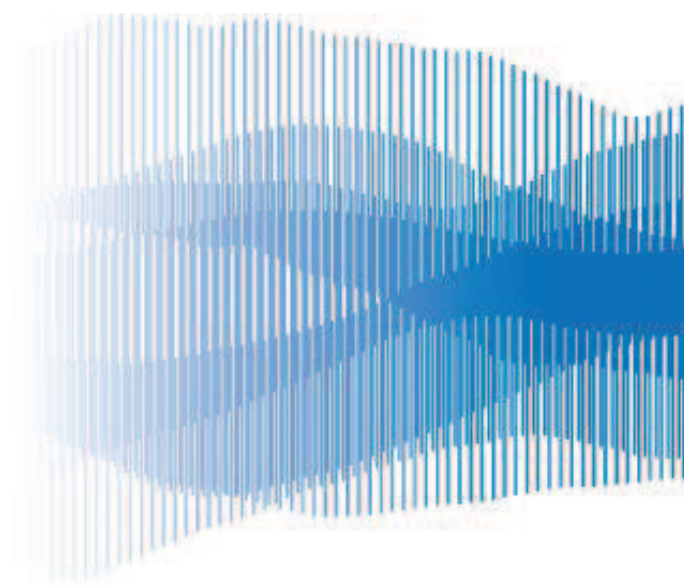


**Nelson Health
Centre
Kingston Road
Merton
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**Parking
Management
Strategy**

February 2015



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Nelson Health Centre - Parking Management Strategy

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1 Introduction

- 1.1 This Parking Management Strategy should be read in conjunction with the 'Nelson Health Centre Travel Plan' which was prepared in November 2014 for South London Health Partnerships by Transport Planning Consultants Limited (TPC) to support the discharge of planning conditions 24, 25 and 47 of Planning Application/Permission ref: 12/P0418 for the redevelopment of the former Nelson Hospital site in the London Borough of Merton. This planning condition (24) is required to be implemented and maintained for the duration of the planning use to ensure the provision of an appropriate level of car parking and comply with policy CS20 of the Adopted Merton Core Planning Strategy 2011.
- 1.2 The Nelson Health Centre (NHC) will provide accommodation for a range of clinical services, these include:
- The Cannon Hill Lane GP Practice;
 - Church Lane GP Practice
 - Diagnostics
 - Retinal Screening
 - Endoscopy and minor procedures
 - Mental Health Services
 - Outpatient services
 - OPARS
 - Therapy services
 - Physiotherapy
 - Phlebotomy

Location Overview

- 1.3 The NLCC is located approximately 1.5km south of Wimbledon, 2.75km south of Wimbledon Common, approximately 2.5km west of Colliers Wood and approximately 4km north of Sutton.
- The site is bounded by Kingston Road to the North, Watery Lane to the east, Blakesley Walk to the west and residential developments to the west and the south, including properties on Manor Gardens.
- 1.4 The area surrounding the site is primarily residential in nature. Other land uses in close proximity to the site include Rutlish School and associated sports facilities located south of Watery Lane, John Innes Park also located south of Watery Lane and retail units at the northerly end of Watery Lane. Further west of the site along Kingston Road there are further retail units and professional services adjacent to Wimbledon Chase station including a co-operative store and a pharmacy. The McCarthy and Stone Assisted, Living Extra Care Centre development is located on the Kingston Road on the opposite side of Blakesley Walk to the Nelson LCC.

2 Parking & Access

- 2.1 The main access to the site for cars will be from Kingston Road with a service vehicle only access provided from Watery Lane, both as required by the planning approval granted for the Nelson Health Centre development. All vehicles will exit the site via the main barrier controlled vehicle entrance onto Kingston Road. Payment for car parking will be 'pay on exit' from within the reception area or from a conveniently located pay machine.
- 2.2 As a part of the development 68 parking spaces were permitted and will be provided, on the basis that 41 spaces will be allocated for essential user/staff parking with 27 spaces for visitors. Of the 68 spaces provided 5 spaces are allocated to disabled parking and are located adjacent to the building entrance and 4 spaces are available with electric charging points. Dedicated cycle parking for 44 cycles is also provided.
- 2.3 A parking space/layby has also been provided at the entrance to the site from Kingston Road for ambulance service vehicles. This will enable vehicles that are required to stay within the site for short periods, the facility to wait without taking parking or servicing space or block the drop-off area in the car park.
- 2.4 A Section 106 contribution of £30,000 has been made to London Borough of Merton as part of the planning approval "towards the CPZ (controlled parking zone) consultation and implementation (if required) of a CPZ and/or traffic management measures within the vicinity of the property". It is likely that a CPZ will need to be implemented by the Council in order reduce the incidence of patient/staff parking on-street adjacent to the Nelson Health Centre but this process is outside the remit of the Parking Management Strategy.

3 Parking Rights

- 3.1 There are a number of different parking space user types, these include Essential User, Staff Parking, Disabled and patient and visitor, detailed below there are proposals on the definition of these types (where appropriate) and whether charging for the use of the parking space will be required.

Essential Car User Parking

- 3.2 It is proposed that essential user parking permits are issued to "Essential Car Users", these being defined as "*staff who are normally based at the Nelson Health Centre and have to travel between the NHC site and either patient homes or other clinical locations as a part of their daily or on-call duties*". In other words essential community services staff. These permits are issued free of any charge. Where staff are holders of Essential Car User permits they will be required to display their permits in their windscreen when on site or may be required to pay for their parking on that occasion.
- 3.3 The total number of parking permits will need to be shared between 41 car spaces. It is likely that essential permits will be a specified allocation within that total but staff parking permits (non essential permits) may be issued on a first come first served basis once the number of essential users has been fixed.

3.4 The criteria for the issue of Essential User Permits will be agreed with the tenants, approved by the Nelson Health Centre Project Board and will then become a core operational policy for the management of the site. In establishing the criteria for issue of the Essential User Permits we will consider:

- The daily traffic movements that are essential in order that the user can carry out their contracted duties;
- Immediate access to a vehicle to respond to urgent/emergency patient incidents. This may be on a departmental rather than an individual basis e.g. pool car; and
- Any personal disabilities that make car travel the essential mode of transport.

The Merton Clinical Commissioning Group has funded the post of the Nelson Centre Manger to ensure that all agreed operational policies for the site are enforced including those relating to transport and car parking issues. The Centre Manager will be responsible for the issue of Essential User Permits and will maintain a register of all permits issued, the registration number of the vehicle to be used and the date that the permit is withdrawn.

4 Staff Car Parking Permits (non-essential car users)

4.1 Staff based at the NHC who do not satisfy the criteria for 'Essential Car Users' but wish to park on site may be able to apply for Staff Parking Permits (if the essential allocation has permits remaining) which will be charged a monthly or annual charge, similar to that which a resident permit is charged in the London Borough of Merton-yet to be decided). They will be permitted to park in the allocated staff parking spaces and if these are full will have to find alternative off-site parking to ensure that the parking allocated for patient parking is available for patients.

4.2 The Centre Manager will be responsible for managing the issue of parking permits for both Essential Car Users and non essential Staff. Parking spaces, which will used by both Essential Car Users and staff with Parking Permits, will be identified by a notice indicating that the parking bay is designated for staff parking only.

4.3 In response to a suggestion by Merton Planning Department, Nelson LCC will give priority to the issue of non-essential staff parking permits to staff who have agreed to be part of the car sharing scheme and will also give consideration to prioritising permits for staff who have the longest journeys, staff who are holders of Blue badges will be given priority to staff parking permits and should no staff parking spaces be available they will be entitled to park in the Blue Badge bays

5 Types of parking provision

Disabled Parking

5.1 Five spaces are provided adjacent to the entrance, and will be identified as for disabled "Blue Badge Holders only". Should these bays be full Blue Badge holders may be entitled to park free in other parking bays (either staff or patient),

only at the discretion and knowledge of reception staff. They will be required to display their Blue Badge. Failure to display the Blue Badge may result in the user being required to pay for their parking.

Patient/visitor parking

- 5.2 This will be in bays that are not identified as Staff Parking or Blue Badge holders only. Persons parking in these bays will be required to pay the charges provisionally identified at the end of this document unless otherwise arranged and/or authorised by reception staff.

Electric Vehicle Charging points

- 5.3 Four parking spaces are provided with electric charging points, these may be reserved for electric vehicles but a decision is yet to be made in respect of these being staff and/or visitor spaces. Until a demand for such a facility is established no reservation can be guaranteed but this can be reviewed on a regular basis.
- 5.4 Those using the electric charging points will be charged for parking and the electricity charged at the appropriate rate, although time in these spaces will be limited to a maximum time and/or the minimum required to maintain the vehicle mobility (yet to be decided).
- 5.5 GP practices are currently investigating whether the provision of electric pool cars may be provided to be used by staff undertaking on call duties,

Allocated Car Spaces

- 5.5 GP's are to be allocated a share of the 41 staff parking spaces as Essential Car Users and permits for GP staff that satisfy the essential user criteria will be issued by the Centre Manager. Staff with Essential Car User permits will have priority to park in staff parking designated bays, staff with Staff Parking Permits will only be allowed to park in staff designated parking bays where they are available. Staff with parking permits shall **not** park in patient designated areas.
- 5.6 Car Sharing Scheme - Staff members that join an approved car share will be given priority to obtain staff parking permits.

Patient/Visitor Spaces

- 5.7 There will be 27 unallocated spaces available for patient/visitor parking on a first come first served basis. Entry to the car park will be by a ticket and a pay on exit system. Parking pay machine(s) will be located in the reception area and patients will be required to pay for their parking prior to exit from the car park.
- 5.8 Where patients are dropping off samples or where they are being 'dropped off' or picked for their appointment, a period of 20 minutes will be allowed for free access and egress to the site via the barrier access.

- 5.9 Staff issued with a parking permit will be required to undertake not to park in patient parking bays and will be required to display their parking permit while on site. Regular checks of the parking areas by the porter/security staff will be undertaken and a warning issued to staff parking in patient bays. CCTV can also be used to monitor the car park and will record when staff are parking in patient designated areas.

6 Access Control

- 6.1 Staff parking using either Essential Car User or Staff Parking permit will gain access to the car park using their normal access control/swipe card.
- 6.2 Staff will be required to display their permit while parking on site in designated parking bays. Porters will be checking the car park at intervals to check that permits are displayed and a record made of vehicles not displaying a permit.
- 6.3 Staff that park without a permit may be required to pay the appropriate fee for their parking at the discretion of the Centre Manager, subject to perhaps a 3 strikes and out policy.
- 6.4 Merton Council consider it very important that patients are dropped off and picked up via the car park rather than in an on-street location, due to the limitations of the surrounding highway network. This issue will be picked up in the Travel Plan work and included in travel information distributed to patients.
- 6.5 The Travel Plan will confirm the drop off area at the rear entrance to the Nelson Health Centre. It is also the intention to provide a “grace period” from car parking charges to allow for the drop off and collection of patients without incurring car parking charges.
- 6.6 Nelson LCC are developing a patient information leaflet that will be provided to all patients receiving an appointment at the Nelson Health Centre. Nelson LCC will undertake to ensure that the information about the drop off area and “grace period” is included within the leaflet. The patient information leaflet will also initially be distributed to all Merton residents via a mail-drop before the centre opens to patients and will be accessible on the Merton CCG website and the dedicated Nelson web page [www. http://www.mertonccg.nhs.uk/Nelson](http://www.mertonccg.nhs.uk/Nelson).

7 Disabled parking

- 7.1 Five disabled parking spaces are provided adjacent to the entrance. Blue Badges must be displayed when parking in these bays. When these spaces are full, parking in other bays will be allowed (see 5.1) and again the Blue Badge must be displayed.
- 7.2 A parking ticket will be required to access the car park and facilities will be available to ensure that no charge will be required to exit the car park either via the car parking machine or the main reception desk.

8 Cycle parking

- 8.1 Parking facilities for 44 cycles will be provided on-site, some being both secure and covered, others being simple cycle stands located in full view of overlooked locations.
- 8.2 A cycle stand for 10 cycles will be located at the main patient entrance at The Rush, with 8 spaces being accommodated under cover within the former mortuary building, 16 cycle lockers and a further 10 spaces all accessed from within the site car park.

9 Site Surveys and Demand Analysis Analysis of Parking Provision

- 9.1 Detailed analysis was carried out of the potential usage of the patient parking at the Nelson Health Centre facility based on the number of appointments per service and the typical appointment length for the transport assessment at the planning application stage. This gave an indication of the parking demand which in turn resulted in the provision of 68 on-site parking spaces.
- 9.2 However, once the on-site baseline travel surveys have been carried out as part of the Travel Plan (anticipated after 6 months of operation) a fairly accurate view of the number of patients/visitors and staff parking habits will be possible. At that stage, the Nelson Health Centre will be able to review the number and allocation of parking spaces and the use of the various types provided on site.
- 9.3 In determining the parking demand during a typical day, across the opening hours/days of Monday to Friday between 0800–2000 hours and Saturday between 0800–1200 hours, it may also be possible to review the parking charges and costs for visitors/patients and staff permits.
- 9.4 The review of the parking arrangements will be undertaken by the hospital in collaboration with the council, the first survey to be undertaken at the timescales defined in the Travel Plan. Nelson LCC will liaise with the Council prior to arranging the baseline surveys.

10 General Management of the Car Park

- 10.1 A 5mph speed limit will be in operation throughout the site car park to assist with promoting a car park that is safe for all users.
- 10.2 The Car Park will be managed by either:

- The Centre Manager, supported by the porter staff who will undertake random patrols of all parking areas to ensure that safe traffic flow is maintained, record the registration numbers of vehicle parked in staff areas not displaying a permit and assist patients/visitors and staff if problems occur e.g. vehicle breakdown; ensure that the parking ticket machine is fully operational or call the maintenance company (contracted by SLHP); empty the parking ticket machine of cash and reconcile issues with income and forward to SLHP; (a cash handling process will be required) ensure that traffic barriers are fully operational and, if not, report to the Hard FM helpdesk for repair; record all failures to the barriers and parking ticket machine and advise SLHP :

OR

- CHP will contract with a Car Park Management Company to undertake the management of the car park and repair/maintenance of the car park ticket machine. It is expected that they will undertake random patrols to ensure that the parking is being effectively managed.
- 10.3 The porters will endeavour to ensure that all parking areas, footpaths and roadways within the site, are well maintained, well lit; reporting failures to the Hard FM Helpdesk for repair.
- 10.4 Porters will ensure that the car park and grounds are kept clear of litter and that security issues are addressed as far as reasonably practicable. CCTV cameras will be in operation.
- 10.5 On-going monitoring of the car park usage will be used to determine any changes required in the future management of parking controls and allocation of designated parking spaces.
- 10.6 The barrier controlling the service access will be connected by an intercom link to the relevant member of staff with responsibility to permit or deny access for servicing vehicles to the car park/servicing bay from Watery Lane.

11 Charges

- 11.1 Staff Parking Permits will be charged at [£90] per annum or [£57.50] for six months (both to be decided).
- 11.2 Visitor/patient parking will be charged at 55p minimum payment for 30 minutes then 55p per additional 30 minutes, up to 2 hours maximum stay. This is the same tariff as the nearby on-street pay and display parking.
- 11.3 These charges are therefore identical to the LB Merton parking charges and will be reviewed annually to ensure that a balance between fair charging and not encouraging the use of the private car is maintained. It is important that the charge is compatible with external on-street charging regime to avoid overspill or unwanted parking within the site car park.
- 11.4 All charges and conditions of parking for the public (visitors/patents) will be clearly displayed on signs at the car park entrance and adjacent to the pay machines, together with contact details for the management and control barriers.

12 Parking Management Strategy - Review

- 12.1 It is suggested that this Parking Management Strategy is initially reviewed after the on-site baseline travel surveys have taken place and then after one year of operation of the Nelson Health Centre when information on usage patterns and income has been established and then subsequently every two years.
- 12.2 Some other data in respect of the day to day car parking operation will be required to support the review of the Parking Management Strategy. This will be provided by the Centre Manager or the Car Parking Management Company (whichever solution is selected by SLHP).