

Parking Permit Application Procedure

Procedure information

Procedure number: 805

Classification: Corporate

Supersedes: Previous versions

Version number: 3

Date of Equality Impact Assessment: 05/06/2025

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 details the processes that must be followed to apply for a parking permit to grant access to those sites controlled by the HDUHB car park management operator. The procedure also outlines the process that must be followed to grant vehicles white-listed status

Scope:

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

- HDUHB staff involved in administering the parking permit and white-listing processes;
- External car park management operators;
- All staff wishing to apply for a parking permit on a controlled site;
- All departments / managers who need to request temporary white-listing arrangements for patients or visitors.

To be read in conjunction with:

Patient information:

Include links to [Patient Information Library](#)

Owning group:

Transport and Sustainable Travel Group

30/04/2025

Executive Director job title:

Chief Operating Officer

Reviews and updates:

Version 1- new procedure 18.3.2019

Version 2 full review no changes – 11.5.2022

Version 3 full review – 25.04.2025 updated procedure to reflect new online permit system / removal of references to those processes relating to the ANPR enforcement system which is now inactive.

Keywords

Car Park Management Car Park Enforcement Parking Permits Appeals Process

Glossary of terms

CTU - Central Transport Unit

HDUHB Hywel Dda University Health Board

GGH – Glan Gwili Hospital

PPH – Prince Philip Hospital

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Introduction

Hywel Dda University Health Board (HDUHB) recognises that staff as part of their contractual obligations may need to park at its sites in order to perform their duties effectively. HDUHB is keen to support staff in accessing its car parks whenever possible. However, given parking capacity is limited it is not always possible to provide all staff with access to car parking all of the time. Given this, a fair and effective system is required to provide car park access rights to those staff who have no alternative but to park on site, while limiting access for those who can make use of suitable alternative travel arrangements or have another option available to them.

This procedure outlines the process that needs to be followed by staff to allow them to apply for a parking permit which will grant access on those sites controlled by the Hywel Dda University Health Board (HDUHB) car park operator.

Scope

This procedure relates to the application for parking permits granted as part of the HDUHB car park management contract, administered by the HDUHB car park operator, Group Nexus. Parking permits not related to this contract are excluded from the scope of this procedure.

Aims

The primary aim of this procedure is to ensure that an effective and fair system is in place to enable the control of parking rights for HDUHB car parks. This will in turn improve site access for patients and those staff with no alternative but to park at HDUHB sites.

Objectives

The key objectives of this procedure are to:

- Provide a mechanism that allows HDUHB to control the level of demand for parking spaces across its hospital sites;
- Ensure that any controls introduced are fair, consistent and easy to understand;
- Establish a process whereby staff requiring priority site access can secure this as easily as possible.

Parking Permit Types

Access to staff parking areas is granted only to those individuals in possession of a staff parking permit. The following permit types have been made available to allow access to these areas:

Permit Type	Access Rights
General Staff Permit	<ul style="list-style-type: none"> - Staff parking areas - Mixed parking areas
Consultant Permit	<ul style="list-style-type: none"> - Staff parking areas - Mixed parking areas - Consultant parking bays
Residential Permit	<ul style="list-style-type: none"> - Staff parking areas - Mixed parking areas
Volunteer Permit	<ul style="list-style-type: none"> - Unrestricted access
Peripatetic Permits	<ul style="list-style-type: none"> - Staff parking areas - Mixed parking areas - Designated peripatetic parking bays

A summary of permit classifications is provided at [Annex 1](#)

Applying for a Parking Permit

To apply for any of the parking permits highlighted above staff must provide information required to Group Nexus. The parking permit application system can be accessed through the following link:

<http://carmarthen.cpplus-permits.co.uk>

For those who do not have access to a computer a hard copy application form can be requested from the Group Nexus parking attendants at GGH, WGH and PPH. Forms can also be requested by contacting the HDUHB Central Transport Unit on 01267 229620 or by emailing ctu/hdd@wales.nhs.uk

Hard copy application forms must be returned to a Group Nexus parking attendant for forwarding to the Group Nexus head office. Group Nexus will ensure these details are entered onto the application system to allow validation in line with the processes in place for online submissions.

On receiving a parking permit application all details will be checked to ensure their accuracy prior to approval. Staff who submit incorrect details will have their application rejected and hence be denied the right to park on HDUHB sites.

Terms & Conditions

Staff submitting a parking permit application must agree to the HDUHB parking terms and conditions. These terms and conditions are detailed in [annex 2](#). Those staff refusing to sign up to the terms and conditions will be refused a parking permit and the right to park on a HDUHB site while on duty.

White-listing

It is recognised that certain service vehicles and contracted providers require flexible car parking arrangements to allow the effective delivery of goods and services. For this reason the HDUHB has

established a white-list system to allow these vehicle to retain unrestricted access rights to all parking areas.

White-lists have been developed for the following users:

- Pool cars / Internal Fleet Vehicle
- Authorised vehicles
- Renal Dialysis patients
- Temporary access

Details for each of these white-lists and examples of those vehicles, services or individuals that can be granted white-list status are provided in [annex 3](#). White-listing is provided at HDUHB discretion and the HDUHB reserves the right to deny or remove this status from any vehicle at any time.

Temporary Access White-listing Process

The following process must be followed to allow a vehicle or individual to be granted white-list status:

1. The responsible department manager must contact the Central Transport Unit by telephone or email and provide the following information:
 - a. Vehicle registration;
 - b. Organisation / department responsible for vehicle;
 - c. Name of vehicle owner or responsible manager;
 - d. Contact number for responsible driver or vehicle coordinator;
 - e. Rational for white-listing;
 - f. Length of time the white-listing is required.
2. The Transport Administrator receiving the request must log all information, including details of the individual making the request on the white-listing log
3. The Transport Administrator must update the permit system to include the details of the vehicle in the appropriate white-listing permit type for the specified period of time

It is the responsibility of the requesting department to ensure that the white-listing request is accurate and an additional request is made if further time is required. All white-list requests must be time limited.

The Transport & Sustainable Travel Manager is responsible for auditing the white-listing log to ensure that all requests are appropriate and the system is not being abused.

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 Central Transport Unit in Glangwili General Hospital on:

WHTN 0-1827-8020
Telephone 01267 229620
Email parking.hdd@wales.nhs.uk

Annex 1 – Parking Permit Classifications

Type	Access	Source	Examples
General Staff	Staff / Mixed Car Parks	Individuals	<ul style="list-style-type: none"> All General HDUHB Staff Associated staff e.g. Costa, Fresenius
Consultants	Staff Car Parks / Consultant Bays	Individuals	<ul style="list-style-type: none"> Medical Consultants Only (Medical staffing validation)
Volunteers	All Areas	Individuals	<ul style="list-style-type: none"> Volunteers (Service Manager Validation) Chaplains (Senior Chaplain Validation)
Residents – GGH	Staff / Mixed Car Parks	Individuals	
Residents – PPH	Staff / Mixed Car Parks	Individuals	
Residents – WGH	Staff / Mixed Car Parks	Individuals	
Residents – BGH	Staff / Mixed Car Parks	Individuals	
Peripatetic	Staff / Mixed Car Parks / Peripatetic Bays	Site Managers	<ul style="list-style-type: none"> Those staff identified as undertaking clinical duties and needing to leave and return to the site multiple times per day e.g. community phlebotomy, District Nurses based at acute sites

Annex 2 – Parking Permit Terms & Conditions

HYWEL DDA UNIVERSITY HEALTH BOARD

STAFF PARKING PERMIT

TERMS AND CONDITIONS

Staff parking permits are subject to the following terms and conditions. Staff should read and agree to these terms and conditions prior to a parking permit being issued. These terms and conditions apply for the duration of the period within which the permit is valid. Staff not agreeing to the terms and conditions will forfeit their right to be issued with a parking permit.

GENERAL TERMS

1. Parking Provision

While giving staff the right to park on site, the provision of a parking permit does not guarantee a parking space. Should suitable parking space be unavailable staff are required to make alternative parking arrangements.

2. Display of Parking Permits

If issued with a physical parking permit, these permits must be displayed at all times when parking on HDUHB premises. Parking in those areas requiring a physical permit to be displayed without displaying a permit will result in enforcement action being taken.

3. Appropriate Parking

Staff agree to park appropriately on site on all occasions. Staff in receipt of a permit must adhere to all parking regulations applied by the car park operator. This includes:

- Parking only in areas designated as appropriate by the type of permit issued;
- Adhering to all parking restrictions applied by either the car park operator or the HDUHB;
- Obeying the rules set out by all lineage and signage installed on HDUHB sites;
- Not parking in spaces or areas designated for the use of an individual, vehicle, or service for which the type of permit issued does not apply;
- Only parking on HDUHB premises for the purposes of work, or when required to access HDUHB services;
- Not parking in designated patient or visitor areas when on duty.

4. Parking Sanctions

A failure to adhere to the car parking rules as set out on site will result in the issuing of a parking charge notice. The process for car park enforcement is set out in the Health Board's 'Parking Charge Notice Procedure'.

5. Vehicle Documentation

It is a requirement that all vehicles parked on HDUHB premises hold a valid MOT and are taxed as required under law. Any vehicle parked on site which is identified as not roadworthy will be reported to the authorities.

6. Abandoned vehicles

Any vehicles identified as abandoned on site will be investigated. If possible, the owner will be contacted to arrange removal. If the owner cannot be identified Group Nexus reserves the right to contact the local authority to arrange removal.

7. Staff Parking in Public Parking Spaces

If you have been approved for a permit application and hold a valid permit, you must only park in the appropriate designated space as identified by the type of permit issued. Staff permit holders are permitted to park in the public car park only if a genuine visitor/patient to the hospital and abide by the parking terms and conditions for the respective public car park.

Staff permit holders who are on-duty and parking within a public car park will be issued with a Parking Charge Notice and could also face internal disciplinary action.

8. Length of Stay on Site

All staff permit holders are entitled to park on site for a maximum of 16 hours. Staff parking on site for longer than 16 hours will be issued with a parking charge notice. This rule does not apply to those staff who have been issued with a residents permit for that specific site.

PARKING PERMIT MANAGEMENT

1. Resignation / Termination of Employment

Staff are required to inform Group Nexus if they are to be permanently leaving HDUHB employment to allow the cancellation of their parking permit.

2. Lost / Stolen Parking Permits

In the event of a parking permit being lost or stolen, the staff member must inform group Nexus at the earliest opportunity. A temporary permit will be issued should a physical permit be required until a replacement can be issued.

3. Time Limited

All permits are time limited and will need to be renewed prior to the date they become invalid. Staff are required to submit an application for a new permit prior to the end of this period.

4. Permanent / Temporary Changes of Vehicle

Should a staff member change their vehicle, either temporarily or permanently they are required to inform a member of the Central Transport Unit to update these details. The Central Transport Unit can be contacted by any of the following means:

Email - parking.hdd@wales.nhs.uk.

WHTN number: 0-1827-8020

Telephone: 01267 229620

Annex 3 – White-listing Classifications

Type	Access	Source	Examples
Pool Car Permit	All areas	Lease Car team	<ul style="list-style-type: none"> • Health Board vehicles such as pool cars, mail vehicles, delivery vans etc.
Authorised vehicle permit	All areas	General Managers / Service Managers	<ul style="list-style-type: none"> • Blood collection staff (Upgraded) • Priority access staff (Upgraded) • Ambulances • Blood Bikes Wales • Regular deliveries • NEPTS drivers
Temporary Access Permit	All areas / time limited	Central Transport Unit (Department request)	<ul style="list-style-type: none"> • Staff awaiting appeal • Mitigating circumstances • SCBU patients / visitors • Staff returning to work • Occupation health requests
Renal Permit	All Areas / Renal Bays	Renal Dialysis Department	<ul style="list-style-type: none"> • Renal dialysis patients