

SUMMARY REPORT

Health and Adult Social Care Overview and Scrutiny Committee

19 June 2019

Subject	Disabled Car Parking
Prepared by	Director of Estates and Facilities
Approved by	Director of Site Services & Deputy Chief Executive
Presented by	Chief Executive

Purpose

To provide a briefing to the Committee on disabled car parking at University Hospitals Plymouth.

Decision
Approval
Information ●
Assurance

Corporate Objectives

Improve Quality ● **Develop our Workforce** **Improve Financial Position** **Create Sustainable Future**

Executive Summary

1. The Trust currently has 101 disabled parking bays located on the main Derriford Hospital site. This represents just short of 6% of the total car parking capacity on the hospital. According to the Trust's Estates Return Information Collection (ERIC), the total and disabled car parking capacity has changed as follows:

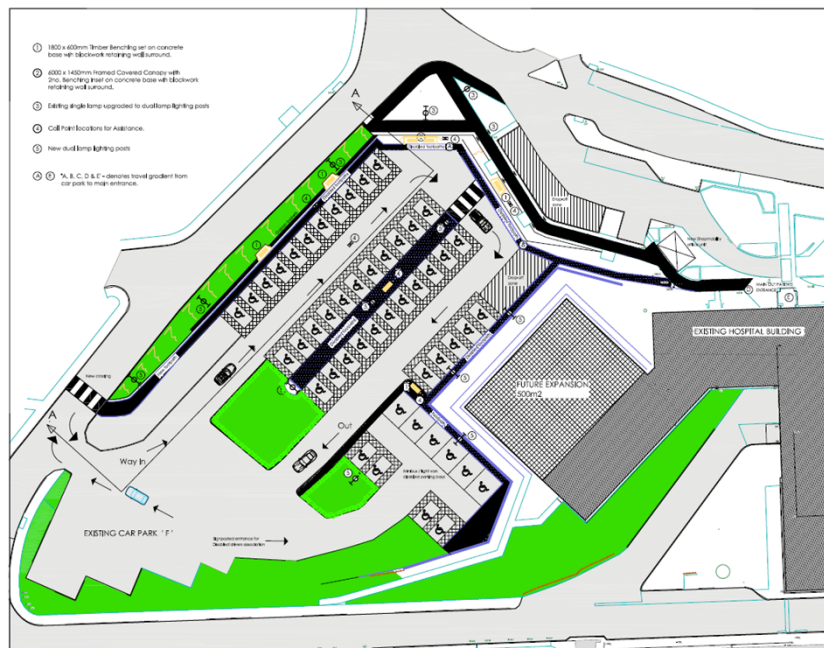
	Total (Derriford Site)	Spaces Main	Disabled Spaces	% Spaces	Disabled
2011/12	2980		60	2.01%	
2012/13	2980		94	3.15%	
2013/14	2521		95	3.77%	
2014/15	1661		69	4.15%	
2015/16	1777		119	6.70%	
2016/17	1795		127	7.08%	
2017/18	1780		104	5.84%	
2018/19	1744		101	5.79%	

2. Of the 1744 total spaces, 1,100 are allocated to Public and Visitor parking, of which 99 are disabled spaces. Therefore 9% of the Public and Visitor parking capacity is dedicated for disabled users.
3. In 2015, the Trust invested £623k to create a dedicated disabled car park which is located adjacent to the main Outpatients Department. This provided the increase in capacity shown in the Table above. The car park was originally designed to provide 48 spaces, but following the development of the Bus Interchange scheme in 2017, the Trust lost spaces located on the entrance road adjacent to the main Outpatients Department. Some of these were re-provided in the disabled car park.

- The dedicated disabled car park now contains 63 spaces. In order to fund this development, the Trust charges for disabled parking in this car park. In order to provide a reasonable adjustment to disabled car park users, the Trust offers 1 hour of free parking, compared to standard tariff:

Time	Standard Tariff	Disabled Car Park Tariff
0 – 15 mins	Free	Free
15 mins – 1 hour	£1.20	Free
1 – 2 hours	£2.40	£1.20
2 – 3 hours	£3.60	£2.40
3 – 4 hours	£4.80	£3.60
4 – 5 hours	£6.00	£4.80
5 – 6 hours	£7.20	£6.00
6 – 7 hours	£12.00	£7.20
Over 7 hours	£12.00	£12.00

- Outside of the Disabled Car Park, the Trust offers visitors and patients who display a Blue Badge free parking for a maximum of 4 hours in any disabled or standard space within a non-barrier controlled car park. Blue Badge holders may also park in standard spaces within a barrier controlled car park, however under these circumstances they must pay the standard tariff.
- Staff who hold a Blue Badge are automatically granted a permit on application for one of the Trust's on site car parks. Depending on the nature of their disability, individual arrangements are put in place in terms of the car park or other location where these staff members park.
- The disabled car park was designed working with a range of local organisations who represented a variety of views and needs. This included HealthWatch Plymouth, Plymouth Area Disabled Access Network (PADAN), and Plymouth Wheelchair Users Service Group (PWUSG). The original design is shown below.



8. The final design included a number of features that came out of the consultation, including:
 - The use of a ticketless system to support those with upper body mobility limitations. The final system was based on the use of Automatic Number Plate Recognition (ANPR) on entry and exit. Payment is via machines which have been designed to be wheelchair friendly, or through the car parking desk in the main concourse.
 - Rest points located along the route to the hospital entrance, and pedestrian routes through the car park that are suitable for wheelchair users, or those using mobility buggies.
 - Limited gradients that allow disabled people to access the main entrance from the car park on virtually level ground. This was challenging given the topography of the Derriford site.
9. In late 2017 the Trust relocated the Orthopaedic Outpatients Department into a modular building at the lower end of the disabled car park. This allowed the Trust to create a dedicated Acute Assessment Unit which is co-located next to the Emergency Department.
10. During construction, the barriers to the disabled car park were removed, and the access roadway realigned. During the construction period, free parking for disabled users has been provided.
11. The current ANPR system has not functioned well since being taken out of commission. Over the past 12 months the barriers have not been operational for approximately half of the time. During periods when the barriers are not functioning, they are left in the open position, and free parking is provided. The Trust is currently working with the equipment provider to rectify the issues, although these may require partial replacement.
12. The occupancy of the disabled car park is monitored by the Trust's car parking provider, Saba. During the week, occupancy is typically 85%, however there are periods when the car park is full. Saba carry out period checks on the blue badges being displayed.
13. Also in 2017, the Trust established a temporary Mobility Centre and buggy service to support the closure of the drop off area outside the main entrance as part of the Bus Interchange scheme. This was funded by the Trust and delivered by Saba. The service proved very popular, and in order to sustain it, the Trust has sought to make it volunteer led. The Trust has now recruited volunteer drivers, and once the buggy has been replaced, the service will recommence.
14. In August 2018 the Trust Board approved the updated Site Development Plan. Within this plan, the need to separate elective and emergency care was identified (in line with the NHS Long Term Plan), and a potential solution was outlined. This solution is based on the extension of the hospital building to the West, which would include the site of the disabled car park. If such a development were to take place then alternative disabled car parking provision would clearly be required, and would form part of the development brief.
15. Finally, there have been 115 contacts through PALS and 6 complaints that relate to parking since April 2018. In terms of themes the key issues raised are:
 - Requests for parking refunds associated with cancelled or over-running appointments (31)
 - Complaints and concerns about parking charges and Penalty Charge Notices (28)
 - Parking capacity and delays to accessing car parks (17)
 - Disabled parking capacity (12)
 - Access times and availability of the Mobility Service (8)
 - Inconsiderate parking by others (7)
 - Issues relating to access to the site and drop off areas (6)
 - Staff attitude (5)
 - Disabled parking charges (3)

Quality Impact Assessment

There are no direct Quality Impacts associated with this briefing paper. As background context (from the Office for Disability Issues):

- General demographics:
 - There are over eleven million people with a limiting long term illness, impairment or disability in Great Britain.
 - In Great Britain, the most commonly-reported impairments are those that affect mobility, lifting or carrying.
 - The prevalence of disability rises with age. Around 6% of children are disabled, compared to 16% of working age adults and 45% of adults over State Pension age in Great Britain.
- Living standards:
 - A substantially higher proportion of individuals who live in families with disabled members live in poverty, compared to individuals who live in families where no one is disabled.
 - 19% of individuals in families with at least one disabled member live in relative income poverty, on a Before Housing Costs basis, compared to 15% of individuals in families with no disabled member.
 - 21% of children in families with at least one disabled member are in poverty, a significantly higher proportion than the 16% of children in families with no disabled member.
- Transport:
 - Around a fifth of disabled people report having difficulties related to their impairment or disability in accessing transport.
- Additionally, due to their disability, blue badge holders may require more frequent attendance at hospital than the general population, leading to increase cost of attendance for this group of patients.
- Hospital appointments for those that hold a blue badge may also take longer than the general population, due to issues associated with mobility. This could lead to increase cost of attendance for this group of patients.
- All patients are eligible for assistance with travel costs associated with hospital appointments and treatment through The Healthcare Travel Costs Scheme (funded separately by the CCG). Patients can receive support if the patient or their partner:
 - Receive Income Support
 - Receive Income-based Jobseeker's Allowance
 - Receive Income-related Employment and Support Allowance
 - Receive Pension Credit Guarantee Credit
 - Are named on, or entitled to a NHS tax credit exemption certificate
 - Have a low income and are named on certificate HC2 (full help) or HC3 (limited help)
 - Are awarded Universal Credit
- This assistance extends to hospital parking charges, which may be reclaimed through the Cashiers Office. Therefore Blue Badge holders are equally entitled to means tested support which covers the cost of any car parking.

Financial Impact Assessment

There are no direct Financial Impacts associated with this briefing paper.

The Trust has previously invested £623k of capital to create a dedicated disabled car park.

Regulatory Impact Assessment

There are no direct Regulatory Impacts associated with this briefing paper.

According to the House of Commons Library Briefing Paper Number CBP 1360 (16 August 2018), Blue Badges and parking for disabled people in England:

- In terms of disabled parking provision at hospitals, NHS Hospital Trusts and Foundation Trusts are responsible for setting their own car parking policies and schemes for patients, visitors and staff. They are not currently required under law to make exemptions (e.g. for Blue badge holders). In October 2015 the Department of Health published updated non-mandatory guidelines on NHS patient, visitor and staff car parking principles, recommending the provision of concessions to groups that need them, such as disabled people.
- The Government's non-statutory Manual for Streets, published in 2007, advises that spaces for disabled people "need to be properly marked and meet the minimum space requirements":
 - It is preferable to provide these spaces in unallocated areas, including on-street, as it is not normally possible to identify which properties will be occupied by or visited by disabled people. It is recommended that spaces for disabled people are generally located as close as possible to building entrances. In the absence of any specific local policies, it is recommended that 5% of residential car-parking spaces are designated for use by disabled people. A higher percentage is likely to be necessary where there are proportionally more older residents. Local authorities should provide spaces on the basis of demand.
- Traffic Advisory Leaflet 5/95, published in 1995, states that on-street and off-street parking spaces for disabled people should not be further than 150 metres from major destinations (e.g. banks, Post Office, supermarket) for the visually impaired and wheelchair users; 100 metres for those who are ambulatory without a walking aid and not more than 50 metres for stick users.
- For off-street car parks whose primary purpose is shopping, recreation and leisure [the requirements are slightly lower for car parks for employees and visitors to business premises], the minimum number of disabled parking spaces is:
 - for car parks with less than 200 spaces: 3 bays or 6% of total capacity, whichever is greater; and
 - for car parks with over 200 spaces: 4 bays plus 4% of total capacity.
- In terms of the relevant dimensions for disabled parking spaces, the requirements are as follows:
 - On-street parking parallel to the kerb: within the marked parking space, a clear rectangular space should be provided, which is a minimum of 6600 mm long by 2700 mm wide (preferably 3600 mm). The extra width allows for an access zone on kerb or street side;
 - On-street parking at an angle to the kerb: the parking space should be a minimum of 4200 mm long by 3600 mm wide. It is recommended that kerbside parking bays should be sited where road gradient and camber are reasonably level, e.g. 1:50; and
 - Off-street parking: bays should be a minimum of 4800 mm long by 2400 mm wide with additional space: (1) where bays are parallel to the access aisle and access is available from the side an extra length of at least 1800mm, or (2) where bays are perpendicular to the access aisle, an additional width of at least 1200 mm along each side. Where bays are adjacent the same 1200 mm space can serve both sides. There should also be a 1200 mm wide safety zone at the vehicle access end of each bay to provide boot access or for use of a rear hoist.
- The requirements insofar as they relate to on-street parallel parking spaces only are also set out in legislation.

Equality and Diversity Impact Assessment

There are no direct Equality and Diversity Impacts associated with this briefing paper.

The provision of disabled car parking spaces, and access is covered through the Equality Act, with which the Trust must comply.

Environment & Sustainability Impact Assessment

There are no direct Environment and Sustainability Impacts associated with this briefing paper.

Key Recommendations

The Trust Committee is asked to:

1. Note the contents of this report.

Next Steps

None.