

Car Parking Charges – FAQ document for public

Where will the car parking charges be in force?

The Trust will operate car parking charging on the following sites:

- Springfield University Hospital
- Tolworth Hospital
- Richmond Royal Hospital

How much will car parking cost?

Car parking charges for visitors will be £1.00 for 24 hours.

When is charging going to start from?

The Trust will begin charging for car parking from the 1st May 2014.

How will visitors be expected to pay?

Pay and display machines will be provided for visitors at Springfield University Hospital and Tolworth Hospital.

Are staff going to be charged for car parking as well?

Yes. All staff will now have to pay to park, either on a monthly or daily basis.

Why is the Trust introducing car parking charges?

It costs the Trust £274 to maintain each space for a year on the Springfield site due to a combination of capital charges, maintenance, security, issue of parking permits and administration.

The Trust manages 898 car parking spaces across four sites, which means that a total cost of £246,052 is spent on car parking spaces every year.

Didn't the Trust receive a petition asking for car parking charges not to be implemented? Was this ignored?

Opposition of car parking charges by staff, carer, and service user groups was recognised by the Trust when a petition was received in June 2012. However, the Trust feels that subsidising car parking is no longer sustainable as it is money that could be invested in frontline services.

The Trust also consulted with staff about car parking charges in 2012. As a result of the feedback we suspended the introduction of charging until May 2014 and reduced the charge to the current level.

We also listened to Unison who asked us to postpone car parking charges until April 2014, which we have done.

How do your charges compare with other NHS trusts in London?

The Trust is charging £1 per day for visitors. This is considered by the Trust to be a reasonable rate which will ensure that car parking is not subsidised by funds which could be used for frontline care.

A comparison with some of the other NHS hospitals in south west London indicates that our parking charges are significantly lower.

Up to one hour of parking at St George's Hospital costs £2 rising to £12 for over four hours, with a fixed daily rate of £20.

St Helier Hospital charges £2 for the first hour (free for the first 20 minutes), and then £1 for every 30 minutes afterwards to a maximum of £12 per 24 hours.

The minimum fee at Kingston Hospital is £1.80 for the first hour and £1.50 for each hour thereafter, up to five hours.

What happens if I cannot find a space?

Unfortunately the Trust only has a limited amount of spaces available. If no spaces are available then we would advise that you use on street public parking.

What happens if I do not pay for parking?

A fine will be issued to you of £85. If paid within 14 days the reduced rate will be £50.

Are you charging disabled drivers for car parking?

Disabled drivers will be exempt from parking charges as long as they display their blue badge.

Are there any exemptions or concessions?

Disabled drivers are exempt from these charges. Volunteers at the Trust are also exempt from car parking charges, although they will need to arrange a permit for their car with the security team.

How do I pay for parking?

Pay and display machines will be available at the car parks. You will be required to input the fee of £1 per day and you will be issued with a ticket. The ticket should be displayed clearly in your car window.

How will money from fines be used?

The money will be used to finance the management and the maintenance of the car parks ensuring that the Trust's annual budget is used for frontline care rather than subsidising car parking.

Are there any concessions for regular visitors to the Trust?

Not unless you are a volunteer or disabled parker.

Electric cars are exempt from the congestion charge – are they exempt from your charges?

No – there is still a cost associated with the maintenance of these bays.

What alternative ways are there to travel to our sites?

The Trust is well serviced by public transport links and travel information can be found on our website - http://www.swlstg-tr.nhs.uk/contact-us/find_us/