

# Parking Charge Notice Procedure

## Procedure information

**Procedure number:** 798

**Classification:** Corporate

**Supersedes:** Previous version

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**Date of Equality Impact Assessment:** 10/04/2025

## Approval information

**Approved by:** Senior Operational Leadership Group

**Date of approval:** 27.05.2025

**Date made active:** 05.06.2025

**Review date:** 27.05.2028

## Summary of document:

This procedure sets out the principles and processes relating to the issuing, administration, and appeal of parking charge notices.

## Scope:

This procedure should be utilised by the following individuals / groups:

- HDUHB staff involved in the management of car parking
- External car park management contractors
- General staff who require an understanding of how the parking charge notice processes work

## To be read in conjunction with:

## Patient information:

## Owning group:

Transport and Sustainable Travel Group 30/04/2025

## Executive Director job title:

Chief Operating Officer

## Reviews and updates:

Version 1 – new 18.3.2019

Version 2 – full review no changes 11.5.2022

Version 3 – full review, minor amendments to improve clarity, updated zero tolerance map provided for GGH 10.04.2025

## Keywords

Group Nexus; Zero tolerance parking zones; Car park enforcement; Parking Charge Notice; Car Parking

## Glossary of terms

Term	Definition
BPA	British Parking Association
CTU	Central Transport Unit
GGH	Glangwili General Hospital
HDUHB	Hywel Dda university Health Board
PCN	Parking Charge Notice
PPH	Prince Philip hospital
POPLA	POPLA (Parking on Private Land Appeals)

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## Introduction

Effective car park management is essential to maintaining safe access to all Hywel Dda University Health Board (HDUHB) sites. Repeated breaches to the parking rules may present a significant risk to service access, traffic flow and pedestrian safety. Given this, HDUHB authorises its car park operator to issue Parking Charge Notices (PCNs) for those staff, patients and visitors who fail to abide by the rules of its hospital car parks.

This document sets out the principles behind how PCNs are to be issued, reviewed and administered on HDUHB sites. Any appeals will be addressed in line with the guidance set out within this document to ensure a consistent and fair approach is applied to each appeal.

## Scope

This procedure governs the PCN process for all sites operated by the Health Board's car park management operator.

The following groups and individuals will be responsible for ensuring the effective implementation of this procedure:

### Transport & Sustainable Travel Manager

- Responsible for monitoring implementation of this procedure;
- Required to oversee the PCN appeals process and ensure appropriate feedback is provided by the car park management operator;
- Responsible for monitoring the number of PCNs issued and the reasons for issue to identify any trends that may require car park improvement action;
- To monitor the car park management operator and ensure it operates in line with this procedure;
- To collate any car parking issues and complaints and ensure these are addressed or escalated to the most appropriate individual / agency.

### Car Park Management Operator

- Responsible for administering the PCN system and appeals process;
- To ensure local car parking controls are delivered effectively and in line with Health Board requirements;
- To ensure car park attendants are operating in line with the requirements of the car park management contract and operate sensitively and professionally;
- To ensure the key principles set out within this procedure are understood and adhered to by those involved with the delivery of the car park management contract;
- Responsible for the installation and maintenance of appropriate signage to allow the clear presentation of the rules governing each car park area.

### Car Park Attendants

- To ensure the principles set out within this procedure are followed when issuing PCNs;

- To ensure a fair and consistent approach is applied to the issuing of any PCNs and that any guidance outlined within this procedure is applied in practice.
- To ensure the issuing of PCN's is compliant with the processes set out by the British Parking Association (BPA)

## Aims

HDUHB aims to ensure that the car parks across its estate are safe and well managed. Effective management of car parking helps to ensure safety, encourage more efficient traffic flow and increase accessibility. A key component of effective car park management is the presence of a system to sanction inappropriate car parking. The principal aim of this procedure is to ensure that enforcement of appropriate car parking is carried out in a fair and consistent way and that all those involved in enforcement are clear about how it should be applied.

## Objectives

The key objectives of this procedure are to:

- Enhance pedestrian and driver safety through the appropriate enforcement of parking on HDUHB sites;
- Ensure all staff involved in car park enforcement are clear about the principles governing how enforcement will be applied;
- Provide clear and effective guidance for when and how parking charge notices will be issued;
- Set out clearly the processes for issuing and appealing against PCNs;
- Provide clear guidance on which areas are classified as zero tolerance and in which areas an element of leniency will be applied under specific circumstances.

## Parking Charge Notice Processes

### Principles

The following principles will be applied throughout the PCN process:

- Given current parking pressures, HDUHB will seek to be as lenient as possible in determining when its car park management operators issue a PCN.
- While leniency will be applied in controlled parking areas, under no circumstances will obstructive or dangerous parking be tolerated. Obstructive or dangerous parking includes:
  - Parking in a way that makes it difficult for delivery or service vehicles to access delivery / collection points;



- Parking in a way that blocks the efficient flow of traffic along any internal access road including within designated parking areas;
  - Parking in a way that obstructs other vehicles from entering or leaving a designated parking space;
  - Parking in any location that blocks or hinders access to or from a designated fire escape or assembly point;
  - Parking in a way that obstructs the safe traversal of pedestrians, especially wheelchair users;
  - Parking inappropriately in any area classified as a zero-tolerance parking zone (detailed in annex 1, 2 and 3).
- Staff choosing to park on a HDUHB site must anticipate difficulties in finding suitable parking spaces at busy periods and not use this as justification to park inappropriately or dangerously. Whenever possible staff should consider seeking alternative ways to access the site including:
    - Park & Ride services;
    - Public Transport;
    - Car sharing;
    - Walking / cycling;
    - Working from home / flexible working.
  - To determine if a vehicle is parked obstructively or dangerously on an access road an assessment must be made on whether an emergency vehicle can pass unhindered. To determine if a vehicle is parked obstructively or dangerously in a car park zone an assessment must be made on whether all vehicles can effectively access, enter and leave the designated parking spaces in that area. Parking attendants will use their discretion when undertaking these assessments.
  - The issuing and review of any PCNs will be applied fairly, consistently and in line with these agreed principles;
  - When assessing an appeal every effort will be made to find a reason to uphold the appeal. Where no evidence is available to support the grounds of an appeal, or where the evidence provided does not justify the contravention the appeal will be rejected;
  - An inability to find an empty designated parking space will not be considered a credible justification for parking obstructively.

### **Zero Tolerance Enforcement Areas**

In the following areas no excuse will be accepted for parking inappropriately even where no obstruction has been caused to other vehicles. All rules, signage and lineage must be followed in these areas:

- Public car parks (Staff may not park in these areas while on duty, except where an exemption has been granted);
- Disabled parking bays;

- Stores delivery points;
- Mortuary access points;
- Gas compounds and entrance points;
- Any area cordoned off by cones placed by the car park operator or Estates Department;
- Any parking considered obstructive to site access or other drivers, including for the accessibility of emergency vehicles needing to attend in an emergency;
- Consultant car parking zones (Consultant Permits Only)
  - Where a consultant has the right to park in this area but neglects to display their parking permit a PCN will be replaced by a warning in the first instance only;
- Designated patient bays e.g. Renal Dialysis, Diabetes, Children Centre (For the use of these specified patients only);
- Designated Pool Car bays (For the use of these vehicles and scheme users only).

[Annex 1](#) provides a map of zero tolerance enforcement areas for the GGH site.

[Annex 2](#) provides a map of zero tolerance enforcement areas for the PPH site.

[Annex 3](#) provides a map of zero tolerance enforcement areas for the WGH site.

### **PCN Appeals Process**

All individuals have the right of appeal against any PCNs issued to them. Appeals must be submitted through the process provided by the car park management operator as outlined on the reverse of the PCN. Any timelines relating to the value of the charge will be paused until feedback is provided to the appellant.

HDUHB reserves the right to review any appeals to ensure they are being assessed in line with the criteria set out within this procedure. The outcome of all appeals, and any feedback provided will be recorded on an appeals log. The car park management operator is responsible for providing feedback to the appellant and progressing the PCN in line with the outcome of the appeal.

Should an appeal be rejected the appellant has a final opportunity to challenge the PCN externally through POPLA (Parking on Private Land Appeals).

### **Process for Addressing a Failure to Pay a PCN**

It is the expectation that all individuals presented with a PCN will pay the charge incurred as a result of their failure to follow the car parking rules. Where an individual refuses to pay the charge, or has ignored a PCN, the following process will apply:

**Step 1** – The Car Park Management provider will be responsible for pursuing payment through their routine internal processes, including sending reminder letters and by escalating to a debt collection agency should the failure to pay go beyond 28 days.

**Step 2** – Where any member of staff, or the public has repeatedly ignored all requests for payment from the car park management company and debt recovery agency authorisation will be provided to the car park management company for the pursuance of charges through legal channels by submitting an appeal to the courts.

**Step 3** – In line with Car Park Enforcement Regulations the car park management operator will issue the parking offender with a letter before action is taken. This letter will be the final opportunity for the parking offender to negotiate an agreed settlement to any outstanding PCNs prior to any legal action commencing.

**Step 4** – In the event no response is provided to the letter before action, the car park management company will progress the PCN through civil legal action.

### Health Board Discretion

Hywel Dda University Health Board reserves the right to vary the guidance set out above in response to exceptional circumstances e.g. a Major Incident.

## Implementation

The Transport & Sustainable Travel Manager will be responsible for implementing this procedure. The procedure will be communicated to staff through the HDUHB intranet, global email system and Team Brief.

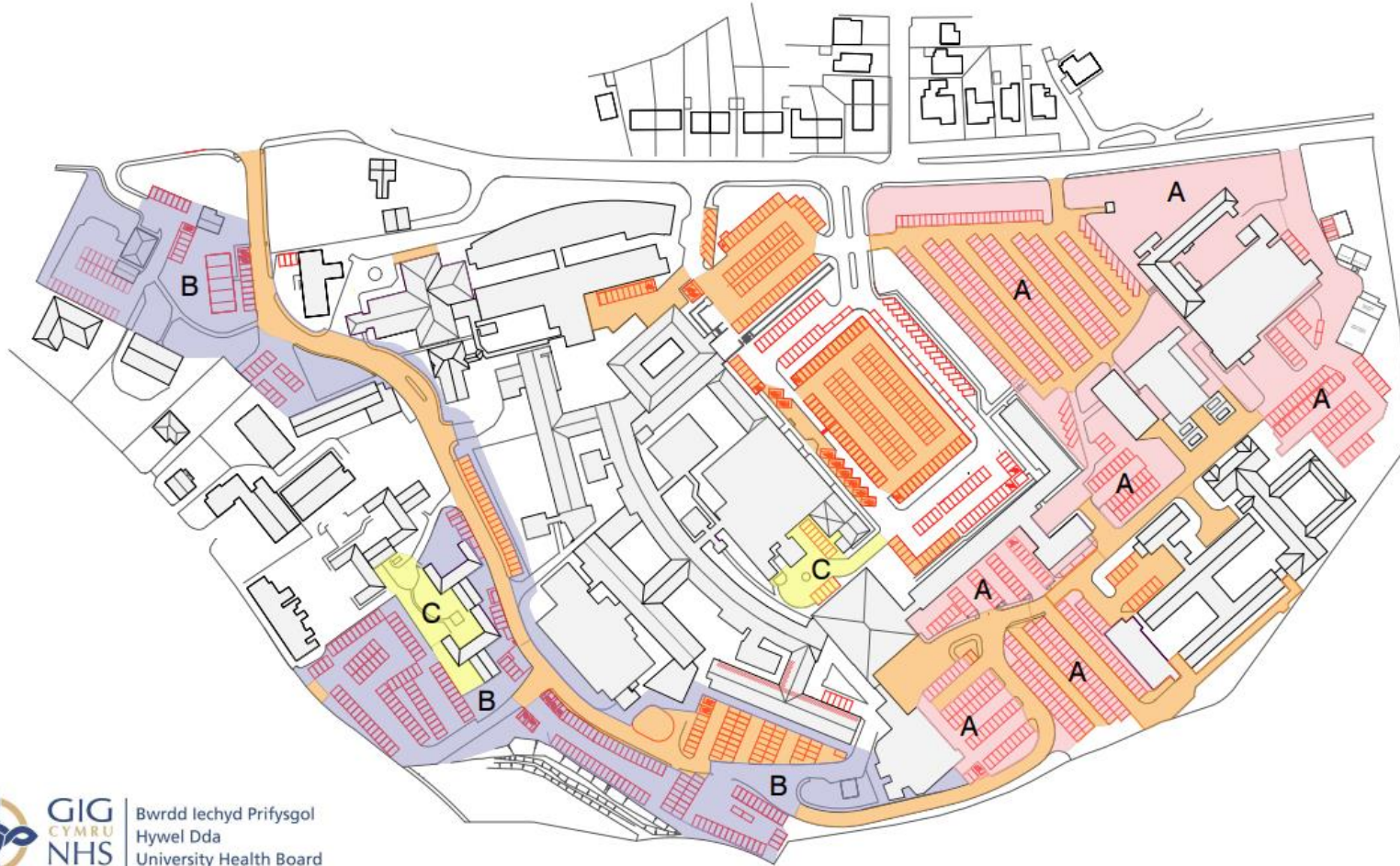
## Further Information

For further information please contact the Transport & Sustainable Travel Manager based at Glangwili General Hospital on:

WHTN	0-1827-8020
Telephone	01267 229620
Email	<a href="mailto:Parking.HDD@wales.nhs.uk">Parking.HDD@wales.nhs.uk</a>

# Annex 1 – GGH Zero Tolerance Parking Zones

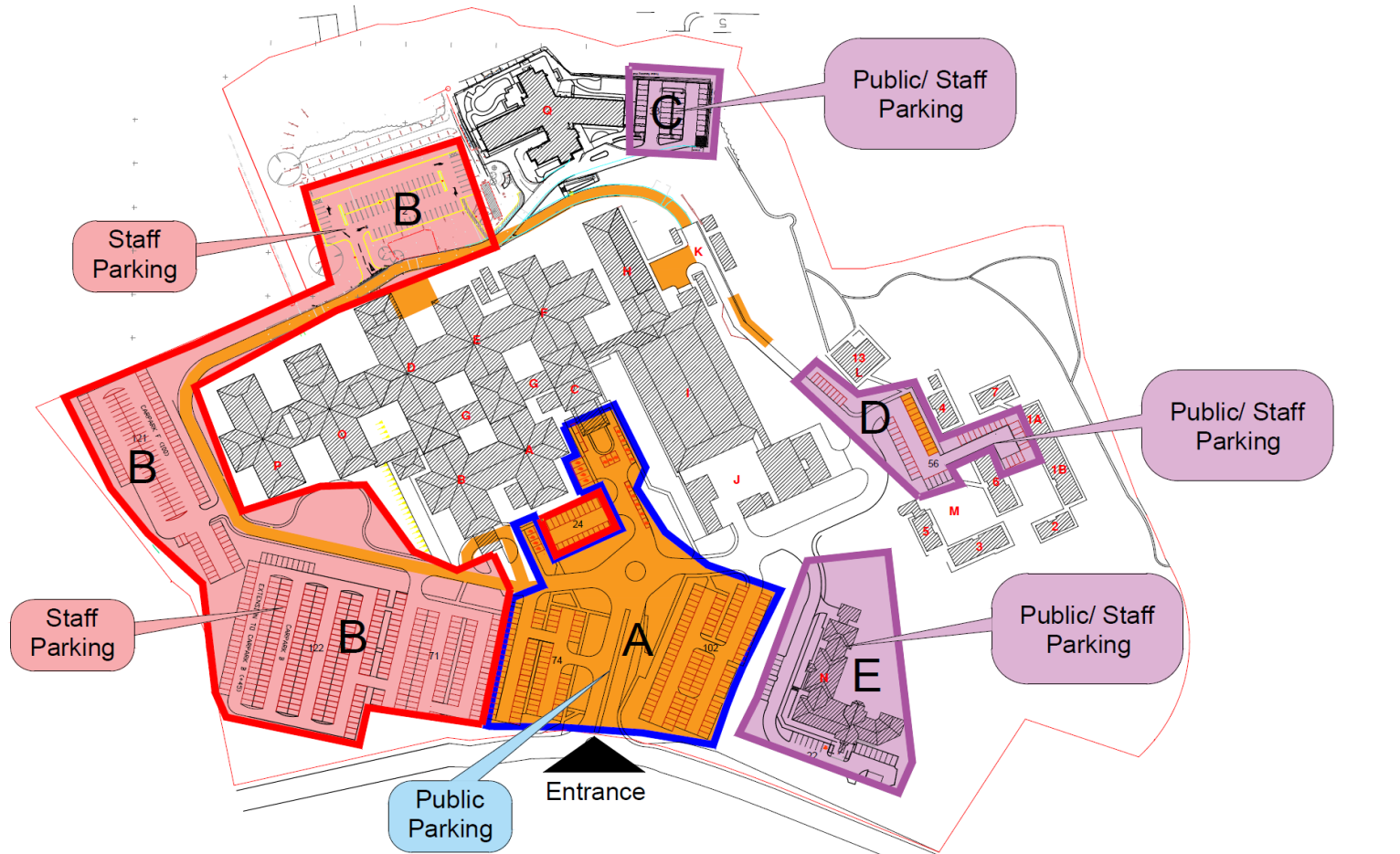
## GLANGWILI GENERAL HOSPITAL - PARKING ZONES



**PARKING ZONES KEY:**  
ZONE A: STAFF PARKING ONLY  
ZONE B: PUBLIC & STAFF PARKING  
ZONE C: AUTHORISED PARKING ONLY

**NOTE:**  
ALL AREAS HIGHLIGHTED IN **ORANGE** ARE POLICED ON A ZERO TOLERANCE BASIS. ANY VEHICLES PARKED INAPPROPRIATELY IN THESE ZONES WILL RECEIVE A PARKING CHARGE NOTICE. PLEASE NOTE THAT WHILE LENIENCY WILL BE APPLIED IN OTHER AREAS, OBSTRUCTIVE OR DANGEROUS PARKING WILL ALSO RESULT IN THE ISSUING OF PARKING CHARGE NOTICES WHEN IDENTIFIED.

## Annex 2 – PPH Zero Tolerance Parking Zones



**!!NOTE: Areas Highlighted in Amber!!**  
 Those areas highlighted IN Amber are policed on a zero tolerance basis. Any vehicles parked inappropriately in these zones will receive a parking charge notice. Please note that while leniency will be applied in other areas, obstructive or dangerous parking will also result in the issuing of parking charge notices when identified.

**Parking Zones Key:**  
 Zone A: Public Parking only  
 Zone B: Staff Parking only  
 Zone C: Mental Health Public & Staff Parking  
 Zone D: Public & Staff Parking  
 Zone E: Public & Staff Parking ( Ty Bryn Gwyn)

## Annex 3 – WGH Zero Tolerance Parking Zones

