

NHS Board
29 January 2020

Lanarkshire NHS Board
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SUBJECT: NHSL Car Parking Strategy Development - Proposed Tests of change

1. PURPOSE

This paper is coming to the NHS Board

For approval	<input checked="" type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input type="checkbox"/>
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This report has been prepared by the Car Parking Strategy Development Core Group.

2. ROUTE TO THE NHS BOARD

This paper has been:

Prepared	<input type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input checked="" type="checkbox"/>
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By the Corporate Management Team and by the Area Partnership Forum.

3. SUMMARY OF KEY ISSUES

The purpose of this paper is to ask for NHS Board approval to implement plans to undertake a series of ‘tests of change’ at University Hospital Hairmyres and Motherwell Health Centre as part of the process of developing a Car Park Management Policy. This is a specific objective within Achieving Excellence which will enable effective management of the available capacity, reduce inappropriate (unsafe) parking and reduce the use of spaces by unauthorised users.

A Core Group comprising public representatives, staff representatives and service providers was established in February 2019 to consider development of a suitable strategy and they have now finalised a programme of ‘tests of change’.

The purpose of these ‘tests of change’ is to:

- Assess the suitability of a number of different systems/approaches
- Assess the impact on a major hospital location and an urban health centre
- Assess the effect on changing behaviour in terms of improving access to parking
- Protect disabled bays for the use of disabled badge holders
- Prevent parking on all pathways, verges and unauthorised bays
- Prevent parking by unauthorised vehicles
- Test the effectiveness of use of Fixed Penalty Notices

The proposals have been developed in conjunction with CP Plus, an experienced commercial parking services provider, and will take place at University Hospital Hairmyres and Motherwell Health Centre as these are sites which have a high level of parking issues.

There are a number of phases proposed:

Phase 1 – April 2020 to June 2020

- Deployment of parking wardens
- Issue of a Parking Charge Notice (PCN) for parking in a disabled bay inappropriately,
- Issue of a Parking Charge Notice (PCN) for parking on pathways, verges and unauthorised bays,

All income from PCN's will be retained by NHS Lanarkshire.

Phase 2 – July 2020 to September 2020

As phase 1 plus

- Issue of a Parking Charge Notice (PCN) for parking without a permit (staff),
- Issue of a Parking Charge Notice (PCN) for exceeding the time limited period (patients/visitors/carers)
- This phase will be supported by use of automated number plate recognition (ANPR) system

The process for determining staff permit eligibility and the extent of the time limited parking periods for patients/visitors/carers will be determined by the Core Group during phase 1.

Phase 3 – October 2020 to January 2021

As phase 2 but with allocation of designated car park areas for the exclusive use of patients/visitors/carers or staff

There will be a defined process to ensure that patients or relatives who are issued with a ticket unnecessarily e.g. patient admitted unexpectedly, relative visiting terminally ill patient, etc. can have these rescinded quickly. This will be a user accessible device within the building foyer which is easily accessible and intuitive to operate. Ward and department staff will also be to access the system directly to facilitate this online.

Prior to moving between phases a formal report setting out the outcomes of the phase will be considered by CMT and APF.

It is noted that there is a possibility of negative or adverse publicity as the tests of change are taken forward which could result in reputational damage to the organisation. A full programme and associated communications plan will be developed and agreed by the Core Group by 31 March 2020.

The communications plan will run for a four week period prior to implementation of phase 1 and will encompass a wide range of activities to ensure that patients, visitors, staff and carers are fully aware of the proposed test of change.

This will include:

- Signage
- Issue of leaflets
- Media release
- NHS Lanarkshire website
- Social Media – Twitter and Facebook
- Posters at both locations
- Staff briefing
- Pulse

Similar communications activities are planned prior to the implementation of subsequent phases.

4. STRATEGIC CONTEXT

This paper links to the following:

Corporate objectives	<input checked="" type="checkbox"/>	LDP	<input type="checkbox"/>	Government policy	<input type="checkbox"/>
Government directive	<input type="checkbox"/>	Statutory requirement	<input type="checkbox"/>	AHF/local policy	<input type="checkbox"/>
Urgent operational issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

Three Quality Ambitions:

Safe	<input checked="" type="checkbox"/>	Effective	<input checked="" type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
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Six Quality Outcomes:

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input checked="" type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

6. MEASURES FOR IMPROVEMENT

The tests of change have been designed to improve the safety of our sites and minimise inappropriate and unsafe parking.

7. FINANCIAL IMPLICATIONS

The costs of undertaking the test of change will be £85,725**. This is calculated as set out below:

Item – Phase 1/2	Cost per item (£)	UHH (£)	Motherwell HC (£)	Total (£)
ANPR Camera	8,702	17,404	8,702	26,106
ANPR Consoles	1,670	3,340	1,670	5,010
Data handset/ticket Printer	780	780	780	1,560
Signage	5,445	4,891	2,445	7,336
Total Capital				40,013
4G SIM	984	1,968	984	2,952
Maintenance	775			775
Parking Wardens	24,828	16,552	8,276	24,828
Equipment Hire	355			422
Transport Costs	4,485			4,485
CP Plus Fee	5,000			5,000
CP Plus Processing Fee	7,250			7,250
Total Revenue				45,712
Total				85,725

**Revenue costs are shown for a 6 month period – if the test of change runs for a longer period of time then revenue costs will increase accordingly.

8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

There is a potential for negative or adverse publicity as this process is implemented as inappropriately parked vehicles will be prevented from parking on our grounds and may seek to park in adjacent areas.

9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input type="checkbox"/>	Effective partnerships	<input type="checkbox"/>	Governance and accountability	<input checked="" type="checkbox"/>
Use of resources	<input checked="" type="checkbox"/>	Performance management	<input type="checkbox"/>	Equality	<input type="checkbox"/>
Sustainability	<input checked="" type="checkbox"/>				

10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

Has an E&D Impact Assessment has been completed?

Yes

No

This is available if required.

11. CONSULTATION AND ENGAGEMENT

The proposals have been developed in conjunction with patient and staff representatives and are supported by the Area Partnership Forum. The implementation of the tests of change will be preceded by a 4 week communications and engagement programme.

The outcome of the 'tests of change' and feedback from patients/visitors/carers and staff will inform the development of an NHS Lanarkshire Car Park Management Policy.

12. ACTIONS FOR THE NHS BOARD

The NHS Board are asked to:

Approve	<input checked="" type="checkbox"/>	Endorse	<input type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input type="checkbox"/>	Accept the risk identified	<input checked="" type="checkbox"/>	Ask for a further report	

13. FURTHER INFORMATION

For further information about any aspect of this paper, please contact **Graham Johnston, Head of Planning & Development, Telephone: 01698 858211**

Colin Lauder, Director of Planning, Property & Performance
22nd January 2020