

FAQs - CAR PARKING CHANGES

On Saturday 1 October 2022 our new car parking contractor and service provider, Saba UK, will take over the running of the Royal Cornwall Hospitals NHS Trust car parks on behalf of the Trust, noting the Trust now maintains full ownership of the car parks and oversight of the service.

This includes the management of all patient, visitor and staff car parks, the management of all patient concessions and staff permits for West Cornwall Hospital, Penzance; St. Michael's Hospital, Hayle; and Royal Cornwall Hospital, Treliske.

THIS FAQ DETAILS SOME THE QUESTIONS YOU MAY HAVE REGARDING THE MANAGEMENT OF STAFF PERMITS. Further communications will be made relating to the management of patient and visitor car parks in the next few days.

1. WHEN WILL WE KNOW THE PRICE STRUCTURE FOR THE NEW COMPANY AS WE NEED TO KNOW AS SOON AS POSSIBLE IN CASE ALTERNATIVE ARRANGEMENTS ARE NEEDED?

A. Prices will remain the same for visitor parking and staff parking, however we will be making some minor adjustments, which will not involve any increases in charges as indicated in Question 2 below.

2. WILL THERE BE AN INCREASE IN CHARGES OR ANY CHANGES TO THE PAYMENT STRUCTURE?

A. Whilst we are not increasing any of the staff rates, there are some clarifications on charges for each category and a beneficial change in the banding threshold for the higher rate charges. Please see the table at the bottom of the FAQs to see the banding threshold.

3. MY PERMIT DOESN'T EXPIRE UNTIL 5 OCTOBER, WHAT HAPPENS BETWEEN 1 AND 5 OCTOBER?

Your existing permit is still valid until 6 October. Your new permit will then apply from 7 October 2022. Permit renewals opens on **21 September 2022**.

All staff who currently purchase a staff e-permit via the Q-Park portal will need to cancel their direct debit with Q-Park.

4. I USED THE PAY AS YOU GO CARD. WILL SABA HONOUR ANY MONIES I HAVE ON THE CARD? AND WILL I BE ABLE TO USE THE CARD?

No, you need to seek a refund from Q-Park lodge **before 30 September 2022**. Any refunds up to £10 will be paid in cash, any above this will be paid via BACS transfer so a brief application will need to be completed.

You can also call 01872 272834 or email ggb.truro@q-park.com.

We expect the transition arrangements to go smoothly but where there are specific issues on current card credits or if you have any other questions or any problems in receiving your refund, please email rcht.carparking@nhs.net so we can help resolve them.

5. I DON'T HAVE A PERMIT NOW BUT WOULD LIKE TO LOOK AT ONE FOR THE FUTURE, DEPENDING ON PRICE/T&C'S, HOW DO I DO THIS?

Please take a look at the [RCHT Car Parking Policy](#) and make your application from the **21 September 2022**. Permits will be prioritised based on the answers you provide and depending on the number of applications received.

6. WILL ONE PERMIT COVER ALL THREE SITES?

Yes, however there is no general staff car parking available at West Cornwall Hospital.

7. WHAT HAPPENS IF I WASN'T ELIGIBLE FOR A PERMIT BEFORE, WILL IT CHANGE WITH THE NEW COMPANY?

No, we will be using the same prioritisation process set out in the [RCHT Car Parking Policy](#).

8. I HAVE A PERMIT BUT NO LONGER NEED ONE, WHAT DO I DO?

Please cancel this with Q-Park and if you have a Direct Debit, ensure this is also cancelled. If you are expecting a refund, this will be provided by Q-Park. Any problems in receiving your refund should be advised to the RCHT car parking team – rcht.carparking@nhs.net

Managers are asked to also contact colleagues who may be absent from work at this time to advise them of changes to the car parking arrangements.

9. WHAT IS THE SITUATION WITH FREE CAR PARKING OVERNIGHT THAT WE ARE ENTITLED TO?

Staff working night shifts from (18.30 – 09:00) will be entitled to free parking overnight as per NHS national guidance. If you work both night and day shifts, you will be entitled to park for free on the nights you park on site. We are currently working on the process for ensuring appropriate charging and will let you know details soon.

10. WILL THERE BE DAY PERMITS?

Yes, there will be. This will cost £3.50 per day. You can top up against your number plate using the Pay on Foot machines, once you have a pass. Further details to follow. The table of charges includes options for other multi-day passes.

11. WHAT IMPROVEMENTS WILL THERE BE AS THERE ARE LOTS OF SECURITY ISSUES SUCH AS LACK OF CCTV, NO CLEAR LINE MARKINGS FOR SPACES SO BUMPS HAPPEN?

We will be working with Saba UK to provide improvements to the car parks, and this is the responsibility of RCHT and the Estates team. We will let everyone know what we are planning soon.

12. WILL THERE STILL BE STAFF AVAILABLE FOR STAFF AND PATIENT QUERIES, INCLUDING OVERNIGHT?

The Treliske site will have a staff presence from 6am to midnight, Monday to Friday. Outside of these hours, off-site support can be found using the intercom call button at the payment machines or entry / exit barriers, 24 hours a day, 7 days a week. More information can be found here: <https://www.sabaparking.co.uk/faq>

13. HOW CAN I PAY FOR MY PERMIT?

You will be able to pay by Credit Card or Debit Card either with a one-off annual payment or by setting up a monthly payment using the online system. There won't be a direct debit option, it will work in a similar way to an online subscription like Amazon. If you have an existing direct debit with Q-Park don't forget to cancel this at the end of September 2022.

14. WILL THERE BE DISCOUNTS FOR LONG STAY?

Yes, visitors who will be on site for a week or longer can buy discounted tickets at the same prices as before.

15. WILL THERE BE FREE PARKING FOR BLUE BADGE HOLDERS?

Yes, free parking will continue for Blue Badge Holders. Staff must apply for a permit in the normal way selecting the option for blue badge. You will be required to provide evidence of your blue badge prior to your free permit being issued.

16. THERE IS LIMITED CONSULTANT PARKING, WILL THIS CHANGE?

There is considerable building work being undertaken now that is affecting all parking across the site. We will continue to review this as changes are made and ensure that parking is prioritised for the appropriate staff groups. However, you may not be able to park where you did before.

17. WILL A PERMIT GUARANTEE ME A PARKING SPACE?

No, we cannot guarantee you a parking space, however we will do everything we can to ensure everyone can park. If you work during office hours (Mon-Fri, 06:00-19:00) we would recommend you consider the Park & Ride (Park for Truro) services. This can be as little as £1.40 per day.

18. I AM ON SITE TWO DAYS A WEEK; DO I HAVE TO HAVE A FULL PERMIT?

You can apply for an Alternative Transport/Flexible User permit, this will provide you with parking for 104 days of the year. However, depending on your working hours, you may find it more cost effective to use the Park and Ride service.

19. I HAVE RECEIVED A PARKING CHARGE, WHAT SHOULD I DO?

Colleagues need to be mindful of the importance of parking appropriately on site. Maintaining an appropriate Parking Charge system that is fair to staff and visitors and maintains site access for the safety of our patients, visitors and all staff. You may have been issued with a Parking Charge as you have parked in contravention of the car parking terms and conditions. The Parking Charges will be set out in the final guidance.

Details will also be provided on how you should pay for a fine and information on parking charges is included in the [car parking policy](#).

20. WILL I HAVE A PHYSICAL PERMIT?

No, Saba UK will be using ANPR (Automatic Number Plate Recognition) to identify vehicles. Please ensure your number plates are kept clean, and the design conforms to the UK legal standard. You will not be able to park if the system cannot read the number plate. The system will be introduced during October and through the transition process from Q-Park to Saba UK.

21. CAN I REGISTER MORE THAN ONE CAR?

Yes, you can register up to three vehicles, however only one vehicle per application will be able to access the car park at a time.

22. THE CHARGES ON THE SABA WEBSITE WHEN YOU GO THROUGH THE APPLICATION PROCESS ARE DIFFERENT TO WHAT WE HAVE BEEN TOLD. WHY IS THIS?

There was a glitch in the payment system which has now been rectified. Charges are not increasing, and you won't be charged more for your new permit (on a like for like basis).

23. WHY IS THE PAY MONTHLY OPTION ONLY FOR 3 MONTHS IN 12? SURELY IF I AM CHOOSING TO PAY MORE PER MONTH, THAT IS MY CHOICE?

We have changed this so there is now no longer any restriction on the number of monthly permits you can buy.

24. DO I NEED A PERMIT TO PARK OVERNIGHT ONLY?

Yes, you will, as your number plate will need to be registered on the Saba system for you to gain access. If you don't have an e-permit, the barrier won't open. Overnight only permits are free.

25. I WORK A MIX OF DAY AND NIGHT SHIFTS, HOW DO I KNOW WHICH PERMIT I SHOULD GET TO COVER THE FREE OVERNIGHT PARKING, SO I DON'T PAY FOR THAT?

The process remains unchanged between Q-Park and Saba. Therefore, you will need to work out which permit is most cost effective for you, as it will depend on the split of day and night shifts. For some people it may be cheaper to pay daily for daytime parking, for others it will be cheaper to buy a monthly or annual permit and be refunded for the occasions when you are parking at night.

26. THE GOVERNMENT NATIONAL DIRECTIVE SAYS FREE PARKING IS UNTIL 08:00AM BUT ON THE TABLE OF CHARGES IT SAYS 07:45AM. OFTEN MY SHIFT DOESN'T FINISH UNTIL LATER, WILL I GET CHARGED FOR STAYING AFTER 08:00AM?

We have amended this. If you arrive after 18:30 you will be considered as working a night shift and will be able to leave up to 09:00 the following morning. Should there be extenuating circumstances and you are unable to leave until later, you will not be charged.

27. I HAVEN'T HAD A SECOND EMAIL ASKING IF I WANT TO PAY MONTHLY OR ANNUALLY. DOES THIS MEAN MY APPLICATION HAS NOT BEEN AGREED?

No, your email asking if you want to pay monthly or annually will come through soon, before you can pay for your permit. Existing Q-Park permits remain valid until your new Saba

e-permit is live – please leave your Q-Park or your paper copy of your Saba application on your dashboard.

28. ON THE TABLE, THE END TIME FOR DAY PASSES SAYS 11.59, IS THIS CORRECT? THAT MEANS UNTIL NOON.

This will be amended on the table to be clear it is until 11.59 pm i.e. 23:59

29. CFT STAFF DON'T PAY FOR PARKING WHEN THEY GO TO WORK, SO WHY DO WE?

Unfortunately, we simply don't have enough space on our hospital sites for all of those who would want to park here. If we offered free parking on site, this would disadvantage colleagues who do not meet the criteria for an on-site permit and have to use park and ride or other paid-for car parks. Our on-site staff parking charges have been kept at a level that for most people is about the same as the cost of using the park and ride service. Prices remain the same and for some colleagues will be less, as we have also changed the threshold for the lower cost permit.

30. WHY CAN'T THE TIMES OF THE PARK AND RIDE BE LONGER TO HELP STAFF WHO WORK SHIFTS AND CAN'T USE THE BUS AS THEY DON'T OPEN EARLY ENOUGH NOR DO THEY CLOSE LATE ENOUGH?

As this is owned and managed by Cornwall Council, we are unable to dictate the timetable. We will continue to discuss this with Council colleagues to see if we can work together to enable the service to better fit around our many shift patterns.

31. WHY DID STEVE WILLIAMSON SAY HE IS CONCERNED ABOUT STAFF AND IS LOOKING AT WHAT HELP CAN BE GIVEN DUE TO THE COST OF LIVING CRISIS. WHY WEREN'T PARKING CHARGES REDUCED OR ABOLISHED?

Our People and OD team is looking at ways RCHT can support colleagues and we can support each other with cost of living pressures. As part of this, we will be reviewing car parking charges in the next few months, but this will have to take into consideration the impact on those who are not eligible to park on our hospital sites. We will be organising a Teams Q&A session to have a conversation about what more we can do.

32. I HAVE A QUESTION THAT IS NOT ANSWERED HERE, WHAT CAN I DO?

Please email rcht.carparking@nhs.net with your details and we will answer your question that way.

STAFF PERMIT BANDING THRESHOLD

PERMIT TYPE	FULL TIME SALARY OF £33,706 OR <u>OVER</u> PER ANNUM		FULL TIME SALARY OF <u>UNDER</u> £33,706 PER ANNUM		ACCESS TIMES
	OVER 22.5 HRS PER WEEK	22.5 HRS OR LESS PER WEEK	OVER 22.5 HRS PER WEEK	22.5 HRS OR LESS PER WEEK	
GENERAL CAR USER	£330	£220	£250	£167	24/7 no restrictions
NIGHT SHIFT ONLY	NIL	NIL	NIL	NIL	18.30-09.00
ESSENTIAL CAR USER	£330	£220	£250	£167	24/7 no restrictions
BLUE BADGE HOLDER (ACCESSIBLE PARKING)	NIL	NIL	NIL	NIL	24/7 no restrictions
DRIVESHARE PERMIT	£220	£147	£167	£111	24/7 no restrictions
CONSULTANT PERMIT	£500	£334	N/A	N/A	24/7 no restrictions
TRUST EXECUTIVE BOARD PERMIT	£500	£334	N/A	N/A	24/7 no restrictions
ALTERNATIVE TRANSPORT & FLEXIBLE USE (GCU CAR PARKS)	£132	£88	£100	£67	104 days per year
ALTERNATIVE TRANSPORT & FLEXIBLE USE (CONSULTANT CAR PARKS)	£200	£134	N/A	N/A	104 days per year
RESIDENT PERMIT	£330	N/A	£250	N/A	24/7 no restrictions
MONTHLY PERMIT	£30 per month		£25 per month		24/7 no restrictions
7-DAY TICKETS (Applicants awaiting new permit issue)	£10.00				24/7 – 7 days only
DAILY TICKET	£3.50				Single day (00.00-23.59)