in requirements; and to reflect the evolving situation regarding car parking and the site in general.

Staff will be consulted and notified of progress on any schemes that may be developed to improve car park management on site.

12. ZERO TOLERANCE

The Trust's Zero Tolerance Policy applies to all users of the site. Any concerns about the management of the car parking arrangements should be referred to the Estates and Facilities Travel and Sustainability Manager.

WEST SUFFOLK HOSPITAL – BARRIER CONTROLLED CAR PARKS

(a) WEDGWOOD HOUSE (Norfolk and Suffolk NHS Trust - NSFT)

NSFT has its own car park to the rear of Wedgwood House but there are strict criteria for its limited use. Staff not eligible to use this car park have access to WSH car parks and are required to comply with the WSH Trust's policy and charging arrangements.

All visitors to Wedgwood House not able to park at the Unit, are required to comply with the WSFT car parking charges.

As Wedgwood House staff are not employed by the WSFT, staff are required to pay daily or arrangements can be made for the charges to be deducted by NSFT and recharged to WSH.

Alternatively, staff can pay in advance. A period of time can be specified for a pre-payment and access to site restricted to that time only – until further payments made.

(b) BUSY BEES Nursery

Staff who use the Busy Bees Nursery on site are exempt from the car free day scheme and are eligible to park in WSH car park C. Method of payment of parking will be in accordance with Trust policy.

Other users of Busy Bees will be required to register car details with the Busy Bees Manager which, in turn, will be passed to the Car Parking Office for entering on the centralised database. These visitors will have access to site by automatic recognition of vehicle registration. Vehicles registered on the car park system will be reviewed annually by Busy Bees and WSFT.

Staff working at Busy Bees are required, if eligible, to register with the Car Parking Office in the same way as WSH staff. No charge is levied for those staff who park in the Busy Bees car park.

No automatic right is given to Busy Bees staff to park in the WSH car parks. If prior permission is obtained, these staff are required to pay for parking and will pay daily.

Other ad hoc visitors to Busy Bees, or anyone who has not registered as a regular visitor, will be able to leave without charge if they leave the site within 30 minutes.

Any visitor staying longer who has parked only in the Busy Bees car park can be allowed to leave the site with no payment, provided the Manager contacts the Car Parking Office to notify them and make arrangements for the vehicle to leave the site.

Any visitor staying longer than 30 minutes (for whom no concessionary parking has been granted) can stop at the Pay on Foot machine near the Macmillan Unit to make the relevant payment before leaving the site at the rear exit onto Hardwick Lane.

(c) HOSPICE

All patients and visitors to the Hospice are exempt from car parking charges. The Hospice has its own car park for the majority of its users and a separate car park B for its staff.

The Hospice reception staff will use a secure web link to register ad hoc visitors to facilitate easy egress via the exit barrier. Alternatively, the intercom can be used at the exit.

Details of all staff and volunteers' vehicles will be registered with the Car Parking Office to enable access to the rear of the site by automatic recognition of vehicle registration.

(d) EDUCATION CENTRE

Students attending the Education Centre are required to pay for parking on site. The method of payment will vary from a Service Level Agreement with the University; by daily payment or payment in advance for a specified period of time.

All students must be registered with the Car Parking Office for unhindered access to the site.

Visitors to the Education Centre will make payment at a Pay on Foot machine (near Macmillan Unit or in the DSU reception area).

Visiting lecturers or guests who are not required to pay will be approved by the Travel and Sustainability Manager and notified to the car parking office prior to leaving the site.

Concessionary parking for courses/events at the Education Centre require approval by the Travel and Sustainability Manager.

(e) EMERGENCY ACCESS affecting Wedgwood House, Busy Bees and Hospice

The Managers of any building on site that is not automatically connected to the West Suffolk Hospital switchboard will, in the event of an emergency (e.g. fire) take the following action:

- Ring the Car Parking Office - 07815 154230

The Car Parking Attendants have a procedure for handling these calls dependent on whether one or two men are on duty. The aim will be to ensure unhindered access of the fire engine or other emergency vehicles; monitor traffic flow and access to the rear of the site until the vehicles wish to leave the site by the rear exit onto Hardwick Lane.

- Ring the West Suffolk Hospital Switchboard – 01284-713000 to advise of the emergency so that the Site Manager can be put on alert
- Ring both the Car Parking Office and WSH Switchboard when the emergency has been cleared.

(f) VALIDATION VIA WEBLINK

The responsibility for concessionary parking is delegated to specific Managers and areas within the Trust. Any deviation from the authority given will need to be obtained from the Travel and Sustainability Manager.

Authority for using the secure web link for concessionary parking is delegated to:

Macmillan Unit
Hospice
Estates Help Desk
Travel and Sustainability Manager

WEST SUFFOLK NHS FOUNDATION TRUST

PROCEDURE FOR REIMBURSEMENT AND REDUCTION OF CAR PARK FEES

1. INTRODUCTION

The West Suffolk NHS Foundation Trust Procedure for reimbursement and reduction of car parking fees identifies the groups of people who are eligible for a permit, reduction or refund of fees already paid. This procedure gives details of how this eligibility is to be determined and how refunds will be made.

2. ELIGIBILITY

Groups eligible for concessionary parking rates are agreed at the annual tariff review taking account of relevant Government Guidance. Details of concessions are available on the Trust website.

Patients attending an appointment and in receipt of Income Support or Family Credit are able to claim a permit, reduction or refund of up to 2 hours parking charges directly from the **Trust General Office**. Patients claiming this concession must provide evidence of eligibility.

Note: Members of the public receiving a state pension are NOT exempt from car park charges unless they meet the eligibility criteria for one of the identified concession groups.

3. DISCRETIONARY ARRANGEMENTS

It is recognised that there may be occasions when the agreed criteria need to be waived.

Ad hoc arrangements for concessionary fees/extended use of weekly tickets can be approved by the Travel and Sustainability Manager.

4. Refund requests

Refund requests for parking charges will be considered on a case by case basis in the following circumstances:

- Pay machine malfunction
- User error - when the claimant has made a mistake entering details on the pay machine
- If a person eligible for a concession is not able to access the concession immediately
- Staff leaving the Trust with a credit on their Pay in Advance account

All refund requests will be investigated by the Travel and Sustainability Manager and approved by the Estates and Facilities Business Manager.

Car Park Charges refund request

Claimant name (*required)	
Vehicle registration(*required)	
Address (*required)	
Email	
Contact telephone number (*required)	

Description of claim – please attach relevant documents (copies of receipts) (*required)

Investigation/validation

Recommendation

Signed _____
 Clare Farrant
 Travel and Sustainability Manager

Date

Approval Yes/No

Budget code W681/E7558

Comments/further action

Approved _____
 Julie Pettitt
 Estates and Facilities Business Manager

Date

***Required either**

Refund for payments made by card

Once the refund has been approved an email will be sent to (your email address)

_____ providing the contact details for the Trust General Office who will arrange your refund.

Refund for payments made in cash

Payment instructions

Payment will be made directly to the claimant only if the purchase is supported by a receipt or a print out of the transaction from the park system.

Payment will be by BACs.

A/C no _____

Sort code _____

Account name _____

****PLEASE PROVIDE PROOF OF BANK DETAILS ON A VOID PAYING IN SLIP WITH YOUR FORM****

PROCEDURE FOR CAR SHARING ON THE WEST SUFFOLK HOSPITAL SITE

Purpose of this Document

To highlight the advantages to staff of car sharing and specify the Trust criteria.

Aims

Ensure staff are aware of the opportunities/benefits associated with car sharing and provide guidance on how they can join the Trust's car share scheme.

1. INTRODUCTION

Car sharing is when there is more than one occupant in a private car. Whilst drivers will often share with friends and family, there are many occasions when individuals go to and from work as a single occupant.

This can be for many reasons including shift patterns, convenience and personal commitments and possibly just not thinking about the advantages of sharing.

Travel costs can be halved, sharing a journey can be pleasant and car parking issues can be addressed.

Car sharing can be appropriate for regular journeys or one-off journeys depending on personal circumstances.

2. CAR SHARING AT WEST SUFFOLK HOSPITAL

The Trust has provided a dedicated car park for car sharers – **24** at the entrance of the new car park R.

To be eligible for a car share space on the West Suffolk Hospital site, car sharing must result in there being at least one less car on site.

During periods of temporary capacity issues, these spaces are dedicated for car sharers until 9.30 a.m. when they are *temporarily* available for general staff use.

3. CAR SHARE SCHEMES

You may be able to find someone to car share with through [Suffolkcarshare.com](https://www.suffolkcarshare.com) or informally through contacts at the Trust.

4. CRITERIA FOR CAR SHARING

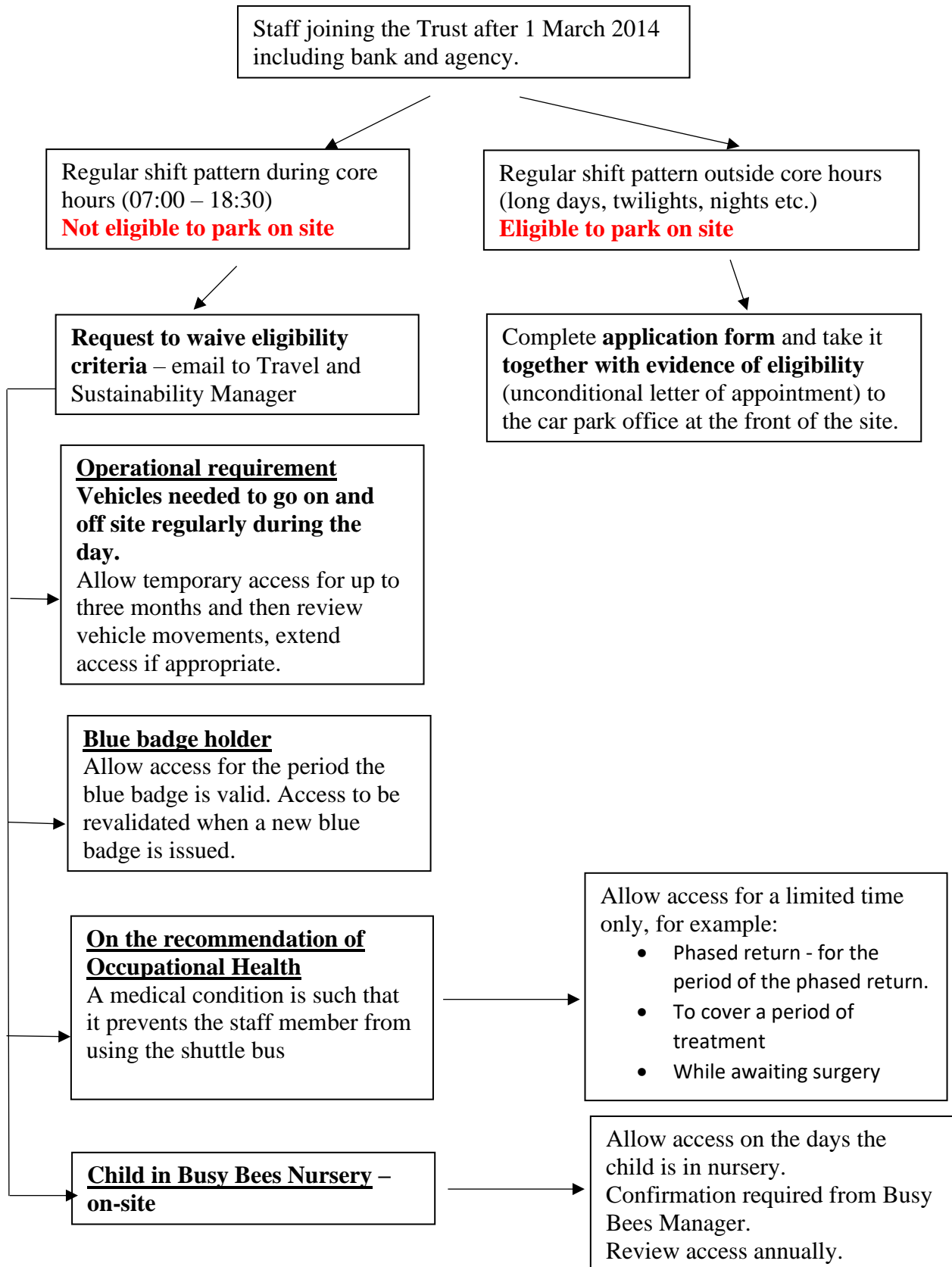
To be able to park in the dedicated car park spaces, two car share permits must be clearly displayed on the dashboard.

Other criteria include:

- The car share permits are only valid if the car is occupied on arrival at work by more than one person.
- Only one of the car sharers cars is allowed on site at any one time**
- Permits must not be photocopied or altered in any way.
- No-one other than you or your designated car share partners are allowed to use the car share permit.
- If your car share partner is on annual leave or off work sick you can still have access to the car share car park.
- In the event of your car share partner being on long term sick leave (more than three weeks) you will be expected to use the normal parking spaces.
- Payment for parking should be agreed between the individuals sharing the car.
- Any changes to your car share status must be reported to the Facilities Office and Car Parking Office.
- If the designated car sharers areas are full you must find a staff parking space either on the WSH site or at the Rugby Club.
- Any infringement of the rules will result in your permit being revoked.

*** If there are any occasions when both car sharers have to be on site at the same time, the car parking office needs to be notified to allow access. The second person will need to pay the staff daily parking rate for that day.*

Eligibility Criteria



Electric vehicle charging points

Frequently asked questions.

We have compiled this list of Frequently Asked Questions to help you, but if you can't find the answer to your question here, please call our customer helpline: 020 3598 4087 or email us at: geniepointsupport@engie.com

How do I register to use the chargers at WSNHS?

You can register at <https://www.geniepoint.co.uk/ds/register/for/wsnhs>. Using your Smartphone App Using an RFID Card Purchase a GeniePoint Network RFID Card

- Open the GeniePoint website – www.geniepoint.co.uk
- Tap on “Start A Charge
- Tap on the charger you require
- Ensure your vehicle is connected to the charger
- Tap the green charge button, followed by the large green “Confirmation” button
- Charging will commence

How to stop a charge session How to stop a charge session Register your own RFID Card for FREE?

- Tap the red Stop Charge button
- Disconnect the cable
- Click Stop Charge
- Disconnect cable charger
- Open the GeniePoint Network web-app
- Click My Account and select

What are the costs? WSNHS: Connection Fee - £0.50 + £0.20 p/kWh

GeniePoint Network: The cost to use a GeniePoint Network charger varies throughout the country. Please login to your account and click on the map for details of each charger. Remember, you will need to ensure you have added credit to your account before charging your car.

When I join this scheme, are there any other benefits? Membership entitles you to use all WSNHS chargers, it also gives you access to our GeniePoint Network which is expanding nationwide. Login to your GeniePoint account at www.geniepoint.co.uk to view the map of chargers and associated costs.

Do I have to join a scheme – or can I simply use my credit card?

Our chargers are not yet able to directly accept credit cards – however, technology in this area is progressing quickly, as a registered GeniePoint Network user, you will be kept up to date with any new features and facilities.

What type of cable do I need to connect to a GeniePoint Network charger?

Our Rapid chargers have tethered leads, this means they will connect directly to your vehicle so you do not need an additional lead.

If you are using one of our Fast chargers, you will need a mode 3 cable with a type 2 connector to connect to the charger, and the appropriate connector at the other end for your vehicle type. If in doubt, please refer to your vehicle handbook.

What happens if the charging machine is out of order when I arrive?

We endeavour to keep our chargers fully operational, but sometimes the unexpected can happen. If you find a charger is out of order, please call the helpline: 020 3598 4087- as many as 80% of faults can be fixed remotely.

What happens if my vehicle won't charge at the charger?

Call the helpline 020 3598 4087. Our customer service team are very experienced in charging all the various EV models, and they are highly trained on the functionality of the chargers. In addition, vehicle manufacturers provide us with regular updates on information relevant to their various models and changes they may make.

What do I do if I lose my RFID card?

Contact ENGIE EV Solutions as soon as possible to cancel your card to prevent unapproved usage. You will then be advised to log into your account to order a replacement card which will incur a fee of £9.00. Alternatively, you can register your own alternative RFID card at no cost, go to: <https://www.geniepoint.co.uk/ds/faq/>

Can I cancel my account? Yes, you can, simply by emailing geniepointsupport@engie.com any residual amount on your account will be credited to you within 10 working days. Please note that any refund of your balance will be subject to a £5.00 administrative fee, as detailed in our T & C's.

Who do I contact if I want to complain?

In the first instance call the ENGIE EV Solutions helpline 020 3598 4087. If we are unable to help you sufficiently whilst you are on the phone, they will escalate your complaint internally. We will contact you to discuss your complaint, by email or telephone, within a maximum of 2 working days.

To find out more about ENGIE EV Solutions and the GeniePoint Network, visit our website: www.evsolutions.engie.com.

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Additional Information:	Policy reviewed with incumbent contractor in line with contractual commitments