

# Healthcare Parking Charter



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Many people who attend healthcare facilities, either as patients or visitors, expect car parking to be free.

However, given the limits on space, the costs involved and the demand for spaces, car parking needs to be managed properly. Often the most effective way to do this is by charging for parking. This recognises:

- the value of a car parking space
- the needs of other users of the facility
- the environmental impact of driving and
- the need to maintain and improve car parks by reinvesting income.



We have published this Healthcare Parking Charter, which is aimed at both managers of healthcare facilities and car park operators. Its aim is to strike the right balance between being fair to patients and others, including staff, and making sure that facilities are managed effectively for the good of everyone.

We believe in raising standards in the parking sector to deliver a professional service to the public.

Providing, managing and charging for parking at healthcare facilities needs to be seen in the context of delivering a better and fairer service to users.

Managers of healthcare facilities and car park operators should recognise the importance of car parking policy, both in terms of the wider transport strategy and the need to manage traffic and parking in line with demand and environmental needs. They should also recognise the importance of professionalism in delivering their services and providing a high standard of customer care.

Therefore, we encourage healthcare facilities and operators who manage parking on behalf of these facilities to sign up to this charter and to abide by its letter and spirit.

## Healthcare facilities, their contractors, and service providers who provide parking facilities will do their best to:

- 1 Offer a high standard of management and customer service that:**
  - a provides a safe, non-threatening environment for all car park users
  - b reflects the needs of their local environment, their neighbours and the community which they serve
  - c reflects the needs of all car park users, including patients, visitors and staff
  - d supports the local sustainable travel plan and promotes alternatives to car use
  - e learns from good practice
  - f provides appropriate facilities for people with special access needs, including Blue Badge holders
- 2 Provide clear and easy-to-understand signs and information including:**
  - a clearly marked vehicle routes and parking bays
  - b clear signposting for pedestrians to the healthcare services and facilities
  - c clearly stated parking charges, payment information and parking terms and conditions and how these are enforced
  - d clear markings for specially designated parking bays and areas
- 3 If fees and charges are made we will:**
  - a make sure they are proportionate and reflect local conditions
  - b publish clear information about the fees and charges
  - c use simple, easy-to-understand tariffs
  - d provide information about qualifying for the NHS Healthcare Travel Costs Scheme
  - e provide concessions for patients with a long-term illness or serious condition who need regular or long-term treatment, and for their visitors
- 4 Provide access-control and payment systems which are:**
  - a fit for purpose
  - b properly maintained and in-service
  - c easy to understand and use for all motorists including people with disabilities
- 5 Demonstrate a commitment to reducing the risk of crime by following the principles of the Park Mark® police-approved Safer Parking Scheme<sup>1</sup> which includes:**
  - a quality management
  - b appropriate lighting
  - c effective surveillance
  - d protection of personal safety
  - e a clean environment

**6 Ensure any enforcement of parking terms and conditions is:**

- a fair, reasonable and legitimate
- b sensitive to the needs of the people using this healthcare facility, and does not cause unnecessary anxiety for drivers and their passengers
- c carried out by members of the BPA Approved Operator Scheme<sup>2</sup> or a local council using its regulatory powers<sup>3</sup>

**7 Provide a dispute resolution and appeals service which is:**

- a fair and impartial
- b clearly defined and accessible to everyone
- c published and widely communicated

**8 Ensure contractors and third-party service:**

- a regulated under a service-level agreement and this Charter, and encouraged where possible to use the BPA's Model Contract<sup>4</sup>
- b regularly reviewed in terms of performance

1 Park Mark®, the brand of the Safer Parking Scheme, is designed to set the standard for parking areas across the UK, both for the public and their vehicles. National statistics show that around 22% of vehicle crimes happen in car parks. Many parking facilities with the award have seen a dramatic drop in crime. Or, if they had not suffered from vehicle-related crime, they have been able to create a safe and non-threatening environment which offers reassurance to the users of their car parks. Car parks with the award can use signs showing the distinctive Park Mark® tick. There are over 5000 Park Mark® car parks in the UK. The public can search and get directions to them from a dedicated website [www.parkmark.co.uk](http://www.parkmark.co.uk).



2 This Charter shows that this car park is being managed by members of the Approved Operator Scheme (AOS). Members of the scheme must keep to the BPA's AOS Code of Practice. This sets out the standards for signs in car parks, levels of charges and what customers can do if they feel they have been treated unfairly. You can read the Code on the BPA website [www.britishparking.co.uk](http://www.britishparking.co.uk). The BPA is an Accredited Trade Association of the Driver & Vehicle Licensing Agency (DVLA). The DVLA will only release registered-keeper information to members of the Approved Operator Scheme. There is now a national independent appeals service for drivers who have received a ticket from an AOS operator on private land. This is another option for members of the public who are unhappy about the enforcement action taken against them. For more details please go to [www.popla.org.uk](http://www.popla.org.uk).



3 Healthcare parking facilities may also be managed by a local council using its powers under the Road Traffic Regulations Act 1984. When this is the case it will be made clear to people using the healthcare parking facilities. Enforcement carried out by local councils must be carried out in keeping with the Traffic Management Act 2004 in England and Wales or its equivalent in Scotland and Northern Ireland.

4 The benefits of the Contract include:

- it provides a standard contract template for organisations contracting out parking and enforcement services
- it encourages best practice by making sure that performance is measured on the quality of the service
- it eases negotiations for suppliers and service providers
- it eases the workload of organisations and reduces the time spent designing and preparing contracts.



For more information go to [www.britishparking.co.uk/Library/Model-Contract](http://www.britishparking.co.uk/Library/Model-Contract)

# What the BPA is and who we represent

The British Parking Association (BPA) is a not-for-profit membership association representing over 700 organisations from across the entire parking and traffic management sector. Members include local authorities, manufacturers, car park operators, health authorities, universities, airports, railways, shopping centres, bailiffs, construction companies, learning providers and consultants.

We are dedicated to promoting and improving knowledge and standards in every type of parking facility, both on-street and off-street. We are also committed to bringing together the interests of users, the government, local authorities and commercial organisations, providing a forum for the exchange of information and ideas about parking.

One of our main aims is to encourage members to raise standards so that they provide a better, fairer service to their clients and to all car park users. Our members recognise the value of maintaining high standards, and membership of the BPA enables them to do this.

## Sign up to the Charter

To add your name to the list of signatories and to use the HPC logo please email Dave Smith [dave.s@britishparking.co.uk](mailto:dave.s@britishparking.co.uk)

For more information go to:

[www.britishparking.co.uk/Charter-for-Healthcare-Parking](http://www.britishparking.co.uk/Charter-for-Healthcare-Parking)





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