



# HOSPITAL PARKING CHARGES TASK GROUP MEETING

**Wednesday, 5th October, 2011**

**6.00 pm**

**Town Hall, Watford**

**Publication date: Date Not Specified**

**CONTACT**

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Rosy Wassell on 01923 278375 or by email – [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk) (Minicom available on 01923 278499).

Welcome to this meeting. We hope you find these notes useful.

## **ACCESS**

Access to the Town Hall is via the Customer Service Centre, accessed from the visitors' and Members' car parks.

Visitors may park in the staff car park after 4.00 p.m. and before 7.00 a.m. This is a Pay and Display car park; the current charge is £1.50 per visit.

The Committee Rooms are on the first floor of the Town Hall and a lift is available. Induction loops are available in the Committee Rooms.

## **TOILETS (including disabled)**

Toilets are situated on the first floor, near the Committee Rooms.

## **FIRE/EMERGENCY INSTRUCTIONS**

In the event of a fire alarm sounding, vacate the building immediately following the instructions given by the Democratic Services Officer.

- Do not use the lifts
- Do not stop to collect personal belongings
- Go to the assembly point at the Pond and wait for further instructions
- Do not re-enter the building until authorised to do so.

## **MOBILE PHONES**

Please ensure that mobile phones are switched off before the start of the meeting.

## **TASK GROUP MEMBERSHIP**

Councillor K Collett (Chair)

Councillors K Brodhurst, K Hastrick, P Jeffree and M Meerabux

- 1. APOLOGIES FOR ABSENCE**
- 2. NOTES OF THE MEETING ON 31 AUGUST 2011** (Pages 1 - 4)
- 3. QUESTION AND ANSWER SESSION WITH ERIC FEHILY, WATFORD GENERAL HOSPITAL** (Pages 5 - 12)
- 4. DATE AND TIME OF NEXT MEETING**

To be confirmed

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## HOSPITAL PARKING CHARGES TASK GROUP

31 August 2011

Present: Councillor Collett (Chair)  
Councillors Brodhurst, Hastrick, Jeffree and Meerabux

Officer: Committee and Scrutiny Officer  
Committee and Scrutiny Support Officer

### 1. ELECTION OF CHAIR

The Task Group was asked to elect a Chair for the Task Group.

AGREED

that Councillor Collett is elected Chair of the Hospital Parking Task Group.

### 2. APOLOGIES FOR ABSENCE

There were no apologies for absence.

### 3. DISCLOSURES OF INTEREST

There were no disclosures of interest.

### 4. SCOPE FOR THE TASK GROUP AND DISCUSSION

The Task Group reviewed the scope and the documents with which they had been provided and advised that they considered that sufficient information had been included.

The Committee and Scrutiny Officer suggested that were they to require any additional information they could contact the Committee and Scrutiny Support Officer and she would research the required information.

ACTION: All (if required)

The Committee and Scrutiny Officer suggested that Members might wish to produce a list of questions for the Associate Director, Strategic Developments, at Watford General Hospital who had advised that he would be willing to attend a meeting of the task group to answer queries. The Associate Director would then be able to research the questions prior to attending the meeting.

#### Concessions

Members addressed the issue of concessions. They considered that information on concessions was not readily available for patients and visitors and that those details that were provided were difficult to understand.

Members discussed the possibility of using public transport to travel to the hospital. It was noted, however, that most patients were elderly or physically frail and were consequently unable to use this method of travel.

Members wished to ask the Associate Director:

- How patients and visitors could make use of concessions
- How information was communicated to patients and visitors and whether staff on the wards were fully aware of concessions available.
- Whether the information on concessions could be communicated to patients and visitors in a simpler way.

#### Scale of Charges and Use of Revenue

Members discussed parking costs and noted that charges for Watford were the highest in the area at £4.00 for three hours; the daily rate was also considerably higher than at other hospital trusts.

The Committee and Scrutiny Officer advised that the Task Group needed to consider whether the hospital used revenue collected from parking charges in order to fund services. Consequently any cuts in the charges could have a direct impact on services provided.

One Member suggested that the high costs in the car park were intended to discourage drivers parking and then walking to the town centre.

Another Member said that high costs for parking would discourage car use thus promoting energy saving. The Member added that a comparison could be made between costs in town centre car parks and parking at the hospital.

**ACTION:** Committee and Scrutiny Support Officer

Questions for the Associate Director on the issue of charges included:

- Why charges for parking started at £4.00.
- How the charges were calculated (to include calculation for staff parking)
- What revenue was raised by Watford General Hospital's charges during the period 2009/2010 and whether this information could be publicised.
- Could a breakdown of the costs and also use of funds be provided

#### Methods of Revenue Collection

Members discussed methods of parking charges' collection. It was considered that the 'Pay and Display' option could lead to a loss of revenue through visitors 'donating' unexpired tickets to new arrivals whereas 'Pay on Exit' would result in 100% collection. Members noted the disadvantages of this method which included higher capital costs.

One Member stated that in the past a 'change station' had been provided for visitors who did not have the correct coins; this facility was no longer available. Another Member said that whilst it was possible to pay by debit or credit card this resulted in the addition of an extra 30p to the cost.

The Committee and Scrutiny Officer said that questions would be compiled by the Support Officer and then sent by email to Members. She asked that Members then added any further questions they had and return the completed information to Democratic Services. Once completed the questions would be forwarded to the Associate Director in preparation for the next meeting.

**ACTION:** Task Group members and Committee and Scrutiny Support Officer

In reply to a Member, the Committee and Scrutiny Officer said that the Associate Director might be able to advise on other organisations who could be consulted.

The Disability Forum was suggested as a useful group to contact; the Chair added that it would be beneficial to contact the Patient Advice and Liaison Service (PALS).

**ACTION:** Committee and Scrutiny Support Officer

**AGREED –**

that the Associate Director, Strategic Developments, be invited to a future meeting to answer queries raised by Members.

## 5. **DATE AND TIME OF NEXT MEETING**

- To be confirmed

Members agreed that 6.00 p.m. would be the optimum time to hold the meeting.

The meeting started at 6.00 p.m.  
and finished at 7.00 p.m.

Chair  
Hospital Parking Charges Task Group

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## QUESTIONS FOR ASSOCIATE DIRECTOR

### Concessions

- How can patients and visitors make use of the concessions
- How is information on concessions communicated to patients and visitors?
- Could the information be made more user-friendly – could this information be advised/communicated to patients and their families more simply
- Concession information is very complicated – could these charges be explained to Members
- Staff on the wards do not seem to have any information on concessions – is this information provided to staff?

### Scale of Charges

- Why does the scale of charges start at £4.00? This is considered to be very high in comparison to other hospitals.
- How are costs for parking calculated? Could the extrapolation of charges (page 15 DoH Income Generation) be demonstrated?
- How much of the £909,401 on page 38 was raised by WGH?
- Could hospital publicise how revenue from the car parks is used? – with a breakdown of costs and use of funds
- Please give an example of how staff are charged to park.

### Use of 'Pay and Display'

- In the past a 'change station' was available. Could this be re-instated?
- Why was the Pay and Display system chosen rather than Pay on Foot/Barrier?

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Dear Town Hall Car Park User

As you are no doubt aware we have been carrying out a review of staff parking charges in the Town Hall car park. With this in mind a report was sent to Leadership and it has been agreed following consultation with Unison to introduce flat rate charging, this means that staff will no longer be charged for parking according to engine size or pay grade, but will be based on the amount of days you park.

We are proposing that going forward the new charges for parking will be £1.50 per day and as before annual charges will be based on 44 weeks and will be deducted from your salary as at present.

This means the new charging structure is as below:-

<b>Charge Band</b>	<b>Days Per Week</b>	<b>Amount Per Year</b>	<b>Monthly Salary Deduction</b>
A	5 Days a week	£330	£27.50
B	4 Days a week	£264	£22.00
C	3 Days a week	£198	£16.50
D	2 Days a week	£132	£11.00
E	1 Day a week	£66	£5.50
Essential Users	As required	£0	£0
Blue Badge Holders	As required		No Change
Elected Members	As required		No Change

It is envisaged that these changes will be implemented as of 15th August and the changes should be seen in your August pay slip (providing we are able to get the information to Payroll in time). We would however like to consult you all on these changes therefore any comments should be sent by email to Clive Goodchild Facilities and Emergency Planning Manager [clive.goodchild@watford.gov.uk](mailto:clive.goodchild@watford.gov.uk) no later than 1200noon Friday 29th July 2010.

You are also reminded that as of the 1st August the 10 blocking bays will be for the exclusive use of the BBC, therefore from this date staff should not park in them. You may have also noticed that some ground works have taken place recently to open up the last two remaining WBC blockin bays so they are now normal access bays. The loss of these bays should not cause any extra congestion as Environmental Health and Licensing will be moving to Wiggshall Depot prior to 1st August which will give us a net gain of 17 spaces, these spaces will not be offered to staff not currently in the parking scheme or new staff coming into the authority unless they are coming into an existing essential user role or hold a blue badge.

Regards

David Howard  
Deputy Facilities Manager & Civic Mace Bearer  
Facilities Management  
Legal & Property Services  
Tel 01923 278096  
email [david.howard@watford.gov.uk](mailto:david.howard@watford.gov.uk)

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### Parking Tariffs

	Kings, Queens, Palace and Church	Gade		Sutton	Gade - above Level 3
Up to 1 hour	£1.00	£1.00	Up to 1 hour	£1.00	£1.00
Up to 2 hours	£1.50	£1.50	Up to 2 hours	£1.50	£1.50
Up to 3 hours	£2.00	£2.00	Up to 3 hours	£2.00	£2.00
Up to 4 hours	£2.50	£2.50	Up to 4 hours	£2.50	£2.50
Up to 5 hours	£4.50	£4.50	Up to 5 hours	£4.50	£4.50
Up to 6 hours	£8.00	£8.00	Over 5 hours	£5.00	£5.00
Up to 7 hours	£12.00	£12.00	Out of hours	£5.00	£5.00
Over 7 hours	£16.00	£16.00			
Out of hours	£5.00	£5.00			

**Lost tickets are charged at the full daily rate.**

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## Car parks - council

The council operate several surface car parks within the borough. These are listed below together with their tariffs. All of the multi storey car parks in the town centre are operated by the Harlequin Centre - tel: 01923 250292 for further details or click on the link in the External links section.

Car park	Method of payment	Tariff	Season tickets
<b>Bushey Arches WD19</b> at junction of Chalk Hill & Pinner Rd	Free	N/A	N/A
<b>Radlett Road WD24</b> nr allotments/playing fields	Free	N/A	N/A
<b>Longspring WD24</b> at junction of Longspring & St Albans Rd entrance Off Longspring	Pay and display	See below	N/A
<b>Harebreaks WD24</b> at junction with The Harebreaks and St Albans Road	Pay and display	See below	N/A
<b>The Avenue WD17</b> centre of round-a-bout entrance off Hempstead Rd	Pay and display Motorcycles free in signed bays only	See below	£400 for 6 months
<b>Town Hall WD17 3EX</b> rear of Town Hall entrance off Hempstead Rd	Pay and display Motorcycles free in signed bays only (see below for operational hours)	See below	N/A

### Tariff for Longspring car park

Monday to Saturday 8.30am to 5.00pm

- Up to 1 hour - 50p
- 4 hours - £1.00
- Over 4 hours - £2.00

### **Tariff for The Harebreaks car park**

Monday to Saturday 8.30am to 5.00pm

- 1 hour - 50p
- 4 hours - £1.00

### **Tariff for The Avenue car park**

Monday to Sunday 7am until 6pm

- 1 hour - 60p
- 2 hours - £1.20
- 3 hours - £1.80
- 4 hours - £2.40
- All day to midnight - £5
- 6pm until midnight = £1.50 flat rate

### **Tariff for Town Hall car park (closed to the public until 4pm, Monday to Friday)**

Monday to Friday

- 4pm until midnight = £1.50 flat rate

Saturday and Sunday, 7am until 6pm

- 1 hour = 60p
- 2 hours = £1.20
- 3 hours = £1.80
- 4 hours = £2.40
- All day to midnight = £5
- 6pm until midnight = £1.50 flat rate

There are a limited number of six monthly season tickets for The Avenue car park. Please telephone the Parking Shop on 01908 223508 for availability.

If you experience any problems with the pay & display machines, tel: 01908 265265. Available 24 hours.

Disabled Badge Holders - please note: there are special wide disabled bays in the pay and display car parks, however **you are required to purchase a ticket** as well as displaying your badge.