

# NHS Lothian Car Parking Policy



Title:

## NHS Lothian Parking Policy

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**Executive Lead:** Deputy Chief Executive

**Target Audience:** All NHS Lothian staff, Traffic Management Groups

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## Version Control

Date	Author	Version/Page	Reason for change
Sept 2016	Area Manager, Soft FM	v1.0	Approved by the Lothian Partnership Forum
May 2021	Area Manager, Soft FM	v1.1	Under review
Aug 2021	Area Manager, Soft FM	v2.0	Approved by the Policy Approval Group
Nov 2024 – Jan 2025	Head of Risk, Quality and Assurance Lead for Car Parking	v2.1-3	Under review
March 2025	Head of Risk, Quality and Assurance Lead for Car Parking	v3.0	Policy Approval Group

## Executive Summary

NHS Lothian aims to positively support staff, patients and visitors when attending our managed sites.

Parking is a complex and emotive subject as most people bringing their car to the site expect to be able to find a parking space quickly and easily.

NHS Lothian requires its Parking Teams to control and manage the car parks in a safe and effective manner to reduce the risk of adverse events occurring.

This includes the issuing of permits or directing staff to park off site to ensure optimum parking provision for patients and visitors. Parking requires to be considered when any new services or transfer of services are commissioned as the additional traffic could have a detrimental impact on access, egress and ultimately, site safety.

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## 1.0 Purpose

The purpose of this policy is to inform users of motor vehicles (including motor bikes) within the boundaries of NHS Lothian sites of their requirement to adhere to the site vehicle operating procedures. It is necessary to have these operating procedures for the following reasons:

- Providing a safe environment for road users and pedestrians including people with any disability
- Providing, within the limitations of our site's constraints, proportionate access to visitors, patients, and staff to our car parks
- Providing clear and unobstructed access for emergency vehicles
- Providing clear access for deliveries and services, both for NHS Lothian vehicles and external contractors

This policy is also intended to align with the NHS Lothian Green Travel Plan, Sustainable Development Framework and Action Plan and site-specific plans where applicable.

## 2.0 Policy statement

This policy requires that car parking is managed across all NHS Lothian managed sites in order to ensure that the safety of staff, patients and visitors is a priority. Traffic Management Groups and Teams strive to assess, mitigate, and manage the risks within sites.

## 3.0 Scope

This policy applies to all NHS Lothian managed sites, although it is recognised that due to spatial and other constraints, some smaller sites may fail to be fully compliant. In these cases, we will endeavour to enable safe access and egress to our sites.

## 4.0 Definitions

**Body Cams** - Body Cameras

**CCTV** - Closed Circuit Television

**ANPR** – Automatic Number Plate Recognition

## 5.0 Implementation roles and responsibilities

### 5.1 Operating procedures

- 5.1.1 NHS Lothian endeavours to provide adequate parking within the constraints of its sites, but no member of staff, patient or visitor can be guaranteed that a space will be available at the point of need. Users of the parking facilities need to ensure that they have adequate time to park in case they require to park off site.
- 5.1.2 It is imperative that NHS Lothian provides car parking at managed sites, to ensure a safe environment for all users and preserve the provision of the services on sites. Any user of NHS Lothian car parking facilities should adhere to the following operating procedures:
- All vehicles must be parked within designated bays only and in accordance with relevant signage.
  - Speed limits must be observed at all times.
  - Where parking areas are marked for the use of specific group's e.g., those with a disability, visitors, staff, lift share, electric vehicle charging etc., these spaces are only for use by these users. The monitoring of these areas will be completed by car parking attendants carrying out visual checks and the use of body cams, CCTV and ANPR.
  - Vehicles are only to be parked on NHS Lothian premises where the driver and/or passenger(s) have legitimate business on the premises.
  - Informal monitoring of the condition of the car park surface and equipment takes place on a regular basis and any faults reported to the estates department.
  - Users should treat NHS Lothian Car Parking staff and other staff members with respect (in line with NHS Lothian values)

With regard to on-street parking (used by staff travelling to and from work) in areas surrounding NHS Lothian sites, NHS Lothian will actively take steps to encourage its staff, patients, and visitors to park considerately if using residential side streets.

- 5.1.3 Parking is prohibited specifically in the following areas, locations, and circumstances:
- On double yellow lines, red lines, area hatched with yellow/red lines or areas denoted within the Highways Code as such.
  - In a location which blocks entry or exit for emergency or delivery vehicles
  - In a location which blocks any fire safety infrastructures (fire exits, dry risers etc.)
  - At or adjacent to bus bays, stops or shelters.
  - On grassed areas, on foot and cycle paths, roundabouts and turning circles.
  - In areas marked as temporarily or permanently allocated for contractors
  - Any area that is not clearly marked as a parking bay.

- Disabled Bays unless an authorised Blue Badge Holder.
  - Electric charging bays unless it is an NHS Lothian vehicle and is being charged. Vehicles must then be removed from the parking bay once the vehicle is charged.
- 5.1.4 Contractors and drivers using commercial vehicles for whatever reason on any of our sites must, for safety reasons comply with the Control of Contractors Policy and any instruction given to them by an authorised officer of NHS Lothian.
- 5.1.5 Traffic Management Groups are established to ensure effective traffic management on the main hospital sites and these groups will be responsible for reviewing arrangements including local Commercial Vehicle Operational Procedures, car park permits and designated parking. Existing local line management structures are in place to oversee site specific operational procedures and traffic management operatives.
- 5.1.6 A visitor is classified as a “person visiting a patient or having an appointment or a staff member visiting a service who in the course of their normal employment would not have a regular pattern of attending the site.” This may also include volunteers, students and contractors who may use parking facilities on an ad-hoc basis across other sites. Local site operating procedures determine how visitors are managed on each site.
- 5.1.7 Electric charging points are available on sites for the use by NHS Lothian vehicles. These spaces are not additional parking and must be vacated once the electric vehicle has been charged to ensure equity of access for other electric vehicles. Access cards provided by NHS Lothian can only be used for the charging of NHS Lothian electric vehicles.

## 5.2 Enforcement

- 5.2.1 Security staff and car parking attendants, under the direction of NHS Lothian, are responsible for enforcing parking regulations and are empowered to affix warning notices to offending vehicles. They also have the authority to direct traffic flow, regulate entry, control parking arrangements and ensure compliance with parking at NHS Lothian sites. Out with these arrangements traffic control and the issue of advisory notices may be undertaken as appropriate by other instructed staff after approval from Local Management.
- 5.2.2 Regular patrols and inspections are carried out throughout each site with particular attention paid to disabled bays, electric vehicle bays and blue light routes.
- Staff persistently ignoring the parking regulations or behaving in an inappropriate way towards Car Parking staff, will be managed on a case-by-case basis as appropriate. This may result in disciplinary action under the Conduct Policy (NHS Scotland Workplace Policy). This will also include any act that contravenes the policy such as removing parking restrictions i.e., barriers and cones to “free up” parking spaces or failing to comply with instructions from security staff/ car parking attendants or any

authorised member of staff.

- 5.2.3 Areas covered by Traffic Regulation Orders (TRO's) (see 5.4) will be regulated by the appropriate Local Authority and as such, NHS Lothian will not interfere with the legal process to manage these areas. It is important to note that any contravention leading to a fine (issued by the Local Authority) will be the responsibility of the driver and not NHS Lothian.

### 5.3 Risk Management

- 5.3.1 All car parks are subject to a formal risk assessment process which are monitored and reviewed via each Traffic Management Group
- 5.3.2 Verbal or physical abuse from any member of staff, patient, or visitor in connection with the enforcement of this policy will not be tolerated and shall be subject to NHS Lothian's [Keeping People Safe: Management of Violence and Aggression Policy](#).

**Note:** In response to certain types of events (levels of harm, outcomes etc.) Police Scotland will be informed, with all incidents reported to line managers and logged appropriately using Datix.

- 5.3.3 Parking staff are equipped with personal CCTV (Body Cameras) cameras which are used for their protection. All images are securely stored in accordance with the Information Commissioners Office guidelines on the management of CCTV.
- 5.3.4 NHS Lothian cannot accept responsibility for any vehicles left on its premises. All vehicles and contents are left entirely at the owner's risk and under no circumstances will claims of compensation for loss or damage be considered.

### 5.4 Traffic Regulation Orders (TRO)

Some NHS Lothian Sites have sections of roadway that are covered by a Traffic Regulation Order (TRO) and, as such, appropriate Local Authorities can and will issue Fixed Penalty Notices to offending vehicles i.e., parked on double yellow lines. Site Plans showing the roads covered are available on the [Estates & Facilities intranet page](#).

### 5.5 Staff responsibilities

- 5.5.1 The Director of Estates & Facilities assisted by the Associate Director of Operations (Estates & Facilities), Soft FM Area Managers and Site Soft FM Managers have a responsibility to ensure that managed car parking facilities within NHS Lothian operate correctly. NHS Lothian will make every effort to provide well-maintained and managed parking, however the ultimate responsibility regarding use of the parking facilities rests with the user.
- 5.5.2 Car parks are patrolled and managed by our car park attendants and security staff. Body Cams, ANPR and CCTV are in use within car parking areas.

- 5.5.3 All users of NHS Lothian car parks have a responsibility to ensure that they comply with the relevant site regulations. Where applicable, staff are asked to provide details of their vehicle(s), proof of address and a copy of their driving license when applying for a car park permit and will be requested to update their details when appropriate i.e., changing vehicle. Car parking permits are reviewed regularly. The car parking application will be held for the duration of the staff member's employment.

## 6.0 Associated materials

It is recommended that this document is read in conjunction with the following:

[Data Protection Policy](#), approved by the Policy Approval Group, June 2022

[Conduct Policy \(NHS Scotland Workforce Policy\)](#), NHS Scotland

[Keeping People Safe: Management of Violence and Aggression Policy](#), approved by the Policy Approval Group, June 2023

[Sustainable Development Framework and Action Plan](#)

[Car Parking Application Process](#) (available on NHS Lothian intranet)

Site Traffic Management Regulations

[NHS Lothian CCTV Policy](#), approved by the Information Governance Sub Committee Assurance Board, April 2018 [reference/hyperlink to be updated]

[Control of Contractors Policy](#), approved by the Policy Approval Group, Dec 2021

Commercial Vehicle Operational Procedures

## 7.0 Evidence base

[Driving Standards Agency: The Highway Code](#)

[Workplace Transport Safety: An Employers Guide HSG136](#)

[Disabled Persons' Parking Places \(Scotland\) Act 2009](#)

[CCTV Code of Practice](#), Information Commissioner's Office

[Body Worn Video](#), Information Commissioner's Office

## 8.0 Stakeholder consultation

The Pan-Lothian Car Parking Group, all Area Managers, Traffic Management Groups, and Partnership were consulted in the review of this policy.

## 9.0 Monitoring and review

This policy will be formally reviewed every three years.



The Head of Risk, Quality & Assurance (in conjunction with the Pan-Lothian Car Parking Group) will continuously review implementation of the policy and prompt early review if required.