

PARKING FAQ'S

Please input all your information correctly as any inaccurate or incorrect information may cause delays with your permit being issued.

Please type line manager's information carefully as the approval email for your permit application will be sent to the email address exactly as you have typed it.

If you are bank or agency staff please put the contact information for someone in Staff bank.

Q: I do not have regular access to a computer at work, how can I apply for my permit?

A: The car parking website can be accessed from any computer, so if you have access to a computer or tablet, phone at home then you can still apply for a permit at www.staffparking.esth.nhs.uk

Q: I live within 2 miles of my main worksite; can I still apply for a permit?

A: Yes, all staff are entitled to have a parking permit. However, scratch cards are limited for those members of staff who live within a 2 mile radius of their main worksite. There are some exemptions to this which include: shift workers who finish at 8pm or later, peripatetic staff who have a genuine need to undertake domiciliary visits, blue badge holders, and those who live in Trust accommodation.

Q: What pay band do I select?

A: When selecting your pay band, please put your NHS pay band and not your annual salary. If you are unsure of your pay band you can find this information at the top of your pay slip.

The salary figure next to the bandings is for the benefit of staffs that are not on the agenda for change pay scale (such as contractors). This figure has been calculated using the band HCA's, and the overlap between bands has been removed to avoid confusion for the contractors.

This means that the bottom two points have been removed which is why the figure in brackets appears higher but rest assured this salary figure does not apply to permanent NHS staff.

Q: I work part time, should I put my pro rata salary or my pay band?

A: All staff are required to put their NHS pay band and not their pro rata salary. This means that all staff on the same band will pay the same rate for parking per day to use parking space which they occupy, ensuring consistency on the daily rate. The daily charges for parking have been calculated using the NHS pay bands.

Q: I work across more than one site, which one is my base site?

A: All staff are required to put a base site on their application which is where they will collect their permit and scratch card orders from. This would be the site that you spend most of your standard working week on. If you are unsure what this would be, please discuss with your line manager or HR.

Q: How can I reduce the cost of parking on site?

A: The staff parking charges was a disincentive intended for staff to evaluate their options in respect of exploring all alternative forms of transport. The intention being that spaces will then be available for staff having no other options other than to drive to work. We understand that the options outlined below may not be suitable for everyone every day. However, just using an alternative method of travelling to work one day each week will make a difference.

We offer a **shuttle bus** service that operates Monday to Friday between 6.20am and 7.20pm which runs between all of our Trust sites, with some 'hop on hop off' stops in between. This service is free for all staff to use on production of a valid ID badge. A copy of the current timetable is available to download from Victor.

Park and Ride permits are now available which offers limited spaces within the local Tesco and Depot Road in Epsom to park vehicles for the St. Helier and Epsom sites respectively. Staff can make an application with facilities to be added onto the waiting list. You can apply for a park and ride permit (there is no extra charge for this) and catch the park and ride shuttle to access both St. Helier and Epsom. You do not need to display a scratch card if you are using this service.

The Trust also runs a **Cycle to Work** scheme which allows staff to make tax efficient savings on bicycle purchases. The scheme allows staff to purchase a bike (and accessories) and make repayments over a 12 month period as a salary sacrifice. To apply for this scheme please contact Andrew Broadbent, Head of Sustainability and Energy.

Q: How do I apply for a park and ride permit?

A: You can apply for a park and ride permit on stage 2 of the permit application. There is no extra charge to have a park and ride permit, and you can still park on any of the Trust sites on the days where you don't use the park and ride service. If you already have a permit and wish to change it for a park and ride one, then please contact the facilities Administrator on **Email: esth.parking@nhs.net or Extension 4968**, to request a new permit.

Q: I am working at Epsom and St Helier Hospital but I am paid by another Company/Trust, can I still apply for a parking permit?

A: Yes, you can still apply for a parking permit, however when you are asked to select your employer please ensure you do not select Epsom and St Helier NHS Trust as this may cause your permit application to be rejected. We have a list of companies and other Trust's that you can select from, however if the one you are searching for is not listed then please select 'other' and a text box will appear allowing you to type this in.

Q: I do not have a payroll number yet, can I still apply?

A: If you are new to the Trust and have not yet received your payroll number then you may still apply for a parking permit. You will be prompted to enter your start date instead of a payroll number, and your parking charges will be deducted from the following month's salary.

Q: Why has my permit not been issued yet?

A: Once you have applied for your permit you will receive an email to confirm that your application has been sent to your line manager for approval. You will then receive a second email once we have issued your permit giving you information on when you can collect from security at your base site.

If you have not received an email to confirm collection details within 7 days of placing your application then there may be a reason why your order is being held up. We advise that you first speak to your line manager to ensure they have received the application and that they have approved it. If they have not received the approval email then please contact Facilities Administrator on Extension 4968.

Q: Why have I received an email to say my application has been rejected?

A: You will only receive an email to say your permit application has been unsuccessful if your line manager has rejected your application. The permit administration office is unable to advise you on the reason why your application has been rejected, so we suggest that you first contact your line manager and then reapply online. If you have paid online then your money will be refunded to you onto the same method of payment you originally used.

Q: I have got a new car, how do I change the details on my permit?

A: Please send an email to esth.parking@nhs.net clearly outlining the registration number that you want removing from the permit, and the new registration number to be added on. Please note that as scratch cards are linked with your permit number they will still be valid to use when you receive the replacement permit.

Q: I am leaving the Trust; can I get a refund on my parking permit and scratch cards?

A: We offer partial refunds on your parking permit, calculated by the amount of full quarters remaining. To receive a refund you will need to return the permit to the car parking administration office.

Scratch cards are non-refundable therefore we would be unable to offer a refund on any you may have remaining. We advise you only order the amount you know you will use to avoid any loss and wastage.

Q: I have lost my parking permit, can I get another one?

A: Yes, if you contact the Facilities Administrator on **Extension 4968** then this can be arranged. Please note that for any replacement permits due to loss or damage there is a £5 administration charge.

Types of Permits issued at ESTH

- **Barrier (purple)**

The barrier permit is only available to Executive Directors, non-executive Directors and Consultants. This permit allows parking within any staff area and specifically in the barrier car parks.

- **Essential (Orange)**

Essential permits are for staff who travel off site and return to the Trust on a regular basis throughout their day for community visits. Please note that this does not include travelling between ESTH sites during your working day. Essential users may park in the time restricted bays which do not require a scratch card, and also in the general staff areas.

- **General (blue)**

This permit allows parking within any staff area, excluding barrier car parks and essential user bays.

- **Exempt (Brown)**

This permit allows parking within any staff area, excluding barrier car parks and essential user bays. Exempt permits are only issued to official trust vehicles and members of staff who work on a voluntary basis.

- **Royal Marsden Staff (RMH - Sutton Parking)**

These permits are for Royal Marsden staff parking on the Sutton Hospital site. These permits are to be renewed every 3 months. Please contact Facilities at RMH on 02086613399 for more information.