

Traffic Management Policy

CATEGORY:	Policy
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PURPOSE	To set out the principles and framework for the management of traffic management within the Trust, to ensure all staff, visitors, contractors and other stakeholders understand their obligations and responsibilities.
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1 POLICY STATEMENT

- 1.1 The University Hospitals Birmingham NHS Foundation Trust (the Trust) through Consort Healthcare (Birmingham) Ltd is responsible for parking and traffic management at the Hospital Premises. The Trust is committed to providing effective on-site traffic management and ensuring parking facilities are safe, secure and accessible for all persons.
- 1.2 The aims of this policy are to ensure all vehicles have clear and safe access through the Trust premises and that designated parking facilities are safe, secure and accessible for users. This policy will set out the framework on how the traffic management service is managed within the Trust, in order that:
 - 1.2.1 Vehicles have clear and safe access to appropriate areas at the Hospital Premises;
 - 1.2.2 There is a safe and secure parking environment with regards to persons, functionality, physical assets and personal property;
 - 1.2.3 There is a unified and structured approach to the management of parking and traffic management within the Trust with all due consideration of legislative, regulatory and mandatory obligations;
 - 1.2.4 All persons are aware of their roles, responsibilities and obligations with regards to parking and traffic management matters;
 - 1.2.5 The Trust has in place proactive and effective procedures for the management of parking and traffic management related matters; and
 - 1.2.6 Incidents are effectively dealt with in an orderly, consistent and effective manner.

2 SCOPE

This policy applies to all UHB staff, including agency, locums and contractors personnel, and as appropriate to patients and visitors associated with the University Hospitals Birmingham NHS Foundation Trust involved in Trust business on Trust premises.

3 FRAMEWORK

- 3.1 This section describes the broad framework for traffic management throughout the Trust. Detailed instructions are provided in the associated procedural documents.
- 3.2 The New Hospital Project Director shall approve all procedural documents associated with this policy and any amendments to such documents, and is responsible for ensuring that such documents are compliant with this policy.
- 3.3 The Trust shall implement procedures for the management and control of traffic management related matters. Compliance with the Traffic Management Policy and Procedures shall be mandatory and enforcement

measures shall be implemented by the Traffic Management Service Provider who will take into account any acute emergency situations or mitigating circumstances. Failure by any member of staff to comply with such requirements may also result in consideration of the use of disciplinary action.

3.4 In order to achieve this, the Trust shall:

- 3.4.1 Clearly set out the responsibilities of staff and all people who use the facility to enable them to maintain a safe, secure and accessible parking environment;
- 3.4.2 Make available appropriate resources to implement this policy effectively;
- 3.4.3 Monitor the Traffic Management Service Provider against the relevant contractual performance parameters and specification;
- 3.4.4 Put in place measures that will enable the Trust to comply with relevant legislation and have regard to best practice guidelines;
- 3.4.5 Sustain cooperation by consulting with other key stakeholders e.g. Birmingham City Council, Neighbours, other Trusts, the Health and Safety Executive and other regulatory bodies;
- 3.4.6 Provide suitable support, advice and guidance to those involved and exposed to traffic management incidents.

3.5 **Management of Traffic Management Staff**

- 3.5.1 The duties, responsibilities, required capabilities, work prioritisation and day to obligations of traffic management staff are determined by the Trust's contract with Consort Healthcare (Birmingham).
- 3.5.2 The Trust General Manager shall act as the main focal point for ensuring the overall delivery of the traffic management services.

3.6 **Parking Facilities**

- 3.6.1 All vehicles parked on Trust property shall be parked at the owners risk and the Trust will not be held liable for any damage, however caused;
- 3.6.2 All people using the facilities are required to abide by the terms and conditions that are contained within the Trust's Traffic Management Procedures.

3.7 **Permit Administration**

3.7.1 Staff who wish to park on the Trust's premises are required to complete an application form and have this authorised by their line manager.

3.7.2 Upon termination of any UHB staff's employment, it shall be the responsibility of the line manager to ensure that any parking permit held by the individual has been returned.

3.8 Major Incidents & Serious Threats

In cases of serious incidents, the Trust's Major Incident Procedures may be adopted. In such circumstances, these procedures may temporarily be enacted and supersede other traffic management measures that are outlined within this Policy and its associated Procedures.

4 DUTIES

4.1 Chief Executive

The Chief Executive (CEO) is ultimately responsible for ensuring that there are effective arrangements in place for managing parking related matters and that this Policy and its associated procedures are implemented within all areas of the Trust.

4.2 New Hospital Project Director

The New Hospital Project Director shall act on behalf of the Board of Directors as the named Director with overall responsibility for traffic management within the Trust.

4.3 Trust General Manager

The Trust General Manager shall be responsible for ensuring compliance of the traffic management service provided by Consort Healthcare (Birmingham) and other third party providers within the PFI contract.

4.4 Consort HealthCare (Birmingham)

Consort HealthCare (Birmingham) are responsible for co-ordinating and delivering a professional parking and traffic management service through their nominated Traffic Management Service Provider. In so doing, Consort HealthCare (Birmingham) shall:

4.4.1 Manage and co-ordinate parking and traffic management on the Hospital Premises;

4.4.2 Provide, operate and maintain all designated parking equipment;

4.4.3 Monitor inappropriate or unauthorised parking at the Hospital premises and take appropriate action in accordance with the enforcement regime for inappropriate parking;

- 4.4.4 Ensure parking areas are clearly signed and designated at all times and that parking charges are clearly displayed;
- 4.4.5 Provide and manage the provision of parking permits at the Hospital Premises, and;
- 4.4.6 Provide specialist support, advice and assistance to users of the parking facilities.

4.5 Line Managers

Line Managers will be responsible for ensuring that the Traffic Management Policy and Procedures are complied with, which shall include:

- 4.5.1 Ensuring staff, as well as other workers deployed within their area, are aware of their traffic management responsibilities;
- 4.5.2 Ensuring that local parking procedures are adhered to and that all traffic management incidents are reported; and
- 4.5.3 Assist in any investigations of traffic management incidents

4.6 Employees and Other Workers

All staff are responsible for assisting and supporting in the provision of the traffic management service. In so doing employees are required to:

- 4.6.1 Comply with the Trust Traffic Management Policy and associated procedures, including local parking arrangements;
- 4.6.2 Report any actual or potential incidents in line with the Trust's Incident Reporting system;
- 4.6.3 Report any malfunctioning park equipment at the earliest possible opportunity;
- 4.6.4 Not interfere with or misuse any parking equipment, property or the environment as a whole;
- 4.6.5 Drive considerately and comply with all aspects of the Highway Code;
- 4.6.6 When parking off site they should do so with consideration to the local residents.

4.7 Commercial Contracts Management Directorate

- 4.7.1 The Commercial Contracts Management Directorate shall act as the central forum for collectively identifying, assessing and reviewing parking, risks and issues.
- 4.7.2 The Directorate shall report to the New Hospital Project Director for through the Trust General Manager.

5 IMPLEMENTATION

- 5.1 This policy shall be implemented by all levels of management in the Trust and shall be available to all staff on the intranet.
- 5.2 Consort's nominated Traffic Management Service Provider shall be available to provide advice, assistance and support on vehicle management matters for the Queen Elizabeth and Selly Oak sites.
- 5.3 The Trust Commercial Contracts Management Directorate shall be available to provide advice, assistance and support on vehicle management matters including the following:
 - 5.3.1 Traffic Management Policy and Procedures;
 - 5.3.2 Risk assessment of vehicle management;
 - 5.3.3 Monitoring of the Traffic Management Service Provider

6 MONITORING

- 6.1 In order to establish the effectiveness and the extent of compliance with this policy and its associated procedures, as well as to provide independent assurance that an appropriate and effective system of managing parking related issues is in place, the following monitoring arrangements have been put in place:
 - 6.1.1 The capacity, performance of the contract and progress of Traffic Management issues will be monitored by the Trust General Manager who shall be responsible for regularly reviewing and updating this policy;
 - 6.1.2 The overall performance of third party provides shall be reviewed quarterly by the Trust General Manager in accordance with the relevant contract taking into account the Traffic Management Policy.
 - 6.1.3 The day to day traffic management service will be monitored in accordance with a programme of audits carried out by nominated Performance and Quality Advisors, reporting to the Head of Performance and Business Development within the Trust Commercial Contracts Management Directorate. In so doing a variety of key performance indicators will be assessed. Monthly contract meetings will be held with each of the service providers.

- 6.1.4 The Trust General Manager will assess trends related to vehicle incidents and report these to the Health and Safety and Environment Committee.

7 REFERENCES

- 7.1 New Hospital Project Agreement;
- 7.2 Department of Health 'Income Generation Car Parking Charges Best Practice for implementation' December 2006.

8 ASSOCIATED POLICY AND PROCEDURAL DOCUMENTATION

- 8.1 The Traffic Management Policy should be used in conjunction with the following policy and procedural documents:
 - 8.1.1 Health, Safety & Policy
 - 8.1.2 Disciplinary Policy
 - 8.1.3 Information Security Policy
 - 8.1.4 Records Management and Information Lifecycle Policy
 - 8.1.5 Risk management Policy
 - 8.1.6 Recruitment Procedures
 - 8.1.7 Major Incident Policy and Procedures
 - 8.1.8 Operational Security Procedures for each area of the Trust
 - 8.1.9 Leavers Policy
 - 8.1.10 Helipad Policy
 - 8.1.11 Fleet Policy
- 8.2 Further procedural documents may be produced and added as necessary.