

Trust Board

Agenda Item	12	Date: 29 March 2017																																																			
Title of Report	VISITOR CAR PARKING CHARGES																																																				
Purpose of the report and the key issues for consideration/decision	Visitor car parking charges were last increased in 2015. The Trust has kept charges static for around two years and it is proposed that the Trust now reviews these charges and considers an increase with effect from April 2017.																																																				
Prepared by: Name & Title	David Evans, Associate Director of Estates and Facilities																																																				
Presented by:	David Evans, Associate Director of Estates and Facilities																																																				
Action Required (please X)	Approve	X	Adopt	Receive for information																																																	
Strategic/Corporate Objective(s) supported by this paper	Financial performance																																																				
Is this on the Trust's risk register?	No		Yes	X (BAF)	If Yes, Score 20																																																
Which Standards apply to this report?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">CQC</td> <td style="text-align: center;">x</td> </tr> <tr> <td>NHSLA</td> <td style="text-align: center;">x</td> </tr> <tr> <td>BAF Objectives</td> <td style="text-align: center;">x</td> </tr> <tr> <td>WWL Wheel</td> <td style="text-align: center;">x</td> </tr> </table>					CQC	x	NHSLA	x	BAF Objectives	x	WWL Wheel	x																																								
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Have all implications related to this report been considered?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 10%;">Yes/No/NA</th> <th style="width: 10%;">Any Action Required</th> <th style="width: 20%;"></th> <th style="width: 10%;">Yes/No/NA</th> <th style="width: 10%;">Any Action Required</th> </tr> </thead> <tbody> <tr> <td>Finance Revenue & Capital</td> <td style="text-align: center;">YES</td> <td></td> <td>Equality & Diversity</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> </tr> <tr> <td>National Policy/Legislation</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> <td>Patient Experience</td> <td style="text-align: center;">YES</td> <td></td> </tr> <tr> <td>NHS Contract</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> <td>Governance & Risk Management</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> </tr> <tr> <td>Human Resources</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> <td>Terms of Authorisation</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> </tr> <tr> <td>Consultation/Communication</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> <td>Human Rights</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> </tr> <tr> <td>Other:</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> <td>Carbon Reduction</td> <td style="text-align: center;">Na</td> <td style="text-align: center;">Na</td> </tr> <tr> <td colspan="6">If action required please state:</td> </tr> </tbody> </table>						Yes/No/NA	Any Action Required		Yes/No/NA	Any Action Required	Finance Revenue & Capital	YES		Equality & Diversity	Na	Na	National Policy/Legislation	Na	Na	Patient Experience	YES		NHS Contract	Na	Na	Governance & Risk Management	Na	Na	Human Resources	Na	Na	Terms of Authorisation	Na	Na	Consultation/Communication	Na	Na	Human Rights	Na	Na	Other:	Na	Na	Carbon Reduction	Na	Na	If action required please state:					
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Previous Meetings

Please insert the date the paper was presented next to the relevant group

ECC	Audit Committee	Quality & Safety Committee	Finance & Investment Committee	Management Board	IM&T Strategy Committee	HR Committee	NED	Other
Na	Na	Na	Na	Na	Na	Na	Na	CoG 8.3.17

VISITOR CAR PARKING CHARGES

TRUST BOARD – FOR APPROVAL – 29 MARCH 2017

EXECUTIVE SUMMARY

Visitor car parking charges were last increased in 2015 having previously remained static since 2013.

The Trust has kept charges static for around two years and it is proposed that the Trust now reviews these charges and considers an increase with effect from April 2017, which will deliver a full year increase in income of circa £100k. This is already incorporated into the Trust's financial planning through the E&F Division for 2017/18.

BACKGROUND

Traditionally the Trust has managed to maintain its car parking charges at a level that is considered to be reasonable and consistent with other local Trusts. The last increase in visitor charges was in August 2015 and given the financial challenge being faced it is now considered the right time to review the charges again.

In recent years the Trust has invested in excess of £2.0 million in improved parking facilities at all of its sites. A significant part of this investment was the purchase of Mesnes Terrace Multi storey car park in Wigan Town Centre, which enabled staff parking moving to this off-site facility which in turn freed up spaces at the RAEI for patients and visitors. We have also increased car parking capacity for our visitors at the Thomas Linacre Centre, Wrightington Hospital and made improvements at Leigh Infirmary, with particular emphasis on increasing disabled car parking spaces.

Two of the Trusts sites now have "pay on exit" barrier controls which not only meet with guidance from the Department of Health with visitors paying for the actual length of stay, but also maximises income by ensuring all visitors pay the appropriate charge rate.

The Trust is still investing in further improvements to car parking with new pay and display machines on order at a cost of £60k and a further 76 visitor spaces, which includes 13 disabled spaces, being created this year at the RAEI on the site of the former Pathology Laboratory with direct access into the main hospital street at a cost of around £400k.

Feedback from RAEI users suggests that parking on the site is now much better than it was in the past. Despite all of these improvements to date we are continually looking at further opportunities to improve parking and accessibility for our patients and visitors.

A number of options have been reviewed and considered by the Executive Team at ECC, and this paper puts forward a proposal which will be as fair and equitable across the board but will also deliver an increase in revenue of £100k full year effect.

It should also be noted that ECC have agreed to a similar level of increase for staff car parking charges. This is currently going through a consultation with Staff Side and LNC prior to submission to Trust Board for approval in April 2017.

CURRENT POSITION

The current charging arrangements were implemented in 2015 following extensive consultation and approval by the Trust Board and are based on staged hourly rates shown on table 1 – below.

The Trust continues to operate a number of concessions which are in addition to those identified in HC111 - Help with Health Costs and are published on our website:

- Any oncology patient who attends the Trust for frequent regular treatment will receive free parking for the length of their treatment. This criterion was agreed by Macmillan Cancer Support
- Any patients attending clinics at the Trust for a minimum of one day a week for an extensive period will receive free parking.
- Visitors of patients hospitalized for more than 2 weeks (14 days), will be offered free parking for the remainder of the patient's stay from day 15 onwards.

The total income based on the above criteria for 2015/16 was £1,077,351 inclusive of VAT.

CURRENT AND PROPOSED CHANGES TO VISITOR CHARGES

The option which was agreed at ECC and is recommended for approval by the Trust Board is shown in the table below.

Table 1: Increase current charges by a flat 10%, or similar amounts that allow 'ease of use' for coinage.

Stay Hours	Current Tariff	Proposed Tariff	Proposed Tariff (Ease of use)
0 to 30 minutes drop off	Free	Free	Free
0 to 1 at Wrightington and TLC only due to service need for shorter stay period eg blood tests etc.	£1.50	£1.65 (10%)	£1.70 (13.33%)
1 to 2	£2.50	£2.75 (10%)	£2.70 (8%)
2 to 4	£4.50	£4.95 (10%)	£5.00 (11.11%)
4 and above	£6.00	£6.60 (10%)	£6.50 (8.33%)

Key points to note include:

- Last increase Aug 2015.
- More improvements made during the last few years (Wrightington, RAEI imminently and TLC)
- Maintains most flexibility due to staged tariff which was a specific requirement of the Trust Board when previously reviewed.
- Minimises complaints from short stay visitors.
- Will be the second lowest minimum charges of surrounding Trusts (see appendix 1).
- Second highest maximum charge.
- Delivers a CIP (Cost Improvement Plan) of circa. £100k Full Year Effect.

- Concessions listed above remain the same; however, we have revisited these to ensure where possible we take account of NHS guidance and other local issues. Changes to the above include:
 - Any relative/carer of a patient remaining on site for a continual period in excess of two full weeks will be eligible for an exemption certificate to ensure no further charges are levied.
 - Eligibility criteria for exemptions to be updated to include carers.
 - Pay on exit systems to be programmed to ensure an absolute maximum charge of £12 only for a continual stay.

CONSULTATION WITH COUNCIL OF GOVERNORS

As part of the consultation process, a paper was presented to the Council of Governors at its meeting on 8 March 2017, where the following comments related to the proposal were expressed along with the E&F responses following consideration:

- Rounding up or down for ease of change was agreed as a good idea.
- It was thought that a maximum charge of £6.50 was high for low income families – **This represents a 50p increase on the previous all day tariff which is less than the Wigan Council charge of £8 in town centre car parks. Patients and visitors on low income and receiving Income Support, Working Family Tax Credit, Pension Credit Guaranteed Income and Employment Support Allowance (Income based), Job Seekers Allowance (Income based) and Universal Credit, can reclaim charges in accordance with HC2 and EC111, upon production of the appropriate evidence.**
- Could we consider introduction of a weekly pass? – **We are not convinced this would be a major benefit, therefore recommend a 3 month trial to evaluate take up and possible loss of income at a weekly discounted rate of £30.**
- Can the current exemption for visitors of patients in hospital be reduced from 14 days to 7 days? – **This would have an impact on revenue and therefore would recommend a compromise by reducing to 12 days.**
- Would the new pay and display machines issue change? – **The new machines don't give change or accept notes; however, they do give the ability to pay by card. Change machines are being upgraded across the sites also.**
- Concessions need to be communicated better – **Once approved this will be taken forward in conjunction with the Communications and Security Teams.**

CONCLUSION

Appendix 1 shows the current car parking charges being levied by surrounding Trusts for comparison purposes. Whilst it is very difficult to undertake exact comparisons due to the differing structures the factors to be considered are:

- The current visitor tariff being charged by WWL is the second- lowest minimum charge of local Trusts.
- WWL has the second-highest maximum charge after Preston/Chorley which has a flat rate of £10 after 6 hours.
- Since visitor charges were last increased in 2015, the Trust has continued to invest in the order of £2.5 million in improvements to car parking at Leigh, Wrightington, TLC and currently at the RAEI site with a continued emphasis on the top priority for our patients and visitors.
- Exemptions have been reviewed and changed in light of NHS guidance and other current issues.
- The comments of Governors have been considered and comments noted in the section above.

RECOMMENDATION

Having considered the options at ECC and the comments made during consultation with the Council of Governors, the Trust Board is requested to:

1. Approve the proposal to increase car parking tariffs by circa.10% but to the rates shown for 'ease of use' of the users, i.e. £1.70, £2.70, £5.00 & £6.50.
2. Approve the new charges being implemented from April 2017, which is most likely to be after the Easter break once the new pay and display machines are in place and appropriate communications have taken place.
3. Approve the changes to the concessions identified above, with the website and other patient/visitor information being updated to reflect these.
4. Approve the recommended changes which result from the Governors comments.

The Estates and Facilities department will continue to explore ways of providing additional visitor car parking capacity at all Trust sites to further improve our patient experience and access. Particular emphasis will be given to the creation of additional disabled bays as close as possible to hospital entrances.

David Evans
Associate Director of Estates and Facilities.
20 March 2017.

APPENDIX 1 - comparison of current visitor car parking charges (December 2016)

<p>Bolton</p> <p>0 to 24 hours - £3</p> <p><i>Minimum charge - £3</i></p> <p><i>Maximum charge - £3</i></p>	<p>Chorley/Preston</p> <p>0 to 6 hours - £3.00</p> <p>Over 6 hours - £10.00</p> <p><i>Minimum charge - £3.00</i></p> <p><i>Maximum charge - £10.00</i></p>
<p>Salford</p> <p>0 to 3 hours - £2.00</p> <p>3 to 4 hours - £3.00</p> <p>4 to 6 hours - £4.00</p> <p>6 to 8 hours - £6.00</p> <p><i>Minimum charge - £2.00</i></p> <p><i>Maximum charge - £6.00</i></p>	<p>Warrington</p> <p>0 to 5 hours - £3.00</p> <p>Over 5 hours - £5.00</p> <p><i>Minimum charge - £3.00</i></p> <p><i>Maximum charge - £5.00</i></p>
<p>Ormskirk</p> <p>0 to 2 hours - £2.90</p> <p>2 to 4 hours - £3.50</p> <p>4 to 8 hours - £4.30</p> <p>Over 8 hours - £5.30</p> <p><i>Minimum charge - £2.90</i></p> <p><i>Maximum charge - £5.30</i></p>	<p>Whiston</p> <p>20 min to 1 hour £1.00</p> <p>1 to 2 hours - £2.00</p> <p>2 to 3 hours - £3.00</p> <p>3 to 4 hours _ £4.00</p> <p>4 to 5 hours - £5.00</p> <p>5 to 6 hours - £6.00</p> <p><i>Minimum charge - £1.00</i></p> <p><i>Maximum charge - £6.00</i></p>
<p>WWL Current</p> <p>0 to 1 hours - £1.50 (TLC and Wrightington)</p> <p>0 to 2 hours - £2.50</p> <p>2 to 4 hours - £4.50</p> <p>Over 4 hours - £6.00</p> <p><i>Minimum charge - £1.50</i></p> <p><i>Maximum charge - £6.00</i></p>	<p>WWL Proposed (10% Increase)</p> <p>0 to 1 hours - £1.70 (TLC and Wrightington)</p> <p>1 to 2 hours - £2.70</p> <p>2 to 4 hours - £5.00</p> <p>Over 4 hours - £6.50</p> <p><i>Minimum charge - £1.70</i></p> <p><i>Maximum charge - £6.50</i></p>