

Monday, 11 December 2017

Dear Consultee

Re: Consultation on Car Parking Increased Charge Rate:

Altnagelvin Hospital, South West Acute Hospital, Omagh Hospital & Primary Care Complex

A targeted engagement on the Western Trust's Car Parking Increased Charge Rate Proposal is now open and will close on Friday 16th January 2018.

We recognise the value of consultee input and would welcome your views and comments

The Car Parking Increased Charge Rate document and Targeted Engagement Response Questionnaire are contained within this pack. The Equality Screening document is available for downloading via the following link

http://www.westerntrust.hscni.net/pdf/EHRScreendingIncreased_hourly_rate.pdf or by contacting the Western Trust on the details below:

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Alternatively, we would be happy to meet with you and/or members of your organisation to discuss your views.

If you require the documents in an alternative format please contact the Trust on the details above:

We look forward to hearing from you and thank you for your continued support and assistance.

Yours Sincerely

Maureen Kelly

Assistant Director of Facilities Management



**Western Health
and Social Care Trust**

**Western Health and Social Care Trust
Car Parking Increased Charge Rate Proposal:**

- **Altnagelvin Hospital**
- **South West Acute Hospital**
- **Omagh Hospital & Primary Care Complex**

Targeted Engagement Document

Engagement Process runs from:

Monday 11th December 2017 – Friday 16th March 2018

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What we are consulting on:

This consultation document has been prepared to assess the impact of the Trust's proposal to increase the car parking charges on the Altnagelvin, Omagh Hospital and Primary Care Complex (OHPCC) and South West Acute Hospital (SWAH) sites.

Overview of the Trust

The Western Health and Social Care Trust was established on 1st April 2007 and is one of five Trusts which provide health and social care services across Northern Ireland. The Trust provides health and social care services across the council areas of Derry City and Strabane District Council, Fermanagh and Omagh District Council and Limavady in the Causeway Coast and Glens Borough Council.

The Trust employs approximately 12,500 staff and has an annual budget of approximately £592 million.

The Trust catchment area extends over 4,842 sq. km and serves a population of approximately 300,000, increasing to approximately 410,000 when the population of the Northern Health and Social Care Trust is taken into account for which the Trust is taken into account for which the Trust provides a sub-regional service for ophthalmology, trauma and orthopaedic, urology and oral surgery.

The Trust provides a wide range of health and social care services from a number of hospitals, community facilities and people's own homes across a geography which has a mix of highly urbanised and extensive rural communities. This alongside high levels of multiple deprivation and related health inequalities in some areas of the Trust's geography, creates significant challenges for service delivery for the Trust as a health and social care provider for service users accessing services.

Our Mission Statement:

“To provide high quality patient and client-focused Health and Social Care Services through well trained staff with high moral”

Proposal

To implement a permanent increase to the car parking charges on all paid car parking spaces on the Altnagelvin, Omagh Hospital and Primary Care Complex and South West Acute Hospital Sites.

Aim of This Proposal

The overall aim of this proposal is to continue to support patients, clients and visitors to access a car parking space on our hospital sites and to ensure the charge rate reflects a reasonable contribution towards recovering the costs associated with the overall provision, management and maintenance of car parking on these sites.

The key objectives are to support:

- accessible parking for all site users,
- improved accessible parking facilities close to hospital entrances for patients and visitors,
- reducing congestion from circulating traffic through the provision of accessible paid for spaces primarily for patients and visitors.
- generating income to fund car park provision, management and maintenance which would otherwise have to be funded from front line patient services resources
- the provision of clear guidance in relation to charging and concessionary / free parking on the site, and
- hospital site travel plans by encouraging increased use of public transport, car sharing and walk/cycle routes by staff.

The implementation of paid for parking for short term users accessing Trust secondary care services on hospital sites is aligned to the strategic direction for car parking both within the Western Trust and regionally. Within the Western Trust the Altnagelvin hospital site has had paid parking in place since 2006. Paid for parking for short term site users was introduced to the South West Acute Hospital site shortly after it opened in 2012 and on the new Omagh Hospital and Primary Care Complex when it opened in June 2017.

Car Parking Provision

The car parking regional policy “Policy on Car Parking Provisions and Management for the Health and Social Care Sector” was published in June 2012. The policy sets out a range of principles aimed at facilitating the further development of car parking arrangements across the Health and Social Care Sector in a consistent manner.

At its meeting in November 2012 The Western Health and Social Care Trust’s (WHSCT) Corporate Management Team considered a detailed briefing on the new regional policy and made a number of decisions in relation to the principles for car parking provision and management going forward. These include:

- Staff charging for parking will not be implemented
- Robust measures to be introduced to address parking abuse
- Removal of protected staff parking including permit and consultant parking with the exception of Medical emergency on call out of hours
- Promotion of sustainable methods of travel to and from hospital sites as outlined in the individual sites travel plans e.g. car sharing, cycle to work

Since 2012 both CMT and Trust Board have considered and approved a number of operational proposals in relation to car parking provision and management on our hospital sites, all of which have been aligned to the principles in the 2012 regional car parking policy. The Trust’s approved strategic direction on paid car parking remains aligned to the principles within the regional policy and specifically:

- that the Altnagelvin, SWAH and OHPCC sites will retain as a minimum the recommended 70/30 free/paid split of car parking spaces (see Table 1 below),
- the charge rate at each site this will reflect a balance of local charge rates and cost recovery,
- implementing the Hospital Travel Costs scheme and the Trust’s own Concessionary Parking Guidelines (Appendix 2) the Trust is making provision for free or concessionary parking for patients/visitors who are on benefits or low income or attend the site(s) frequently and/or for lengthy periods of time, and
- through the Hospital Site Travel Plan considers the availability of alternative forms of transport depending on hospital site location.

Table 1 below outlines the current car parking provision at the three affected sites:

Site	Total Spaces	Paid	Paid %	Free	Free %
Altnagelvin	2294	470	20	1824	80
OHPCC	863	158	18	705	82
SWAH	989	180	18	809	82

Table 1

Regional Guidance on Price Setting

The regional car parking policy, “Policy for Car Parking Provision and Management in the Health and Social Care Sector” published in 2012, provided the following narrative in terms of the setting of car parking charges: - ***“Car-parking charging should be set taking into account existing charges in the surrounding locale. Charging should be used for payback on investment and to help cover the cost of the provision and maintenance of car parking including the associated security costs”.***

Table 2 outlines the cost recovery per space required to **cover the costs associated with all spaces on each site**, and parking rates in the surrounding areas.

	Altnagelvin 2294 spaces	OHPCC 863 spaces	SWAH 989 spaces
Trust Cost Recovery Per Space	£1.78	£1.33*	£1.81
Local DOE Rate Per Hour	60p	40p	40p
Local Private Rate Per Hour	£1.00	60p	60p

Table 2

*based on projected utilisation of OH&PCC paid parking spaces.

Table 3 below details the Western HSC Trust charge rate from 1st April 2017 which went from 70p flat rate structure to 80p to reflect inflationary uplift. To note – there had been no inflationary or price uplift in the 5 years prior to 2017. It also details the current tariff implemented from 1st November 2017 as part of the Trust’s in year savings plan which was consulted upon (September-October 2017). The final column details average occupancy levels, which is key to understanding impact on car park users when implementing any proposed changes to the charging tariff.

Charge Bands	Charge Rate 1/4/17 – 31/10/17	Current Charge Rate (Temp In year increase from 1/11/17 – 31/3/18)	Occupancy
Up to 1 hour	.80p	£1.00	39%
1-2 hours	£1.60	£1.80	41%
2-3 hours	£2.40	£2.60	10%
3-4 hours	£3.20	£3.40	3%
4-5 hours	£4.00	£4.00	2%
5-6 hours	£4.80	£4.80	2%
6-8 hours	£5.60	£5.60	2%
Over 8 hours	£6.40	£6.40	1%

Table 3

Based on the above average occupancy levels it is clear that almost 90% of users are exiting the car parks by hour 3 which confirms short term site users, i.e., patients and clients and a regular turnover and availability of accessible paid spaces.

Proposed Permanent Charge Rate Increase

This consultation seeks to understand the views of all site users in relation to the proposal to implement on a permanent basis the increased charge rate highlighted in the yellow column in Table 3 above – ie, to implement on a permanent basis from 1st April 2018 the increased charge rate currently in place since 1st November 2017.

In line with the regional policy, the Western HSC Trust’s position is that this rate reflects a reasonable balance between cost recovery and local parking rates across all three affected sites. In comparison with other NI HSC Trusts, the proposed rate means the Western HSC Trust will remain the cheapest for the first hour and for hour 1-2 is broadly in line with other Trusts – affecting 80% of paid car park users.

Equality & Human Rights Screening

An equality and human rights screening has been undertaken on a proposal to increase paid parking and this shows potential adverse impact on some of the S75 groups and recommends a targeted engagement to fully understand the views of site users and those potentially affected.

Mitigations/Concessions

There are a range of mitigations for paid car park users as follows:

- In line with hospital provision and regional policy the Trust maintains over 70% of car parking spaces free of charge on our hospital sites.
- Hospital Travel Costs Scheme in place for those on benefits or low income
- Western HSC Trust Concessionary Parking Scheme (**Appendix 2**) for those attending the hospital very frequently and/or for lengthy periods of time.

Appendix 1 outlines some Frequently Asked Questions (FAQs) which is aimed at helping site users understand the Trust's paid parking arrangements and what is available to them as site users.

Involving You

The Western Trust is committed to improving the way it provides services for people and welcomes your comments/suggestions. The Trust considers that the people who use the service, their carers and communities and the staff who deliver the service are best placed to tell us what the new service should look like and we are keen to involve these groups specifically in the process.

From April 2009, a statutory duty of involvement and consultation was placed on all Health and Social Care Organisations. The Western Trust is committed to ensuring that everyone who needs and wishes to be involved in the planning, development and evaluation of its services are facilitated to do so. When planning development of services the Trusts seeks to involve people who have experience of using these services i.e. users carers or the public.

We will be guided by carers and families on how best to engage with their relatives and will agree arrangements to do so. Information will be available at various locations for example Hospital foyers. More Information on Personal and Public Involvement (PPI) is available on the Western Trust Website at www.westerntrust.hscni.net

Your Views

The Western Trust wishes to consult with those affected by the proposals within this document. We welcome your views on our proposals and a comments form is attached. The Trust is consulting with all interested persons over a fourteen week period from Monday 11th December – Friday 16th March 2018. In line with our Equality Scheme

If you would like to make comments or have any queries about this briefing document, please contact:

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Next Steps

When the consultation period is ended all comments received will be fully considered. A summary of comments and the Trust's response will be communicated to all individuals or organisations that have contributed to the consultation. A full report on the consultation process and outcomes will be available on the Trust's website.

Promoting Equality and Good Relations

The Western Health and Social Care Trust is committed to fulfilling its statutory equality duties as set out in Section 75 of the Northern Ireland Act 1998 (the act) and has conducted an Equality Screening Template on the proposed changes in line with the Equality Commissions Guidelines.

Through the equality screening process the proposed service model was assessed to be of minor impact and it was deemed not necessary to carry out a full Equality Impact Assessment. This consultation exercise will help inform the proposed service model and to help us to ensure measures are put in place to promote equality of opportunity and good relations in accordance with Section 75 duties.

The equality screening form will be reviewed after the consultation period closes, and the draft screening form is available now by clicking on this link http://www.westerntrust.hscni.net/pdf/EHRScreeningIncreased_hourly_rate.pdf or by contacting Maureen Kelly contact details at the top of the page.

Appendix 1

Car Parking – Proposal to Increase Charge Rates

Frequently Asked Questions and Answers

1. Are Patients entitled to free parking?

Yes, some patients are entitled to free parking on our hospital sites as follows:

- The regional car parking policy makes mandatory provision for free parking for patients attending for renal dialysis, and for cancer patients on a chemotherapy and/or radiotherapy treatment plan.
- The Trust operates the regional Hospital Travel Costs Scheme for people on specific benefits and/or low income.
- The Trust also has developed concessionary parking (**Appendix 2**) for some groups of patients and visitors who attend the hospital very frequently or for lengthy periods of time.

More details on all of the above are available on the Trust's website at <http://www.westerntrust.hscni.net/3381.htm> or by contacting the above named person.

2. What is the charge for Parking?

The proposed car park charge rate for Altnagelvin, Omagh and South West sites is detailed in the table below:

Charge Bands	Current Charge Rate (Temp In year increase from 1/11/17 – 31/3/18)
Up to 1 hour	£1.00
1-2 hours	£1.80
2-3 hours	£2.60
3-4 hours	£3.40
4-5 hours	£4.00
5-6 hours	£4.80
6-8 hours	£5.60
Over 8 hours	£6.40

3. What can I do if I can't find a parking space

Traffic Management support will be available on this site and will be available to direct site users to an available parking space.

4. What do I do if my ticket doesn't work?

Press the help buzzer at the exit barrier and you will get speaking to a member of staff who can help you. If this is out of hours, the buzzer will be re-directed to the portering team who will be able to help you.

5. Where are the paystations?

The paystations are located at entrances/exits closest to the paid car parks.

6. Are there disabled parking spaces?

Yes, there are disabled parking spaces on all hospital sites. These are primarily located close to building entrances/exits.

7. Are disabled parking spaces chargeable?

Some of the disabled parking spaces are located within paid car parks and are chargeable but this is only a small number. The majority of disabled spaces are in free parking areas.

8. Do staff have to pay to park?

No staff do not have to pay for parking at Trust site. The paid for spaces are however accessible to any site user.

9. Who can help me with issues relating to car parking on any of the Trust hospital sites?

The Support Services Teams based at Hospital Receptions will be able to help you with any car parking queries. Traffic management staff will also be available to support site users experiencing any difficulties with car parking.



Appendix 2

Western Trust Concessionary Parking Guidelines

Service User	Qualifying Criteria	How to Claim
Radiotherapy Chemotherapy Treatment Plan	Patients attending. Next of kin/partner/relative if transporting a patient	Ward Sister/Senior Nurse/Manager in charge to complete Concessionary Parking Application Form to be taken to Main Hospital Reception for processing
Renal Dialysis	Patients attending. Next of kin/partner/relative if transporting a patient	Ward Sister/Senior Nurse/Manager in charge to complete Concessionary Parking Application Form to be taken to Main Hospital Reception for processing.
Critical Care / High Dependency	Next of kin/partner/relative of patient.	Ward Sister/Senior Nurse/Manager in charge to complete Concessionary Parking Application Form to be taken to Main Hospital Reception for processing
Outpatients attending very frequently	Patients who are attending <u>at least twice per week for a minimum of 2 months.</u> Patients should retain car park receipts and evidence of appointment, e.g. letter or appointment card to reclaim parking charges	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.80 per visit.
Outpatients attending more than one chargeable hospital site	Patients who are attending <u>a minimum of 3 different hospital sites with chargeable parking for at least 6 months.</u> Patients should retain car parking receipts, e.g. letter or appointment card to reclaim parking charges. Only parking charges incurred at WHSCT hospital site are refundable on site	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.80 per visit.



Service User	Qualifying Criteria	How to Claim
<p>Inpatient Visitor / Relative – Visiting Frequent/Lengthy</p>	<p>Only the following visitors to the wards identified below will be entitled to free parking:</p> <ul style="list-style-type: none"> • Paediatrics – Accompanying adult • NNICU – Parent • Coronary Care Unit – Next of Kin • NW Cancer Centre Wards • Other General Wards with children of 14-17 years where Accompanying Adult required. 	<p>Ward Sister/Senior Nurse/Manager in charge to complete Concessionary Parking Application Form to be taken to Main Hospital Reception for processing</p>
<p>Patients attending frequently for treatment:</p> <p>Physiotherapy</p> <p>Dermatology Treatments</p>	<p>Patient who attends <u>at least twice per week for a minimum of 6 weeks</u> as part of a treatment plan. Main categories are:</p> <ul style="list-style-type: none"> • Physiotherapy – patients to retain car park receipts and appointment letter or card and reclaim parking charges retrospectively. • Skin Treatments – patients with <u>an agreed treatment plan over a minimum of 6 weeks</u> will be issued with a free ticket 	<p>Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.80 per visit.</p> <p>Ward Sister/Senior Nurse/Manager in charge to complete Concessionary Parking Application Form to be taken to Main Hospital Reception for processing</p>
<p>Voluntary Drivers</p>	<p>Car parking charges incurred by Voluntary Driver whilst transporting a patient to the hospital for treatment / appointment.</p>	<p>Voluntary Driver to claim as part of their monthly claim process with necessary receipts, etc.</p>
<p>Blood Donors</p>	<p>Blood Transfusion Staff will provide evidence of attendance.</p>	<p>Main Hospital Reception will validate ticket free</p>

Western Health and Social Care Trust

Car Parking Increased Charge Rate Proposal:

- **Altnagelvin Hospital**
- **South West Acute Hospital**
- **Omagh Hospital & Primary Care Complex**

Targeted Engagement Questionnaire:

Consultation from Monday 11th December 2017 – Friday 16th March 2018

www.westeritrust.hscni.net

We welcome your views on the proposals contained within the Document and associated Equality Screening Documents

Please return completed responses by: Friday, 16th March 2018

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Before you submit your response, please read the information sheet at the end of this questionnaire regarding the Freedom of Information Act 2000 and the confidentiality of responses to public consultation exercises.

So that we can acknowledge receipt of your comments please fill in your name and address or that of your organisation if relevant. You may withhold this information if you wish but we will not then be able to acknowledge receipt of your comments.

Name:	
Position:	
Organisation:	
Address:	
Telephone:	
Fax:	
Email:	

*I am responding: as an individual ___ on behalf of an organisation ___
(please tick)*



Question 1.

What are your views on the number of paid parking spaces across the 3 hospital sites?

Question 2.

What are your views on the proposed increased hourly charge rate?



Question 3.

Do you feel the charge rate does represent a balance between the cost recovery rate and local rates for each of the 3 sites?

Question 4.

Do you feel the Trust's proposed increased hourly rate is in line with the regional policy?



Question 5.

Do you feel the Trust's Concessionary Parking Guidelines provide sufficient concessions for patients/clients or are there other groups of patients/clients that should be offered concessionary parking?

Question 6.

Do you have any alternatives to our proposed approach to setting the charge rate for paid parking spaces on the 3 hospital sites?



Question 7.

Do you have any other comments to make on the Trust's proposal to increase permanently the car parking charge rate?

Question 8.

We would also appreciate any views you may have on the approach used by the Trust for carrying out this engagement, including ways in which you think it could be improved for the future.

Thank You

FREEDOM OF INFORMATION ACT 2000 –

CONFIDENTIALITY OF CONSULTATIONS

The Trust will publish a summary of responses following completion of the consultation process. Your response, and all other responses to the consultation, may be disclosed on request. The Trust can only refuse to disclose information in exceptional circumstances. Before you submit your response, please read the paragraphs below on the confidentiality of consultations and they will give you guidance on the legal position about any information given by you in response to this consultation.

The Freedom of Information Act gives the public a right of access to any information held by a public authority, namely, the Trust in this case. This right of access to information includes information provided in response to a consultation. The Trust cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity should be made public or treated as confidential. This means that information provided by you in response to the consultation is unlikely to be treated as confidential, except in very particular circumstances. The Lord Chancellor's Code of Practice on the Freedom of Information Act provides that:

- the Trust should only accept information from third parties in confidence if it is necessary to obtain that information in connection with the exercise of any of the Trust's functions and it would not otherwise be provided;
- the Trust should not agree to hold information received from third parties "in confidence" which is not confidential in nature; and
- acceptance by the Trust of confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner.

For further information about confidentiality of responses please contact the Information Commissioner's Office (or see web site at: <http://www.informationcommissioner.gov.uk/>).