



Traffic Management & Parking Policy Report Version 2

Final Issue

October 2010

Wirral Hospitals NHS Trust

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Wirral Hospitals NHS Trust

Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE

Issue and revision record

Revision	Date	Originator	Checker	Approver	Description
A	October 2010	JK	BB	EM	FINAL ISSUE

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1. Introduction

Arrowe Park Hospital is one of the largest acute general hospitals in the country and is the main Healthcare facility in the Wirral area.

As with most other large hospital sites in the UK, Arrowe Park experiences significant problems caused by a lack of parking spaces within the hospital site, or more precisely suffers from higher demand for parking than there are spaces available.

Over the past fifteen years Arrowe Park Hospital has experienced growing parking problems where parking demand has outstripped parking supply making it difficult for staff, patients and visitors alike to find a space. The situation first became untenable in the early 1990s and following a study commissioned by the Wirral Hospital Trust, the Metropolitan Borough of Wirral leased additional land to the Trust which enabled them to provide 605 additional car parking spaces.

The provision of these spaces solved the parking problem for a short period; however with continued growth in demand for parking at the hospital, the problem reoccurred in the mid to late 1990s.

In an attempt to tackle the car parking problem, the Trust introduced a traffic management and parking policy in 2005 which consisted of car parking restrictions, charges for visitors and permits for staff. In addition to this, the Trust's travel plan set out measures to encourage the use of alternatives to single occupancy vehicles. Appendix A contains a copy of the 2005 policy document.

This document sets out the Trust's revised parking policy and should be read in conjunction with the Travel Plan review which sets out future actions with regard to sustainable travel options.

Because many patients will be infirm, disabled, or anxious when they arrive at the hospital, a key feature of this policy is to continue to reserve a sufficient number of conveniently located car parking spaces for the sole use of patients, and to provide sufficient spaces for disabled drivers as close to the hospital as is practicable. Monitoring, including regular patrols by traffic advisors and security staff, will ensure that these spaces are not misused by staff and visitors.

1.1 Scope of the Policy

The Parking Policy addresses the following issues:

- Car park charges
- Distribution and designation of car parks

- Permit-to-park procedures
- Arrangements for disabled parking
- Public transport
- Park-and-ride services
- Cycle/Motor-cycle parking
- Car sharing
- Visitor parking
- Taxi services
- Ambulances & other emergency vehicles
- Goods delivery
- Site policing
- Car park security
- Signing strategy

2. The Current Situation

Arrowe Park Hospital currently has a total of 2015 parking spaces available in twelve separate areas, for the use of patients, visitors and staff.

The individual car parks are currently designated for the use of:

- patients
- disabled drivers
- resident medical staff
- priority-users
- visitors
- staff

The current parking provision of the Hospital is made up of the following components:

Table 2.1: Current Parking Provision

Car Park	No of Spaces	Designation
B	239	Public Parking
A1	296	Public Parking
A2	872	Staff Only
C	78	Staff Only
E	76	Staff Only
F	45	Staff Only
G & H	234	Staff Only
J	23	Staff Only
K	14	Staff Only
L	15	Disabled Only
M	20	Staff Only
N	36	Public Parking
Misc	67	Histo / Med Rec/Fracture Clinic
Total	2015	

The current parking provision is split between land owned by the Trust and land leased from Wirral Borough Council.

The Trust also provides an off site Park & Ride service for all hospital users which provides further additional parking spaces for visitors.

3. The Parking Policy

3.1 Introduction

In order to meet all of the costs (capital and revenue) associated with the current provision of parking facilities, (traffic management, security, permit system and the park-and-ride schemes) and all of the measures contained within the Travel Plan the Trust introduced its Traffic Management & Parking Policy in 2005. The key aspects of the policy included:

- A parking permit system for staff.
- The introduction of a £2 charge per visit for visitors who park on the car parks owned and operated by the Trust.
- A review of the free to use car parks provided for visitors and patients on land owned by Wirral MBC.
- Installation of electronic barriers and pay stations.
- Funding for the Woodchurch controlled parking zone.
- Leased additional council land and reconfiguration of existing car parks to provide an additional 568 parking spaces, bringing total car parking provision to 2015.

3.2 Car Parking Policy

Since the introduction of the car parking policy in July 2006, the car parking charge has not increased.

Taking into account the charges in place within Birkenhead town centre and other local hospitals, it is proposed that the charge is increased to £2.50 to fund additional car park management measures for the A1 car park and address the increase in VAT from January 2011.

It is proposed that future car parking increases are made in line with inflation or Wirral Council's parking charges, whichever is the greater. This will be carried out either annually or calculated cumulatively over a number of years so that increases can be made in line with coinage units (coins of the realm) capable of being used at the pay stations.

3.2.1 Visitors / Patient Parking

As many of the patients attending the hospital are infirm, disabled, or anxious, a key feature of the previous Parking Policy was to reserve a sufficient number of the most conveniently located car parking spaces for the sole use of patients. In addition to this, the Trust provided sufficient spaces for disabled drivers as close to the hospital as practicable. These spaces were monitored by the security staff, to ensure no misuse by staff.

Car park A1 is provided for patients / visitors free of charge.

For the remaining car parks designated for use by visitors/patients, a charge of £2.50 per visit will be introduced and will be payable on exit.

3.2.2 Staff Parking

Staff parking is provided in car parks A2, C, E, F, G, H, J, K & M. These dedicated staff only car parks are accessible to staff who have been successful in applying for a 'permit to park'.

Staff are allocated (on application) a 'permit to park' which provides a barrier pass to allow access to and egress from these designated staff only car parks.

Rather than pay on exit, staff pay an administration fee for the use of this facility. The 'permit to park' scheme is discussed in more detail in section 3.3.

It is important to note that the issuing of a permit does not guarantee a parking space. The permit essentially provides the opportunity to search for a parking space. Every effort will be made to balance the supply of spaces against the demand however the Trust cannot guarantee that permit holders will find a space at peak times.

It is with this in mind that the Travel Plan will be implemented to encourage users into more sustainable modes of travel to reduce the demand upon the car park.

3.3 The 'Permit to Park' Scheme

Any members of staff who wish to use Arrowe Park Hospital's designated staff car parking facilities will be required to apply for a 'parking permit'.

Provision of a permit will be based on a set of criteria with all applicants being scored against the following:

- Mobility impairment
- Clinical responsibilities
- Accessibility to workplace
- Unsociable working hours
- Requirement to use car for work
- Personal carer responsibilities
- Participation in a formal car sharing system
- Resident on site

Application forms are available from the Trust's Travel Co-ordinator, the Travel Office, or by downloading from the Trust's intranet website.

Completed applications forms must be countersigned by the Head of Department/Senior Line Manager and submitted to the Travel Co-ordinator. Each application is judged against the above criteria by the Trust's 'Evaluation Panel'. New starters are issued with an application form by the HR department during their recruitment process.

The 'permit' consists of a vehicle identification disc (which is displayed on the vehicle's windscreen) and an electronic barrier pass.

The electronic barrier pass allows the member of staff to gain entry to the staff car park and is also required to gain exit from the car park, thus adding an additional element of security.

The vehicle identification disc shows the car registration number and a 'personal identification number' (PIN) assigned to the registered permit holder.

Only one permit is issued to each applicant, although a maximum of two vehicles may be registered and the permit transferred between them – hence only one of the vehicles will be allowed on site at any time.

General rules for use of the permit system are:

- Permits must not be passed-on for other drivers to use. Misuse may result in withdrawal of the permit.
- Permit holders must notify the Travel Co-ordinator when changing their vehicle.
- If staff park without a permit, they will receive a warning and could get clamped.
- In the event of loss of a permit, a replacement will incur a charge of £15.

The administration fee for the permit is used to fund the permit system. This administrative fee is deducted directly from the member of staff's salary, and thus avoids the need for any cash transactions.

Every effort is made to balance the supply of spaces against the demand, however the Trust cannot guarantee that permit holders will find a space at peak times.

In exceptional circumstances the decision not to issue a permit will be re-considered and staff should consult their Head of Department/Senior

Line Manager if they think that they have such a case. This will then be discussed with the Travel Co-ordinator on behalf of the member of staff.

3.4 Proposed Designation, Management & Control of Car Parks

Car parks A1, B, N & L are designated for the use of members of the public (out-patients & visitors).

Car parks A2, C, E, F, G, H, J, K & M are designated for the use of members of staff who have been successful in applying for a permit to park.

Car park L is the designated disabled car park, due to its close proximity to the main hospital building.

The public car parks are separated into 2 distinct types – Car Park A1 is free to use for public parking, and is available on a first come first serve basis. Once this is full, members of the public are diverted to other car parks. These other car parks form the second type, where users have to pay to use.

As indicated earlier, car park A1 will continue to provide 296 free spaces, whilst the remaining public car parks will provide 301 spaces at a cost of £2.50 per visit.

3.5 Control Methods

A fundamental element of the Traffic Management scheme is that car parks are controlled and monitored to ensure that only people who are authorised to use a particular car park do so.

Due to the distinct requirements of the 2 user groups (staff & public) of the hospital car parks, each type of car park is controlled and monitored in a specific way.

3.5.1 Public Car Parks

In order to prevent any misuse of public parking spaces a maximum duration of stay was imposed on all car parks designated for public use.

This maximum stay was set at 5-hours in the last policy document. This provides out-patients with sufficient time to attend appointments or clinics and provide visitors with sufficient time to complete visits.

However, as the average staff shift time is in the region of 7-hours this maximum stay prevents staff from parking for the duration of their shifts.

On entry to a public car park, users are issued with a ticket by a barrier machine. This ticket is retained to enable payment to be made at a separate payment machine.

When users wish to leave the car park they are required to insert the ticket they received on entry into a payment machine and pay the current parking charge. To physically egress the car park, users are required to insert the validated ticket into a machine by the exit barrier to raise the barrier.

The parking ticket records the time of entry into the car park and the duration of stay. If when the ticket is entered for payment it is registered that the duration of stay has exceeded the 5-hour threshold, the user is directed to the Cashiers Office to have their parking ticket validated.

If this is a member of the public (out-patient or visitor) and if they can offer a defensible reason for exceeding the maximum duration (such as emergency treatment, complication of appointment etc) then their ticket will be validated and they will be allowed to leave the car park, without further requirement.

If however, a member of staff is found to have parked within this car park they will be reported to the disciplinary committee before being allowed to egress the car park.

All public car parks are signed to make it clear that a maximum duration of stay is in place.

3.5.1.1 Proposed measures for the A1 Car Park (Public Only)

In order to protect the free public spaces in the A1 car park, the Trust will introduce additional measures intended to prevent staff from parking within these spaces. Additional measures will include time restrictions, a number plate recognition system, a barrier system and additional signage; these measures are discussed in turn below.

On entry to the public car park, users will be issued with a ticket by a barrier machine. In addition to this, a number plate recognition system will record the registration number of all vehicles entering and leaving the A1 car park. Upon entry, the registration number will be shown on a screen, highlighting to the driver that their time of entry has been

recorded. On exit, the total parking time will be presented on the screen.

Each vehicle entering the A1 car park will be entitled to three and half hours free car parking and this time restriction is in place to discourage staff from using the car park. If a member of the public exceeds the maximum stay, they will be directed to the Cashier's Office where their ticket will be validated and they will be allowed to leave the car park without a penalty.

Due to data protection issues, the Trust cannot use HR information to cross reference staff details with car parking records; however the Trust is mindful that there is a risk that staff may impersonate a member of the public in order to receive free parking. Taking this into account, the Trust proposes that any person wishing to park in the car park for longer than 3.5 hours must complete a number plate registration form which will be available at the cashiers' office. This form will be used to collect details of the registration number to enable a cross-reference with the number plate recognition system. Applicants will also be required to provide contact details and sign a declaration to confirm that they are not a member of staff, understanding that disciplinary proceedings may be taken if it is found that this is contravened.

By using the cashiers' office, the Trust can monitor car park users that regularly complete a number plate recognition form. This information can be used to alert the Trust of regular applicants so that additional checks can be carried out to ensure that staff are not using the car park. Members of staff found to be violating the policy on a regular basis will receive a £60 penalty notice.

In order to address the risk that staff may park in the car park, return to their vehicle within the 3.5 hour time period, drive out of the car park and then re-enter the Trust proposes to enforce a penalty for vehicles which use the car park more than once a day. Members of the public will not be penalised and will be required to inform the cashiers' office that they have used the car park more than once per day, completing the number plate registration form described above. Signage will be used to inform the public of this process.

If however, a member of staff is found to have exceeded the 3.5 hour threshold they will be allowed to egress the car park, however they will receive a fine of £10 from the company which operates the number plate recognition system.

The car park will be signed to make it clear that no members of the public will ever be required to pay to park within the A1 car park highlighting the need to complete a number plate registration form for visits over 3.5 hours or more than one visit to the car park within a 24 hour period. Signage will also provide details of the fine in place for staff which park within the A1 car park.

The barrier control system will be operational from November 15th 2010 and the number plate recognition system will be operational from January 5th 2011. A Traffic Advisor will observe the car park exit between 11am and 12.30pm to ensure that staff do not re-enter whilst waiting installation of the number plate recognition system.

3.5.2 Staff Car Parks

To ensure that 'staff only car parks' are protected for staff, entry is via a barrier that will only open on production of the electronic pass issued as part of the 'permit to park' scheme. A similar barrier system is positioned at the exit points as an additional security measure.

3.5.3 Future Designation & Control of Car Parks

With the above control methods the management of the Hospital's car parks are as follows:

Table 3.1: Proposed future use control and designation

Car Park	No of Spaces	Designation	Control Method
B	239	Public Parking	Pay-to-exit (limited stay)
A1	296	Public Parking	Number plate recognition and barrier system (entry & exit)
A2	872	Staff Only	Electronic Pass (entry& exit)
C	78	Staff Only	Electronic Pass (entry& exit)
E	76	Staff Only	Electronic Pass (entry& exit)
F	45	Staff Only	Electronic Pass (entry& exit)
G & H	234	Staff Only	Electronic Pass (entry& exit)
J	23	Staff Only	Electronic Pass (entry& exit)
K	14	Staff Only	Electronic Pass (entry& exit)
L	15	Disabled Only	None – monitored by security
M	20	Resident Medical Staff	Electronic Pass (entry& exit)
N	36	Public Parking	Pay-to-exit (limited stay)
Misc	67	Histo / Med Rec	None – monitored by security

3.6 Impact on Surrounding Area

With the introduction of a charge for parking comes the risk that staff & visitors may choose to avoid incurring the charge and instead park in the surrounding residential area.

To counter this problem the Trust in direct conjunction with Wirral Borough Council has introduced a residents' only parking scheme to these surrounding residential areas.

3.7 Disabled / Mobility Impaired Provision

Parking for the disabled is provided free of charge in car park L. This car park is located as close as possible to the hospital main entrance.

Additional disabled parking is provided in car parks A2 for staff members and B & A1 for patients and visitors.

All such spaces are clearly marked for disabled use only. Usage of these spaces is monitored by regular patrols by either traffic advisors or security officers. Any vehicles found parked in designated disabled spaces not displaying an 'orange/blue disabled card' is given a parking ticket, with a penalty fee of £60 which is reduced to £30 if paid within 14 days to the nominated enforcement company.

4. Sustainable Travel

The Trust recognises that the services it provides have a direct bearing on the volume of traffic that passes through the local area, and in line with its commitment to general environmental improvement, the Trust developed a Travel Plan.

As trips to the hospital via private car require a parking space, it is important that the Travel Plan and this Traffic Management & Parking Policy interface with each other and result in a unified approach to reducing the use of private vehicles.

The introduction of a parking charge will be the mechanism for achieving one of the key objectives of the Travel Plan, which is to discourage motoring.

The following sub-sections should be read in conjunction with the Travel Plan.

4.1 Public Transport

Buses may only enter or leave the hospital site via the traffic lights at the main entrance and will be allowed to stop only briefly in the designated bus lay-by for the collection or setting down of passengers - buses will not be allowed to 'terminate' in the hospital grounds.

Senior managers from the Trust will continue to liaise with representatives of the bus operators and Merseytravel in particular, to seek continued improvements to the provision of bus services to and from the hospital, and will jointly promote the use of public transport to the hospital.

Bus timetables and other promotional material is available within a 'how to get to guide' which is sent to all new patients.

4.2 Park-and-ride

A park-and-ride service is currently provided for patients and visitors to Arrowe Park Hospital.

The service currently runs approximately every twenty minutes and is available Monday to Thursday from 9.30 to 5pm and Fridays 9.30am to 12 noon.

4.3 Bicycles / Motor Cycles

The Trust is keen to promote environmentally more favourable alternatives to travel by motor car and has provided a secure, well lit, lockable bicycle storage compound, which is located adjacent to the 'D block' close to the Histopathology department and a second next to the accommodation block. The facilities are available to all staff and keys are obtainable on application to the Travel Coordinator. There are also dedicated cycle paths linking the hospital site to the Wirral Millennium and Wirral Way cycle routes.

Bicycle parking/locking facilities is also provided within the hospital grounds for the use of patients/visitors.

Adequate provision of spaces for the parking of motor cycles is provided in car park A1 & B. Motor cyclists will be positively discouraged from parking elsewhere in the hospitals' grounds.

4.4 Car Sharing

Staff are encouraged to car-share, as a means of reducing the number of single occupancy car journeys to work and thereby reducing the demand for car parking spaces.

Staff who car-share as part of a formal arrangement will receive a special version of the parking permit that can be transferred between specified vehicles.

A car-share is defined as at least two people travelling in the same vehicle who would otherwise have brought two cars.

Car Sharers will be provided with a guaranteed ride home facility in the event of problems caused by such events as emergency shift changes, etc.

Registration can be through the Travel Office, the car parking permit system or via the Trust's Liftshare website.

4.5 Taxi Services

A number 'free-phone' service locations are provided within the hospital for the booking of private-hire taxis. A taxi rank is also available adjacent to the main front entrance, for licensed Hackney Carriage Taxis.

Other than at the above stand, taxis will be treated as all other vehicles and will be positively discouraged from parking within the hospital grounds.

5. Essential & Support Service Vehicles

5.1 Ambulances

All emergency ambulances visiting the hospital can park in front of the A&E department in order to transfer patients or await emergency calls.

There is sufficient space in front of the A&E department for 8 ambulances, this area is marked and signed for 'Ambulances Only'.

There is strict enforcement of parking in this area due to the critical nature of requirement of access.

Patient Transport Service (PTS) ambulances deployed on routine non-emergency patient transport duties can park short term to collect and discharge patients at the Main Entrance, the Ambulance Lounge, the Physiotherapy entrance, the Women's Unit entrance and the A&E, but are not allowed to park-up other than at the A&E.

5.2 Goods Delivery & Other Service Vehicles

All goods delivery and service vehicles are routed by sign-posting to the secondary entrance of the hospital and from there to the main-stores loading bay.

Small delivery vans may, but only with prior authorisation, deliver to the main hospital entrance/reception.

Contractors will be encouraged to use the Park and Ride services where possible, however where a contractor is required to work from their vehicle, they will be allowed to park in a designated area as directed by the car parking manager and agreed at the pre-contract meeting.

6. Traffic Enforcement, Site Security and Signage

6.1 Enforcement of Parking Rules

As Arrowe Park's Traffic Management & Parking Policy is dependent on staff, visitors and patients parking only in designated car parks, all other areas such as service roads, frontages or accesses are clearly marked and/or signed to notify all users that parking there is prohibited. This is to ensure that all access and service routes are kept clear for emergency vehicle access.

Uniformed traffic and security staff will continue to be assigned to regularly patrol the hospital car parks and internal roadway systems. They will provide a visible deterrent to rogue (kerbside, pavement, grass verge, disabled space) parking by moving-on offenders.

Regular patrols by either traffic advisors or security officers will be completed to ensure that there is free access and egress from the hospital grounds. Any vehicles found parked in designated disabled spaces not displaying an 'orange/blue disabled card' or vehicles parking on road ways other than designated parking areas will be issued with a fixed penalty notice, the penalty fee of £60 which is reduced to £30 if paid within 14 days to the nominated enforcement company.

6.2 Site Security

Security of the hospital site is the responsibility of the Trust security manager, and is pursued both in terms of physical presence and also in infrastructure.

Uniformed security staff are assigned to regularly patrol the hospital car parks and internal roadway systems, with security patrolmen in voice contact at all times with the central station to summon assistance and police presence as appropriate.

The Trust works closely with the local Police Force and a senior officer from Upton police station attends the Trusts Security Steering Group to review the security of the premises and grounds of the hospital, making any recommendations to improve overall security.

As well as the physical presence of the traffic advisors and security guards, the Hospital also provides for the security of its users by maintaining and where necessary modifying the infrastructure of the hospital.

Lighting is provided to all of the car parks in accordance with recommended standards - the effectiveness of the illumination is constantly monitored.

All of the car parks are monitored by closed-circuit TV systems (CCTV) which are connected to a centralised monitoring station with a 24hr digital recording facility.

Hedges separating areas of car parking are kept to a maximum of 1metre height and planted with prickly shrubs to deter concealment.

The hospital security/car park manager will continue to work closely with the crime prevention division of Merseyside Police to continuously improve the security of the hospitals' car parking provision.

6.3 Signage Strategy

Another key element of the Traffic Management and Parking policy is the provision of effective road signing within the hospital site.

From the main entry point into the hospital, routes to, and the designation of each of the car parks is clearly signed.

Each car park is clearly signed with its designation, to enable patients and visitors to easily find and remember where they left their cars.

Signage is also provided to guide visitors to the hospital exits.

Signage showing the speed restrictions within the hospitals' internal roadway systems is prominently displayed.

As well as signage for vehicles, signs for pedestrians/cyclists are also provided.

7. Additional information

This policy will be adhered to at all times.

The overall management of car parking and security is the responsibility of the Directorate of Facilities Management.

The Security Manager will however be responsible and accountable for the day to day efficient and effective management of car parking provision and security.

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Appendix A. Traffic Management & Car Parking Policy 2005

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Arrowe Park Hospital Traffic Management & Parking Policy Report Final Issue

November 2005

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Arrowe Park Hospital Traffic Management & Parking Policy Report Final Issue

Issue and Revision Record

Rev	Date	Originator	Checker	Approver	Description
A	Jan 2005	ACO	EM	EM	DRAFT
B	April 2005	ACO	EM	EM	DRAFT
C	Sept 2005	ACO	EM	EM	Final Draft
D	Sept 2005	ACO	EM	EM	First Issue
E	Nov 2005	ACO	EM	EM	Amendment
F	Dec 2005	ACO	EM	EM	Final Issue

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1 Introduction

Arrowe Park Hospital is one of the largest acute general hospitals in the country and is the main Healthcare facility in the Wirral area.

In recognition of the excellent standard of service that the hospital provides, it was highly commended by the Commission for Healthcare Improvement following an inspection by them, and has also consistently achieved the top 3 star rating from the Department of Health.

As with most other large hospital sites in the UK, Arrowe Park experiences significant problems caused by a lack of parking spaces within the hospital site, or more precisely suffers from higher demand for parking than there are spaces available. However, unlike most other Hospitals, Arrowe Park does not currently impose a charge on either staff or visitors who park within the Hospital site.

Over the past ten years Arrowe Park Hospital has experienced growing parking problems where parking demand has outstripped parking supply making it difficult for staff, patients and visitors alike to find a space. The situation first became untenable in the early 1990s and following a study commissioned by the Wirral Hospital Trust, the Metropolitan Borough of Wirral leased additional land to the Trust which enabled them to provide 605 additional car parking spaces.

The provision of these spaces solved the parking problem for a short period, however with continued growth in demand for parking at the hospital, the problem reoccurred in the mid to late 1990s.

In an attempt to tackle what is recognised by all the involved parties as a serious problem, the Trust is proposing to modify its policy on car parking, by reviewing and rationalising the provision, distribution and designation of parking spaces within the hospital site.

This document sets out this parking policy and outlines what will be involved to bring about its implementation.

This document should be read in conjunction with the Arrowe Park Travel Plan which sets out the NHS Trust's aspirations with regard to sustainable travel options.

This Traffic Management & Parking Policy document represents an outline of how the *intra*-Hospital situation is proposed to be managed, whilst the Travel Plan represents the proposals for how the *inter*-hospital situation will be managed.

Because many patients will be infirm, disabled, or anxious when they arrive at the hospital, a key feature of this policy is to reserve a sufficient number of the most conveniently located car parking spaces for the sole use of patients, and to provide sufficient spaces for disabled drivers as close to the hospital as is practicable. Monitoring including regular patrols by the security staff, will ensure that these spaces are not misused by staff.

2 Scope of Policy

The Parking Policy will address the following issues:

- The current situation
- Distribution and designation of car parks.
- Car park charges
- Permit-to-park procedures
- Arrangements for disabled parking.
- Public transport
- Park-and-ride services
- Cycle/Motor-cycle parking
- Car sharing
- Visitor parking
- Taxi services
- Ambulances & other emergency vehicles
- Goods delivery
- Site policing
- Car park security
- Signing strategy

3 The Current Situation

Arrowe Park Hospital currently has a total of 1460 parking spaces available in twelve separate areas, for the use of patients, visitors and staff.

The individual car parks are currently designated for the use of:

- Patients
- disabled drivers
- resident medical staff
- priority-users
- visitors
- staff

The current parking provision of the Hospital is made up of the following components:

Car Park	No of Spaces	Land Owner	Designation
B	263	WHNHS Trust	Patients Only
A	561	WMBC	Visitors & Staff
C	101	WHNHS Trust	Visitors & Staff
E	76	WHNHS Trust	Priority Users
F	45	WMBC	Visitors & Staff
G	160	Trust & WMBC	Visitors & Staff
H	124	WMBC	Visitors & Staff
J	24	WHNHS Trust	Priority Users
K	14	WHNHS Trust	Priority Users
L	18	WHNHS Trust	Disabled Only
M	11	WHNHS Trust	Resident Medical Staff
N	50	WHNHS Trust	Visitors & Staff

Note: There are 13 'miscellaneous' car parking spaces distributed around the hospital site.

The current parking provision is split between land owned by the NHS Trust and land leased from Wirral Metropolitan Borough Council. The ownership of each parking area is provided in the table above.

The Trust also provides an off site Park & Ride service for all hospital users which provides further additional parking spaces for staff and visitors.

4 The Parking Policy

In order to meet all of the costs (capital and revenue) associated with the current and proposed provision of parking facilities, traffic management, security, the existing and proposed expanded park-and-ride schemes, and all of the measures that the trust plan to implement as part of the Hospital Travel Plan, the Trust proposes to introduce a Traffic Management & Parking Policy that will review and rationalise parking within the Hospital site.

The Main theme of this plan will be the introduction of:

- A parking permit system for staff,
- The introduction of a charge per visit for visitors who park on the car parks owned and operated by the Trust, and;
- A review of the free to use car parks provided for visitors and patients on land owned by Wirral MBC.

4.1 Policy Proposals

To try and tackle the traffic related problems currently experienced on the hospital site, the proposed Traffic Management & Parking Policy will introduce the following measures and schemes:

- Lease additional council land and reconfigure existing car parks to provide additional 568 parking spaces, bringing total car parking provision to 2028;
- Designate car parks as either staff only or public (patients & visitor) only;
- Install electronic barriers at car park entrances;
- Operate a staff permit scheme based on a scoring system whereby only the highest scoring staff will be given access to staff only car parks;
- Provide staff only car parking spaces;
- Provide a total of 719 on site car parking spaces solely for public use which can be divided into:
 - 300 free public only car parking spaces in addition to free parking for disabled in car park L, and for those who can claim travel allowances under the NHS Hospital Travel Costs Scheme;
 - 419 public only car-parking spaces at a cost of £2.00 per visit.
- Fund a Woodchurch Area Residents Only Parking Scheme as appropriate.

If and when these additional car park spaces are provided, it is proposed the parking provision within the Hospital site be structured as follows (a plan of the proposed Hospital car parks is included in Appendix A):

Car Park	No of Spaces	Designation
B	263	Public Parking
A1	300	Public Parking
A2	829	Staff Only
C	101	Staff Only
E	76	Staff Only
F	45	Staff Only
G1	82	Public Parking
G2	78	Staff Only
H	124	Staff Only
J	24	Public Parking
K	14	Staff Only
L	18	Disabled Only
M	11	Resident Medical Staff
N	50	Public Parking
Misc	13	Histo / Med Rec
Total	2028	

4.1.1 Visitors / Patient Parking

As many of the patients attending the hospital will be infirm, disabled, or anxious when they arrive at the hospital, a key feature of the proposed Parking Policy is to reserve a sufficient number of the most conveniently located car parking spaces for the sole use of patients and to provide sufficient spaces for disabled drivers as close to the hospital as is practicable. Monitoring including regular patrols by the security staff, will ensure that these spaces are not misused by staff.

It is proposed that car park A1 (see plan in Appendix B) will be provided for patients / visitors to use free of charge.

For the remaining car parks designated for use by visitors/patients, a charge of **£2.00** will be levied to park.

It is envisaged that for car parks B, G1, J & N the charge levied will take the form of a single fee per visit, rather than a time based charge. As mentioned this fee will be £2.00 and will be collected on exit from the car park, further details of how this proposal will be managed are provided in section 4.3.

4.1.2 Staff Parking

Staff parking will be provided in car parks A2, C, E, F, G2, H & K. These dedicated staff only car parks will be accessible to staff who have been successful in applying for a 'permit to park'.

Staff will be allocated (on application) a 'permit to park' which will provide the staff member with a barrier pass to allow access to and egress from these designated Staff only car parks.

Whilst staff will not have to pay on exit, they will be expected to pay an administration fee for the use of this facility (at a rate to be agreed). The 'permit to park' scheme is discussed in more detail in section 4.4.

The issuing of a permit does not guarantee that member of staff a parking space. The permit essentially provides the opportunity to search for a parking space.

Whilst extra parking spaces will be created by way of leasing additional land from Wirral, the demand of spaces will still be far in excess of the supply / availability. Although every effort will be made to balance the supply of spaces against the demand, the Trust cannot guarantee that permit holders will find a space at peak times.

It is with this in mind that the Travel Plan will be implemented to encourage users into more sustainable modes of travel.

4.2 The 'Permit to Park' Scheme

Any members staff who wish to use Arrowe Park hospital's designated staff car parking facilities will be required to apply for a 'parking permit'.

Provision of a permit will be based on set of criteria with all applicants being scored against the following criteria:

- Mobility impairment
- Clinical responsibilities
- Accessibility to workplace
- Unsociable working hours
- Requirement to use car for work
- Personal carer responsibilities
- Participation in a formal car sharing system
- Resident on site

Application forms will be available from the Trust's Travel Co-ordinator, the Travel Office, or by downloading from the Trust's intranet website.

Completed applications forms must be countersigned by the Head of Department/Senior Line Manager and submitted to the Travel Co-ordinator. Each application will be judged against the above criteria by the Trust's 'Evaluation Panel'. New starters will be issued with an application form by the HR department during their recruitment process.

The 'permit' will consist of a vehicle identification disc (which will be displayed on the vehicle's windscreen) and an electronic barrier pass.

The electronic barrier pass will allow the member of staff to gain entry to the staff car park, limiting access to these car parks to members of staff. It is envisaged that the pass will also be required to gain exit from the car park, thus adding an additional element of security to the staff car parks.

The vehicle identification disc will show the car registration number and a 'personal identification number' (PIN) assigned to the registered permit holder.

Only one permit will be issued to each applicant, although a maximum of two vehicles may be registered and the permit transferred between them – hence only one of the vehicles will be allowed on site at any time.

General rules for use of the permit system will be:

- Permits must not be passed-on for other drivers to use. Misuse may result in withdrawal of the permit.
- Permit holders must notify the Travel Co-ordinator when changing their vehicle.
- If staff park without a permit, they will receive a warning and could get clamped.
- In the event of loss of a permit, a replacement will incur a charge of £10.

It is planned to charge an administration fee for the permit, the income from which will fund a range of transport improvements as discussed in section 5. This administrative fee will be deducted directly from the member of staff's salary, and will thus avoid the need for any cash transactions.

Although every effort will be made to balance the supply of spaces against the demand, the Trust cannot guarantee that permit holders will find a space at peak times.

In exceptional circumstances the decision not to issue a permit will be re-considered; staff should consult their Head of Department/Senior Line Manager if they think that they have such a case, and they will take this up with the Travel Co-ordinator on behalf of the member of staff.

4.3 Proposed Designation, Management & Control of Car parks

It is proposed that car parks A1, B, G1, J & N be designated for the use of members of the public (out-patients & visitors)

Car parks A2, C, E, F, G2, H & K will be designated for the use of members of staff who have been successful in applying for a permit to park.

Car park L will remain as the designated disabled car park, due to its close proximity to the main hospital building.

The public car parks will be separated into 2 distinct types – Car Park A1 will be free to use for public parking, and will be available on a first come first serve basis. Once this is full members of the public will be diverted to other car parks. These other car parks form the second type, where users have to pay to use.

As indicated earlier, car park A1 will provide 300 free spaces, whilst the remaining public car parks will provide 419 spaces at a cost of **£2.00** per visit.

For visitor parking it has been decided that after 17.30 or 18.00 during evening visiting hours car parks A1 & A2 will be made available to members of the public to use **free of charge**. The control barriers on car park A2 will be lifted to facilitate this free access.

4.4 Proposed Control Methods

It will be a fundamental element of the Traffic Management scheme that car parks are controlled and monitored to ensure that only people who are authorised to use a particular car park do so.

Due to the distinct requirements of the 2 user groups (Staff & public) of the hospital car parks, each type of car park will be controlled and monitored in a specific way.

4.4.1 Control of Public Car Parks

In order to prevent any misuse of public parking spaces it has been proposed that a maximum duration of stay be imposed on all car parks designated for public use.

This maximum stay will provisionally be set as 5-hours. This should provide out-patients with sufficient time to attend appointments or clinics and provide visitors with sufficient time to complete visits.

However, as the average staff shift time is in the region of 7-hours this maximum stay will prevent staff from parking for the duration of their shifts.

On entry to a public car park, users will be issued with a ticket by a barrier machine. This ticket will be retained to enable payment to be made at a separate payment machine.

When users wish to leave the car park they will be required to insert the ticket they received on entry into a payment machine and pay the £2.00 parking charge. To physically egress the car park users will be required to insert the validated ticket into a machine by the exit barrier to raise the barrier.

The parking ticket will record the time of entry into the car park and hence the duration of stay. If when the ticket is entered for payment it is registered that the duration of stay has exceeded the 5-hour threshold, the user will be directed to the Cashiers Office to have their parking ticket validated.

If this is a member of the public (out-patient or visitor) and if they can offer a defensible reason for exceeding the maximum duration (such as emergency treatment, complication of appointment etc) then their ticket will be validated and they will be allowed to leave the car park, without further requirement.

If however, a member of staff is found to have exceeded the 5-hour threshold they will be reported to the disciplinary committee before being allowed to egress the car park.

All public car parks will be signed to make it clear that a maximum duration of stay is in place.

4.4.2 Control of Staff Car Parks

To ensure that Staff only car parks are used by staff only, entry will be via a barrier that will only open on production of the electronic pass issued to approved staff as part of the ‘permit to park’ scheme. A similar barrier system will be positioned at the exit points as an additional security measure.

4.4.3 Future Designation & Control of Car Parks

With the above control methods in mind the proposed future use, control and designation of the Hospital’s car parks will be as follows:

Car Park	No of Spaces	Designation	Control Method
B	263	Public Parking	Pay-to-exit (limited stay)
A1	300	Public Parking	Manned barrier – Free public use
A2	829	Staff Only	Electronic Pass (entry& exit)
C	101	Staff Only	Electronic Pass (entry& exit)
E	76	Staff Only	Electronic Pass (entry& exit)
F	45	Staff Only	Electronic Pass (entry& exit)
G1	82	Public Parking	Pay-to-exit (limited stay)
G2	78	Staff Only	Electronic Pass (entry& exit)
H	124	Staff Only	Electronic Pass (entry& exit)
J	24	Public Parking	Pay-to-exit (limited stay)
K	14	Staff Only	Electronic Pass (entry& exit)
L	18	Disabled Only	None – monitored by security
M	11	Resident Medical Staff	Electronic Pass (entry& exit)
N	50	Public Parking	Pay-to-exit (limited stay)
Misc	13	Histo / Med Rec	None – monitored by security

4.5 Impact on Surrounding Area

With the introduction of a charge for parking comes the risk that staff & visitors may choose to avoid incurring the charge and instead park in the surrounding residential area. It is recognised that at the current time there is already an issue with Hospital staff & visitors parking in these areas, and with the introduction of the scheme this situation has the potential to increase.

To counter this potential problem the Hospital Trust in direct conjunction with Wirral MBC has been developing plans to introduce a resident’s only parking scheme to these surrounding residential areas. This scheme will introduce new Traffic Regulation Orders (TROs) that will prohibit non-residents from parking in designated areas close to the Hospital site.

The exact details of this scheme are currently being developed, but the area of coverage will be agreed with the Local authority to ensure that a suitable scheme is set in place.

4.6 Disabled / Mobility Impaired Provision

Parking for the disabled will be provided free of charge in car park L. This car park is the current location of disabled parking and is located as close as possible adjacent to the hospital main entrance.

Additional disabled parking will be provided in car parks A2 for staff members, and B & A1 for patients and visitors.

All such spaces will be clearly marked for disabled use only. Usage of these spaces will be monitored by regular security patrols. Any vehicles found parked in designated disabled spaces not displaying an 'orange/blue disabled card' will be given a parking ticket, with the hospital reserving the right to remove any offending vehicles.

5 Sustainable Travel

The Trust recognises that the services it provides have a direct bearing on the volume of traffic that passes through the local area, and in line with its commitment to general environmental improvement, the trust has developed a Travel Plan (TP).

As trips to the hospital via private car require a parking space, the provision of which is being modified by these proposals, it is important that that Travel Plan and this Traffic Management & Parking Policy interface with each other and result in a unified approach to reducing the use of private vehicles.

The introduction of a parking charge will be the mechanism for achieving one of the key objectives of the TP, which is to discourage motoring.

The following sub-sections should be read in conjunction with the Travel Plan.

5.1 Public Transport

Buses may only enter or leave the hospital site via the traffic lights at the main entrance and will be allowed to stop only briefly in the designated bus lay-by for the collection or setting down of passengers - buses will not be allowed to 'terminate' in the hospital grounds.

Senior managers from the Trust will continue to liaise with representatives of the bus operators and Merseytravel in particular, to seek continued improvements to the provision of bus services to and from the hospital, and will jointly promote the use of public transport to the hospital.

Bus timetables and other promotional material will be clearly displayed in the hospital reception areas and will be made available to be taken away by staff, patients and visitors.

A more detailed illustration of the Trusts proposals for further improvement of public transport linkages can be found in section 4.2 on the Hospital's Travel Plan.

5.2 Park-and-ride

A park-and-ride service is currently provided for patients and visitors to Arrowe Park Hospital.

The service currently runs approximately every twenty minutes and is available Monday to Friday from 8.45am to 6pm (though this may be liable to review in the near future).

The Trust is actively pursuing the introduction of a further Park and Ride scheme to Arrow Park Hospital from Tranmere Rovers Football Club. The success of this project will result in a reduction in the parking pressures at the hospital and the removal of traffic from the highway network.

5.3 Bicycles / Motor Cycles

The Trust is keen to promote environmentally more favourable alternatives to travel by motor car and therefore in order to encourage staff to cycle to the hospital, has provided a secure, well lit, lockable bicycle storage compound, which is located adjacent to the medical staff duty housing ('D block') close to the Histopathology department. The facility is available to all staff and keys are obtainable on application to the Head of Security. There are also dedicated cycle paths linking the hospital site to the Wirral Millennium and Wirral Way cycle routes.

Bicycle parking/locking facilities will also be provided within the hospital grounds for the use of patients/visitors.

Adequate provision of spaces for the parking of motor cycles is provided in car park A1 (see attached site plan in appendix B). Motor cyclists will be positively discouraged from parking elsewhere in the hospitals' grounds.

A more detailed illustration of the Trusts proposals for increasing the numbers of staff & visitors who cycle to the hospital can be found in section 4.3 on the Hospital's Travel Plan.

5.4 Car Sharing

Staff will be encouraged to car-share wherever practicable and possible, as a means of reducing the number of single occupancy car journeys to work and thereby reducing the demand for car parking spaces.

Staff who car-share as part of the formal arrangement will receive a special version of the parking permit that can be transferred between specified vehicles and will also guarantee a parking space in a preferential location.

The special permit issued to car sharers will allow FREE access to a designated car park

A car-share is defined as at least two people travelling in the same vehicle who would otherwise have brought two cars.

Car Sharers will be provided with a guaranteed ride home facility in the event of problems caused by such events as emergency shift changes, etc.

Registration can be through the Travel Office or via the Trust's intranet web-site.

A more detailed illustration of the Trusts proposals for increasing the numbers of staff who car-share can be found in section 4.5 on the Hospital's Travel Plan.

5.5 Visitor Parking

Visitors will continue to not be allowed to park at the Hospital on weekdays between 1pm and 4pm. Evening and weekend visitors will be allowed access to the designated public car parks.

However for visitor parking it has been decided that after 17.30 or 18.00 car parks A1 & A2 will be made available to members of the public to use **free of charge**. The control barriers on car park A2 will be lifted to facilitate this free access.

Afternoon visitors, from Monday to Friday, will be encouraged to make use of the off-site park-and-ride service based. This service will provide visitors with access to the Hospital between 1pm and 4pm.

The Trust will ensure that adequate signage is continued to be provided at the entrance to the Hospital and on the main approaches to the Hospital to inform visitors of this facility and direct them to it.

5.6 Taxi Services

A 'free-phone' service is provided within the foyer of the hospital for the booking of private-hire taxis. A taxi rank is also available adjacent to the main front entrance, for licensed Hackney Carriage Taxis.

Other than at the above stand, taxis will be treated as all other vehicles and will be positively discouraged from parking within the hospital grounds.

6 Essential & Support Service Vehicles

6.1 Ambulances

All emergency ambulances visiting the hospital will park in front of the A&E department in order to transfer patients or await emergency calls.

There is sufficient space in front of the A&E department for 8 ambulances, this area will be marked and signed for 'Ambulances Only'.

There will be strict enforcement of parking in this area due to the critical nature of requirement of access.

Patient Transport (PTS) ambulances deployed on routine non-emergency patient transport duties will park short term to collect and discharge patients at the Main Entrance, the Ambulance Lounge, the Physiotherapy entrance, the Women's Unit entrance and the A&E, but will not be allowed to park-up other than at the A&E.

6.2 Goods Delivery & Other Service Vehicles

All goods delivery and service vehicles will be routed by sign-posting to the secondary entrance of the hospital and from there to the main-stores loading bay.

Small delivery vans may, but only with prior authorisation, deliver to the main hospital entrance/reception.

On the majority of occasions contractors will be encouraged to use the Park and Ride services provided by the Trust, however were a contractor is required to work from his vehicle, he will be allowed to park in a designated area as directed by the car parking manager and agreed at the pre-contract meeting.

7 Traffic Enforcement & Site Security

7.1 Enforcement of Parking Rules

As Arrowe Park's Traffic Management & Parking Policy is dependent on staff, visitors and patients parking only in designated car parks, all other areas such as service roads, frontages or accesses will be clearly marked and/or signed to notify all users that Parking there is prohibited.

Not only to secure the revenue that the Hospital requires to facilitate its Sustainable Travel aspirations, but also to ensure that all access and service routes are kept clear for emergency vehicle access, the Hospital will ensure that active enforcement and policing of all parts of the Hospital is undertaken.

Uniformed security staff will continue to be assigned to regularly patrol the hospital car parks and internal roadway systems as at present. They will provide a visible deterrent to rogue (kerbside, pavement, grass verge, disabled space) parking by moving-on offenders.

The Hospital will reserve the right to clamp and / or remove any offending vehicles with any revenue raised from such penalties being returned to the Sustainable Travel budget.

7.2 Site Security

Security of the hospital site is the responsibility of the hospital security/car park manager, and is pursued both in terms of physical presence and also in security of the infrastructure of the Hospital.

Uniformed security staff are assigned to regularly patrol the hospital car parks and internal roadway systems, with security patrolmen in voice contact at all times with the central station to summon assistance and police presence as appropriate.

The Trust is currently seeking accreditation to the 'Secure Car Parks' standard and will work closely with the AA and the local Police Force to achieve this.

As well as the physical presence of the security guards, the Hospital also provides for the security of its users by maintaining and where necessary modifying the infrastructure of the hospital.

Lighting is provided to all of the car parks in accordance with recommended standards - the effectiveness of the illumination will be constantly monitored.

All of the car parks are monitored by closed-circuit TV systems (CCTV) which are connected to a centralised monitoring station with a 24hr digital recording facility.

Hedges separating areas of car parking will be kept to a maximum of 1metre height and planted with prickly shrubs to deter concealment.

The hospital security/car park manager will continue to work closely with the crime prevention division of Merseyside Police to continuously improve the security of the hospitals' car parking provision.

8 Signage Strategy

Another key element of the Traffic Management and Parking policy will be the provision of effective road signing within the hospital site.

From the main entry point into the hospital, routes to, and the designation of each of the car parks will be clearly signed.

Each car park will be clearly signed with its designation, to enable patients and visitors to easily find and to remember where they left their cars.

Signage would also be provided to guide visitors to the hospital exits.

Signs showing the speed restrictions within the hospitals' internal roadway systems will be prominently displayed.

As well as signage for vehicles, signs for pedestrians/cyclists will also be provided.

9 Additional information

This policy will be adhered to at all times.

The overall management of car parking and security is the responsibility of the Directorate of Facilities Management.

The Head of Security/car parking will however be responsible and accountable for the day to day efficient and effective management of car parking provision and security.

Contacts:

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Appendix A – Proposed layout of Hospital Car Parks

