

ULHT car parking newsletter

Issue 12 – December 2022



Welcome to the latest ULHT car parking newsletter. By working together with Staffside, partner organisations and everyone across the Trust, we will not only make the necessary improvements to make car parking as safe and stress free as possible, but will also look at how we can help make other modes of transport more accessible.

This newsletter will keep you up to date on progress, and will also help with key information to help with some of the frequently asked questions (FAQs) about car parking.

Update from the December car parking meeting

- **Apologies from Parking Eye:** Thank you to colleagues who have raised concerns about the incorrect issuing of parking charge notices (PCNs) by Parking Eye for permit issues dated from Tuesday 8 November 2022 to Wednesday 30 November 2022. Parking Eye has experienced a technical error, which has resulted in some colleagues who have correctly renewed their permits being issued with PCNs. Parking Eye has asked the Trust to pass on their apologies and have confirmed they will be writing to colleagues who have been issued a PCN in error to confirm that the charge will be withdrawn. If you have received a PCN for any other reason, you will need to follow the appeals process as outlined on your parking charge notice.
- **Concessions:** A new process for wards and departments to issue parking concessions is about to be trialled in some areas of the Trust. This will make the process much easier for our patients. More information will be shared with the pilot areas and across the Trust if it is adopted and rolled out. [Information about concessions is available on the Trust website.](#)

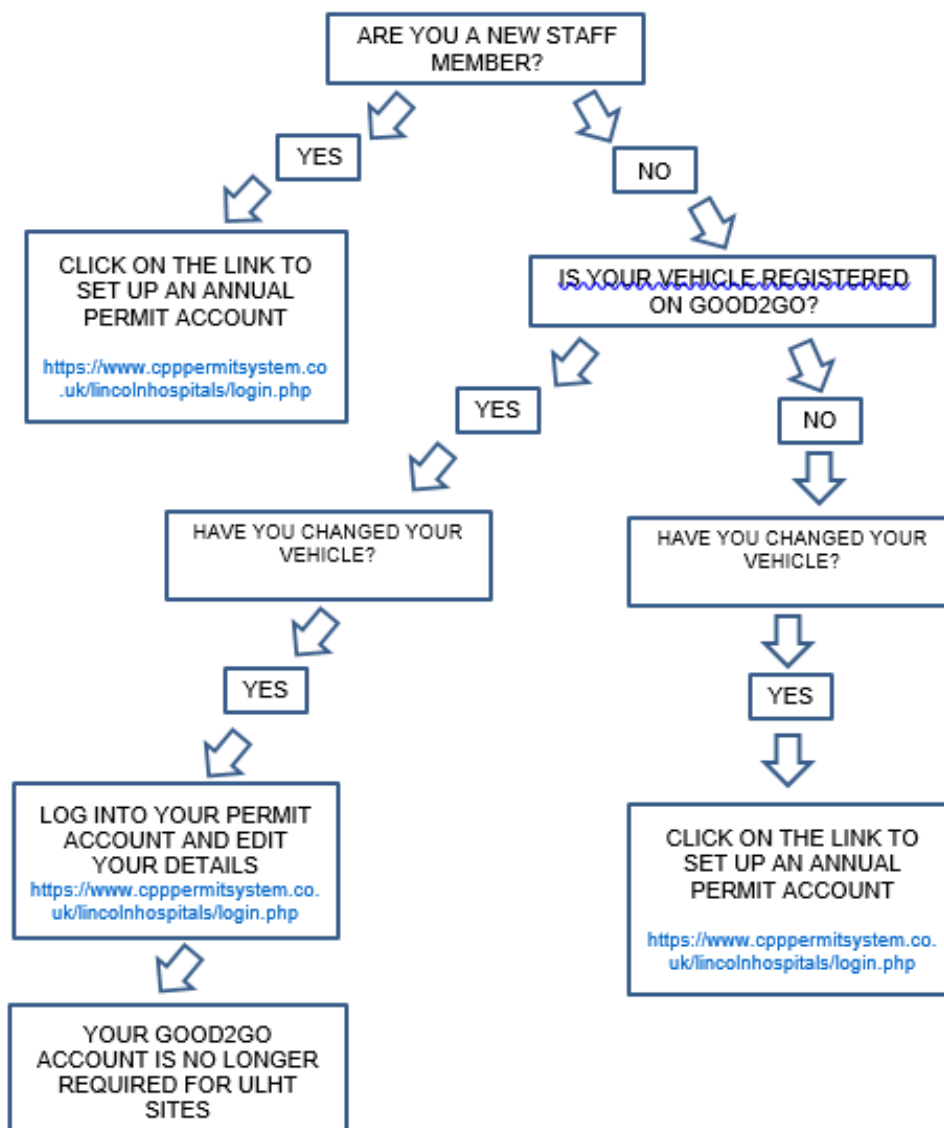


- Colleagues and contractors must now utilise staff car parking areas, including the overflow area at the prison at Lincoln to ensure sufficient space remains available for patients in our public car parks. It is still possible for colleagues to park in the main visitor car park between 5pm and 2.30pm the following day. Please be aware, that at any other time colleagues parking in visitor car parks will receive a parking charge notice. Some spaces have been allocated for colleagues in the main public car parks at Lincoln and Pilgrim once all other spaces have been used. Colleagues must collect a voucher from main reception to use these areas that must be redeemed in the payment machine before you leave the site. These will only be made available once all other spaces for staff have been used.
- The Trust's Car Parking Policy has been updated and continues to go through the correct processes for sign off before being shared with colleagues and visitors.
- As a Trust, we are investigating how we can support and promote car sharing at the Trust. If you are interested, please email CarShare@ULH.nhs.uk. Advice from the IPC team for colleagues, who do car share is to consider wearing a mask during the journey, opening your window and not using the air conditioning.
- Investigations are ongoing, in conjunction with LPFT, around charging points for electric cars being installed on our sites. Possible locations have been identified and a report is being prepared for the Trust Leadership Team and then for CRIG with a request for funding.
- The Trust is also looking to identify locations across our sites that might be suitable locations to charge electric/pedal assist bikes.
- The Trust is also working with local bus and Call Connect services to see how we can work together to support colleagues travelling to our sites.
- Colleagues are reminded that where parking spaces are marked out we should be parking within the lines. We are aware that a number of colleagues have received parking charges for parking outside of the marked areas – often due to other colleagues parking outside of the marked bays, leaving the only space available straddling the lines. Please be aware if the attendant sees this, you will be issued with a parking charge.

Step-by-step guide on how to register for a virtual parking permit

- We are aware of some issues with staff receiving reminders about the Good 2 Go app, even though we no longer use this within the Trust. A useful flow chart on how to register for free staff car parking and how to update your vehicle details can be found on the car parking section of the intranet and below.

- For free parking, any staff members new to the Trust need to register for a [Permit Me account here](#). You can then login to this account to update your vehicle details at any time. Please make sure you follow the instructions on how to renew your permit if you are asked to do so. This will be sent to you in an email.
- For staff members that already have access to free parking, any change or addition of vehicle now needs to be updated on the above Permit Me system. If you don't have a Permit Me account, you can register for one using the link above or use the 'Edit' tab if you do. Please be aware that we are no longer registering new vehicles on the Good2Go system for staff.
- If you are using a courtesy/hire car/borrowed vehicle you must inform the parking team by email to the carparkingupdate@ulh.nhs.uk email address, *before or on the day* you bring the vehicle on site. Failure to inform the parking team of your temporary vehicle in time may result in you receiving a parking charge notice.



NB. STAFF MEMBERS THAT REGISTERED THEIR VEHICLE(S) ON THE ANPR SYSTEM BEFORE NOV 2020, AND HAVE SINCE CHANGED THEIR VEHICLE, NOW NEED TO SET UP A NEW PERMIT ACCOUNT.

- Colleagues are reminded that if damage is accidentally caused to another vehicle, please leave a note on the windscreen and report to facilities, as they will be able to contact the owner if they are a member of staff. This means they can be made aware at the time, rather than discovering it after a long shift.
- To make life easier for everyone, please think where you park and be considerate to your colleagues – leave space for access to the driver's side doors.
- Colleagues are also asked to make sure that in addition to updating their vehicle details with the Trust for car parking, that they make sure that all documentation (including your address and vehicle details) are up to date and with the DVLA.
- Monthly meetings continue to be held with Parking Eye to address any concerns by staff and identify any changes to the current parking arrangements for staff.
- Staff can park in visitor car parks after 5pm until 2.30pm the following day. Colleagues working weekends and bank holidays can also park in any car park at any time (but not in a parking space for blue badge holders or any other restricted areas).
- Parking on double yellow lines, double red lines, in a pool car space, causing an obstruction, parking on grass verges, taking up more than one marked space or not in accordance with the Trust rules may result in a parking charge notice being issued.
- If you receive a parking charge notice, please follow the instructions on the ticket/letter you have received. This explains how to pay and also how to appeal a parking charge notice. Please do not ignore the PCN ticket or letter. PCNs do not go away. Motorists can receive letters years later from a debt collection agency and the charge will have doubled - at this stage the Trust is unable to intervene or help. If you continue to ignore the letters, it can also be transferred to County Court where a CCJ may be issued.
- The ULHT parking charge appeals process [can be found on the car parking section of the intranet](#). If you decide to appeal, you should appeal to Parking Eye in the first instance and POPLA if your appeal is rejected. If the charge is upheld, but you still feel the charge has been incorrectly issued you may email carparkingupdate@ulh.nhs.uk where the PCN will be investigated and if necessary submitted to an appeals panel to make a final decision. [This process is explained in more detail in the car parking section of the intranet](#).
- If you follow the ULHT car parking regulations correctly, you will not receive a parking charge notice.

Remember: **Register** your vehicle, **respect** other car park users, **rules** must be observed.

We all have a responsibility to be considerate to others around where we park and to uphold our Trust values and behaviours at all times. By working together, we can all play a role in making the journey to work as stress-free as possible for our patients, our colleagues and ourselves.

[More information and can be found on the car parking section of the intranet.](#)