

136

Edwina Hart AM MBE

Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

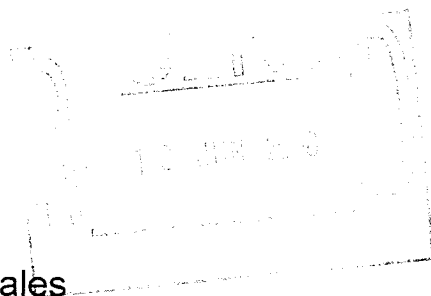
Our ref: EH/02806/08

Your ref:



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Val Lloyd AM
Chair
Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA



Cardiff Bay
Cardiff CF99 1NA
English Enquiry Line: 0845 010 3300
Fax: 029 2089 8131
E-Mail: Correspondence.Edwina.Hart@Wales.gsi.gov.uk

Bae Caerdydd
Caerdydd CF99 1NA
Llinell Ymholiadau Cymraeg: 0845 010 4400
Ffacs: 029 2089 8131
E-Bost: Correspondence.Edwina.Hart@Wales.gsi.gov.uk

23 JUN 2008
APSD

17 June 2008

Dear Val

Thank you for your letter of 3 June on behalf of the Assembly's Petitions Committee, about parking in the area surrounding University Hospital of Wales in Cardiff.

My officials are currently scrutinising action plans from all NHS Trusts in Wales and will then meet Trusts to go through the plans. I will be advised on the adequacy or otherwise of the proposals they have put forward and Trusts will be instructed to revise any action plans that are thought to be inadequate. I will also be advised of any "over-arching" issues that may require my attention on an All-Wales basis. I expect this process to be completed by the end of July and I should be able to provide you with an update on the Cardiff and Vale situation at that time.

I am not aware of a policy that advocates "centralising" services at Cardiff and Vale NHS Trust. My aim is to provide services as locally as possible allowing ease of access wherever and whenever possible. There are situations, however, when certain more specialist services have to be provided on a more centralised basis for very good clinical reasons.

Jane Davidson AC/AM

Y Gweinidog dros yr Amgylchedd, Cynaliadwyedd a Thai
Minister for Environment, Sustainability and Housing



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Eich cyf/Your ref PET-03-136
Ein cyf/Our ref JD/00716/08

Val Lloyd AM
National Assembly For Wales
Cardiff Bay
Cardiff
CF99 1NA

73 JUN 2008

18 June 2008

Dear Val,

APD

Thank you for your letter dated 3 June 2008 in which you seek my views on a request made by residents of Heath, Cardiff, in a Petition to the National Assembly for Wales that the Welsh Assembly Government consider, within the Assembly, the introduction of a system that would allow local groups to appeal to the Assembly when the council gives planning permission for a development which residents consider will exacerbate the problem of parking in the area.

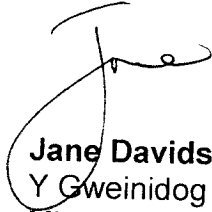
Only the applicant or the local planning authority are main parties to an appeal and any other interested parties, which includes the local community, are classed as a "third party". Whilst the planning system gives "third parties" the opportunity to make representations to the planning authority before it takes its decision, it does not give "third parties" a right of appeal against the decision taken or non – determination.

The possibility of a third party right of appeal was referred to in the consultation paper "Planning : Delivering for Wales" in 2002. It was considered that any advantages from third party appeals would be outweighed by the effects on the operation of the planning system. It was also considered unnecessary to introduce them given the safeguards that already exist and the improvements to the planning system set out in the consultation document, and pursued under the "Planning : Delivering for Wales" programme for change. Many of these are currently being taken forward in partnership with local planning authorities and others.

I would add that the issue of third party rights of appeal has been the subject of discussion for quite some time and has featured in the responses to the consultation exercises carried out over the years throughout the UK in relation to the development control system. The various administrations, including the Welsh Assembly Government, have not sought to provide such a right of appeal as, in their opinions, no persuasive evidence has been produced to suggest that the introduction of a third party right of appeal would be a step forward or an improvement in the planning system.

While there are no plans to revisit this aspect of planning law, the development control system in Wales is under constant review and I am prepared to consider changes to the system should the evidence suggest that this is necessary.

Yours,

A handwritten signature in black ink, appearing to read 'Jane Davidson', written over a circular stamp.

Jane Davidson AM

Y Gweinidog dros yr Amgylchedd, Cynaliadwyedd a Thai
Minister for Environment, Sustainability and Housing

Edwina Hart AM MBE

Y Gweinidog dros echnid Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/02806/08/Update

Your ref:

Vale Broyd AM

Chair

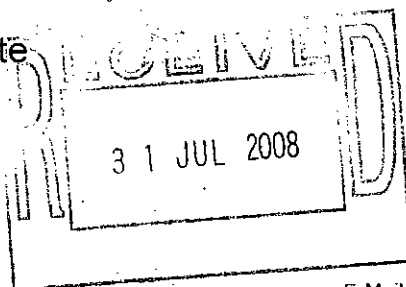
Petitions Committee

National Assembly for Wales

Cardiff Bay

Cardiff

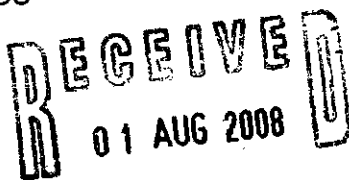
CF99 1NA



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Cardiff Bay
Cardiff CF99 1NA
English Enquiry Line: 0845 010 3300
Fax: 029 2089 8131
E-Mail: Correspondence.Edwina.Hart@Wales.gsi.gov.uk

Bae Caerdydd
Caerdydd CF99 1NA
Llinell Ymholiadau Cymraeg: 0845 010 4400
Ffacs: 029 2089 8131
E-Bost: Correspondence.Edwina.Hart@Wales.gsi.gov.uk



Arso

30th July 2008

Dear Vale

When I wrote to you in June, I informed you that I would provide you with an update on the Cardiff and Vale situation when my officials had received a Car Parking Action Plan from the Trust. The Action Plan for the Trust has now been received and scrutinised.

Some of the actions being taken forward by the Trust to reduce car parking congestion in and around the UHW site are:

- The development of a brand new Public Transport Interchange at the Concourse at the UHW which is planned to come on-line during Autumn 2008.
- Installation of Information points throughout the Trust, in association with Traveline and InfoPoint to install an Information Point that will direct staff, patients and visitors in finding sustainable alternatives such as Public Transport or taxis.
- Further development of the Trust Intranet site with direct links to Traveline Cymru, Sustrans and Cardiff bus.
- Cycle routes into UHW linked to the Taff trail, routes improved and supported by Sustrans.
- Liftshare has been selected as a Car Share partner and an agreement has been signed. It is planned to launch the Trust's car scheme this Summer.

As you can see Cardiff and Vale NHS Trust are taking seriously the matters raised within the petition on Heath and Birchgrove parking, and are actively seeking solutions to the issue of parking congestion in and around the UHW site.

[Handwritten signature]

Jane Davidson AC/AM

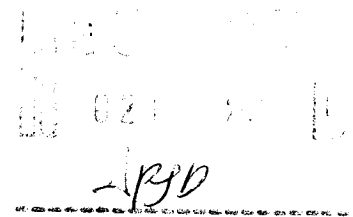
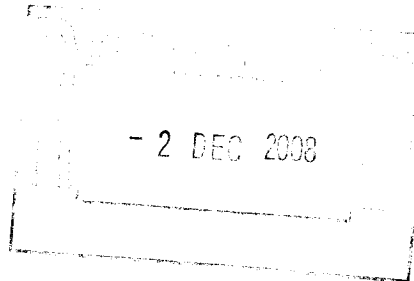
Y Gweinidog dros yr Amgylchedd, Cynaliadwyedd a Thai
Minister for Environment, Sustainability and Housing



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Eich cyf/Your ref PET-03-136
Ein cyf/Our ref JD/01532/08

Val Lloyd AM
National Assembly For Wales
Cardiff Bay
Cardiff
CF99 1NA



3 November 2008

Dee VW,

PETITION – PARKING IN THE HEATH AND BIRCHGROVE AREAS OF CARDIFF

Thank you for your letter of 21st November on this issue and your request for clarification about the requirements on Health Authorities to consider parking and traffic issues when applying for planning permission.

If a Health Authority makes an application for development under the Town and Country Planning Act then, in order to receive an approval from the local planning authority, the proposal should be acceptable in terms of both local and national planning policies. The Welsh Assembly Government's policies regarding this issue are outlined in Technical Advice Note 18 on Transport and in the Manual for Streets. Both of these documents identify parking provision as an important consideration when considering the granting of planning permission, in this respect Health Authorities are no different to any other applicant seeking planning permission.

Yours,

Jane Davidson AM

Y Gweinidog dros yr Amgylchedd, Cynaliadwyedd a Thai
Minister for Environment, Sustainability and Housing

Letter from Minister for Health and Social Services #3

Edwina Hart AM MBE

Y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/05405/08

Your ref: PET-03-136

Val Lloyd AM
Chair
Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Cardiff Bay
Cardiff CF99 1NA
English Enquiry Line 0845 010 3300
Fax 029 2089 8131
E-Mail Correspondence Edwina Hart@Wales.gsi.gov.uk

Bae Caerdydd
Caerdydd CF99 1NA
Llinell Ymholiadau Cymraeg 0845 010 4400
Ffacs 029 2089 8131
E-Bost Correspondence Edwina Hart@Wales.gsi.gov.uk

- 9 DEC 2008

APSD

9 December 2008

Dear Val

Thank you for your further letter of 20 November on behalf of the Petitions Committee about parking around University Hospital Wales in Cardiff. You raised a number of issues within your letter, which I will reply to in turn.

Audit of NHS Trust land and property

The Assembly Government has issued guidance to NHS Trusts in Wales that land and property should only be retained that is required to fulfil the function of healthcare provider. All NHS estate should be reviewed regularly to identify surplus property, at least annually.

A major exercise has recently been carried out by King Sturge on the Identification and Review of Surplus Land within the NHS in Wales. The aim of the report was to assess current land disposal proposals in the short, medium and long term and identify opportunities for early release of property assets for disposal. Work is currently ongoing on this review.

Car Parking at University Hospital of Wales

I have required all NHS Trusts in Wales to develop and implement a sustainable travel plan for all major hospital sites within their Trust by 1 April 2009, this will of course include the University Hospital of Wales.

I enclose a copy of Welsh Health Circular (2008) 058 which informs Trusts in detail of the actions I require them to undertake for these sustainable travel plans to be successful. The plans must aim to reduce car use and encourage staff to increase their physical activity through active travel, and also aim to minimise the organisation's impact on the local community through noise, congestion and

pollution. I expect the travel plan for Cardiff and Vale NHS Trust to include their plans, if any for offsite parking and what future requirements are for further parking on the UHW site. I have instructed my officials to send you a copy of the travel plan when they receive it in April of next year.

I would like to assure you that I expect all these plans to be very robust and include appropriate targets informed by site facilities audits and user travel surveys, performance against these targets will be monitored annually by my officials.

Decentralising Services

The Government does not have a policy as such on decentralising services, but does support moving services closer to and into people's homes where this is safe, effective and affordable. Our major strategies on chronic condition management and emergency services are looking to strengthen prevention, self care and early interventions, which will give people more local and immediate solutions and relieve the pressure on acute hospital services. This should lead to a rebalancing of services towards community based care.

The Trust has adopted its own principles to complement and support the vision outlined in Designed for Life. This will include increased ambulatory care and out-posted diagnosis, assessment and treatment - subject to the twin disciplines of clinical and cost-effectiveness.

However, the Trust is the major provider of tertiary specialist services in Wales, and the recent trend of centralisation of these services seems set to continue. The Trust is conscious of the tension between striking a balance between public preference for local services on the one hand, and the critical mass of staff and facilities required to maintain viable and safe specialist services on the other. It will work closely with commissioners to bring about sustainable solutions.



**EXECUTIVE OFFICE
SWYDDFA WEITHREDIAETH**

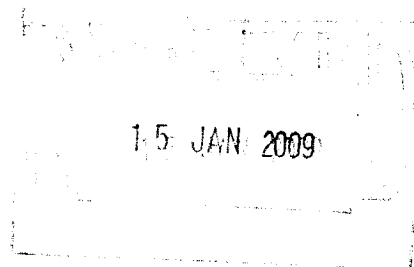


County Hall
Cardiff
CF10 4UW
Tel: (029) 2087 2000

Neuadd y Sir
Caerdydd
CF10 4UW
Ffôn: (029) 2087 2000

My Ref / Fy Cyf: EM10295
Your Ref / Eich Cyf: PET-03-136
Date / Dyddiad: 9th January 2009

Val Lloyd
National Assembly For Wales
Cardiff Bay
Cardiff
CF99 1NA



Dear / AnnwylVal

Parking In The Heath and Birchgrove Areas of Cardiff

I refer to your letter dated 21 November 2008 regarding the above petition presented to the National Assembly by Councillor Ron Page. You mention in particular the broader concern raised by the petition over the enforcement of parking restrictions in these areas.

Firstly I would advise you that the enforcement of these restrictions is solely the responsibility of the police. The Council has no involvement in enforcement and has no control over the police regarding the level of enforcement provided.

With regard to the petitioners' suggestion of introducing limited waiting I would advise you that such restrictions are used in locations where it is necessary to remove long stay parking in order to ensure a turnover of vehicles, for example at busy commercial centres. They are not used as a means of removing general long term parking and therefore such provision could not be supported.

To further assist you I would provide the following comments on the various issues which have been raised concerning on-street parking conditions in the Heath area.

The Heath resident parking zone to the south of Heathwood Road was the first such facility provided by the Highway Authority and was implemented in 1974. The scheme was introduced without any governing criteria as a means of protecting the residential streets in the immediate vicinity of the hospital. Since then, a policy for the provision of resident only parking schemes has developed and schemes are now provided on a road by road basis, and are dependent on the level of parking demand observed. Roads now have to be 70% parked before a scheme is considered. Residents having off-street parking within their property are not eligible to receive permits to park in on-street bays. Generally speaking, resident parking schemes are now only introduced in roads having terraced housing, where parking pressure is intense and parking by non-

PLEASE REPLY TO: Executive Office / Swyddfa'r Weithrediaeth
Room / Ysafell 283, County Hall / Neuadd Y Sir,
Cardiff / Caerdydd, CF10 4UW
Tel / Ffôn (029) 2087 2598 Fax / Facs (029) 20872691



residents removes much needed parking space.

Complaints about parking occurring in the area have been made for many years and it is appreciated that the roads outside the zone are being used by persons attending the University Hospital, and that commuter parking is taking place throughout the day. The situation has previously been the subject of extensive investigation and is regularly monitored.

Heathwood Road to the north and Allensbank Road and Heath Park Avenue to the east are the first roads which are uncontrolled with respect to parking. However, these and many of the adjacent roads comprise semi-detached dwellings, all having off-street parking. Therefore, the roads are not eligible to receive a resident only parking scheme in accordance with current Council policy. While it is accepted that the number of parked vehicles has increased, the parking does not contravene any regulations and traffic flow is not impeded, driveways are not obstructed and residents are still able to park within their properties.

I am also mindful that the majority of residents living in this area and further north of Heathwood Road are unaffected by this parking so far, and any attempt to introduce facilities near Heathwood Road would only push this parking further north and so affect many more residents. I appreciate that this hospital related parking is a source of irritation to the residents currently inconvenienced, but I believe that the way to resolve this lies with the hospital authorities, whose parking charges have resulted in these workers choosing to use free off-site parking on the neighbouring highway.

However, if on-street parking is seen to be creating a risk to road safety or obstructing traffic flow the Council will consider implementing traffic regulation orders to counteract these problems.

This is evidenced by the number of traffic regulation Orders which have been sealed to introduce or to extend the yellow line restrictions in the vicinity of junctions on Heathwood Road, Ton-yr-Ywen Avenue, Heath Halt Road, Heath Park Avenue, Nant-y-Wedal and Highfield Road. There are also proposals being progressed to introduce double yellow lines at the junctions along Heathway, and on Heathwood Road at its junctions with Heathway and St Anthony Road.

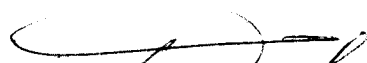
Hospitals and many other large places of employment are doing much to discourage employees and visitors from commuting to work using private vehicles by encouraging the use of sustainable and public transport, with parking charges being one way of achieving this. However, as you will be aware, a decision has now been taken to abolish the hospital parking charges, and therefore when this has been implemented the parking patterns in the area will need to be reassessed with possible further controls being considered in line with Council policy.

I trust that the above information will be of assistance.

Yours sincerely,
Yn gywir,

P.S. I met the officers at Meath Hospital (Sun 12th) to-day to encourage a more extensive travel to work plan which should reduce car usage.

**COUNCILLOR / CYNGHORYDD DELME BOWEN
EXECUTIVE MEMBER TRAFFIC & TRANSPORTATION**



Letter from Minister for Health and Social Services #4

Edwina Hart AM MBE

Y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/00468/09

Your ref: PET-03-136

RECEIVED

13 FEB 2009

Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Val Lloyd AM
Chair
Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

Cardiff Bay
Cardiff CF99 1NA
English Enquiry Line: 0845 010 3300
Fax: 029 2089 8131
E-Mail Correspondence Edwina.Hart@Wales.gsi.gov.uk

Bae Caerdydd
Caerdydd CF99 1NA
Llinell Ymholiadau Cymraeg: 0845 010 4400
Ffacs: 029 2089 8131
E-Bost: Correspondence.Edwina.Hart@Wales.gsi.gov.uk

12 February 2009

Dear Val

Thank you for your further letter of 3 February on behalf of the Petitions Committee about parking around University Hospital Wales in Cardiff, in which you ask what arrangements are in place for NHS Trusts drawing up travel plans and car parking action plans to consult their local authority.

The consultation of Local Authorities is an implicit part of the Trust travel plan process as they will be major stakeholders, and as such I saw no need to include formal arrangements for consultation. NHS Trusts have been allowed to consult their Local Authorities as their individual circumstances required. I understand that Cardiff and Vale NHS Trust have liaised closely with Cardiff Council on their Sustainable Travel Plan.

[Signature]



NHS
WELSH
GIG
CYMRU

University Hospital of Wales
Ysbyty Athrofaol Cymru

Heath Park,
Cardiff CF14 4XW
Phone 029 2074 7747
Minicom 029 2074 3632

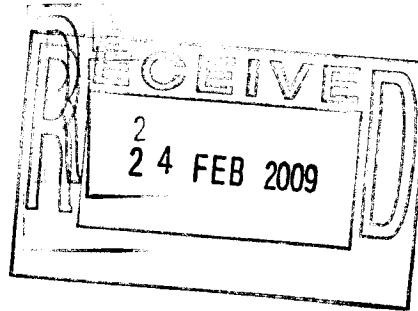
Parc Y Mynydd Bychan,
Caerdydd CF14 4XW
Ffôn 029 2074 7747
Minicom 029 2074 3632

Eich cyf/Your ref
Ein cyf/Our ref
Welsh Health Telephone Network 1872
Direct line/Llinell uniongyrchol
Fax
E-mail

DF/Jlh/s/residents/correspondence/WAG Lloyd petition parking P03-136
029 2074 2150
029 2074 2968

13 February 2009

Ms Val Lloyd
Chair, Petitions Committee
Welsh Assembly Government
Cardiff Bay
Cardiff
CF99 1NA



Dear Ms ~~Lloyd~~ ^{Val,}

Petition P-03-136 Parking in the Heath and Birchgrove Areas of Cardiff

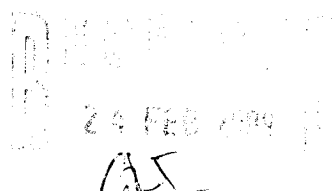
Thank you for your letter of 4th February requesting additional information regarding the above.

Q1. Did we consult with Cardiff City and County Council when drawing up our sustainable travel plan?

Cardiff Council is a key stakeholder and partner of the Trust thus, the Council is represented on our Sustainable Transport and Travel Group at both officer and elected representative level. Cardiff Bus is also represented on this Group. At the last meeting in December, the draft Travel Plan was circulated to members of the Group for comment.

Detailed comments were received from Cllr. Fenella Bowden, Heath Ward and Cllr Joe Carter, Chair of Cardiff Bus. Comments have also been received from Cheryl Owen, Cardiff Council Transport Policy and Development. These comments were taken onboard in further drafts of the document.

On 12th January 2009 I met with nine key and local Cardiff Councillors and one of the items on our agenda was the Trust's Sustainable Travel Plan. We were also joined by representatives of Cardiff Bus. At the meeting we had a presentation on the Plan and a copy of the draft document was provided for attendees who were invited to submit their written comments after they had had an opportunity to read and consider the document. Cllr Bowen who has the portfolio of Traffic and Transportation was generally supportive of the Plan at this meeting. We have subsequently received written comments from Cllr Page, Heath Ward.



In addition the Trust has an ongoing relationship with the Heath Residents' Association and at the regular meeting of the Heath Residents' Liaison Group on January 21st, the draft Travel Plan was tabled and members were invited to submit their written comments after they had had an opportunity to discuss it with their members. We have not yet received those comments and we have recently set a deadline of 20th February to give us time to duly consider any concerns, update the document and arrange for it to be internally ratified at the Trust's Environmental Strategy Group that meets on 4th March.

Q2. Did we consult the local authority when we drew up the Car Parking Action Plan last year?

The Hospitals within the Trust are situated within the boundaries of Cardiff County Council and the Vale of Glamorgan County Council. We felt that the Minister's decision to remove car parking charges would result in staff, patients and visitors who had been parking off the hospital sites (to avoid parking charges), coming back onto the hospital sites at Whitchurch and Llandough as parking became free.

However, at the University Hospital of Wales, because of the nature of the PFI contract and our obligations under the contract, it was anticipated that there would be no change to on site or off site parking. As a result of the above and the fact that we were not under any obligation to consult with the local authority, there was no consultation with either local authority with regard to the drawing up of the Car Parking Action Plan.

Q3. In both cases, how were the views of the local authority taken onboard?

With regard to the Sustainable Travel Plan, we have taken onboard most of the comments received following our consultations and these are reflected in the revised document which will be submitted to the Assembly by the end of March.

If you require any further information, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read "David Francis". The signature is fluid and cursive, with a long horizontal stroke at the end.

David Francis
Chairman

AS

Letter from Cardiff and Vale NHS Trust #2



GIG
NHS

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Ysbyty'r Eglwys Newydd
Whitchurch Hospital

Post Ffôn: Whitchurch, Ffôn Parc, Yr Eglwys Newydd
Caerdydd, CF14 7XB Caerdydd, CF14 7XB
Ffôn: 029 2069 1191 Ffôn: 029 2069 1191

Ysbyty'r Eglwys Newydd
Whitchurch
Wales Health, Telephone Network
02920 2069 1191

**David Francis
Chair**

21 January 2010

Ms Val Lloyd
Chair, Petitions Committee
National Assembly for Wales
Cardiff Bay
CARDIFF
CF99 1NA

27 JAN 2010

Dear Ms Lloyd

**RE: PETITION - PARKING IN THE HEATH AND BIRCHGROVE AREAS OF
CARDIFF**

I write in reply to your letter of 18 December 2009 and must apologise for the delay.

I enclose a copy of the University Hospital of Wales Sustainable Travel Plan as requested. This was first submitted to the National Assembly before the deadline of 31 March 2009 and received ratification on 1 July 2009. The Plan is to be updated this year.

I hope that this will be helpful to the Committee.

Yours sincerely

**DAVID FRANCIS
Chairman**

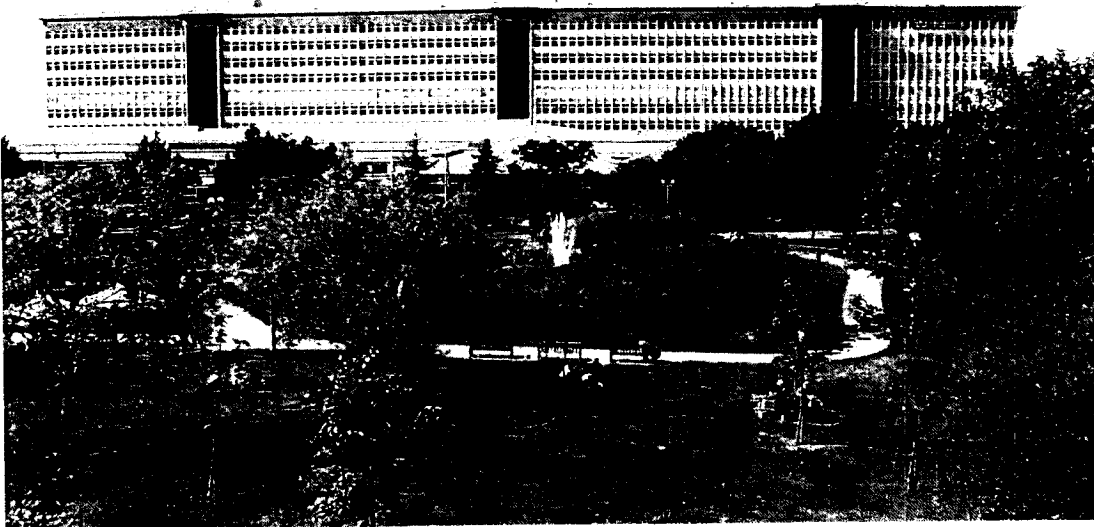
Enc





27 June 2009

Sustainable Travel Plan



University Hospital of Wales

March 2009

Cardiff and Vale NHS Trust
University Hospital of Wales
Sustainable Travel Plan

Contents

Section	Heading	Page No
1.	Introduction	2
2.	Executive Summary	4
3.	Motivation	6
4.	Roles And Responsibilities	8
5.	Partnership Working	9
6.	Communication/Marketing	10
7.	Site Audit	12
8.	Staff Travel Survey	16
9.	Objectives, Measures And Implementation	21
10.	Adverse Weather	29
11.	Funding Sources	29
12.	Monitoring	29
13.	Action Plan	30

Appendices

Appendix A	Reform of Car Parking in NHS Hospitals
Appendix B	UHW Schematic Site Plan
Appendix C	Maps Illustrating Distance Travelled and Modal Split
Appendix D	Car Park Tariff, Permit and Dispensation Summary
Appendix E	Adverse Weather Protocol
Appendix F	Action Plan

CARDIFF AND VALE NHS TRUST
UNIVERSITY HOSPITAL OF WALES
TRAVEL PLAN

1. INTRODUCTION

Cardiff and Vale NHS Trust was established in April 2000 and is one of largest in the UK, providing health services for over 500,000 people living in Cardiff and the Vale of Glamorgan. We also serve a wider population of 2.5 million people across South and Mid Wales for specialties such as paediatric intensive care, specialist children's services, renal services, cardiac services, neurology, bone marrow transplantation and medical genetics.

We have strong links with the Wales College of Medicine, Cardiff University and the Partnership places us at the leading edge of education and training of health care professionals, as well as research and development into new approaches to healthcare.

Our patient services are provided across nine hospitals and 17 health centres, and we also provide services in health centres run by our NHS partner organisations both within Cardiff and the Vale and beyond, in Caerphilly and Merthyr for example. We work in close collaboration with GPs and other healthcare professionals.

Cardiff and Vale NHS Trust's nine hospitals are; Barry Hospital, Cardiff Royal Infirmary West Wing, Children's Hospital for Wales, University Hospital Llandough, Rookwood Hospital, St David's Hospital, University Dental Hospital, University Hospital of Wales, and Whitchurch Hospital.

The largest of the Trust sites, the University Hospital of Wales (UHW), was officially opened in 1971 and rapidly established itself as one of the foremost teaching hospitals in the UK and the flagship hospital in Wales. With one or two exceptions the NHS service side is interlinked with professorial departments and both the NHS and University elements are heavily involved in research and development and have gained eminent reputations both nationally and internationally.

The hospital provides for the fullest integration of a 1,000 bed hospital and medical school in one complex. Three blocks running north south with 6 subsidiary 'link' blocks comprise the main complex. The main building is 10 storeys high with numerous peripheral developments.

Each week the hospital sees around 10,000 outpatients, 1,100 inpatients and 600 day cases (based on the quarter ended December 2008). The main operating theatre suite is one of the largest in Great Britain with 13 operating theatres and 17,179 procedures per year (based on 2007-08).

The Accident and Emergency Unit on the UHW campus is an extremely busy department, with approximately 120,000 attendances per year, and is one of the busiest in the UK.

With all of this in mind, improving the whole patients experience is a key goal and the Trust is working with all its partners to find ways to develop long term sustainable improvements. It should be noted, however, that sustainability is an issue facing society as a whole and therefore partnership working and necessary investment will be key to its success. This aim is also supported by the recent announcement of a joint Welsh Assembly Government (WAG) and Cardiff Council investment which aims to make Cardiff Wales' first Sustainable Travel Town.

This document has been consulted upon with key partners (See Section 5) via the Trust's Sustainable Transport and Travel Group, and other stakeholders, and Sustrans Cymru in particular who have provided valued support. Their comments have been taken into account as appropriate.

At Executive level within the Trust, the Executive Sponsor is the Director of Development who is responsible for delivering WHC (2008) 058. This is being taken forward via the Environmental Management Strategy Group.

This Travel Plan is specific to UHW and will include:

- Motivation for producing a Travel Plan
- Roles and responsibilities within the Trust
- Identifying key stakeholders
- Communication and marketing strategy
- The outcomes of a site audit
- The results of the staff travel survey undertaken in the Summer/Autumn of 2008
- Objectives, measures and implementation
- Identification of potential funding sources
- Monitoring
- Action Plan

The overall objective of this Travel Plan is to seek to ensure that, wherever possible, our staff, patients and visitors use more environmentally friendly alternatives to driving in a vehicle as a single occupant.

2. EXECUTIVE SUMMARY

2.1 Background

The UHW Travel Plan has been developed to generate benefits for the Trust, its staff, patients and visitors and for the wider community. These benefits include:

- Improved access to the site and an improved patient experience;
- Increased travel options for staff, patients and visitors with a knock on effect to the wider community;
- Health benefits resulting from active travel;
- Reduced congestion on site and in the wider community;
- Reduced CO₂ emissions;
- Improved business efficiency - reduced business mileage costs;
- Improved compliance with Welsh Assembly requirements e.g. WHC (2008) 011 requested NHS Trusts to adopt measures to promote car drivers to use more environmentally friendly forms of transport.

2.2 Survey Results

In order to inform the development of the Travel Plan a site audit was conducted. Additionally a staff travel survey was undertaken to ensure that the measures and targets that were introduced would encourage modal shift.

The site audit provided background information on the existing facilities at the site and the public transport services. It was identified that far too many parking permits had been issued and that the facilities for cyclists and in particular cycle parking were not adequate.

The staff travel survey revealed that there is a heavy reliance on the car to travel to work. Interestingly, 50% of staff, who returned completed questionnaires, live within 7 miles of work, suggesting active travel, car sharing and public transport initiatives would have the greatest impact on modal shift. In addition as almost 57% of staff surveyed worked normal office hours, public transport and car sharing initiatives are more likely to be successful.

2.3 Objectives

Key objectives of the Travel Plan include:

- The promotion of sustainable transport in Cardiff and Vale of Glamorgan as an alternative to single car occupancy;
- Improving opportunities for, and to encourage, travel by sustainable modes;
- Reducing unnecessary travel;
- Raising awareness among staff, patients and visitors of the Travel Plan; and
- Measuring the change in attitudes towards sustainable travel, over time.

To achieve these objectives the Travel Plan will suggest and develop new ideas including:

- New bus services and bus access routes to UHW
- New park and ride service from East Cardiff
- Introduction of inter-hospital shuttle buses for staff
- New and improved cycle routes

- More priority for pedestrians, cyclists and buses
- More car parking for patients and visitors
- Car parking reviews and allocation of permits
- Tighter controls over parking on streets
- Development of a purposeful and focused communications package

2.4 Action Plan

A detailed Action Plan has been developed to ensure the key Travel Plan measures as outlined within this document are delivered in accordance with agreed timescales.

3. MOTIVATION

The key motivations for developing a Travel Plan for the UHW are as follows:

3.1 Benefits to the Trust

Compliance with Welsh Assembly requirements such as:

- **Corporate Health Standard**
All NHS Trusts have to achieve Gold standard in corporate health by 2008. The Travel Plan will make a huge contribution towards achieving the high standard because of the links to physical activity and transport. A corporate health standard working group has been set up with representation from a wide range of departments and divisions within the Trust. A representative of the Trust's Transport and Travel Group sits on the working group and is the lead on physical activity, due to activities centred around walking, cycling, general health and fitness promotion. The group also provides a communication medium for the support of Travel Plan activities.

- **Environmental Management Systems (EMS)**
In 2002 WAG issued a Welsh Health Circular (WHC) stating that all Trusts must work towards accreditation of an EMS. The Trust achieved ISO 14001 in 2005 and the Travel Plan will assist its on-going accreditation.

- **WHC (2008) 058**
The Circular, entitled Sustainable Travel Plans in NHS Wales (Site Specific) to include Car Parking Plans, instructed Trusts to develop Action Plans to demonstrate how they would deal with instructions from WHC (2008) 011 and develop site specific sustainable Travel Plans containing sustainable transport measures that will:

- Improve accessibility of NHS sites for all users
- Promote more sustainable alternatives to single occupancy car journeys
- Promote the health benefits of active travel

- **WHC (2008) 011**
The Circular introduced free car parking to all NHS Hospital sites without external contracts in place. Where external contracts exist, reduced cost schemes were required from 1st June 2008.

- Increased business efficiency from reduced business mileage payments
- Improved coordination of patient transport services
- Improved access to services
- Reduced site congestion

3.2 Benefits to staff

- Increased and improved travel options
- Awareness of greater number of travel options
- Flexibility of travel options for walkers/cyclists (i.e. no waiting for public transport)
- Reduced travel costs due to Travel Plan measures
- Improvements to health with increased 'active travel'
- Increased accessibility to alternative (to single car occupancy) travel information

- Less time spent on work day commute due to less congestion, and availability of other transport options

3.3 Benefits to patients/visitors

- Improved access to Trust sites
- Increase in range of transport options available
- Reduced stress due to less congestion
- Reduction in missed appointments due to lack of travel options

3.4 Benefits to community/environment

- Less pollution from CO2 emissions
- Improved public transport services (including "Park and Ride")
- Improved cycle and pedestrian routes/paths
- Reduced congestion
- Increased positive attitudes towards active travel options and public transport
- Parents encouraged to increase confidence in active travel, and therefore encourage more active lifestyle with children

3.5 General

- Improved air quality on site and surrounding area
- Safer environment to walk and cycle
- Increased access for emergency vehicles
- Improved health and correlated reduced sickness
- Growing amount of research points to the connection between the more active an individual, then the greater the productivity

4. ROLES AND RESPONSIBILITIES

4.1 Senior Management Support

Sustainable Transport and Travel within the Trust receives Executive sponsorship from the Director of Development who chairs the Trust's Environmental Management Steering Group. This Group provides strategic direction for Sustainable and Environmental Management with the Trust. Operationally, the requirements of Sustainable Transport and Travel are undertaken via the Procurement and Facilities (Car Parking) Departments.

4.2 Procurement Department (Transport/Travel Section)

Although the Trust does not have a dedicated Travel Plan Coordinator, the management of the development and implementation of the Travel Plan is undertaken via this Section.

One of the roles of this Section is to raise awareness of alternative travel throughout the Trust, to run the day to day schemes within the Travel Plan, to inform management of best practice and to investigate and report on new ways of encouraging sustainable travel among staff, visitors and patients thus reducing reliance on single occupancy car journeys.

4.3 Sustainable Transport and Travel Steering Group

Travel Plans are integrated into corporate objectives (e.g. the attainment of the Corporate Health Standard, accreditation of EMS, etc.) and can be seen as a tool for fulfilling social and environmental objectives. To facilitate this culture change it is important to have a group of dedicated staff responsible for driving forward the objectives of the Travel Plan.

The Trust's 'Sustainable Transport Group' has carried out the development of this Travel Plan over a period of 12 months. Within its remit, members of the Group would be responsible for facilitating the development and implementation of the measures listed within this report. Without such a support network/ steering group there is a real danger that this Plan will achieve little.

The membership takes account of the results of The Welsh Partnership Forum NHS Wales Staff Survey 2000-07 and represents the different interests of health sectors, both internal and external to the Trust, including the following:

- Cardiff University
- Staff Organisations
- Community Health Councils
- WAG
- Local Councils
- Public Transport Operators
- Regional Transport Consortia (South East Wales Transport Alliance)
- Local Health Board
- Sustrans Cymru

The Group has a clearly defined Terms of Reference including:

- Securing management support to take ideas forward;
- Identifying Travel Plan issues and address them accordingly;

- Set tasks and actions and establishing specific Task and Finish Groups to that end;
- Identify funding requirements and sources;
- Identify targets and reviewing progress;
- Communicating Travel Plan successes and problems.

Examples of Task and Finish Groups include:

- Bicycle User Group (BUG) - including Assisted Cycle Purchase Group
- Car Share Group

4.4 Car Park Strategy Group

The Car Park Strategy Group, under the Chair of the Facilities General Manager, was established to manage car parking issues within the Trust.

Car parking at UHW has reached a critical point with demand outstripping supply. In addition the Trust must meet its contractual requirements with its car park contractor, Vinci Park and its statutory requirements as determined by WAG. To this end, the UHW specific response to WHC (2008) 011, Reform of Car Parking in NHS Hospitals, is detailed at Appendix A.

The Car Park Strategy Group works in close liaison with the Sustainable Transport and Travel Group, and this Travel Plan aims to alleviate car parking issues on the site and surrounding areas by encouraging transport alternatives to the car.

5. PARTNERSHIP WORKING

In order for the Travel Plan to be a success, the Trust has recognised the need to engage with external agencies. As such, partnership working has been established with the following organisations:

- WAG
- Regional Transport Consortia - South East Wales Transport Alliance (SEWTA)
- Local Authority – Cardiff and the Vale of Glamorgan Councils
- Traveline Cymru
- Sustrans Cymru
- Local Bus Operators – Cardiff Bus, Stagecoach, Veolia,
- Sports Council for Wales
- Cycle purchasing solutions
- Voluntary/Community transport providers
- Welsh Health Estates

6. COMMUNICATION/MARKETING

6.1 Provision of Information

Transport and Travel information within the Trust is provided in many ways, to staff, patients and visitors, including:

- **Intranet**

The Trust has a dedicated Intranet page for public transport information, car sharing details, cycling routes and information etc. The pages are informative and comprehensive, but require regular maintenance in terms of monitoring and updating

- **Internet**

The internet pages are also updated regularly so that Patients and Visitors have got access to information regarding directional travelling to the sites. However, this needs further development to include a greater emphasis on alternative modes of transport, and active travel directions.

- **New employees**

All new employees within the Trust are sent an information pack by the Human Resources department which includes information on travel options to and from the Trust's sites, including salary sacrifice options.

- **Trust Induction**

All new starters within the Trust have to complete the staff induction course. This includes information relating to public transport options, cycling facilities and car parking restrictions.

- **Infopoints**

The Trust has installed Infopoints in all its sites. These Infopoints provide users with access to Travel Information and are co sponsored by Traveline.

- **Travel Information Days**

The Trust regularly runs travel information days designed to encourage staff, patients and visitors to use sustainable forms of transport. These days are attended by local bus operators, Traveline Cymru, Sustrans Cymru, SEWTA, etc.

- **Public Transport Timetable Information**

At strategic locations in hospitals throughout the Trust leaflet racking has been installed to accommodate public transport timetables in an effort to encourage staff, patients and visitors to use the services provided.

6.2 Gaps in Provision

The Trust's Sustainable Transport and Travel Group are continually seeking to improve information provided to its staff, patients and visitors. Areas have been identified where travel information can be improved. These include the Trust's internet web site, secure cycle storage, availability of motorcycle storage, etc. These areas are included in the action plan.

6.3 Marketing/Publicity

Marketing of the Travel Plan will take place through the following mechanisms:

- Re-launch of this revised Travel Plan
- Articles in staff newsletters – Trust In Focus
- Flyers, posters and leaflets on departmental noticeboards throughout the Trust
- Marketing materials sent through pay-slip envelopes
- Information and briefing for senior managers
- Publicity on Intranet/internet
- Information in induction packs
- Focus groups
- Alternative Transport Events to combine promotion of active travel for events such as Bike to work week; In town without my car; Environment week; European mobility week, etc
- Press launches to local papers
- Maintain links with students via University representatives
- Dissemination of information via the Bicycle User Group

Marketing will take a targeted approach based on the information gathered from the 2008 staff survey.

7. SITE AUDIT

As services are developed and facilities improved, the Trust will have an increased number of patients, visitors and staff travelling to this site from across Wales and parts of England. This is due to the tertiary nature of some of the services provided. As the site is land locked, existing infrastructure is lost in order to accommodate new buildings.

The site has a daily footfall of circa 12,000 people, of which, about 8,000 are staff and students. This footfall is facilitated by the numerous walking and cycling routes which enter the site, or run close to it. These are a mixture of both traffic free and main routes. There are also large residential areas within very close proximity to the hospital which provide residents with the opportunity to use these routes e.g. access to the A48(M).

As staff numbers are increasing, and the pressure on car parking spaces is also increasing, it is essential that the Trust introduces a Travel Plan to provide a range of travel options for its staff, patients and visitors that will reduce the impact of parking and vehicle congestion within the Hospital and its surrounding streets. However, these plans will be dependent upon the close working relationships with stakeholders. In particular, proposals by Cardiff Council for "Park & Ride" facilities will be of key importance.

A UHW site plan, indicating facilities (including car parking, cycling, bus stops, taxis, disabled parking, etc.) is attached as Appendix B.

7.1 Highways

The main roads serving the UHW site are a busy dual carriage way with two sets of traffic signals (A48M). This is at the cross roads of the main north/south/east/west arterial links to the city of Cardiff and beyond. This presents an opportunity to increase the potential to bring bus routes through the site. Negotiations are on-going with bus operators to increase this facility which is seen as integral to the Travel Plan.

7.2 Main Entrances

The three main road entrances to the UHW site are from:

- A48M – which gives excellent access from the A470 north and south bound roads, and from the west of the capital.
- Allensbank Road – this provides access from the north, north east and south of the city
- Rhydheilig Avenue – provides access from the north, north west and south of the city

In addition air access to the site by rotary wing helicopter to a purpose built landing pad located immediately adjacent to the Emergency Unit. This provides immediate access to the hospital from all parts of Wales.

The continuing development of the site to facilitate increased services to patients has resulted in lengthy periods of building construction work within the confined area of the site. This can often lead to congestion at "pinch points" and frustrate road users

in the site and in streets immediately adjacent to the hospital. Traffic congestion has therefore been identified as a major issue particularly at peak times.

7.3 Internal Pedestrian Routes

All pedestrian routes within the site are well maintained without hazards. Pedestrian crossings are provided in key locations to assist pedestrian traffic flow. There are direct pedestrian routes to all bus stops serving the site, and a covered walkway from the main hospital multi storey car park to the main hospital entrance.

We are also fortunate that the hospital is served by car park facilities adjacent to the main site. These areas are serviced by hard walkways but in some cases there is a need for improved lighting, particularly in the winter months, to ensure safety for pedestrians. This will be part of the Travel Plan action plan.

7.4 Public Transport

There are seven bus stops strategically located across the site. These are located as close as possible to the main buildings, clinics and other main departments on the site. These bus stops are identical to the bus stops located throughout the city providing passengers cover during inclement weather, lighting and satellite information on bus arrivals/departures. In addition, there is a large screen in the hospital main concourse displaying bus destinations, arrival and departure times.

The site is served by three main bus operators – Cardiff Bus, Stagecoach and Veolia – who run in excess of 25 services per hour through the site. The first buses onto and departing the site in the morning are at about 5.00am and last buses at night are at about 10.50pm. There are direct services to the site from Cardiff Central railway station.

Work is on-going to improve the north/south/east/west bus links to the hospital and the Trust is working closely with local bus operators and Cardiff Council to develop a bus interchange and improved waiting facilities integrated to the main hospital concourse area (see also Section 8). This new facility will provide an improved waiting area for bus passengers and encourage new passengers to use the available bus services offering embarkation/disembarkation immediately adjacent to the main hospital entrance. Improvements will include a heated waiting area providing real time satellite bus information and access to the hospital concourse catering facilities.

Cardiff Council is working towards increasing “Park & Ride” facilities within the city and it is anticipated that this will also positively impact upon parking and traffic congestion within and around the hospital. This is identified within the Council’s plans to become Wales’s first Sustainable Travel Town. Although the Scheme is in the initial stages, discussions have taken place with the Council in order to ensure the facility will service the site. At the time of writing, the Council has confirmed the Scheme is likely to provide 250 spaces. A completion date is yet to be agreed.

The site is served by two railway stations – Heath Halt High and Low levels – which receive frequent services from Cardiff Central station to the Rhymney Valley and Coryton, during normal working hours Monday to Friday. Outside of these times the services are less frequent. These stations are approximately one mile from the UHW site and the walk to the site would be considered to comprise part of an active commute.

7.5 Cycling

Cycle parking on site is situated in many locations around the site. They are strategically placed at main entrances and lecture theatres to ensure that the staff and student population are well served.

Where possible the Trust has provided secure under cover accommodation. In other locations, Belfast Frames have been installed to provide secure anchorage points for cycles.

The cycle racks and shelter are not maintained regularly but are secure. They are conveniently located to hospital entrances but some departments have limited access to them due to their location. Cycle parking is well used in summer months less so in winter months. During periods of increased cycling activity there is insufficient cycle parking provision on site.

The installation of racks/anchor points is an on-going process to accommodate the increasing number of cycle users as the cycling fraternity increases. This process is overseen and supported by the Trust's BUG and improvements are undertaken as funding becomes available.

Roads accessing the site incur heavy road use by other forms of transport which may impact on cycling. The roads around the hospital have a very high volume of all classes of road vehicles. However, there are a number of off road routes which can be used and there have been some progressive moves with Cardiff Council in providing link cycle ways with key points such as the Gabalfa Interchange. Cardiff Council also produce cycle route maps and these will be made available within the Trust.

7.6 Vehicles

The table below details a recent survey undertaken over one day from 08.00 hours to 17.00 hours of vehicles using the Concourse area of the hospital. This information forms a picture of the pressures that the hospital is enduring in this key location which provides access to the main hospital building

Type of Vehicle	Number
Ambulance	71
Taxis	301
Private cars	1,065
Delivery/engineers	75
Construction/HGV	7
Cyclists	38
Motorcycles	3
Total	1,560

This snapshot survey was undertaken during July 2005 as part of the Trust's on-going development of the proposed Concourse interchange which will bring about a major change in the Trust's direct bus services.

7.7 Congestion

One of the most pressing problems at UHW is the traffic congestion within the site. Traffic congestion delays legitimate through traffic such as ambulances and buses

and increases localised air pollution. For out-patients attending clinics it increases the levels of stress connected with being in a hospital environment. Furthermore, stress levels are compounded by the fear of being unable to park and missing an appointment.

While congestion can occur at any time, it is most severe during the morning and late afternoon peaks – 08.30 to 09.30 and 16.30 to 17.30 hours. This coincides with employees arriving and leaving the site and provides further evidence of staff groups to be targeted by the marketing strategy to change their travel habits.

The Trust manages car parking and restricts the number of employee cars accessing the site. This, together with a robust traffic management scheme, which is managed by an external contractor, will reduce traffic congestion and manage illegal car parking.

Car sharing, public transport, cycling and walking will be made more attractive in an effort to encourage car users to shift mode. Cardiff Council has ambitious objectives in its Local Transport Plan to widen travel choices and the Trust will be working closely with the Council to attain these objectives.

7.8 Cardiff University

The UHW site is shared with Cardiff University and there is therefore a large student population living in and around the site. Following the recent car parking review, students are not permitted to park private vehicles on the site. The impact of this on surrounding roads is difficult to measure although the University actively discourages students using cars in any event. Further the Cardiff Council and the University are also working to reduce the number of students bringing cars to adjacent off-site accommodation.

The Trust works closely with the University on Sustainable Transport and Travel issues with the University being represented on the Trust's Sustainable Transport and Travel Group, and vice versa. This ensures both organisations agree on mutually beneficial strategies. For example, the recent refurbishment of a "university" building on site included the provision of additional cycle racks and improved changing/shower facilities for use by both students and staff alike.

8. STAFF TRAVEL SURVEY

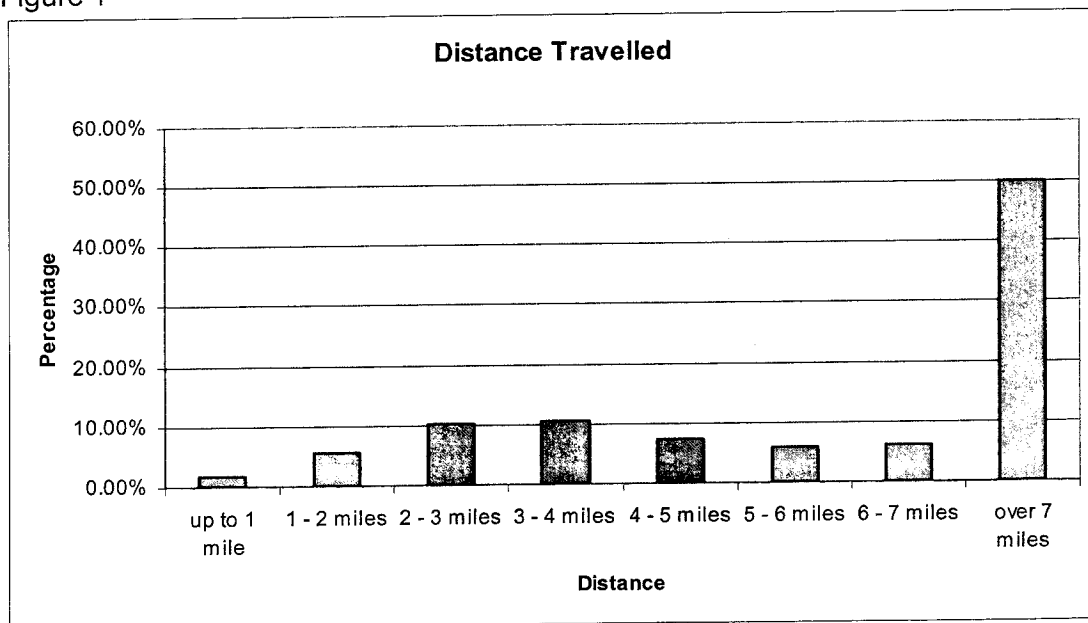
Given that one of the key aims of the Travel Plan is to encourage staff away from single car occupancy to other more sustainable forms of travel, staff who wished to apply for a car parking permit at UHW have recently completed a car parking/travel questionnaire regarding their travel habits. In order to target the single car user the survey was distributed to over 6,000 existing car park permit holders. There were 4,940 (about 60% of staff based at UHW) respondents to the questionnaire of whom, almost 85% were Trust staff and 13% University staff. The remaining 2% comprised of students and staff from other NHS Trusts. The results of the questionnaire have been used to inform the development of the measures and initiatives included in the Travel Plan.

8.1 Key Findings

- Distance Travelled to UHW

The survey shows that 50% of people live within seven miles of their place of work (see Figure 1). Equally, 50% of respondents live outside the city limits of seven miles. Of these figures, almost 28% live within 4 miles suggesting that active travel and public transport options could generate a change in travel behaviour.

Figure 1

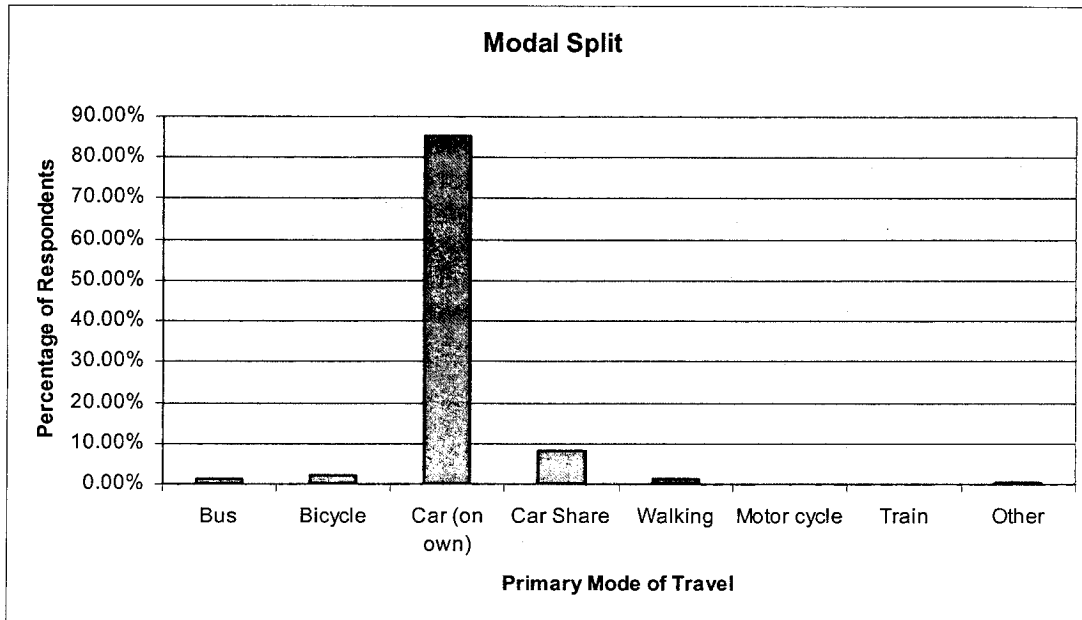


Maps illustrating the distance travelled by staff to UHW and the modal split are attached at Appendix C.

- Modal Split

The staff survey revealed that most members of staff (85%) commuted to work in a car on their own (see Figure 2). The next most common mode of transport (8.2%) was 'car with others' demonstrating the heavy reliance on cars to commute to work. Cycle users were the next most popular mode of transport (2.3%). Bus users represented 1.5% of respondents, whilst train use was 0.08% reflecting the walking distance from the local station. Although this distance is approximately one mile, this will be marketed as part of active commuting.

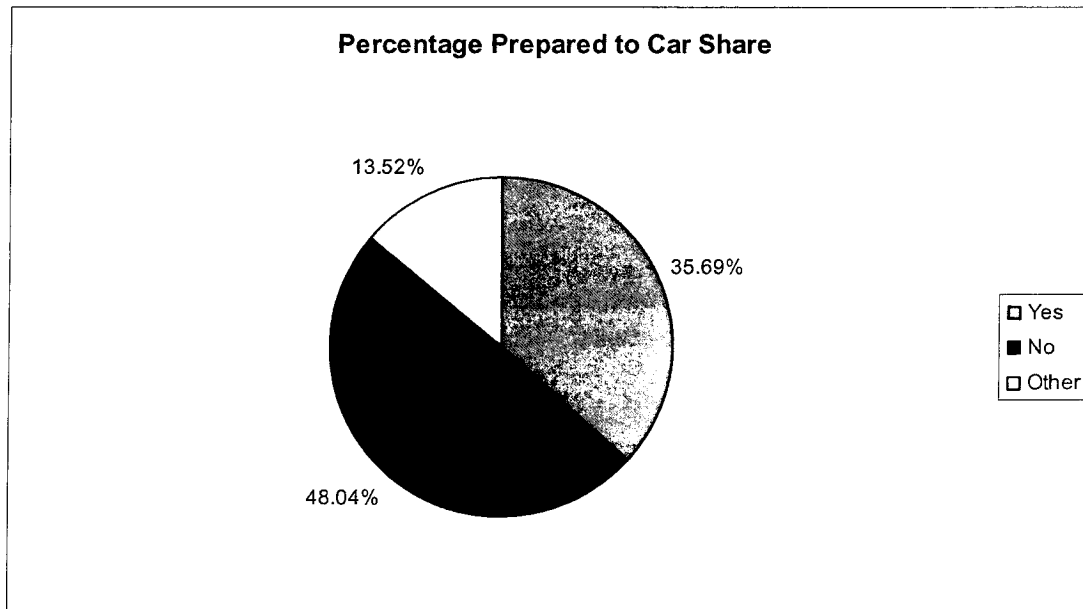
Figure 2



- Prepared to Car Share

Of those respondents who travel to work in a car on their own, 1,763 or almost 36% stated that they would be prepared to car share (see Figure 3). The “other” category includes those staff already car sharing (see above also).

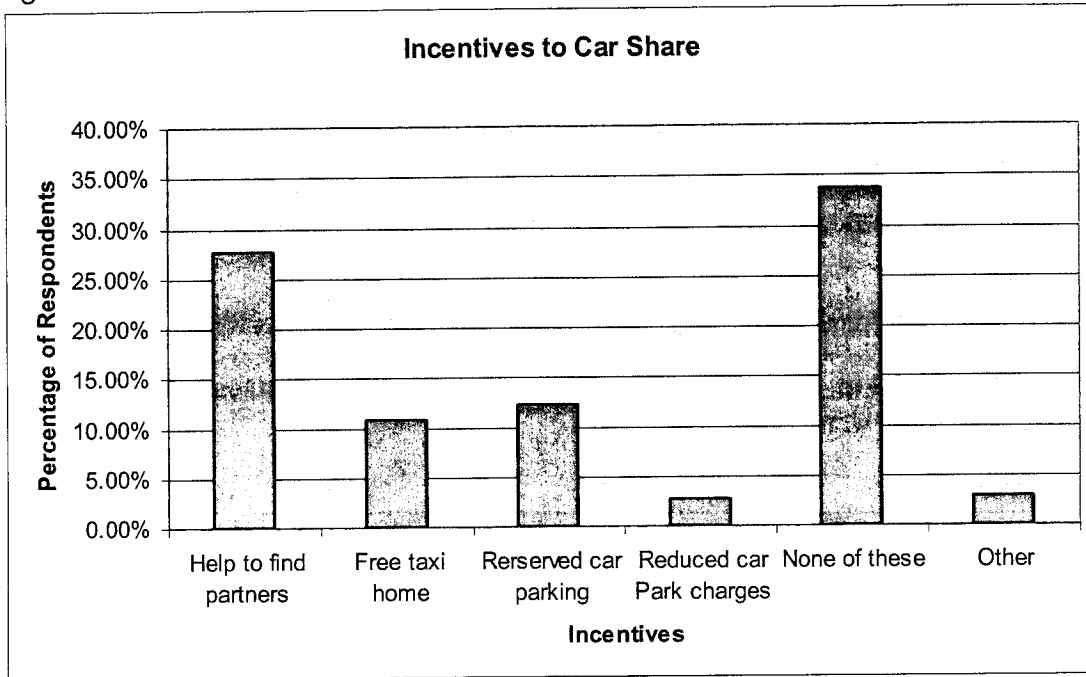
Figure 3



- Incentives to Car Share

Of those prepared to car share, almost 34% stated that they needed no incentive (see Figure 4). However, of those requiring an incentive, almost 28% required help in finding a car share partner. To this end the Trust has recently introduced a car share scheme (Liftshare) which will be launched, together with Cardiff University, early in 2009.

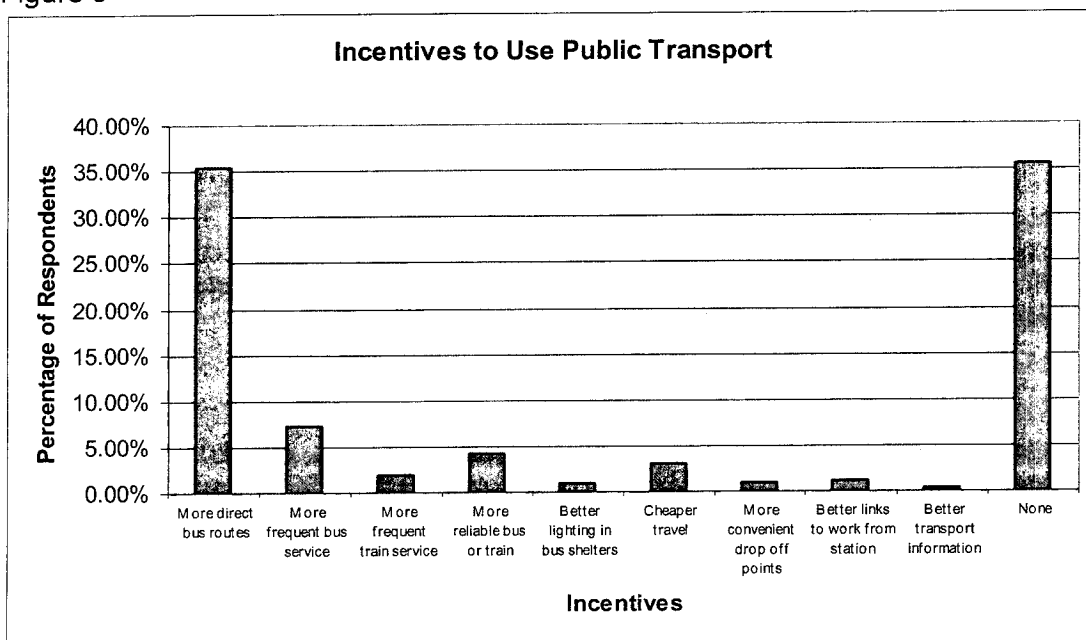
Figure 4



- Public Transport

It is no surprise that 35.4% of respondents highlighted the need for more direct bus routes from their home to UHW as their primary incentive for changing their current mode of transport to public transport (see Figure 5). This supports the current Trust proposals to develop the bus interchange at UHW concourse. This would provide a stronger Although 35.5% of respondents indicated that they would not be prepared to change to public transport from their current mode, this also means that about 65% (or two thirds) of staff would be prepared to use public transport if positive changes were made.

Figure 5



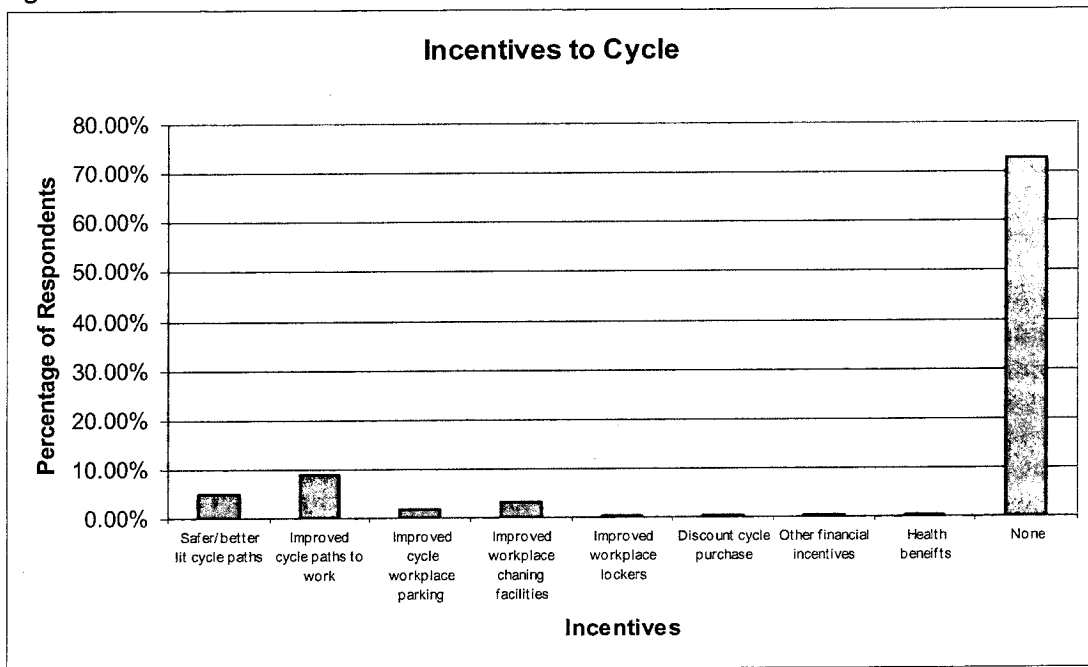
- Incentives to Cycling

While almost 73% of respondents stated that no incentive would persuade them to cycle (for whatever reason), it is noted that 17% (840) of respondents indicated that they would be prepared to cycle to work if there were better cycle paths, more direct cycle paths to the work place and there were improved changing facilities in the workplace (see Figure 6). This supports the development of maps, working groups, health and wellbeing groups, etc. working to promote cycling and leisure walks and rides.

Once again, the developments through the BUG support these initiatives.

It is noted that less than 1% (32) respondents cited financial incentives as a reason to move to cycling to work.

Figure 6



- Hours of Work

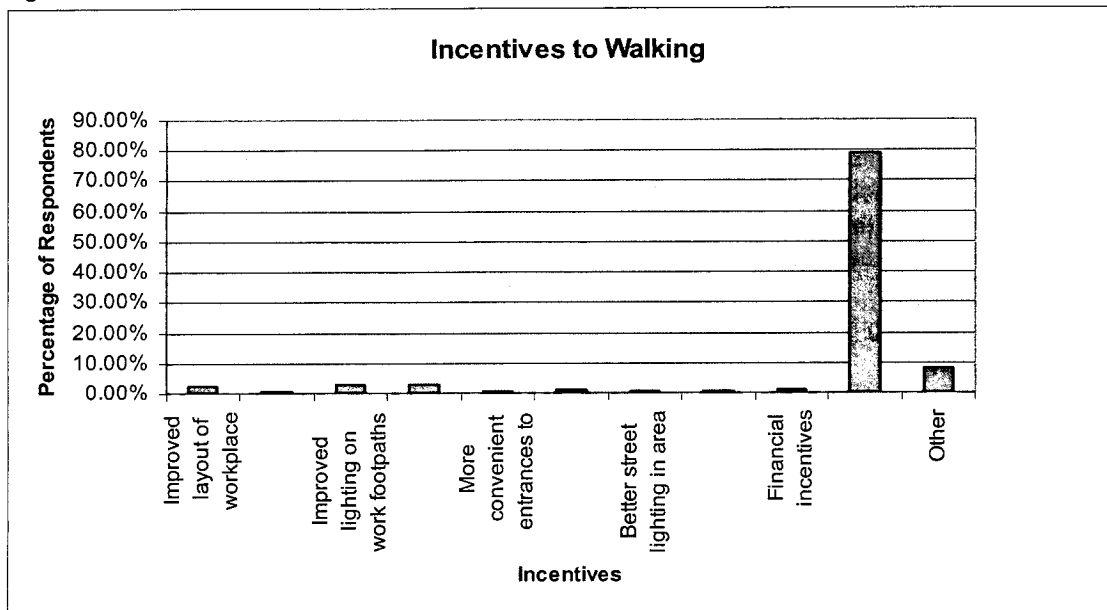
Of the respondents to the survey, over 57% (2,839) indicated that they work normal office hours i.e. between 08.00 and 17.00 on Monday to Friday. This indicates that public transport and car sharing initiatives are reasonably likely to be successful. This staff group will therefore be targeted to be influenced under the marketing/communication strategy.

- Walking

Of the respondents to the survey the vast majority, 79%, stated that no incentive would make them consider walking to work (see Figure 7). This is reflective of the distances that staff live from the site. However, the Trust will continue to work with its key partners to improve footpaths, lighting, security and access. Further, the Geographical Information System (GIS) maps (see Appendix C) indicate that there is a relatively high number of staff living within one or two miles of the site who do not

walk. Again, this group will be targeted to be influenced under the marketing/communication strategy.

Figure 7



8.2 Conclusions

From the foregoing, the following conclusions can be drawn:

- The survey shows that there are a large number of staff (50%) living very close to where they work (within 7 miles) but still travel by car.
- There are indications from the survey regarding facilities improvements for cyclists, e.g. if the Trust want more people to cycle then improvements to showers, changing rooms and cycle parking must be carried out. However, the key to encouraging cyclists to UHW is improving access to and around the site. The Trust will require the support of its partners to provide safe, well lit cycle paths to the site.
- Car sharing results showed potential with over 35% of staff expressing an interest in car sharing. The incentive that would most likely encourage more staff to car share is help finding a partner and early in 2009 will see the joint launch of a car share scheme with Cardiff University to meet this need.
- There is a clear indication that of those respondents prepared to move to public transport, more direct bus routes to UHW would be an advantage. To that end, the Trust is working closely with Bus Operators and Local Councils in the region to encourage and increase direct service levels to UHW.
- The vast majority of staff would not be prepared to cycle to work for whatever reason. Reasons indicated include: distance; carer commitments; safety; etc.
- Improved communication/marketing of current travel arrangements (car share, bus, rail, cycling, walking) and facilities could impact on existing staff modes of travel.

9. OBJECTIVES, MEASURES AND IMPLEMENTATION

This section will detail all relevant areas that need to be considered for successful travel planning within the Trust. The aim is to outline the current issues, and explain what package of measures can be introduced to address these issues.

For ease of reference the Travel Plan measures have been organised under the following headings:

- Car Parking
- Car Sharing
- Public Transport
- Cycling
- Powered Two Wheelers
- Walking

9.1 Car Parking

It is recognised that the present Trust permit issue criteria required a total overhaul if the Trust wishes to reduce congestion and manage car parking on the UHW site. The need for this was clearly evident by the number of complaints received from staff experiencing parking difficulties, and that the multi-storey parking facility has to close by mid-morning as a result of being full to capacity.

There are 1,726 staff permit parking spaces provided at UHW and to manage these effectively the Trust must only issue a maximum of 3,500 permits and these will need to be issued on a case of need. The main priority for the Trust is to ensure service delivery and this will predominantly form the basis for the revised permit issue criteria.

- This Travel Plan should be read in conjunction with Reform of Car Parking in NHS Hospitals (Appendix A) and the UHW Car Park Tariff, Permit and Dispensation Summary (Appendix D). It should be noted that Appendix D is currently under review but is the most up to date version at the time of writing.
- Access for staff will be based on need and not on a “first come first served” basis.
- Off site Park & Ride, and Park & Walk will be considered and developed where possible.

A discussion document in respect of the way forward with regard to future allocation of car parking permits at UHW was circulated to all Car Parking Strategy Group Members and Trust Executives via Management Board requesting views on the draft proposals. Following this consultation process Management Board met and agreed a new permit issue criteria for staff who are based at UHW linked to the following principles:

- A maximum of 3500 permits can only be issued to enable staff to park in the 1770 contracted staff parking spaces at UHW;
- Permits will be issued based on the need for individuals to use their vehicles / Trust lease vehicles to undertake and deliver Trust / University business;

- Consideration will be given to the distance / complexity an individual has to travel from their home to their permanent work base at UHW;
- Any medical condition that necessitates an individual to use their own transport to travel to their permanent work base at UHW;
- Permits will not be issued to students;
- Allocated permits will be re-issued annually.

It is recognised and acknowledged that there is no parking congestion or difficulties for staff working 'out of hours', which is accepted as being after 5 p.m. and before 8 a.m. Monday – Friday, weekends and Bank Holidays.

TARGETS: The long term target would be to reduce the staff car parking requirement to that set down in the contract, which is 1770 staff parking spaces at peak times. This will not be achieved in the short term but strenuous efforts should be made in the first year to achieve a reduction of 400 staff cars accessing the site for parking. The staff in these cars will be targeted for transferring to car sharing, public transport and active travel. This target will also be mitigated by the introduction of a Park & Ride facility in the east of Cardiff (Pentwyn).

9.2 Car Sharing

The introduction of a Car Parking Policy at UHW has resulted in a reduction in the number of car parking spaces available for staff and students. Furthermore, the Trust is committed to reducing the number of single occupancy vehicles which access the site during the working day, particularly Monday to Friday. Car sharing is an important element in working towards this reduction and the Trust is working with Cardiff University to ensure car sharing is promoted to staff and students.

Car sharing will reduce the total number of cars accessing the site, which in turn will reduce congestion.

Car sharing is an attractive option for those who are unable or unwilling to change their travel to work patterns. It is intended that regular and active car sharers will have the advantage of a parking permit and a designated parking area.

The recent Trust Car Parking/Travel Survey indicates a very low level of car sharing currently (407 or 8.2% of respondents). Of those who responded positively to the idea of car sharing, approximately 12% indicated that a reserved parking space would encourage them to car share. However, over 27% indicated that help in finding prospective car share partners would encourage them to car share.

Indicator

- The Trust has designated a Car Share Scheme. The Scheme will be administered by the Car Sharing Administrator based at University Hospital Llandough.
- A Car Sharers Group will be set up to act as a forum for discussion.

- The Car Share Scheme will be jointly launched with Cardiff University and widely publicised through “Trust in Focus”, Trust Intranet, notice board leaflets, road shows and staff and union representatives etc.
- A location for preferential parking will be identified.
- Active car sharers will get parking permits. “Active” is defined as car sharing at least 3 times a week or pro-rata for part time workers.
- Participants will be encouraged to sign up to be both drivers and passengers, thus increasing the opportunities for a match.
- Non-drivers are also welcome to join the scheme.
- A “Guaranteed Ride Home” is a key incentive of the car share scheme. This matter is still to be agreed by the Trust and strict guidelines will be laid down to prevent abuse.
- Once established, the Trust will consider widening the scope of its car share database to include other local employers in order to ensure that the scheme has sufficient participants and is successful.

TARGET: In the first year to increase car sharing from its present levels to 12% and to 15% by March 2011.

9.3 Public Transport

UHW is reasonably well served by public transport provision in terms of services and frequency. Cardiff Bus, Stagecoach, and Veolia all operate bus services which access the site. Furthermore, there are a number of other services which operate from neighbouring streets. Within the site there are four stops in each direction which ensure that the site is well covered by public transport. All the stops have shelters, lighting and real time satellite information on arrivals and departures. They also have hard copy timetable information.

Heath Halt Stations are approximately one mile from the site. Access from the stations to UHW is possible by walking through Heath Park to a gate located by Denbigh House.

Indicator

- A UHW Transport Users Group will be established. This will create a forum for discussion between all public transport operators and users.
- Real time information is available at bus stops and has been installed in the Concourse.
- Discussions will continue with operators to give discounted travel passes and salary deductions. The potential for salary sacrifice will be explored.
- UHW will be made more accessible to buses by creating priority lanes and a bus terminal which would encourage diversion of a greater number of services through the site. Cardiff Council has committed funding to improving access to the site, creating priority bus lanes and a bus terminal.

- Discussions will continue with operators to provide improved access to ticket purchase on site.
- The Traveline Cymru telephone number will be widely circulated to enable people to access quality information about public transport.
- The Trust will work with local bus and train operators to coordinate services from Heath Halt and other stations and provide information on accessing UHW from stations.
- The Trust will work with Cardiff Council and bus operators to ensure that services accessing UHW are grouped at the same stop, thus giving users increased service options.
- The Trust's salary sacrifice scheme for the introduction of assisted cycle purchase will include an option to purchase folding cycles to facilitate the combining of cycling with the use of public transport.
- On site bus stops have included raised bus stops to facilitate the use of low rider buses and real time satellite bus timetable information.
- Improved communication/marketing of current public transport travel arrangements and facilities could impact on existing staff modes of travel e.g. links to Traveline Cymru via Trust Intranet Transport page.

TARGETS: Over 35% of those surveyed responded that public transport was not a feasible alternative and only 1.56% use public transport currently. However, more direct bus routes and more frequent services would make public transport easier for approximately half those responding. The survey showed that approximately 50% of those responding live within seven miles of the hospital.

In order to increase the use of public transport, improvements to provision are necessary. In the short term, without any improvements, a target of 3% is reasonable in the first year but the Trust should aim at increasing this figure to 10% over a period of 3 to 5 years.

9.4 Cycling

UHW already has a high proportion of cyclists because of its student population. The Travel Plan should support current cyclists and encourage more people to cycle. Of those who responded to the survey, just over 2% regularly cycle to UHW. There is observational evidence to suggest that the true figure is higher.

Indicator

- The Trust will work towards achieving the Platinum Corporate Health Standard as an indication of the Trust's commitment to cycling to work options as a health alternative to other modes of transport. This commitment will influence all measures taken by the Trust.
- Provision of secure cycle parking will be improved. Consideration will be given to the use of a designated area in the Multi Storey Car Park or under

the overhangs in Cardigan House/Lakeside to provide additional security/shelter.

- Lighting around the cycle compound will be improved.
- More Sheffield/Belfast cycle stands will be located in different parts of the site and be well signposted. These will be for irregular users and visitors as well as staff.
- The following improvements to site access should be prioritised: the link from the cycle bridge; access to the cycle pound; the one way system by-pass. Showers, lockers and changing facilities should also be improved, although a lack of appropriate space may make this difficult to achieve in the short term.
- Information on cycling will be sent to new employees in the employee pack.
- Cycle safety lessons can be offered via CTC – The UK's National Cyclists' Organisation.
- A cycle route map showing routes to the site has been produced with the help of the Cycling Officer at Cardiff Council and is distributed to and by members of BUG.
- Signposting on site for local requirements such as the Taff Trail, railway stations and the city centre.
- The Trust will introduce salary sacrifice scheme for bicycle purchase. This will include the option to purchase folding cycles in order to facilitate combining cycling with other forms of transport.
- All new developments should ensure that provision for cyclists is included and should not impair existing facilities.
- The Trust will pay Business Mileage for cyclists at the locally negotiated rate.
- Improved communication/marketing of current cycling travel arrangements, facilities and flexibility could impact on existing staff modes of travel. Cycling offers no waiting for public transport, and a cheap, relatively speedy (in comparison the standing traffic) option, with long term health benefits.
- Work with Sustrans Cymru with an "on-the-ground-project" to support the uptake of active travel. This may include:
 - Drop in work shops
 - Signing of paths on site (as mentioned above)
 - Work with Health and Wellbeing Group to promote walking and cycling- Evidence suggests that people taking such activities up in leisure time are more likely to maintain practise and include the activity in every day life.
 - Support changes to website, particularly with active travel directions, etc.
 - Develop maps with rail, bus, walking and cycling links to site, including areas of interest/facilities
 - Work with Cardiff Council to initiate more signing off site, to the hospital for walking and cycling

TARGET: Currently, 2.31% of respondents cycle to UHW. By autumn 2009, via the above measures, to achieve 5% of staff at UHW regularly cycling.

9.5 Powered Two Wheelers (Motorcycles)

Only 0.03% of UHW staff and students who responded to the survey regularly travel to the site by motorcycle or moped. Observational evidence would suggest this number is increasing and this may be due to the difficulty of parking on site, particularly exiting the multi storey car park at peak times. Motorcycle users suffer from the same lack of facilities as cyclists.

Indicator

- Areas for motorcycle and moped parking have been created but will be improved.
- The option of reduced rate parking spaces in the Multi Storey Car Park for motorcycles and mopeds within the multi storey car park will be examined.

TARGET: Given the very low numbers who currently use motorcycles and the lack of survey information of future intentional use it is only feasible to set a target of 2% in the first year by March 2010.

9.6 Walking

5.5% of UHW staff and students who responded to the survey live within 1 - 2 miles of the site making walking a viable option for many people. 1.42% of those surveyed already walk so the purpose of the walking strategy is to ensure that those who walk to the site continue to do so and are joined by others.

However, walking on site could be made easier. The layout of the site, coupled with the number of conveniently placed entrances and exits, encourages vehicles to use the site as a through route. This increases the average speed of vehicles making walking potentially dangerous. In order to encourage more walking steps should be taken to ensure that pedestrians have priority over vehicles. The pedestrian infrastructure should ensure that pavements are wide enough, crossings are well located and safe, street furniture is restricted and signposting is suitable. Currently, the UHW site does not prioritise the pedestrian and gives the vehicle greater importance. If we are to encourage walking this must change.

Indicator

- The Trust will work towards achieving the Platinum Corporate Health Standard as an indication of the Trust's commitment to walking to work options as a health alternative to other modes of transport.
- Where no pavements exist or have been cut off they should be reinstated.
- On site signposting, lighting, crossing points, wheelchair and pushchair access will be improved (this will be necessary in order to comply with the Disability Discrimination Act).
- Access to and from the footbridge spanning Eastern Avenue (A48(M)) will be improved.

- Having due regard to Health and Safety issues pedestrian crossings will be conveniently located.
- The Trust will work with Sustrans Cymru and Cardiff Council to develop well signposted and safe routes to the site.
- The health benefits of regular walking will be highlighted through articles in "Trust in Focus", Intranet, leaflets etc.
- A detailed map showing suitable routes into the site and average time taken to walk in (i.e. a 20/30/40 minute route) will be developed with the help of Cardiff Council and Sustrans Cymru. This would show well populated but preferably traffic light routes.
- A "Walk Together" (walking buddy) database will be set up to encourage walkers.
- Walkers will be given the opportunity to purchase personal alarms and torches at reduced rates.
- Access to the site from the northern perimeter fence at Heath Park will be improved with the addition of two gates.
- Work with Sustrans Cymru with an "on-the-ground-project" to support the uptake of active travel. This may include:
 - Drop in work shops
 - Signing of paths on site (as mentioned above)
 - Work with Health and Wellbeing group to promote walking and cycling- evidence suggests that people taking such activities up in leisure time are more likely to maintain practise and include the activity in every day life.
 - Support changes to website, particularly with active travel directions, etc.
 - Develop maps with rail, bus, walking and cycling links to site, including areas of interest/facilities.
 - Work with Council to initiate more signing off site, to the hospital for walking and cycling

TARGETS: Given the health benefits of walking the Trust should aim for an increase in the number of walkers to 5% within 2 years i.e. by March 2011.

9.7 Other

Other measures the Trust will introduce in order to actively support travel alternatives include:

- Teleconferencing – this has already been introduced into a number of departments (e.g. Procurement, ALAS, etc.) within the Trust and has resulted in reduced time and business mileage for meetings etc.
- Pool Vehicles – the piloting of pool vehicles in certain suitable departments has proved successful and is encouraged where appropriate in terms of mileage, time, frequency of use, etc.
- Visitor/Patient Travel Survey – the Welsh Health Environmental Forum has developed a survey tool for patients and visitors to its sites.

- Work-Life Balance – The Trust operates systems of flexible working (including flexi-time, compressed hours, etc) in order to retain staff. This also offers the staff involved the flexibility to use public transport outside of peak times in order to support the Trust in its delivery of services.

10. ADVERSE WEATHER

Adverse weather conditions can lead to disruption to transport and affect staff and patient/visitor ability to travel to and from the hospital. Therefore under a Trust wide service continuity review, an agreed outcome was that a transport information “helpdesk” facility be established within the Trust immediately such conditions present.

The trigger for the establishment of the helpdesk will be when the Meteorological Office is predicting a 60% chance of snow and a protocol is attached as Appendix E identifying the actions and responsibilities necessary to ensure that the helpdesk is established effectively.

11. FUNDING SOURCES

The following potential funding sources for investment in sustainable transport and travel have been identified and will be pursued:

- Revenue stream – there is no budget at present and this will need Trust commitment;
- Endowment funds – these can be legitimately used for the provision of facilities that will enhance staff or patient experience
- Sponsorship – this will be explored wherever possible although sponsors tend to want high profile areas with maximum exposure and this is not always appropriate
- Grants – certain grants are available via various agencies e.g. the Sports Council for Wales

In England, there is generous funding for sustainable transport and travel from Government, Regional and local sources. Funding is being pursued in Wales via SEWTA and their £350m five year plan for investment in sustainable regional transport network in South East Wales. Their report is currently under consideration by WAG.

Other potential funding sources may include:

- Carbon management agenda on site
- Funds available through Regional Transport Consortia, connected to the Regional Travel Plan
- Safe Route to Communities (especially linking in with schools and other local community based areas) - application through the Local Authority
- Grants from the Local Authority. Areas to research might include: health, education, road safety and highways.

12. MONITORING

It is essential to monitor and evaluate the Travel Plan on an annual basis to ensure the following:

- The targets within the Travel Plan have been achieved
- Future targets reflect changes in travel behaviour (based on further surveys)

The Travel Plan will be monitored through use of the Department of Health Travel Plan Evaluation Tool. The outcomes of the monitoring will be reflected in future

versions of the Travel Plan, and the Trust Board will be kept informed of progress. Further, an Annual Performance Report will be submitted to Welsh Health Estates.

The Trust is also committed to working with key stakeholders and will share the outcome of this monitoring information.

13. ACTION PLAN

A detailed action plan for 2009/2010 has been developed and is attached at Appendix F.

APPENDIX A

REFORM OF CAR PARKING IN NHS HOSPITALS

1. BACKGROUND

At University Hospital of Wales parking is managed through a PFI agreement with Vinci Park which runs until 2018. A paper to the March 2005 Management Board outlined the growing problems faced on all Trust hospital sites due to too many cars attempting to park during the peak hours for the spaces available. This situation resulted in significant congestion on some sites, roadways and building access blocked for emergency vehicles due to indiscriminate parking, damage to the grounds and gardens and major frustration for individuals who could not find parking spaces. In addition, apart from at UHW there was limited CCTV coverage, car park surfaces and signage had deteriorated and security patrols were negligible or non-existent.

Based on the Trust Transport and Travel Strategy agreed in 2003, the Management Board agreed on the:

- Introduction of charges on all Trust sites during 2005/6.
- Use of increased income to fund the introduction of car parking management improvements including security patrols, CCTV, car parking information, signage etc.
- Staff permit system to manage access to limited spaces across the Trust.
- Introduction of a penalty notice system.

By 2007/8, in partnership with stakeholders including staff side, all sites with the exception of St David's had fully implemented a permit and charging system. Site access was significantly improved, with no complaints received from emergency services and a negligible number from staff and patients in the last two years.

2. WHC (2008) 011

WHC (2008) 011 notified the NHS in Wales of the new arrangements for car parking in NHS hospitals. In addition to introducing free car parking at all NHS Hospital sites without private contracts for patients, staff and visitors from 1st April 2008, it instructed Trusts to develop plans to reduce parking charges for those sites where external contracts are in place, and to prepare plans to encourage a reduction in the car usage of patients, visitors and staff.

3. CURRENT SITUATION

Access to sites, maintaining traffic flow and ensuring the provision of spaces for staff, visitors and patients has been the main basis of action to date. With removal of charges on 1st April 2008 at sites other than UHW, operational management of parking has been founded on:

- Ensuring sites do not become congested.
- Maintaining access to buildings/loading and delivery bays.
- Maintaining access for emergency vehicles (especially the Fire Service).
- Ensuring patients and visitors retain the opportunity to park on Trust sites.
- Ensuring staff parking is available for those with permits.

At the UHW there has been no significant change. Status quo arrangements continue to be applied via Vinci Park management who continue to be responsible for on-site traffic management and control within the parking zones and car parks, of all car parking by visitors, in-patients, out-patients, the disabled, resident and non-resident staff, visiting staff, all motor cycle facilities and taxi rank parking. They are responsible for the management of these car parks and any associated signage. However, it should be noted that Vinci Park are only responsible for security, lighting and CCTV within the Multi-Storey and Single Storey Car Parks on site. This responsibility within the surface car parks remains with the Trust.

In order to manage the implications of WHC (2008) 011, a range of medium / longer term proposals are being developed/implemented. These include:

- Loss of Revenue – the Trust has agreed in its budget plan to cover the loss of revenue from car parking from internal cost reduction schemes to enable active management of car parking to continue, and maintenance of existing lighting, CCTV and security systems.
- Communication – regular staff updates continue to be provided using the existing Trust communications network.
- Permits – In order to manage demand, a UHW permit re-issue exercise using stricter criteria for allocating car parking permits to staff has been undertaken. A further exercise is planned to be undertaken during 2009 in conjunction with the implementation of the Travel Plan.
- Sustainable Travel – initiatives contained in the Travel Plan to be implemented across Trust via Sustainable Travel Group. A leaflet containing sustainable transport options has been developed and was distributed with letters informing staff of the outcome of the UHW parking permit re-issue.
- Fly Parking – at present there is little evidence that this is a significant issue on the UHW site. Existing monitoring arrangements will remain in place.
- Civil Penalty Notices – These are known as Civil Parking Notices. Vinci Park is not obliged to provide this information under the terms of the Trust’s legal agreement with them and they have declined to provide information on the basis that it is “Commercial in Confidence”. However, Vinci Park does operate a prescribed process which includes an appeals mechanism, and is flexible in relation to genuine extenuating circumstances, such as emergencies. Their approach to illegal and unsafe parking is rigorously enforced, with the full support of the Trust. Vinci Park has not changed their procedures or approach since WHC (2008) 011, and there is no evidence that the level of ticketing has increased inappropriately.
- Current Car Park Charges

Staff	Up to 12 hours	£1.05
Residents	Up to 24 hours	£1.05
Visitors	Up to 4 hours	£2.20
	Up to 5 hours	£3.40
	Up to 6 hours	£5.60
	Up to 8 hours	£6.70
	Up to 10 hours	£8.80
	Up to 24 hours	£10.00

APPENDIX B

APPENDIX C

APPENDIX D

University Hospital of Wales, Cardiff

Car Park Tariff, Permit & Dispensation Summary Version 18



in Partnership with



NHS
WALES
GIG
CYMRU

INTRODUCTION.....	3
CAR PARK MAP.....	4
CAR PARK OVERVIEW.....	5
CAR PARK ALLOCATION:	6
METHODS OF OPERATION.....	7
THE PARKING CARD	7
VISITOR PARKING.....	8
VISITOR TARIFFS (FROM APRIL 1ST 2006):.....	8
ARRANGEMENTS FOR LONG-TERM VISITORS (ALPHA PASS).....	9
STAFF PARKING	10
STAFF TARIFFS AND PAYMENT METHODS:	10
STAFF PERMIT CATEGORIES	13
<i>Key Permit groups:.....</i>	<i>13</i>
SPECIAL ARRANGEMENTS IN FORCE:	14
<i>Children’s Hospital for Wales</i>	<i>14</i>
<i>Maternity Unit.....</i>	<i>14</i>
<i>Dialysis Unit</i>	<i>14</i>
VISITOR PASSES FOR CARDIGAN HOUSE SPECIAL GUESTS CAR PARK 17.	15
SPECIAL CONCESSIONARY PERMIT CARDIGAN HOUSE CAR PARK 17.	15
PARKING DISPENSATIONS NOT COVERED BY MAIN STAFF PERMITS	16
<i>Agency and Associated Trust Staff.....</i>	<i>16</i>
<i>Emergency Staff on Call</i>	<i>16</i>
<i>Resident Staff on Call within the Hospital.....</i>	<i>17</i>
<i>Resident Staff on Call within the Hospital.....</i>	<i>17</i>
<i>Specialist Part Time Staff and Voluntary Workers.</i>	<i>17</i>
<i>Reserved Spaces for Conferences & Functions.....</i>	<i>17</i>
ACCIDENT AND EMERGENCY	18
CONTRACTOR PARKING.....	19
SPECIAL EVENTS PARK AND RIDE (FOOTBALL, RUGBY AND CONCERTS)	20

Introduction

These Guidelines set out the procedures and administration for tariffs, dispensations and permits at the University Hospital of Wales, Heath Park, Cardiff site. It is intended to set out and give guidance on best practice within VINCI Park Cardiff Ltd (“VINCI Park”).

The provisions of these guidelines shall be binding on and enforceable against all employees and agents of VINCI Park and shall be deemed to be incorporated in the Terms and Conditions of employment of all VINCI Park employees.

VINCI Park reserves the right to amend and vary these guidelines as and when reasonably required.

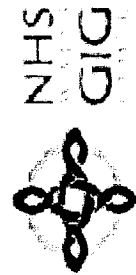
Reference can also be made to the Car Park Terms & Conditions, Civil Penalty Notice Procedures & Code of Practice and Car Park Charter, details of which are available on request from the Parking Shop located in CP9 or in writing to:

**The Car Park Manager
VINCI Park Cardiff Ltd
University Hospital of Wales
Heath Park
Cardiff
CF14 4XW.**

This version of the document will be made available in Welsh when agreed.

Any request from or on behalf of the Trust to vary this Summary & Guidelines must be made in writing by the Trust, setting out the reasons behind such request for variation, so as to allow VINCI Park to properly evaluate such request.

UNIVERSITY HOSPITAL OF WALES, CARDIFF



UHW Staff & Visitors please note:
This site is a paid parking site.

Pay & Display

Please find a space before purchasing a payment ticket.

Pay on Foot

Please keep your ticket with you and pay at the pay station before returning to your vehicle.

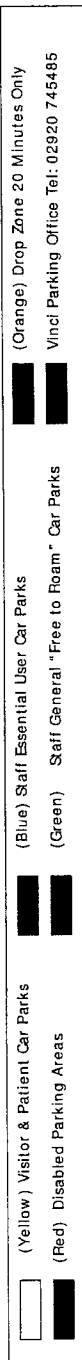
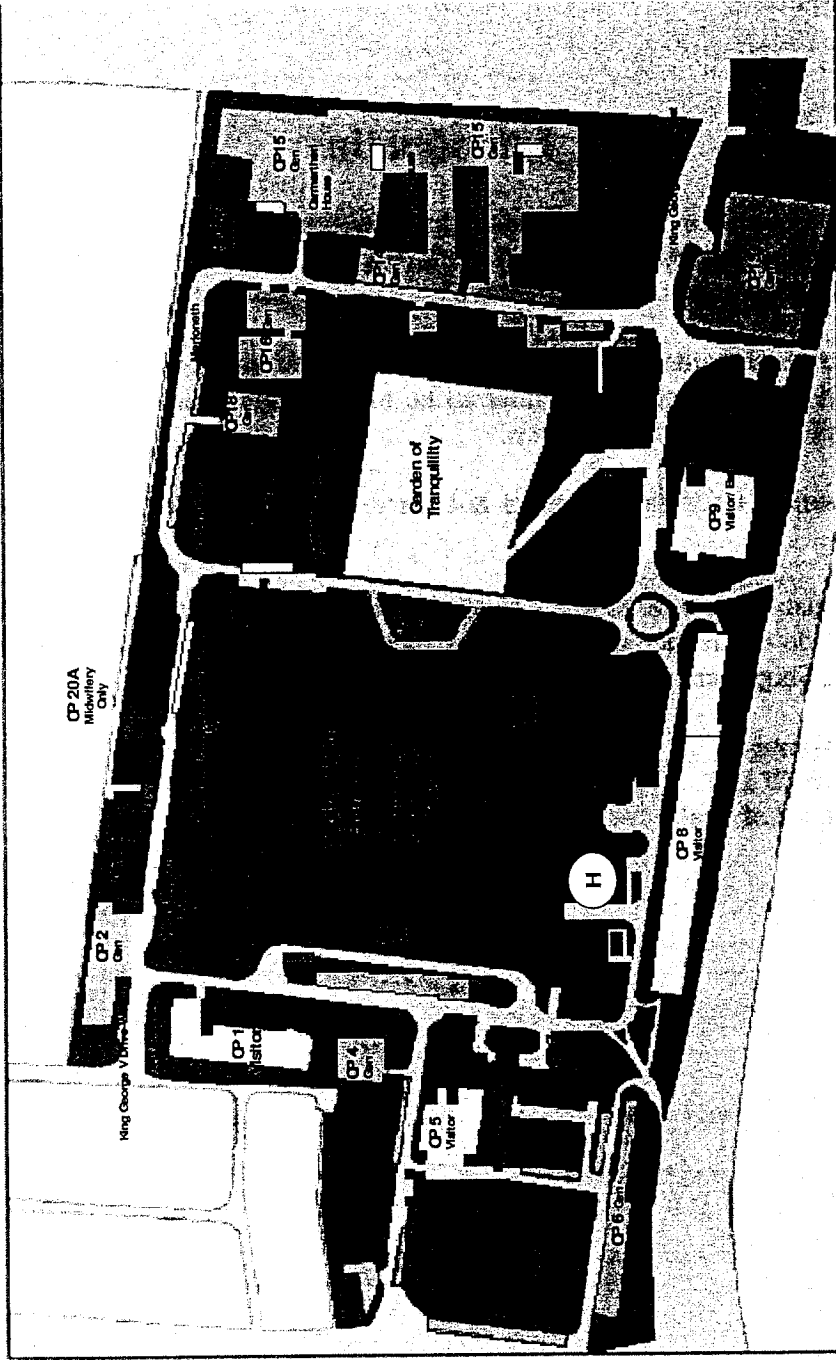
Ensure that you are parking in the appropriate car park.

Park within marked bays only.

Disabled bays are available throughout the UHW site.

Hospital Staff must display a valid Permit & Payment at all times.

Failure to pay the required parking charge will result in a Civil Penalty Notice being affixed to the vehicle.



(Orange) Drop Zone 20 Minutes Only
VincI Parking Office Tel: 02920 745485

(Blue) Staff Essential User Car Parks
(Green) Staff General "Free to Roam" Car Parks

(Yellow) Visitor & Patient Car Parks
(Red) Disabled Parking Areas

Car Park Overview

The agreement between the Trust and VINCI Park provides that VINCI Park are responsible for the management and control, within the Parking Zones and Car Parks, of all car parking by visitors, in-patients, out-patients, the disabled, resident and non-resident Staff, visiting Staff, all motorcycle facilities and taxi rank parking. VINCI Park is responsible for all the administration of these car parks and any associated signs etc.

VINCI Park manages 23 car parks at the University Hospital of Wales. 21 of these are open surface car parks, 1 is multi-storey and 1 has two levels. These Car Parks are divided between Public and Staff Parking with some having combined usage.

Civil Penalty Notices are issued for a range of offences such as illegal parking, non-payment, parking in the incorrect car park etc. For further details are available in the document "Penalty Notices – Frequently Asked Questions".

In total 3,002 Parking spaces should be available as:

Visitor spaces - set by the Car Park Management Agreement at 1,180.

Staff (including Student) spaces - set by the Car Park Management Agreement at 1,770.

Drop Off, Ambulance & Taxi spaces - set by the Car Park Management Agreement at 52.

There are 30 Drop Zones with a 20 minute limit situated around the hospital in various locations to allow Staff / visitors and engineers to unload or load up.

Hackney Cabs / Taxi Ranks (*4 spaces provided in CP 10*).












Disabled (Blue Badge) Parking

There are 144 disabled Car Park Spaces located in selected Car Parks, the majority of which are situated within visitor Car Parks. Disabled drivers are required to pay for parking at the duly relevant applicable tariff. As car parks are re-lined these spaces are being widened and clearly designated for Blue Badge holders only.

Staff must register their disability with the Trust's car park office at Llandough hospital who will request from VINCI Park that a disabled space within the closest Car Park to their work place can be made available and that the member of Staff can be issued with a Staff disabled Permit (*see Staff Permit Categories below*). For the avoidance of doubt, the number of Staff Spaces allocated by agreement with the Trust shall include any disabled spaces made available to Staff disabled Permit holders.

Car Park Allocation:

Car Park	Car Park Users		Blue Badge Spaces	No. of payment machines in Car Park	Machine Payment Type
1		Visitor		1	P & D
2	Staff			1	P & D
3	Staff			1	P & D
4	Staff			1	P & D
5		Visitor		1	P & D
6	Staff			1	P & D
7	Staff			NONE	NONE
8	Night Staff	Visitor		2	POF
9	Staff	Visitor		2	POF
10	Visitor			1	P & D
11	Visitor			2	P & D
12 A & E	NA	NA		NA	NA
13	Staff			2	P & D
14	Staff			2	P & D
15	Staff	Visitor		3	P & D
16	Staff			1	P & D
17	Staff			1	P & D
18	Staff			1 (Closed for construction)	P & D
19	Staff	Visitor		NONE	NONE
20	Staff	Visitor		1 (Closed for construction)	P & D
20a	Staff			NONE	NONE
21	Staff			NONE(Closed for construction)	NONE
22	Staff			NONE	NONE
23	Staff			NONE	NONE

Methods of Operation

The multi-storey Car Parks (Car Park 8 & Car Park 9) operate *Pay on Foot Systems (POF)*.

A limited number of car parks are Permit Only where pre-paid Staff permits or local permits are displayed, for example in the Dialysis area.

All other Car Parks operate *Pay and Display Systems (P&D)*

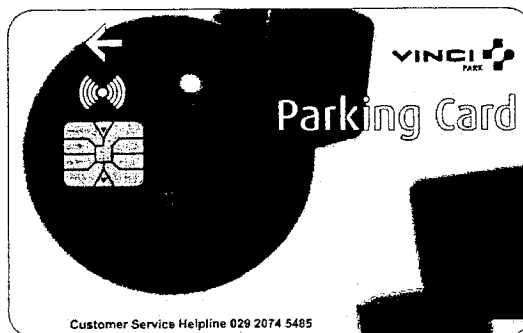
To accommodate the dual use of the car parks, two tariffs are in operation, one for Staff and one for visitors. These tariffs are laid out in the Car Park Management Agreement and are not determined by VINCI Park, other than as set out in that agreement. Tariffs are reviewed annually under the terms of the Car Park Management Agreement.

Staffs, and those directly associated with the Hospital, are able to pay for parking by a number of methods and permits designate areas where they can park. These will be fully outlined later. Staff can park in public areas but only on payment of the normal visitor tariff.

As part of the management of the Car Parks VINCI Park issue Civil Penalty Notices (CPN). Full details are outlined in VINCI Park's Civil Penalty Notice Procedures & Code of Practice.

The Parking Card

The on site parking equipment provides the opportunity for greater flexibility in payment methods. Central to this is the Parking Card, a microchip reusable plastic card that holds all the information necessary to facilitate parking at the UHW. This card is available to users of CP9 who pay by Staff Salary deduction and can be obtained (with a £5 refundable deposit) by night users of CP8 & 9 and those Staff who wish to use the card to facilitate paying for parking in other car parks. The card can be "topped up" via the Pay on Foot Machines, the Pay and Display machines and via the Parking Shop.



Visitor Parking

Car Parks 1, 5, 8, 9 and 10 are designated for Visitor Parking. All visitor parking is charged at the relevant tariff. Car Parks for visitor use are clearly marked to assist the public. Payment is via pay and display in the surface Car Parks or Pay on Foot in Car Park 8 & Car Park 9.

Additionally, there are visitor Car Park areas adjacent to clinics situated within Staff Car 15, (visitor tariff is provided.)

Visitor Tariffs (from April 1st 2007):

- Up to 4 Hours £ 2.20
- Up to 5 Hours £ 3.40
- Up to 6 Hours £ 5.60
- Up to 8 Hours £ 6.70
- 8 to 10 Hours £ 8.80
- Up to 24 Hours £10.00

(Note, visitors will be allowed a grace period of 10 minutes either side of the normal paid for period.)



Whilst there are dedicated areas conveniently situated for Disabled visitors (Blue Badge Holders) parking in these areas is not free and is chargeable at the appropriate rate.

In addition to using Pay & Display and Pay on Foot facilities, visitors to the Hospital may purchase an Alpha Pass if they are attending for extended treatment or are visiting for an extended period. Being in possession of a pass does not guarantee that a space will be available.

Arrangements for Long-term Visitors (Alpha Pass)

An Alpha Pass can be issued for use within all of the visitor Car Parks at the UHW. In order to qualify for an *ALPHA PASS*, patients will be required to apply at the Parking Shop where the Alpha Pass will be issued on production of the applicable appointment card. Relatives will be required to bring to the Parking Shop evidence of eligibility (e.g. a letter from the hospital department) before an *ALPHA PASS* can be provided.

Patients attending for an extended period of treatment or Relatives visiting for an extended period (being for a continuous period of 48 hours or over up to a maximum of 7 days) will be able to purchase an Alpha Pass

Holders of an *ALPHA PASS* will be able to use any visitor Car Park. The card will allow access to Car Parks 8 & 9 and will take the place of a Pay and Display ticket in other car parks

Purchases of an *ALPHA PASS* are subject to the provisions as detailed below.

An *ALPHA PASS* will be charged at the following rates

- Days 1 to 14 **£3.00 per 24 Hours**
- Days 15 to 28 **£2.00 per 24 Hours**
- The pass can initially be purchased for between 1 and 7 consecutive days and then renewed as required. After being renewed for up to 14 consecutive days the lower tariff applies.
- Refunds for unexpired time will not be offered on any *ALPHA PASS* issued.
- *ALPHA PASSES* are non transferable.
- Lost or materially damaged *ALPHA PASSES* will not be refunded unless caused by equipment failure.
- No *ALPHA PASS* may be purchased in retrospect.
- Car Park signs advise visitors to visit the Parking Shop for details of long-term parking.

Staff Parking

Staff may park in dedicated Staff Car Parks and in the mixed-use areas. Being in possession of a permit for a particular area does not guarantee that a space will be available. In the event of all Staff spaces being full and a member of Staff using a Visitor space then the full relevant visitor fee (see visitor tariffs) is payable.

The issued Permit only allows parking in the car park(s) shown on the permit. In the event of all spaces being taken other staff car parks cannot be used as this deprives those staff of their correct parking place.

Staff are required to purchase a pay and display ticket from a machine within the designated surface Car Parks at the Staff rates applicable (see below). Pay and display tickets are transferable to other Staff Car Parks provided that the ticket is valid and within the permitted time period. Staff experiencing difficulties with pay and display machines should report the failure to VINCI Park. An arrow will indicate the nearest pay and display machine and the Parking Shop contact number will be displayed to report problems. Should the machine fail to produce a ticket or have problems with accepting the money, Staff are requested to obtain a Pay and display ticket from the nearest machine. Failure to comply with this instruction may result in the issuing of a CPN for non-display of a valid parking ticket.

Additional Notes:

Car Park 20a (2 Hour Short Term)

Provided primarily as a Drop Off or Pick Up point, Staff must have a valid Staff parking ticket or pre-paid Permit and move to another designated Car Parks within the 2 hour time period.

Staff Tariffs and Payment Methods:

- **12 Hours** £1.05 per 12 hour period – purchased from the P&D.
- **24 Hours (Residents)** £1.05 per 24 hour period – purchased from the P&D.
- **Beta Card (S)** £24.50 per calendar month – prepaid continuously through the Trust by Salary deductions - **unlimited visits in any 24 hour period in Car Park 9** - non refundable. The card will remain valid whilst salary deductions continue. The first card will be issued free for existing users but any replacement will require a £5 (refundable) deposit unless that card has a technical problem. In the event of long-term sickness or absence from the Hospital these payments can be suspended and credit held pending a return to work.

- **Beta Card (V)** Initial card £24.50 – Available to Essential Users and initially prepaid in full through the Parking Shop – can then be topped up through **the Parking Shop or Pay on Foot machines** - the card will initially be valid for 25 visits and offer unlimited entries **in any 24 hour period in Car Park 9** for Staff who frequently travel on and off site. A £5 (refundable) deposit will be required.
- **Sigma Card** Initial card £20.00 – prepaid in full through the **Parking Shop** - can then be topped up through **the Parking Shop or Pay on Foot machines or Pay on Foot machines. 20 visit (12hr) card for parking in Car Park 9 and is also available to those Staff who park in Car Park 8 & 9 between 5pm and 6am.** This card will be issued to authorised individuals (1st card issued without requiring a deposit for existing daytime users of Car Park 9, but users wishing to park in Car Park 8 or 9 between 6pm and 6am, or any replacement will require a £5 (refundable) deposit).
- **Pre-Pay Card** Initial card £20.00 – **20 visit (12hr) card for parking in Pay & Display Car Parks, not time limited, card can be topped up via the Parking Shop, Pay on Foot machines or P&D machines.** A £5 (refundable) deposit will be required.
- **Pre-Pay Card (Resident)** £20.00 – **20 visit (24hr) card for parking in Pay & Display Car Parks, not time limited, card can be topped up via the Parking Shop Pay on Foot machines or P&D machines.** A £5 (refundable) deposit will be required.

If any Staff card is used in a Non-Staff car park or in Car Park 8 & 9 outside the agreed hours the full visitor tariff will be deducted.

Note: Residents may park in CP 14, 15, 16 & 18 only:

Note, All Staff will be allowed a grace period of up to 3 hours either side of the normal paid for period, except for use of Car Park 8, where a grace period of only 1 hour will apply as from 9.00 am.


1. Entrance to Staff parking areas within Car Park 8 & 9 (Essential Vehicle Users only for Car Park 9) is only possible with the use of a Staff Parking Card. This card will be issued to authorised individuals, the 1st card issued without requiring a deposit for existing daytime users of Car Park 9, but users wishing to park in Car Park 8 or 9 between 5pm and 9am or any replacement will require a £5 (refundable) deposit unless the card is being replaced through technical failure.
2. The Parking Card must be carried to exit Car Park 8 and 9. In the event of Staff not having their card then VINCI Park reserve the right to charge the Full Visitors tariff or the fee for Agency Staff, free exits will not be allowed.
3. Staff parking within Car Park 8 is restricted to between the hours of 5.00 pm and 9.00 am.
4. **All Staff parking in the Multi-Storey Car Park is from level 3a and upwards. Staff who park below these levels may attract a Civil Penalty Notice.**

5. All passes are non transferable and are not refundable. (*Except for Beta Card (S) when Staff have sickness leave for a complete calendar month - verifiable in writing by the Trust.*)
6. All passes are reusable.
7. Prior to or at the expiry of a *Beta (V)* or *Sigma* Card, the card should be taken to the Parking Shop, Pay and Display or Pay on Foot machines to be topped up.
8. Lost or materially damaged passes will be replaced on deposit of £5.00 (refundable) unless caused by VINCI Park equipment failure.
9. When all Staff spaces in Car Park 8 or 9 become full and Staff wishes to exit the Car Park within 10 minutes of entry, then Staff will not be charged for that visit.
10. No passes may be purchased in retrospect.

Staff Permit Categories

Qualifying Staff will be issued with a Staff Permit. A single standardised Permit will be issued which will display the Type of Permit, a Vehicle Registration Mark and Car Parks permitted. It should be noted the VINCI Park produce the permits but the determination of which car park is allocated is solely a Trust responsibility through the Car Park office at Llandough.

It should be noted that the Car Park allocation on the Permit is in force 24 hours a day. If late working/overnight staff park in Car Park where they do not have a Permit then, with day staff arriving early, there is the potential to deprive a Permit Holder for that car park of a space. Unless for a genuine clinical need (see Emergency Staff on Call) Permit holders should park in their allocated car park. If out of hours access is needed for dropping off, etc. then the Permit Holder is requested to call the Parking Shop to advise where they are parked to avoid a Penalty Notice.

	
Car Reg No.	Permit No.
CE03OSU	2345
CAR PARK No. 2,3,4,6,13,15,16,18,19,22	
Valid date	ESS
31/07/06	

Key Permit groups:

CODE	Category	Areas Allowed
GEN	General Parking	2,3,4,6,13,14,15,16,18,22,23
ESS	Essential User	7,9,17
RES	Resident Community	14,15,16,18
CM	Midwife	Midwife Zone
SAS	Sport & Social	Evenings & Weekends
SC	Special Category	Biochemistry, Pharmacy, On-Call
CS	Car Share	9
DIS	Disabled	Designated car park
HV	Trust Vehicle	2,3,4,6,13,14,15,16,17,18,22,23
CT	Contractors	Appointed Area

- Permits do not guarantee that a Staff space will be available.
- Permit holders must pay for parking at the published Staff tariff.
- General Permit and Essential User Permit holders who currently pay through salary deductions will continue to do so and the pre-payment will show on the Permit.
- Essential User Permit holders must purchase either a Beta or Sigma Card for use in Car Park 9. No daily purchases are available.
- VINCI Park reserves the right to offer a limited number of General Staff Parking users a Sigma Card for use in Car Park 9. No daily purchases are available. The card will require a £5.00 (refundable) deposit.
- If a permit holder cannot find a space a limited number of spaces in car park 9 are available with a daily charge of £3, staff must report to the Parking Shop on their arrival in car park 9 to pay the fee. This space availability is at VINCI Park's discretion and the requirements of visitors and patient parking will be the priority at busy times.

Special Arrangements in force:

Children's Hospital for Wales

VINCI Park will provide up to 10 passes for those attending the CHFW for an extended period this arrangement to be reviewed periodically, VINCI Park reserve the right to withdraw this concession with one months notice.

Maternity Unit

CP20a is available and on display of a VINCI/UHW pass midwives can use the Bus Stop/Drop Zone and the 4 allocated spaces.

Dialysis Unit

Passes are issued by this Unit to control parking

Visitor Passes for Cardigan House Special Guests Car Park 17.

The attached Permit may only be used for occasional special guests attending the management suite at Cardigan House; all other visitors must use the visitor Car Parks.

When a Permit is issued the appointed signatories must inform the Parking Shop of the issue so as to have this entered into the daily logbook. Visitors will be required to purchase a Staff parking ticket at the 12 hourly Staff rate applicable for the duration of their visit.

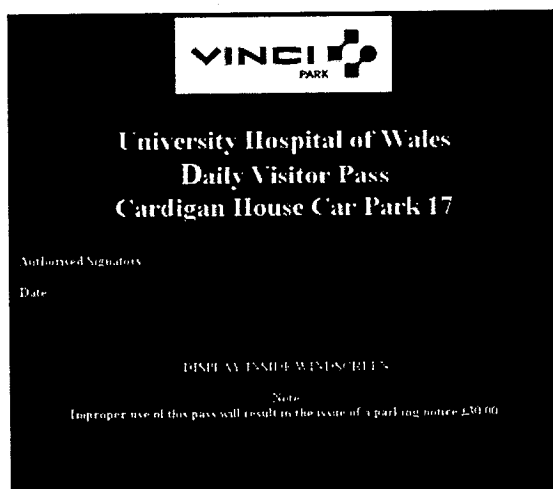
Official Signatories are:

Chief Executive's Office:

Barbara Plummer
Barbara Pemberton

The College of Medicine:

Dr C. Turner
Professor Tomlinson



Special Concessionary Permit Cardigan House Car Park 17.

In order to provide for special visitors to the management suite at Cardigan House the following arrangements are in operation:

A Daily Staff Permit can be issued (*dependent on space availability*) to authorised signatories to allow such visitors to park in Car Park 17 provided they Pay and Display the full relevant visitor tariff.

Parking Dispensations Not Covered By Main Staff Permits

Agency and Associated Trust Staff

Agency Staff, Associated Trust Staff (from other Cardiff & Vale Trust sites and other Trusts), *Bank Staff and Locum Staff* working at the Hospital may park in Car Park 9 staff allocated spaces at a discounted rate of £3 per 12 Hour period. To obtain this discount rate they must take suitable proof of identity when they arrive at the car park to the Parking Shop where their ticket will be validated to obtain the discounted rate. They will then need to take this ticket to a Pay on Foot machine to pay the required amount when they leave. Tickets that are not validated on arrival will be charged at the visitor rate.

Failure to obtain validation for the discounted rate will render the Staff liable to pay the full relevant visitor tariff.

Emergency Staff on Call (please note that this does not include rostered shifts)

Staff who are called in from home or from another hospital site whilst on call should ideally park in an allocated Staff space.

In an emergency Staff may park in drop zones or car park areas close to their facility. No payments will be necessary although contact should be made with the Parking Shop to inform them of the location, registration number and department being attended.

If attending the emergency precludes contact being made and a Civil Penalty Notice is issued contact must be made with the Parking Shop within 48 hours fully explaining the situation.

Staff are requested not to ignore the Civil Penalty Notice but to contact VINCI Park directly.

Resident Staff on Call within the Hospital

Staff that are required to work long shifts, where they are on call in their place of work, do not qualify as Staff on Call and must park in their respective Staff Car Park.

The following procedures are to be adopted when medical Staff are working long shifts within the hospital:

Staff who would normally pay for a 12-hour ticket would need to buy a second ticket to cover a long shift up to 24 hours.

Those who would normally buy a 24-hour ticket (Residents) would need 2 tickets to cover a shift that lasts longer than 24 hours.

Note, All Staff will be allowed a grace period of up to 3 hours either side of the normal paid for period, except for use of Car Park 8, where a grace period of only 1 hour will apply as from 6.00 am.

Specialist Part Time Staff and Voluntary Workers.

Specialist Part Time Staff and Voluntary Workers working at the Hospital may, by prior arrangement with VINCI Park, park in Staff allocated spaces in the Multi-Storey Car Park (Car Park 9) having purchased a Sigma Card. This card will be issued by VINCI Park to authorised individuals but will require a £5 (refundable) deposit. Specialist Part Time Staff being those, such as Pharmacists, who work a fixed roster e.g. 1100 to 1900 and require a Staff parking space.

Where Staff allocated spaces are not available and as a result the vehicle has to be parked in a visitor space then the full relevant visitor tariff will apply.

Reserved Spaces for Conferences & Functions

Specific Functions and Conference etc. held at the UHW may require reserved parking spaces. To this end VINCI Park will endeavour to provide up to a 100 Visitor spaces within Car park 9 (in so far as it is reasonable to do so and *dependent on space availability*) when required.

At least 2 weeks notice is required (application must be made directly to the VINCI Park Manager) and the tariffs charged for such events will be @ £3.00 per vehicle per 24 Hours for short functions etc. (up to 2 weeks). Pre-paid tickets will be issued to the organiser by VINCI Park and invoiced accordingly. The invoice must be paid for in full before the start of the conference. Refunds are not available.

Where all allocated spaces have been reserved and as a result the vehicle has to be parked in a visitor space then the full relevant visitor tariff will apply.

Accident and Emergency

(Car Park 12)

This area is reserved for Emergency Vehicles consisting only of:

AMBULANCES

Ambulances once having discharged their patients and moved away from the hospital entrance should park in the Emergency Vehicles waiting area.

POLICE VEHICLES

Official marked police vehicles only; all other vehicles must park in a visitor's Car Park and pay the applicable visitor tariff.

FIRE TENDERS

In attendance.

TRUST SECURITY VEHICLE

In connection with its duties.

CAR PARK DROP ZONE SPACES

To drop off or pick up the infirm only.

After a 20-minute period vehicles must be relocated to a visitor's Car Park and pay the applicable visitor tariff.

Contractor Parking

All contractors engaged on civil works contracts with the Cardiff and Vale NHS Trust and Cardiff University (CU) must be fully advised of the Parking Regulations in operation at the University Hospital of Wales.

It is incumbent upon all contractors that, where appropriate, they inform their respective sub-contractors of these regulations.

Under no circumstances should contractors utilise Staff Car Parks.

Contractors parking in visitor spaces may, if agreed in advance (minimum 2 weeks prior notice), be offered a maximum of 2 spaces at the rate of £5.00 per 24 hour period, for a maximum period of 4 weeks, to be invoiced and paid in full in advance. No refunds are available. The contractor vehicles will need to be clearly identified and registered with VINCI Park prior to the contract commencement and VINCI Park will issue Permits for each vehicle properly registered.

Contractors who require off-loading of materials or equipment near to their place of work must contact VINCI Park for permission to park for the required period. All special requirements must be discussed with VINCI Park and provided agreement is reached, they will be issued with special Permits to park during the agreed stated period.

Contractors who have been given a works compound may park vehicles within that compound area without payment providing that all vehicles are kept within the limits of that area.

All contractors must ensure that at no time do they or their sub contractors block or obstruct the roadways or any access to the Car Parks or emergency entrances or exits.

The use of part of any visitor Car Park as contract compounds for contractors must first be agreed in advance with VINCI Park. The Trust/CU must enter into discussion with VINCI Park for the use of such facilities and obtain permission prior to the tender stage of new contracts. It is recommended that the Trust and CU should ensure that the tender documentation inviting bids from contractors should include sufficient information and provision for the contractor to price for this item in the relevant tender price.

The loss of any visitor Car Park Spaces due to the need to utilise spaces as a compound will incur costs that have to be reimbursed to VINCI Park due to loss of such income. The contractor will reimburse VINCI Park, in advance for all lost visitor Car Parking spaces during the duration of the contract at the applicable full visitor tariff.

Special Events Park and Ride (Football, Rugby and Concerts)

Special Events must be agreed in advance between the event co-ordinator, the Trust and VINCI Park.

Tariff of £5.00 per vehicle per event.

The following procedures will apply:

In consultation and agreement with the Trust, coordination meetings will be held before and after the event to ensure the following:

All signage to the multi-storey Car Park will be in place from 6pm the evening before the event to inform all Staff and visitors of the forthcoming event. Portable Toilets will be placed in the area adjacent to the sports club shortly before the event and removed after the event.

CP 13 will be used to accommodate steward's vehicles.

Hospital visitors and Staff will be directed to alternative Car Parks by temporary signs. These Car Parks will be signposted as available to Staff and visitors for the duration of special events.

Stewards will direct Staff and patients to the alternative Car Parks within the hospital.

Up to a maximum of 14 stewards including a supervisor will be provided at each event dependent on the expected volumes, and will provide both roadside and internal marshalling during and after the event. The council will provide all necessary personnel and equipment to clean up the Car Parks and roads after the event.

The buses will be provided by approved contractors to the council and will be supervised by the council. The bus contractors will be instructed on Health & Safety and modus operandi procedures whilst operating from the hospital. The buses will be marshalled in Car Park No.11 awaiting the first departure.

The barriers will be opened and staffed to receive by hand all entrance fees whilst stewards will direct traffic to available spaces on each level.

The traffic coordinator will monitor the traffic from their central traffic control room and adjust the traffic flow rate to the Car Park; they will maintain close contact with the parking supervisor and will summon assistance from the local constabulary if required.

VINCI Park will provide adequate staffing according to demand.

APPENDIX E

PROTOCOL FOR MANAGING TRANSPORT INFORMATION HELPDESK DURING ADVERSE WEATHER CONDITIONS

1. Introduction

Following the disruption to transport and consequent impact on patient admissions, discharges and outpatient appointments during the winter of 2007, a review was undertaken and a number of actions agreed. One of these actions was that an information "helpdesk" facility be established within the Trust immediately such conditions present. It was further agreed that this facility be managed within the Transport Section.

The trigger for the establishment of the helpdesk will be when the Meteorological Office is predicting a 60% chance of snow and this paper seeks to identify the actions and responsibilities necessary to ensure that the helpdesk is established effectively.

2. Action Required

The following represent the key areas where action will be required and details necessary contacts.

2.1 Resources

Staffing – The staffing resource will depend upon when the adverse weather commences and what staff are in work and available. However, the following represents the key members of the Transport Information Helpdesk Team (TIHT):

- Larry Petterson
- Colin McMillan
- Susan Rodgers
- Rick Searing
- Hester Adams

The TIHT will operate between the core hours of 08.00 and 17.00, although this may be extended depending upon staff availability.

Physical – The TIHT will be located in the Transport Office in Lakeside, UHW where a bank of four PCs and three telephones are available for use. The telephones extensions are: 6270, 4405, and 4703. A whiteboard will be used to display current status across key services – Welsh Ambulance Trust (PCS/HCS), St John Ambulance, Public Transport, etc. The Small Procurement Meeting Room will be used as a Control Centre. The telephone number is 3935.

2.2 Information

The TIHT will have responsibility for liaison with key agencies and ensuring the dissemination of appropriate information throughout the Trust to key departments and all staff. Communication will be via the Trust Intranet (Home and Transport web pages) and directly with key departments e.g. Bed

Management, Emergency Unit, Outpatients, etc. The following represents the key areas/agencies to be addressed:

2.2.1 Public Transport

Buses – A system of alerts has been established with Cardiff Bus who will let the TIHT have regular and frequent information updates during times of major service disruption. The Cardiff Bus web site (www.cardiffbus.com/index.html) will also be used.

Traveline Cymru (www.traveline-cymru.org.uk) telephone number 0871 200 22 33 will be a key resource as well as other operator web sites for Stagecoach ([www.stagecoachbus.com/region 6.html](http://www.stagecoachbus.com/region%206.html)) and Veolia (www.veolia-transport.co.uk/tmpl/XStartPage_26307.aspx?epslanguage=ML)

Trains – Information will be obtained from web sites including, National Rail Enquiries (www.nationalrail.co.uk/stations_destinations/named_lines.html), Arriva Trains (www.arrivatrainswales.co.uk/home.aspx?LangType=1033) and First Great Western (www.firstgreatwestern.co.uk/).

Flights – Flight information will be obtained from Cardiff International Airport via their web site (www.cwlfly.com/) and via the BBC (www.bbc.co.uk/wales/southeast/travel/).

2.2.2 Weather

Weather will be monitored via the BBC (www.bbc.co.uk) and the Met Office Wales (www.metoffice.gov.uk/weather/uk/wl/wl_forecast_weather.html) who also issue severe weather warnings.

2.2.3 Road Conditions

Road conditions will be monitored via Traffic Wales (www.traffic-wales.com), BBC (www.bbc.co.uk/wales/southeast/travel/trafficcams.shtml), both of which offer CCTV images of heavily used roads in South East Wales, and BBC Travel (www.bbc.co.uk/wales/southeast/travel/) for general information.

2.2.4 Patient Transport

Welsh Ambulance Services NHS Trust (WAST) – The Welsh Ambulance Service provides patient transport for admissions, discharges and out-patient appointments, between the hours of 08.00 and 16.30. Since the Winter of 2006-07 they have procured three 4x4 vehicles as part of the service continuity arrangements. However, there will be demand on these vehicles throughout the South East Wales Region. All newly procured ambulances are equipped with an electronic slip differential which will provide greater traction in the snow. Arrangements have been established to ensure that the TIHT is regularly and frequently informed of their ability to maintain their services.

St John Ambulance Cymru – St John Ambulance are contracted by the Trust to provide a patient discharge and inter-hospital transfer service, under the direction of the Trust's Bed Management Team. The core service runs between 10.00 and 18.00 Monday to Friday and 10.00 until 14.00 at weekends and bank holidays. Additional arrangements are in place during

2008-09 to extend this service until midnight. Arrangements have been established to ensure that the TIHT is regularly and frequently informed of their ability to maintain their services.

2.2.5 Health Courier Service

This Health Courier Service (provided by WAST) transports specimens, blood, post, records, etc., around the Trust between the hours of 08.00 and 16.30.. Arrangements have been established to ensure that the TIHT is regularly and frequently informed of their ability to maintain their services.

APPENDIX F

APPENDIX F

UHW Sustainable Travel Plan – 2009/10

No.	Task	Action	Resource Requirement	Action Lead	Completion Date
1.	Car Sharing	Joint Launch of Car Share Scheme		Procurement/ Facilities/ Cardiff University	April/May 2009
		Review existing arrangements			
		Liaise with Cardiff Council and Cardiff University			
2.	Complete Travel Plans for each Trust Hospital Site.	Investigate possibility of dedicated parking spaces for active car sharers		Procurement/ Facilities	May 2009
		Establish guaranteed ride home scheme		Procurement	May 2009
		Undertaken Staff Travel to Work/Car Park Surveys Liaise with Cardiff Councils		Facilities / Procurement	March 2010
3.	Develop a Bus Inter-Change at UHW	Involve Staff Organisations, Public Transport Operators, Patient Groups (CHC's)		Planning & Asset Management	Feb 2009
		Finalise and Approve Detailed Design Work for Bus Shelters/Canopy			
		Revise Parking Arrangements for Taxis			
4.	Cycling	Provide a Uniformed presence to police traffic during the working day with the ability to issue Fixed Penalty Fines		Procurement	March 2009
		Agree service commencement with operators		Procurement	March 2009
		Implement salary sacrifice scheme for assisted cycle purchase		Procurement	April/May 2009
		Improve cycle secure storage and changing/shower facilities	£7,000	Procurement/ Human Resources	May 2009
		Promote travelling expense incentivisation for cyclists		Procurement/ Human Resources	May 2009

APPENDIX E

No.	Task	Action	Resource Requirement	Action Lead	Completion Date
4.	Cont	In partnership with Sustrans Cymru, improve internal and external signage of safe cycle routes and develop safe cycle route maps Offer cycle safety/training via CTC Work with Sustrans Cymru on an "on the ground" project to promote cycling Organise "Bike to work week" event	£2,500	Procurement / Sustrans Cymru Procurement Procurement / Sustrans Cymru Procurement	July 2009 June 2009
5.	Public Transport	Seek to introduce discounted bus tickets Develop, with Council, site specific bus timetable		Procurement Procurement / Council	On-going On-going
6.	Communication	To Develop a Communication/Marketing Action Plan for all aspects of improving publicity and arrangements to existing and future staff, patients and their visitors To maintain an up to date Transport & Travel Web Page as part of the Procurement Department Web Site Improve new starter induction information		Procurement Procurement	Oct 2009 On-going
7.	To further improve Public Transport Services	To meet at 6 monthly intervals with each of the Public Transport Operators in reviewing their existing provision of Commercial and Supported Services and in liaison with Local Councils agree any revision of services to coincide with the half yearly revised Public Transport Guides that will be produced for each major Hospital Site		Procurement / OD&T Procurement	July 2009 On-going

No.	Task	Action	Resource Requirement	Action Lead	Completion Date
8.	Powered Two Wheelers (Motorbikes)	Review on-site motorcycle parking facilities		Procurement / Estates	May 2009
9.	Walking	Explore, with Vinci Park, options for secure undercover parking in the multi-storey car park		Procurement /Facilities	June 2009
		Review of site walking facilities		Procurement/ Estates	May 2009
		Develop plan detailing walking routes to site and improve signage	£2,500	Procurement	August 2009
		Work with Sustrans Cymru on an "on the ground" project to promote walking		Procurement / Sustrans Cymru	August 2009
		Seek to establish a walking "buddy" system		Procurement / Facilities	September 2009

Response from the petitioner

To: The Chairman and Members of the Petition Committee

Parking in the Heath area is a major problem and probably the most talked about subject by the residents. The main cause of the problem is there are not enough parking spaces provided for staff and visitors at the University Hospital of Wales.

In 1974 it was recognised that those residents closest to the hospital were being greatly affected by overspill parking and a residential parking order was introduced.

Since that time both the hospital services and the facilities of the University, which now accounts for 25% of the site, have increased. Unfortunately, and this is appreciated by the hospital, the car parking facilities have not increased accordingly.

The members of the Heath Residents' Association were pleased when it was announced that the Welsh Assembly Government had accepted a petition to examine the problems. It was felt after a long time of campaigning we were at last moving forward. The petitioners met with the committee in September 2008.

During January 2009 we were made aware of a Sustainable Travel Plan being prepared by the University Hospital of Wales. The first draft was presented to Councillors and two days later we received a copy. The copy that we had received had been amended. The committee that had been set up to produce the documents had been **working for 12 months prior to the draft**. It transpired that there were so many factual errors, which was recognised by a member of staff prior to the copy being presented to us that it needed to be amended. The whole of the introduction was rewritten but not the body of the report. We submitted 9 pages of questions and the final draft was amended accordingly and presented to WAG. We were not able to see a copy before presentation.

You will, we hope, understand our concerns about the report.

Since 2009 we have not seen any improvement to the parking problem. We have met with Cllr. Delme Bowen and presented a petition signed by 600 households requesting that the Council introduce parking restrictions to our streets. He stated that he would look at the problem on a street by street basis and we are at present conducting another survey to satisfy that criteria.

We have also followed the work of the petitions committee regarding this matter but feel that there has not been any movement since the initial presentation, which is disappointing. In order to progress things we asked for a meeting with the hospital to discuss the Sustainable Travel Plan and this was finally held on Wednesday 26th May 2010. Prior to the meeting we had presented questions that we would like answered.

The chairman of the meeting said that he was somewhat surprised at the in depth level of questions that had been received and the he did not see that it was our position to scrutinize the report and its contents. **All the questions were formulated to ascertain whether the objectives and targets set out in the report had been achieved, how this had been evaluated and the reasons for non achievement.**

When examining the report there are many areas of importance but three stood out as being essential to the success of the programme. They were:

1. That no more than 3500 permits were issued

In answer to questions regarding these matters the hospital have stated that 6500 permits have been issued and the reason for this is that they are still awaiting the level of permits to be confirmed by the management Board, as this will be a controversial decision for staff.

There are only 1715 spaces for staff. Even with shift work and flexible hours there is no way that the amount of staff issued permits could park on site.

2. The Park and Ride scheme was of key importance

The hospital have been informed by the Council that there would be no link with the hospital. This apparently was just prior to the system going live.

3. It is essential to monitor and evaluate the travel plan on an annual basis to ensure that targets have been achieved and that future targets reflect the changes in behaviour.

A meaningful survey has not been carried out. Recently an open survey was conducted when there were 450 respondents. As it was anonymous no link can be made to the people originally surveyed and therefore any conclusions drawn would be irrelevant. This was agreed by the hospital.

Further answers to the questions showed that a lot of the targets in the report were aspirations rather than anything that might be achieved. It transpired that although there was a realisation that money would be needed to fund the objectives no costings had been undertaken prior to the report being submitted. Subsequent costings show that a lot of schemes would not be affordable.

The hospital stated that Veola (a bus company) were picking up students and dropping them on site but the numbers taking advantage of this was not known. They also stated that there was a shuttle service between UHW and Llandough for which a contribution of £8000 or £12000 was made but again the numbers using this facility was unknown.

Discussions were apparently underway with St. Davids Travel to look at a service that would run from 6am to midnight between the hospital and Rhondda Cynon Taff but again nobody knew what the cost would be which is most essential. Not only the cost to the hospital, if any, but more importantly the cost to user.

How has this travel plan helped to resolve the real problems that the residents have? It hasn't.

Right from the outset there were questions regarding the content of the report and how it had been put together. The time that has passed, the answers to questions and the fact that extremely little has been achieved endorses our original fears.

It would appear that nobody wants to get to grip with the problem and whilst we are waiting for something to happen **we see our area becoming more and more a car park**. Not only have we lost our streets but it now appears that the Old barracks Square (a part of Heath Park) may become a permanent car park used mainly by the hospital staff and visitors. We and many park users object to this and it has been done without consultation. The car park adjacent to the model railway and the grassed areas either side of the roadway leading to it are also used by hospital commuters.

We came to the Assembly with genuine expectations that something would be achieved and that a programme would be commenced to alleviate the problems we have over time.

Unfortunately this has not happened and we feel that the Sustainable Travel Plan, which is more document than substance, will not assist in finding an answer.

The only positive the Hospital could put forward was that the University had provided two showers and changing facilities and some bike storage when refurbishing the Ty Dewi Sant building. In addition to this a bid to upgrade the existing cycle storage area had been successful in the amount of £17k.

Conclusion

Very little has been achieved by this report. There are no new bus routes, no new walkways, no new cycle tracks, although some signs have been placed to show existing tracks, and no evaluation of any of the objectives.

It would appear that congestion in the hospital is getting worse as it was stated on many occasions the car parks were full and the staff that controlled the car parks were at a loss to help people.

Outside of the hospital many roads not covered by parking restrictions are full of parked vehicles from Monday to Friday between the hours of 8am and 6pm causing safety issues. Part of Heath Park have been taken over with hospital parking including parking on the grass.

This process has now been going on for 2 years and it is felt that we are no further forward than when it started, in fact things have gone further back because without a comprehensive review, where achievable conclusions are brought forward, nothing is going to happen.

The hospital will bring up reorganisation as a reason for delay etc, but it must be realised that the problems were in existence long before reorganisation.

The council apparently has a policy not to build more car park as it would be contrary to their sustainable travel policy. This is all well and good as long as they come up with some positive solutions. The first petition to the Council was in 2005 and nothing has happened since then.

We have strived for a long time to try and alleviate the problems we have but we do feel let down. It is hoped that during the coming weeks positive steps can be taken whereby a start can be made to resolve these problems and we look forward to the help you can give the residents of Heath.

John Jones (Chairman HRA)

Signed for and on behalf of the committee



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Ysbyty'r Eglwys Newydd Whitchurch Hospital

Park Road, Whitchurch.
Cardiff, CF14 7XB
Phone 029 2069 3191

Heol Parc, Yr Eglwys Newydd
Caerdydd, CF14 7XB
Ffôn 029 2069 3191

Eich cyf/Your ref:
Ein cyf/Our ref:
Welsh Health Telephone Network:
Direct Line/Llinell uniongychol: 02920 745684

**David Francis
Chair**

Christine Chapman
Chair, Petitions Committee
Cardiff Bay
Cardiff
CF99 1NA

Our ref: DF/ap/06/229

Dear Ms Chapman

Thank you for your letter dated 30th March 2010.

The requirement for NHS Trusts to develop a sustainable travel plan for each of their community hospitals was stipulated in WHC (2008) 058: Sustainable Travel Plans in NHS Wales (Site Specific) To Include Car Parking. This requirement was passed on to Local Health Boards in a letter dated 24th November 2009.

To that end, the former Cardiff and Vale NHS Trust developed a travel plan for the University Hospital of Wales which was submitted in March 2009, and only an update of the Action Plan was required in March 2010 (copy enclosed).

The objectives for 2010-11 include:

- Continued promotion of the car share scheme
- Continued improvement of cycle storage facilities on site
- The provision of active travel route maps indicating safe cycle/walking routes
- Introduce an assisted cycle purchase (salary sacrifice) scheme
- To continue to liaise with bus operators to maintain/improve services to site
- To work with Cardiff Council to produce a dedicated site bus timetable

In terms of the Travel Plan's impact we have conducted two surveys in recent years to inform our travel planning. The results for primary mode of travel are shown in the table below.

	2008	2010	Variance
Respondents	4891	417	
Bus	1.48%	7.67%	6.20%
Bicycle	2.31%	3.36%	1.05%
Car (on own)	85.14%	60.43%	-24.71%
Car Share	8.24%	13.19%	4.95%
Walking	1.42%	8.87%	7.46%



Motor cycle	0.06%	0.24%	0.18%
Train	0.08%	2.40%	2.32%
Other	1.28%	3.84%	2.56%
	100.00%	100.00%	

While the UHW responses to this UHB wide 2010 survey clearly demonstrate a shift away from staff travelling in single occupancy car, it should be noted that the survey had a low response rate which cannot be considered statistically significant. A further UHW survey will be undertaken later this year.

I am unable to confirm that this has had a direct positive impact on car parking on UHW as there is considerable construction work e.g. Children Hospital for Wales ongoing on the site which is unfortunately impacting upon some car parking provision. We have however negotiated with contractors to keep this to a minimum.

I hope this information is helpful.

Yours sincerely



David Francis
Chair

UHW Sustainable Travel Plan – 2010/11

No.	Task	Action	Resource Requirement	Action Lead	Completion Date	Update
1.	Car Sharing	Joint Launch of Car Share Scheme		Procurement/ Facilities/ Cardiff University	April/May 2009	Car share scheme is open to all employees via Internet. Potential for joint promotion with Cardiff University to be pursued
		Review existing arrangements				
		Liaise with Cardiff Council and Cardiff University				
		Investigate possibility of dedicated parking spaces for active car sharers		Procurement/ Facilities	May 2009	Discussions are on-going with PFI contractor. Spaces can be made available but “policing” is an issue to be resolved.
Establish guaranteed ride home scheme		Procurement	May 2009	This will be put in place when the above issues have been resolved.		
2.	Complete Travel Plans for each Trust Hospital Site.	Undertaken Staff Travel to Work/Car Park Surveys		Facilities / Procurement	March 2010	A survey is currently underway using the South East Wales Travel Alliance (SEWTA) survey facility. This will inform the requirement for submitting travel plans for 2010. On target
		Liaise with Cardiff Councils				
		Involve Staff Organisations, Public Transport Operators, Patient Groups (CHC's)				
						Regular meetings are undertaken with Councils, Operators and User/Patient

No.	Task	Action	Resource Requirement	Action Lead	Completion Date	Update
3.	Develop a Bus Inter-Change at UHW	Finalise and Approve Detailed Design Work for Bus Shelters/Canopy		Planning & Asset Management	Feb 2009	Following detailed investigation and consultation with Council/operators this project was considered inappropriate given the confines of the area and potential impact on bus timetabling
		Revise Parking Arrangements for Taxis		Procurement	March 2009	
		Provide a Uniformed presence to police traffic during the working day with the ability to issue Fixed Penalty Fines		Procurement Facilities	March 2009	
		Agree service commencement with operators		Procurement	April/May 2009	
4.	Cycling	Implement salary sacrifice scheme for assisted cycle purchase		Procurement/ Human Resources	May 2009	Following detailed research and financial advice, a scheme has been selected for Board approval. It is anticipated that once approved the scheme will take 3 months to implement. Revised target date – June 2010

No.	Task	Action	Resource Requirement	Action Lead	Completion Date	Update
4	Cycling continued	Improve cycle secure storage and changing/shower facilities	£7,000 (Funded out of £10k grant)			Funding (£10k) was secured via the Cardiff Sustainable City Grant Scheme in December 2009. Additional cycle storage facility will be provided. Revised target date – March 2010 No funding is available for changing/shower facilities
		Promote travelling expense incentivisation for cyclists		Procurement/ Human Resources	May 2009	This will be clarified in relation to the launch of the Salary Sacrifice Scheme. Revised target date – June 2010
		In partnership with Sustrans Cymru, improve internal and external signage of safe cycle routes and develop safe cycle route maps	£2,500 (Active Travel Maps funded out of £10k grant)	Procurement / Sustrans Cymru	July 2009	Route signing completed for routes to and from the Taff Trail. On target Active Travel maps are currently in production. Revised target date – March 2010
		Offer cycle safety/training via CTC		Procurement		Basic cycle maintenance demo undertaken as part of “Bike to Work Week”. On target No funding available for dedicated training provision.

No.	Task	Action	Resource Requirement	Action Lead	Completion Date	Update
4	Cycling continued	Work with Sustrans Cymru on an “on the ground” project to promote cycling		Procurement / Sustrans Cymru		Number of cycle promotional events held in Concourse as part of on-going project. Active Travel site audit undertaken Sept 09. Recommendations currently under consideration although there are funding implications.
		Organise “Bike to work week” event		Procurement	June 2009	Basic cycle maintenance demo undertaken as part of “Bike to Work Week”. On target
5.	Public Transport	Seek to introduce discounted bus tickets		Procurement	On-going	Salary deduction scheme in place.
		Develop, with Council, site specific bus timetable		Procurement / Council	On-going	Site specific timetable developed with Cardiff Bus. Received February 2010
6.	Communication	To Develop a Communication/Marketing Action Plan for all aspects of improving publicity and arrangements to existing and future staff, patients and their visitors		Procurement	Oct 2009	This will be undertaken in 2010 when certain facilities are in place – cycle shelters, active travel maps, Intranet, salary sacrifice, etc.

No.	Task	Action	Resource Requirement	Action Lead	Completion Date	Update
		To maintain an up to date Transport & Travel Web Page as part of the Procurement Department Web Site		Procurement	On-going	Intranet page regularly updated but currently under review to reflect organisational changes and travel opportunities Revised target date – April 2010
		Improve new starter induction information		Procurement / OD&T	July 2009	HR have moved to on-line induction programme and meeting arranged to establish transport/travel links Revised target date – April 2010
7.	To further improve Public Transport Services	To meet at 6 monthly intervals with each of the Public Transport Operators in reviewing their existing provision of Commercial and Supported Services and in liaison with Local Councils agree any revision of services to coincide with the half yearly revised Public Transport Guides that will be produced for each major Hospital Site		Procurement	On-going	Meetings have taken place and maps/guides produced. Revised target date – On-going
8.	Powered Two Wheelers (Motorbikes)	Review on-site motorcycle parking facilities		Procurement / Estates	May 2009	Motorcycle parking has been reviewed but funding issues are hampering development

No.	Task	Action	Resource Requirement	Action Lead	Completion Date	Update
		Explore, with Vinci Park, options for secure undercover parking in the multi-storey car park		Procurement /Facilities	June 2009	Motorcycle parking has been reviewed but funding issues are hampering development
9.	Walking	Review of site walking facilities		Procurement/ Estates	May 2009	Review of walking facilities undertaken as part of site audit and recommendations under review. Walking routes will be identified on the Active Travel Maps Revised target date – March 2010
		Develop plan detailing walking routes to site and improve signage	£2,500 (Active Travel Maps funded out of £10k grant)	Procurement	August 2009	
		Work with Sustrans Cymru on an “on the ground” project to promote walking		Procurement / Sustrans Cymru	August 2009	Number of walking promotional events held in Concourse as part of on-going project.
		Seek to establish a walking “buddy” system		Procurement / Facilities	September 2009	Under review as part of the Sustrans project. Also linked to Health and Wellbeing Group. Option to manage under the car share scheme but funding implications

Jonathan Morgan AM

Assembly Member for Cardiff North



Our ref: JM-hs-7-2292

29 July 2010

Christine Chapman AM
Chair of Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

Cynulliad National
Cenedlaethol Assembly for
Cymru Wales

Dear Christine

Ref: University Hospital of Wales Parking issues

I have recently met with Cllr Ron Page and a constituent John Jones with regards to the ongoing issues with parking in and around the University Hospital of Wales site.

They have provided me with documentation and the petition that they submitted to the Petitions committee on behalf of the local residents. I have attached their recommendations for your ease of reference.

They have explained to me that they feel the response that they received to these recommendations was not adequate and did not address their points fully. I would ask you therefore to re look at the points they have raised and respond more comprehensively.

Kind regards

Jonathan Morgan AM
Assembly Member for Cardiff North

We would ask the Welsh National Government to

1. advise the Cardiff and Vale NHS Trust to

- (a) provide sufficient parking on site for its staff and visitors by seeking suitable areas for hospital parking on site and on land such as the derelict area north of the allotments opposite Heath Hospital on the other side of Eastern Avenue,
- (b) decentralise some of the services already on the Heath site and
- (c) cease selling hospital land in Cardiff and the surrounding area for housing,

2. recommend Cardiff County Council to

- (a) refuse planning permission for further development on the Heath Hospital site unless a unit is removed from the site which has an equal traffic impact,
- (b) discourage multi-occupation development in the area and
- (c) introduce limited time parking in streets within walking distance of Heath hospital,

3. consider within the Assembly the introduction of a system which would allow local groups to appeal to the Assembly when the council gives planning permission for a development which residents consider will exacerbate the problem of parking in the area.

Presented 23 April 2008

Response from petitioner

Dear Ms. Chapman

P -03-136 Parking Heath and Birchgrove

I am in receipt of your letter to Mr. Jonathan Morgan AM dated 17th August 2010, relating to the above mentioned petition.

You state that confusion over the role and remit of the Petitions committee may be at the heart of the petitioner's frustrations.

Over the past five years the people of Heath have requested various bodies including the Welsh Assembly, Cardiff Council and the University Hospital of Wales to find a solution to the ongoing problem of vehicles causing congestion on our roads. **Nothing has been achieved by these efforts.** This in itself is frustrating when 500+ households sign a petition, which is presented to the Petitions committee, and we are no further forward, after 2 years, than we were on the first day.

Not only is the problem still there but it is getting worse. What is the committee doing other than requesting documents that seem to take forever to get to them but have been in possession of the Heath Residents' Association from the time published. These documents have been offered to the committee but the clerk's office have declined saying they prefer to get them from official channels.

The latest delay now, having waited an eternity for the Sustainable Travel Plan, is to ask for an update. We, the HRA, have had a meeting with the hospital, prior to your last meeting, when we were given an update and reported this to your committee. None of the objectives or targets has been met and many of them have not and will never get off the ground.

It is refreshing to see that at least one member of the committee, Mr. Andrew R.T. Davies, recognises that there is a problem in his article in the South Wales Echo of 23rd September 2010.

We pointed out to you at a very early stage that we thought the Sustainable Travel Report was not going to take us forward to finding a solution. Have we been proved right? Yes and in a very big way. A lot of emphasis was made on the number of permits to be issued, no more than 3500, but this has been greatly exceeded running at 6500 and rising. The park and ride system that was to help alleviate the problem was a non starter as not one of the systems pass through or anywhere near the hospital. I could go on but I have previously submitted details concerning this subject and I am not sure what attention has been paid to it.

I have forwarded a letter to Ms. Stocks via an email to Mr. Rhodri Morgan (clerk to the Petitions committee) and I would like you to have sight of this.

Two years plus and what has been achieved, if you could just tell me that so I can pass on the information to those who signed the petition?

At the present time all they see is the cars parked outside their homes from Monday to Friday, and getting worse, the risks they have to take even to pull out of or on to the driveway, congestion so much so that if there is a cyclist traffic on one side of the road will be held up, nowhere for visitors or workmen to park, difficulty in pedestrians crossing the road, continuous parking on bus stops so that the drop down system for the elderly is useless, even a part of Heath Park has been turned into a car park for Heath Hospital etc. and nothing apparently being done to alleviate the problem.

There are changes going on within Cardiff and Vale health Board and we have already had a meeting with an Assistant Director to discuss these matters. It will not bring about any change for the better in relation to parking.

It is not expected that this issue will be resolved overnight but it would be encouraging if somebody suggested a way forward, breaking it down into short, medium and long term. I and the residents look forward to hearing from you in the near future when I hope there will be something more positive to report.

Yours sincerely
John Jones



Eich cyf/Your ref:
Ein cyf/Our ref: DF/jb/11/589
Welsh Health Telephone Network:
Direct Line/Llinell uniongychol: 02920 745684

David Francis
Chair

3 November 2010

Christine Chapman AM
Chair, Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

Dear Ms Chapman

I am writing further to recent correspondence in which you were seeking an updated position report in respect of the Petitions Committee reference P-03-136 Parking in Heath and Birchgrove.

I am now pleased to be able to update you by providing the following information in respect of Cardiff and Vale UHB:

- We have continued to promote the car share scheme regularly throughout the organisation. During car share week (w/c 4th October) we had SEWTA in the University Hospital Wales (UHW) concourse for the day also promoting.
- We have improved cycle storage facilities on site – improved security of main cycle compound and provision of sheltered storage opposite Children's Hospital.
- Active Travel Maps have been produced and distributed in conjunction with Sustrans improving cycle route signage from the Taff Trail to the site.
- We have provided cycle training and maintenance lessons for staff
- The salary sacrifice scheme has not yet been implemented but will be as part of our health strategy. The recent HMRC advice on residual value now needs to be also taken into account
- We have dedicated bus timetables for the UHW site
- There have been no further detailed discussions with Cardiff Council but we aim to do so particularly with reference to the East Cardiff Park and Ride facility which we believe could easily offer a service into UHW

I trust you find this information sufficient for your requirements, should you seek any additional clarity in respect of this matter please do not hesitate to contact me further.

Yours sincerely

David Francis
Chair



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Ysbyty'r Eglwys Newydd
Whitchurch Hospital
UHB Headquarters

Park Road, Whitchurch.
Cardiff, CF14 7XB

Heol Parc, Yr Eglwys Newydd
Caerdydd, CF14 7XB

Eich cyf/Your ref: KB/ES/WICK01002/01102162
Ein cyf/Our ref: JW/raa
Welsh Health Telephone Network:
Direct Line/Llinell uniongychol: 029 2074 2270

EXECUTIVE HEADQUARTERS

Jan Williams OBE
Chief Executive

23 December, 2010

Naomi Stocks
Clerk, Petitions Committee
National Assembly for Wales
Cardiff Bay
CARDIFF
CF99 1NA

Dear Ms Stocks

Re: Petitions Committee, 11 January, 2011

Thank you for your letter of 24 November, 2010, addressed to the UHB Chair, Mr David Francis.

The UHB understands the issues faced by the Heath and Birchgrove residents and UHB representatives meet regularly with them.

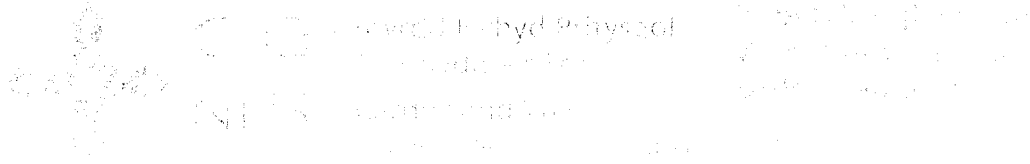
The issues raised are operational in nature and, as such, are matters for the UHB Management Executive, on behalf of the UHB Board.

Mr Francis will not, therefore, be accepting the invitation to give evidence to the Petitions Committee on 11 January, 2011; the UHB will continue its dialogue with the Heath and Birchgrove residents, and the Committee has my assurance that the Board is committed to working constructively with them.

Yours sincerely

Jan Williams
Chief Executive

Response from LHB



Jan Williams OBE
Chief Executive

21 January 2011

Christine Chapman
Chair, Petitions Committee
National Assembly for Wales
Cardiff Bay
CARDIFF
CF99 1NA

Dear Ms Chapman

Re: Invite to attend Petitions Committee

Thank you for your letter of 12 January 2011.

We have considered further your request and are still of the view that this is an operational issue for the UHB.

We, therefore, respectfully decline your offer to attend the Petitions Committee to give oral evidence but are happy to meet with petitioner representatives as part of our normal communications.

Yours sincerely

pp. H. Williams Deputy CEO

**Jan Williams
Chief Executive**

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Response to WAG Petitions Committee Questions

Q1. A leaflet entitled “UHW – Getting There” has been drafted and will be placed on the internet/intranet, produced as a flyer for distribution around the site and provided to medical records for inclusion in the admission/ appointment letters. (See also response to Q4 regarding use of the internet).

Q2. Information is available to patients on the UHBs web page. The UHB also provides bus timetables on the concourse where a plasma screen is also located detailing live bus information. The Transport & Travel Department also holds regular travel days in the concourse area promoting sustainable forms of transport to staff, patients and visitors alike.

Q3&4 The UHB Five Year Strategic Framework describes the plan to rebalance services between UHW and UHL, both services and activity balancing across the two sites. This will assist the overall demand for car parking on the UHW site.

Reducing reliance on car parking at UHW, the UHB has increased/improved the secure cycle storage on the UHW site over the last few years. During 2010-11 the UHB provided an additional secure cycle compound which accommodates both cycles and motor cycles. The UHB has also provided an additional shelter adjacent to Child Health to specifically make provision for the CHfW and Women’s Unit. The UHB actively encourages alternatives to car use by holding cycle training and maintenance sessions, production of Active Travel maps (for cyclists and walkers) and improved signage for cyclists from the Taff trail to UHW. The UHB also regularly promotes the Car Share Scheme via the Intranet and holds a promotional event during national Car Share week, using South East Wales Transport Alliance (SEWTA) and Sustrans Cymru (for cycling).

The UHB seeks to mitigate the impact of increased activity through the promotion of all sustainable transport alternatives. This includes dedicated bus timetables for UHW (produced jointly with Cardiff Council), improved secure cycle storage, improved signage to the site for active travellers (walkers/cyclists), active travel maps. The UHB web page contains information on how to find us information relating to public transport and car parking. It also has a site schematic indicating parking for both car and cycles, and details all bus stops on site. The UHB also provides cycle training and maintenance for staff wishing to cycle to work.

Q5. The UHB annual travel to work survey includes a question relating to where staff, who travel to work by car usually park and the results are assessed.

Q6. The focus is through the Sustainable Travel Plan.

Q7. The UHB is in discussion with Cardiff Council on the use of the Cardiff East Park and Ride facility. The Council is eager to support the UHB in alternative travel plans and current discussions are very encouraging. It is recognised that a Park and Ride service will need to be competitively priced, to encourage staff/patients/visitors to park away from the UHW site.

Q8. The UHB has no powers to stop staff from parking on the surrounding streets, but continues to advise staff and visitors that they should refrain from doing so. Such parking comes under the Road Traffic Act and, as such, is a matter for local law enforcement.

Q9. Engagement with local residents takes place through the Heath Residents Association meetings and discussions with local representatives eg Councillors. On 26th May 2010 a special meeting was convened with residents to discuss the UHW Sustainable Travel Plan. Notes of this meeting are available if required.

Q10. Please see attached letter sent to the WAG Petitions Committee in 2010.

Q11. The effectiveness of the Travel Plan is monitored through the annual travel to work survey. The next survey is taking place now, and runs from 25/2/11 to 31/3/11. In year, Sustrans conducts site audits to measure the number of cycles on site and the use of cycle facilities. Attached is a spreadsheet with details and graphs of the staff response audit undertaken following the aforementioned cycle training and maintenance sessions.

Q12. The Travel Plan is reviewed annually in accordance with WHC (2008) 058. The development of the Travel Plan followed the NHS Travel Plan Toolkit for Wales and, in accordance with the Circular, the action plan targets are updated annually.

Q.13. Currently there are 1781 staff parking spaces provided on the UHW site. 5,180 permits have been issued for use throughout normal business hours i.e. 8 a.m. until 5 p.m., Monday to Friday.

Q.14. Permit re-issue exercises are undertaken regularly. In 2008, the existing database was cleansed and temporary permits were issued. A full car parking application and travel survey was undertaken in 2010 with the intention to re-issue permits during the summer. Permit issue was postponed and will now be completed in the late summer 2011.

Q.15. All staff issued with a parking permit are advised within their correspondence that; ***"If you are terminating your employment with Cardiff and Vale UHB / Cardiff University please notify the Car Parking Office at the University Hospital Llandough and return your permit directly to us."*** The reduction in permits through this mechanism is balanced against the ongoing applications from new starters.



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Ysbyty'r Eglwys Newydd Whitchurch Hospital

Park Road, Whitchurch.
Cardiff, CF14 7XB
Phone 029 2069 3191

Heol Parc, Yr Eglwys Newydd
Caerdydd, CF14 7XB
Ffôn 029 2069 3191

Eich cyf/Your ref:
Ein cyf/Our ref:
Welsh Health Telephone Network:
Direct Line/Llinell uniongychol: 02920 745684

**David Francis
Chair**

Christine Chapman
Chair, Petitions Committee
Cardiff Bay
Cardiff
CF99 1NA

Our ref: DF/ap/06/229

Dear Ms Chapman

Thank you for your letter dated 30th March 2010.

The requirement for NHS Trusts to develop a sustainable travel plan for each of their community hospitals was stipulated in WHC (2008) 058: Sustainable Travel Plans in NHS Wales (Site Specific) To Include Car Parking. This requirement was passed on to Local Health Boards in a letter dated 24th November 2009.

To that end, the former Cardiff and Vale NHS Trust developed a travel plan for the University Hospital of Wales which was submitted in March 2009, and only an update of the Action Plan was required in March 2010 (copy enclosed).

The objectives for 2010-11 include:

- Continued promotion of the car share scheme
- Continued improvement of cycle storage facilities on site
- The provision of active travel route maps indicating safe cycle/walking routes
- Introduce an assisted cycle purchase (salary sacrifice) scheme
- To continue to liaise with bus operators to maintain/improve services to site
- To work with Cardiff Council to produce a dedicated site bus timetable

In terms of the Travel Plan's impact we have conducted two surveys in recent years to inform our travel planning. The results for primary mode of travel are shown in the table below.

	2008	2010	Variance
Respondents	4891	417	
Bus	1.48%	7.67%	6.20%
Bicycle	2.31%	3.36%	1.05%
Car (on own)	85.14%	60.43%	-24.71%
Car Share	8.24%	13.19%	4.95%
Walking	1.42%	8.87%	7.46%

Motor cycle	0.06%	0.24%	0.18%
Train	0.08%	2.40%	2.32%
Other	1.28%	3.84%	2.56%
	100.00%	100.00%	

While the UHW responses to this UHB wide 2010 survey clearly demonstrate a shift away from staff travelling in single occupancy car, it should be noted that the survey had a low response rate which cannot be considered statistically significant. A further UHW survey will be undertaken later this year.

I am unable to confirm that this has had a direct positive impact on car parking on UHW as there is considerable construction work e.g. Children Hospital for Wales ongoing on the site which is unfortunately impacting upon some car parking provision. We have however negotiated with contractors to keep this to a minimum.

I hope this information is helpful.

Yours sincerely



David Francis
Chair

Edwina Hart MBE OStJ AM

Y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/00827/11

Your ref: P-03-136

Christine Chapman AM
Chair Petitions Committee
National Assembly for Wales

Christine.chapman@wales.gov.uk



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Bae Caerdydd
Caerdydd CF99 1NA
Llinell Ymholiadau Cymraeg: 0845 010 4400
Ffacs: 029 2089 8131
E-Bost:Gohebiaeth.Edwina.Hart@cymru.gsi.gov.uk

Cardiff Bay
Cardiff CF99 1NA
English Enquiry Line: 0845 010 3300
Fax: 029 2089 8131
E-Mail:Correspondence.Edwina.Hart@Wales.gsi.gov.uk

15 March 2011

Dear Christine,

P-03-136 Parking in Heath and Birchgrove

Thank you for your letter dated 3 March on behalf of the Petitions Committee about parking in and around the University Hospital of Wales (UHW) in Cardiff.

As you may be aware from my previous correspondence to the Committee on this matter, my officials carefully scrutinise Local Health Board and Trust action plans annually. Health Boards and Velindre NHS Trust would be instructed to revise any action plans that were thought to be inadequate. In addition, I am advised of any "over-arching" issues that may require my attention on an All-Wales basis.

I expect this process to be completed for the UHW by the end of July and I should be able to provide you with an update at that time.

A handwritten signature in black ink, appearing to be 'Edwina Hart', written in a cursive style.