

Method Statement
Car Park Management Services

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1 Objectives

Project Co shall provide a comprehensive Car Parking Management Service including traffic management across the Site. The Service shall be operable 24 hours per day 365(6) days per year on a planned and ad-hoc basis. Project Co shall:

- Provide a secure and safe car park environment for Patients, Staff and bona fide visitors to the hospital, their vehicles and their property;
- Provide car-parking areas that maximise the use of the space whilst minimising the risk of crime and pollution;
- Provide the Board with traffic management to ensure the safe, free flow of traffic ensuring access and egress to and from the facilities at all times;
- Provide an administration service that controls all parking related administration;
- Promote the NHS Green Transport Plan and the Board's Travel Plan by encouraging the use of sustainable transport modes.

The key customers for the Car Park Management Service are patients, staff, authorised visitors, service providers, emergency services; and approved sub-contractors employed by the Board.

It is agreed between the Parties that the Method Statements shall not apply during the Transition Periods.

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Management Supervision and Organisation Structure

The Car Park Management service is provided 24-hours a day 365(6) days a year. This shall be done through the use of dedicated car parking staff reporting to the Team Leader. Car Parking staff shall patrol the car parks, entrances, external areas and respond to incidents as directed via helpdesk enquiries or through general observation.

Out with the presence of dedicated car parking staff, the security staff shall provide cover through scheduled patrols and response to reactive incidents, as directed through emergency or helpdesk enquiries. Security staff shall be trained by the Front of House Manager in the duties of the car parking staff so that they can provide effective cover both routinely and in the absence at short notice of car parking staff. Training procedures shall set out the training core competences to be undertaken for any member of staff undertaking the role of car parking staff. Refresher training shall be undertaken in line with the car parking management departmental training procedures.

The car park and security procedures shall outline the interfaces between the car parking and security services for the distribution, allocation and remedy of car parking service requests received through the Helpdesk. Particularly the procedures shall set out the role of the car parking staff and the out of hours role of the security staff in the provision of the car parking management service. A handover system shall be in operation to pass on information from each shift and from the car parking management team and the security service team. Car parking and security staff shall attend the same weekly staff meeting hosted by the Team Leader responsible to the Front of House Manager and the Front of House Manager.

Daily management responsibility for the service will rest with the Front of House Manager. This shall be done by the Front of House Manager taking overall responsibility for the service. The FOH Manager shall check that the Car Parking Management Service staff are undertaking their roles in line with the service procedures and training. The FOH Manager shall monitor the services performance through analysis of helpdesk data, complaints and compliments and customer service feedback and where there are areas of improvement the FOH Manager shall bring to the attention of the car parking staff for resolution. Resolution shall be monitored by the FOH Manager until the service performance is brought to an acceptable level.

Project Co employs a Regional Security Manager, to provide technical support to the Front of House Manager 1.5 days per week. The Regional Security Manager provides technical support to the site as and when deemed necessary by the Front of House Manager or Contract Director. The service is further supported by a Team Leader and the Control Room Operators manning a CCTV control room 24-hours a day 365(6) days a year.

The CCTV Control Room Operators are employed within the Security Service and communicate to the car park attendants using PDA/Equivalent devices. Where they observe any parking situations which warrant attention they shall communicate the information to the car park attendants.

Daily team briefings shall take place between the car park and security services so that key information such as previous incidents, issues or alerts are shared. A dated log book shall be used to ensure effective communication between shifts. The detail of how the log book operates shall be set out in the car parking management service operational procedures. The Security and Car Parking Management induction and refresher training shall include specific instruction on the use of the log book system.

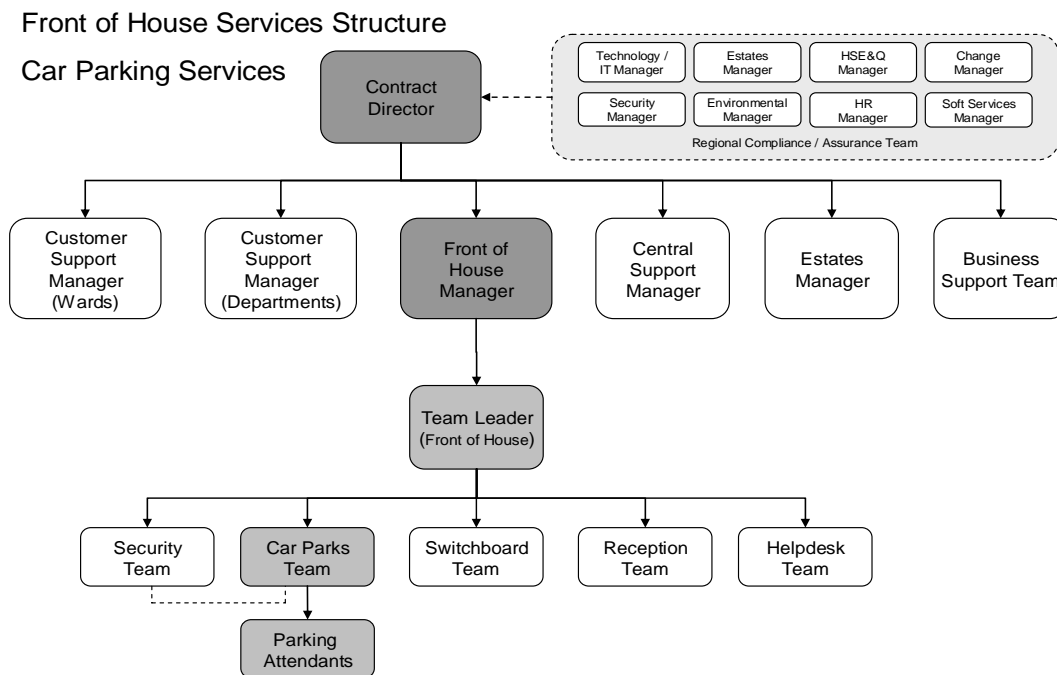
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The dissemination of reactive car park tasks is co-ordinated through the central Helpdesk facility, although in emergency situations such as responding to vehicle obstructions car park staff shall be dispatched, through notification via their PDA/Equivalent and the response shall be entered retrospectively in the helpdesk system again through the use of their PDA/Equivalent. This shall be done as soon as it is possible after dealing with the incident.

Car Park staff shall establish a good rapport with staff and members of the public to assist in positively promoting the car parking service. Car Park staff shall remind the Board staff of security precautions such as keeping valuables out of site and alerting staff when there are any patterns of car crime to assist with crime prevention. This shall be done through the use of crime prevention posters on display in the car parks, through emails where there is specifically a threat to the security of staff and through low key verbal communication. The frequency shall be determined by agreement between the Board Representative and the Front of House Manager, with advice from the Central Scotland Police Officer.

Effective relationships will be formed and maintained with the police and particularly the police liaison officer assigned to the Larbert Hospital and other emergency services. The FOH Manager shall meet with the Central Scotland Police Liaison Officer regularly to share information and to discuss crime prevention measures. The FOH Manager shall seek advice where appropriate from the Police Liaison Officer in operational issues ranging from staff training, crime prevention measures and crime and road traffic statistics and trend analysis.

Project Co's Structure for Car Park Management Services is shown below in *Figure A*.



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2 Scope

The Car Park Management Service shall be provided only for the area within the Site boundary as designated by the Red Line Drawing in Attachment D to the Project Agreement

In all areas the Car Park Management Service, Project Co shall comply with the following Legislations and guidelines as a minimum:

- The Board's Aggressive and Violent Behaviour Policy;
- The Board's Car Parking Policy and Procedures;
- The Board's Security Policy;
- The Board's Security Manual;
- NHS NAHAT Security Manual;
- Larbert Hospital Fire Policy;
- The Board's Green Transport Plan;
- Scottish Association of Chief Police Officers "Safer Parking Award".

The Car Park Management Service shall provide the following, in accordance with the Service Standards and the provisions of this Service Specific Specification:

- a) traffic management;
- b) car parking areas including:
 - I. equipment;
 - II. designated/priority parking; and
 - III. maintenance issues;
- c) car park administration including:
 - I. complaint processing; and
 - II. permit system; and
- d) external security.

The Car Parking Management Service functions in line with the contents of the Boards Transport Assessment and Travel Plan and associated documents, prepared by Colin Buchanan & Partners (CBP) dated August 2005 and the Outline Public Transport Strategy dated April 2006.

The key points are:

- The maximum overall parking occupancy is 1499 vehicles (between 14:00-15:00)
- The maximum staff occupancy is 1047 (between 11:00-12:00)
- The maximum patient and visitor occupancy is 640 (between 18:00-19:00)

The above occupancy figures are based on the daily staff estimates and staff mode share estimates presented in the CBP Transport Assessment for the Larbert site.

This document supports the car parking design strategy, accommodating all patient and visitor parking during the evening peak period at the front of the building, at A&E and mental health. The majority of staff parking allocation is to the rear of the building (824 spaces), with an allocation of approximately 224 spaces within the patient/visitor car park. The staff allocation in

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the patient/visitor car park must be effectively managed by the Board through enforcement of dual use parking, to be used by patients and visitors at certain times of the day.

Within the dual staff/public car park there shall be a barrier controlled system in operation. This system shall segregate the staff allocated spaces (approx 224) from the public spaces between the hours of 07:00am until 15:00pm, Monday to Friday. At all other times the barriers shall be on an open position allowing visitor access.

Staff shall be allocated parking permits on the basis of their shift/ working patterns and in line with the Board policy. Staff working Monday to Friday office hours shall be given permit authority to access the allocated spaces within the public car park in addition to the spaces provided in the main staff car park. Staff working shift patterns shall be allocated access to the main staff parking area only.

Project Co shall monitor the use of the public car park between the hours of 07:00 and 18:00. Any staff which are observed to park their vehicles in the public car park out with the designated staff parking area, area, whether they have a permit allocated or not, shall be reported to the Board's Representative. It is expected that the Board's Travel Plan Co-ordinator enforces and promote the car parking policy and Green Travel Plan. and take the necessary disciplinary action where appropriate against any member of their staff not observing the car parking policy.

3 Work Schedules and Procedures

SP01a Project Co shall through rostering ensure that the Car Parking Service is staffed throughout the 24-hour period, 365(6) days per year by trained and competent staff. Dedicated Car Parking staff patrol the car parks each day and out with these times the Security staff shall provide staff cover as necessary, through routine patrols every 4-6 hours and through reactive response.

SP01b The Car Park or other Project Co staff member attending the Major Service Request shall rectify the situation within 15-minutes of the request being received and logged via the helpdesk. Where an unlawfully parked vehicle has been identified, 'Rectification' is defined as the issuing of penalty notices by way of fixing the penalties to unlawfully parked vehicles. The time and date of the rectification shall be recorded by the car parking management staff using their PDA/Equivalent directly into the CAFM system. A photograph and where possible CCTV imagery shall be taken to support the case. This information shall be forwarded to the Board Representative in a format and timescale to be agreed for processing and action.

The fixed penalty notice system is the only effective deterrent available to Project Co to unlawful car parking. Project Co accept that there will be occasions when the enforcement of fixed penalty notices will not be appropriate for a number of reasons. However, Project Co expects that the normal practice would be the enforcement of fixed penalty notices. Project Co has responsibility to the point of applying the fixed penalty notice to the vehicles and passing the details onto the Board

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Representative.

For the avoidance of doubt, Project Co shall not be responsible for the recovery of money due from fixed penalty notices.

The issuing of fixed penalty notices are issued as a last resort. Prior to the issuing of fixed penalty notices the car park attendants shall take proactive steps to discourage the unlawful parking of vehicles. This shall include talking to the vehicle drivers and advising on alternative parking in a polite, but authoritative yet sympathetic manner.

Where there remains an obstruction that cannot be cleared, the car parking staff shall direct traffic around obstructions or through another route. This shall be done using traffic management equipment such as traffic cones and through the use of temporary signage. In the event that an emergency route is blocked the emergency services shall be called to the site for assistance. Where this occurs the Front of House Manager shall notify the Board Representative and the Boards Travel Plan Co-ordinator. Project Co can confirm that continuous efforts shall be made to clear the obstruction.

SP01c The Car Park or other Project Co staff member attending the Important Service Request shall rectify the situation within 30-minutes of the request being received and logged via the helpdesk.

Where this is not possible the car parking staff shall direct traffic around obstructions or through another route. This shall be done using traffic management equipment such as traffic cones and through the use of temporary signage. In the event that an emergency route is blocked the emergency services shall be called to the site for assistance.

SP01d The Car Park or other Project Co staff member attending the Routine Service Request shall rectify the situation within 4-hours of the request being received and logged via the helpdesk.

Where this is not possible the car parking staff shall direct traffic around obstructions or through another route. This shall be done using traffic management equipment such as traffic cones and through the use of temporary signage. In the event that an emergency route is blocked the emergency services shall be called to the site for assistance.

SP01e Project Co shall ensure that Major requests are attended by the Car Park or other Project Co staff within 5 minutes of the call being received and logged by the helpdesk. This shall be achieved through the Helpdesk communicating the reactive service requests to the car parking management staff via the car parking management staffs PDA/Equivalent. On receipt of the task the car parking staff member shall make their way to the scene of the incident. On arrival the car parking staff shall transmit the time and date attended via their PDA/Equivalent to the Computer Aided Facilities Management (CAFM) system.

Project Co shall ensure that Important requests are attended by the Car Park or other Project Co staff within 10 minutes of the call being received

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and logged by the helpdesk.

The Car Park or other Project Co staff member shall ensure that Routine requests are attended by the Car Parking staff within 4 hour of the call being received and logged by the helpdesk.

3.1 Traffic Management

SP02a Project Co shall monitor the internal roadways, which are defined as within the Red Line boundary of the Site, through the use of CCTV monitoring. Car Park staff shall patrol the external areas. Car Park staff and the CCTV control room through the use of a PDA/Equivalent shall maintain contact to provide a proactive response to keep the site internal roadways clear at all times. Clear is defined as a passable thoroughfare to all vehicles.

SP02b Project Co shall ensure through the site design including signage, lineage and barrier controls, CCTV monitoring and Car Park staff that 'No Parking' or 'restricted parking' areas are kept clear from unauthorised vehicles at all times. 'No parking' and 'restricted parking' areas are to be defined between Project Co and the Board prior to service commencement.

Project Co shall manage the Car Parking Management Service in accordance with the as built status of the signage, layout and road markings. Changes to the as built status will be facilitated by the provisions in the Project Agreement.

The Board through their Car Parking Policy will determine the criteria for use of restricted 'parking areas'. The Car Park Management Service shall monitor where Staff park. The Board are required to ensure their staff adhere to the policy. Project Co are required to ensure Project Co staff adhere to the policy. This shall be done through incorporating the Boards Policy into Project Co's procedures and ensuring staff have a clear understanding of the policy and procedures.

Where vehicles obstruct 'no parking' areas or unauthorised vehicles park in 'restricted areas' Project Co will respond within 1hour through a Car Park or Security staff member attending the incident. The Car Park or Security staff member attending the Service Request shall rectify the situation within the Response and Rectification time set out in SP02b.

Where a restricted area is obstructed and presents a hazard, the Car Parking or Security staff member shall notify the Front of House Manager. The FOH Manager shall liaise with the Boards Representative and where deemed necessary by both parties the emergency services shall be notified and/or requested to the site to assist in the resolution of the hazard in a lawful manner.

3.2 Car Park Areas

SP03

Access and exit to the staff car park is through a barrier control system. This system shall be through the use of proximity detectors and through an integrated staff identification and access control card. Staff shall be permitted access to the car park through authorisation in line with the staff car parking policy.

Access to the dual visitor / public and staff car park shall be through a barrier controlled entrance / exit. These car park(s) are designed to allow the flow of traffic around the car park and through to exit without causing congestion on the approach to the car parks. This has been achieved through no dead ends within the as built design of the car park.

Within the dual staff/public car park there shall be a barrier controlled system in operation. This system shall segregate the staff allocated spaces (approx 224) from the public spaces between the hours of 07:00am until 15:00pm, Monday to Friday. At all other times the barriers shall be on an open position allowing visitor access.

Should the car parks reach capacity the vehicles can circulate and flow through and out of the car parks until a space becomes available.

SP04

Project Co shall ensure that the barrier system is maintained in good working order throughout the life of the system through the use of a preventative maintenance regime which meets the manufacturers Operators and Maintenance (O&M) manual. Reactive maintenance shall be through Project Co's Asset Management team and through a responsive maintenance agreement with the manufacturer or its authorised service provider.

SP05

Staff barrier systems and associated equipment shall comply with the DDA regulations. Project Co shall maintain the as build system.

3.3 Designated Priority Parking

SP06

Drop off points are managed through the use of signage and road markings. Car Parking staff monitor and patrol at least 6 hourly these areas to enforce the Board car park policy. The patrols shall be undertaken in line with the security and car parking patrols which shall be set out in a scheduled. Car Park staff will permit vehicles to temporally park whilst the driver provides assistance to other vehicle occupants as necessary.

The drop off area outside the A&E, staff entrance, day hospital, main entrance and woman and children's, shall be patrolled by the car park attendants and additionally by the security staff at least every 6 hours. Project Co staff shall permit vehicles to be left for a limited period within the drop off areas. Where the vehicle is not removed within a reasonable time, defined by the car parking or security staff member, dependant on

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the time of day, the circumstances around which the vehicle occupant left the vehicle, if this is known, and the Boards Car Parking policy, the vehicle shall be issued with a fixed penalty notice, subject to Board policy.

The emergency ambulance drop of area outside the woman and children's and accident and emergency units shall be patrolled by car park attendants and security staff at least every 4 hours. CCTV operators shall monitor the area and direct car park attendants and/or security officers to these areas where non emergency vehicles attempt to wait, unload or load or park. Any non emergency vehicles which are left in these areas or refuse to move on shall be issued with a fixed penalty notice, subject to Board policy.

Disabled parking bays shall be monitored by the CCTV operator, who will direct car parking and/or security staff, in the event of non authorised vehicles attempting to wait, unload or load or park in these areas. Any non authorised vehicles which are left in these areas or refuse to move on shall be issued with a fixed penalty notice. In addition to the CCTV monitoring the car park attendants and/or security staff shall patrol the disabled car park spaces at least every 6 hours to check the vehicles are displaying a valid parking permit. Failure to display a valid disabled driver's permit will result in the issuing of a fixed penalty notice. Subject to Board policy.

SP07 Not Used.

3.4 Car Park Maintenance

SP08 Project Co. Estates Department shall undertake scheduled sweeping, emptying of litter bins and litter picking. This shall be set out in a schedule contained within the Estates Planned Preventive Maintenance Programme.

Rectification of incidents involving clinical waste or scenes of crime where the health and safety of staff take precedence or evidence must be maintained under instruction from the Police Project Co shall be exempt from the rectification time.

SP09 Car park and security staff patrol the external site every 4-6 hours. During these patrols Project Co staff shall visibly inspect the lighting and report faults to the CCTV control centre via their PDA/Equivalent. The CCTV control centre shall notify the helpdesk by way of inputting the details directly into the CAFM system.

CCTV equipment is checked through day to day use by the CCTV control centre operator. Faults are reported by the CCTV operator to the helpdesk. Where a fault is identified the helpdesk operator shall raise a reactive maintenance request with the Estates department. The estates department shall respond to the car parking request in line with the priority response and rectification time.

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Formal inspections to the vegetation, infrastructure, barriers, access control, lighting and CCTV equipment shall be undertaken by Project Co, including the grounds and gardens staff, and their specialist maintenance or grounds and gardens contractors as part of the Planned Preventive Maintenance (PPM) schedule. This schedule shall be created prior to service commencement and shall commence from the day the asset is handed over to Project Co for maintenance purposes. Informal visual inspections shall be undertaken by the car park attendants. Fault reporting shall be reported to the Helpdesk.

3.5 Car Park Management & Administration

SP10 Access into the staff car park(s) are via controlled access. The Board shall determine which members of staff are entitled to gain a valid access control permit, which shall be via a proximity smart card and this shall be set out within the Car Parking Policy.

Staff shall be allocated parking permits on the basis of their shift/ working patterns and in line with the Board policy. Staff working Monday to Friday office hours shall be given permit authority to access the allocated spaces within the public car park in addition to the spaces provided in the main staff car park. Staff working shift patterns shall be allocated access to the main staff parking area only.

Project Co shall issue permits to allow access / access into the staff car park(s). The Board shall provide Project Co with a staff leavers list each month to enable Project Co to maintain up to date permissions into the staff car park(s). On notification of a leaver Project Co shall remove privileges from the card. This will be done within 24hrs of notification. The staff will be contacted and asked for the pass to be returned to the security control room. The staff member where authorised for a staff parking permit shall present themselves within the security control centre located on the ground floor. They shall submit a form authorised by the Board Representative and by issued by Project Co with their permit and the car parking rules. The Board will retain responsibility for any lost, stolen, misplaced or damaged car parking permits for Board Employees. Project Co shall be responsible for the replacement of faulty car park permits. Faulty car park permits are defined as a defective card resulting in reduced functionality. Damaged is defined as any action by the user which reduces the lifespan or functionality of the card.

SP11a Project Co shall maintain via the access control system an up to date record of all staff access permits issued.

SP11b Staff car parking permit records shall be changed on notification and within 2 working days by the Board representative of a staff member leaving or on production of the agreed authorising form to provide a staff member with a staff car parking permit. Any other changes will be as instructed through the Car Parking policy.

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Project Co shall ensure that all permits issued to staff members and not returned are deactivated. These shall be notified to Project Co by the Board Representative. The full cost of replacement of lost, damaged, misplaced or unreturned car park permits shall be met by the staff member. For the avoidance of doubt, Project Co shall not be responsible for the recovery of staff car park permits. This is to be determined within the Car Park Policy.

SP11c

Within 24 hours of receipt of a completed and authorised staff car park permit application form, Project Co shall make ready the permit for collection.

Once available staff members shall be contacted by the security control centre operator and asked to attend the security office near the staff entrance and collect their permit. At the time the permit is requested the staff member shall leave their contact details on the application form. These details shall be used to notify the staff member that their permit is ready for collection. Alternatively at the time of lodging the car park application in the security control centre, the staff member shall be given a collection time and asked to present themselves in the security control centre to collect their permit.

SP12a

Project Co shall carry out (twice yearly) a visitor and staff satisfaction survey. Staff car park users shall be determined by the current authorised permit holders from the access control system. The information gleaned from the customer satisfaction survey shall be collated, consolidated and published to the Board Representative, within 2 weeks of the survey ending.

SP12b

The results from the customer satisfaction survey shall be at 85% or above. Where the results of the user satisfaction drop below 85%, the Front of House Manager and the Boards Representative and Travel Plan Co-ordinator shall meet and agree an action plan that will endeavour to address the satisfaction levels.

SP13

Project Co each month at a date to be determined (prior to service commencement) shall produce and issue a report to the Board. The report shall provide the Board with the number of fixed penalties issued, the quantity of permits issued and reclaimed to staff and the number of crimes reported within the car park(s). The format of the report shall be agreed between Project Co and the Board representative.

SP14

Project Co, prior to service commencement, shall jointly develop and agree a car share scheme with the Board Travel Plan Coordinator and in accordance with the requirements of the Travel Plan and the Outline Public Transport Strategy. The car share scheme shall be free to all the Board Employees. During the life of the contract the Board Travel Plan Coordinator shall assess the effectiveness of the car share scheme. Where the Board Travel Plan Coordinator makes recommendations on amending the car share scheme, Project Co shall meet to discuss and assess the

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impact. Where there are no financial impacts, Project Co shall implement the recommendations.

3.6 Security

SP15 Not Used.

SP16 Project Co shall take all reasonable measures to minimising theft, injury to Patients, the Board Employees, Visitors or their property within the confines of the Car Park(s). This will be achieved through the use of CCTV monitoring, maintenance of lighting and vegetation and regular high visibility patrols by the Car Park staff or other Project Co staff.

Project Co shall carry out patrols of the car parks and external areas every 4-6 hours. Project Co car park staff and or the security service staff shall respond to reactive security events and investigate all acts of crime in accordance with the security service method statement and Security Service Specification.

SP17 Not Used.

3.7 Work Schedules

Prior to service commencement Project Co shall meet with the Board Representative to agree the scheduling of services. This information shall be consolidated and issued. The frequency and timings of all scheduling shall be based around the parameters set out in schedule 14, the Service Level Specifications.

4 Quality Standards

Project Co shall ensure that the delivery of the Car Park Management Service shall meet the requirements of the Service Specific Specification and associated documents. The delivery shall be monitored and recorded in accordance with the Performance Parameters and any deviation from the required standard of service shall be rectified as soon as it becomes apparent.

These will be backed up by Project Co's Quality Systems.

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5 Contingency

An indicative contingency plan has been provided below. Service specific contingency plans will be developed in conjunction with the Board and will be completed 3 months prior to Service Commencement for the individual service mobilisation.

Scenario: Failure of Car Park Barrier	Time Period:	Description of Contingency arrangements: To manage continuity of service.	
Triggers/ Escalation	When to invoke	Actions	Assumptions
Failure of the car park barrier access system or the failure of a singular barrier control point.	On the discovery of a system malfunction, via a report to helpdesk of a barrier malfunction by car park users or via car park or security officer patrols and checks.	<p>Dispatch car park attendants or security officers to the barrier. Establish whether there is any practical measures that can be undertaken in order to rectify and re-establish the barrier control system. Where this is not possible, raise the barrier to the open position manually to allow the free flow of traffic.</p> <p>Position a car park attendant at the barrier control point to check vehicle right of access from 07:00 until 20:00pm until the barrier functionality is restored.</p> <p>Helpdesk to report the barrier or system failure to the Estates department. Specialist contractor asked to attend site as necessary.</p>	
Name/title of staff member authorized to invoke plan: Helpdesk Operator/ Front of House Management Team			
Criteria for returning to normal service: Confirmation that barrier control has returned to operational functionality.			
Procedures for returning to normal service: Inform Board Representative and FM Heads of Department.			
Protocol References:	Helpdesk action card Ref. Car Parking Management action card Ref. Security Service action card Ref. Incident Report Record		