

Voluntary Driver Free Parking

Overview

Any member of the public who drives a patient to hospital to attend an appointment does so in a voluntary capacity. However in recognition of the valuable role that agency volunteer drivers contribute to Patient Care when driving a patient to the Hospital that are unable to travel by any other means or do not qualify for NHS Patient Transport, the Trust where it has capacity is able to offer free white listed parking to drivers who are registered with Voluntary agencies or bureaus.

With the introduction of the Trust's revised parking arrangements in November 2022, which are supported by Automatic Number Plate Recognition (ANPR) there have been a few changes to maintain the flow of vehicles, create parking capacity for all and to avoid congestion or the issuing of Penalty Charge Notices (PCN).

The arrangements registered Voluntary Drivers, are detailed below.

Volunteer Driver – Drop off and Pick up

30 Minute Drop off Bays

Volunteer Drivers who are only picking up and dropping off patients can choose if they wish to use the 30 minute pick up and drop off spaces located around the Trust, drivers must not wait in their cars in these spaces longer than 30 minutes they should leave and return to collect the patient at an agreed time enabling these spaces to be used others over the course of the day and night.

Multi Storey Car Park, Levels 0-3 or North Block Car Park

The ANPR does not charge for the first 30 mins on entry. This allows all visitors to find a space and leave should they not find one. However, this does also mean any space in these car parks can also be used for drop off and pick up purposes, as above, within a 30 min timeslot.

Please Note: The Automatic Number Plate Recognition System (ANPR) will identify the vehicle, the location and the length of stay. If the vehicle has exceeded the 30 minute duration and no validation at reception has been made, the driver will be considered to be in violation of the Trusts parking policy and an automatically issued Penalty Charge Notice (PCN) may be sent via the postal system. The ANPR system will not recognise a permit or note left in the car as proof of voluntary driver status.

Volunteer Driver – Multi Storey Car Park, Levels 0-3 and North Block Car Park

Volunteer Drivers who wish to stay for the duration of the patient's appointment should park in any of the marked bays in the Multi-storey car park on levels 0-3 or in the North Block Car Park. Prior to returning to their vehicle they should present their Volunteer Driver Identification to any location with a white listing tablet to have their car white listed for each visit. The white listing tablets are located at main reception (security or reception desk) on level 2 or the reception desks at Huntley & Palmers Ward, King Edward Ward or the Berkshire Cancer Centre.

Please Note: The Automatic Number Plate Recognition System (ANPR) will identify the vehicle, the location and the length of stay. If the vehicle has exceeded a 30 minute parking duration and no validation at any tablet location has been made, the driver will be considered to be in violation of the Trusts parking policy and an automatically issued Penalty Charge Notice (PCN) may be sent via the postal system. The ANPR system will not recognise a permit or note left in the car as proof of voluntary driver status.

Blue Badge Holders

Should a volunteer driver be transporting a Blue Badge Holder, they can park in any Blue Badge bay and correctly display the Blue Badge in the car. The Blue Badge will need to be validated at reception for parking. In these circumstances the volunteer driver will not need to also register the car as above, as the car will be validated for parking as a Blue Badge vehicle instead. It does not matter whether it is the badge holder themselves or the volunteer driver who registers the car with reception. Volunteer Driver must not register their vehicle on the Blue Badge holder's APCOA Blue Badge website account as this only allows for the account holder's own vehicles. They must only register for the day they are on site at reception or any other location with a tablet.

Capacity

To maintain parking capacity and the flow of vehicles through the car parks there are no dedicated or cordoned off parking spaces available for any voluntary car drivers. It is acknowledged that, on occasions, the demand for parking spaces will exceed capacity and parking may not always be available at peak periods. On these occasions drivers should use the 30 minute drop off and pick up spaces located around the Trust and return to the Trust at a later time to collect their passenger.

PCN

Not being able to find a space does not excuse parking in an area or way that impedes other users or breaches the Trusts health and safety policy.

The external car parks management provider will be required to display Trust notices, which fully satisfy legal obligations, throughout the site, including the level of penalty payments. The terms and conditions notices displayed at all Trust vehicle entrances forbid the following infringements.

Parking violations may include but not limited to the following;

- Parking in a staff area
- Parking in a Blue Badge bay without displaying Blue Badge
- Parking in a 30 minute pick and & drop off bay longer than 30 minutes
- Parking outside of a marked bay
- Parking on the end of a row (possibly hindering the turning cycle)
- Causing an obstruction to other drivers, pedestrians, wheelchair users etc.
- Blocking a fire exit, fire hydrant or walkway
- Parking on red / yellow lines or cross hatchings

ANPR

ANPR stands for Automatic Number Plate Recognition. It's a technology that reads vehicle registration plates to create location data. This information is captured by scanners or cameras then cross-referenced for a range of traffic, parking management and law enforcement purposes.

Many Healthcare premises and privately-run car parks and those managed by local authorities use ANPR technology. It makes easier payment processes, visibility of spaces and ticketless systems possible. Timed photographs from cameras at the entrance and exit of staff and visitor car parks give an accurate recording of how long a vehicle has used the facilities.