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# BLUE BADGE PERMITS DISPENSATION MANAGEMENT PLAN

University College London Hospitals – Phase 5

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116338

FINAL

02 JANUARY 2019

**SWECO UK LIMITED**

## Change List

VER.	DATE	STATUS	REVIEWED	APPROVED
1	18/12/2018	DRAFT	IG	MF
1	02/01/2019	FINAL	IG	MF

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## 1 Introduction

### 1.1 Background

Sweco have been appointed by University College London Hospital (UCLH) to produce the Blue Badge Parking Management Plan to close out the related planning conditions contained within the S106 agreement for the 'Former Royal Ear Hospital and Former Student Union Building Capper Street / Huntley Street, London WC1E 6AP', dated 20 January 2016, Planning Reference 2015/1281/P. The S106 states:

*2.5 A Blue Badge Permits Dispensation Management Plan – a plan to be prepared by the Owner for submission by the Owner to the Council for approval by the Council demonstrating a range of measures to secure the effective management of the Blue Badge Permits Dispensation to include options (including consideration of capping the number of dispensations issued by the Owner under the Blue Badge Permits Dispensation) for such effective management of parking permits issued by the Owner and FURTHER to provide evidence that in formulating such options the Owner has taken in to account:*

*(i) the Council's planned improvements to promote and support sustainable modes of transport in the vicinity of the UCLH Trust Estate (including all known UCLH Trust future expansion) and the Development;*

*(ii) all ongoing, emerging and proposed development by the Owner at and in the vicinity of the Development and the UCLH Trust Estate; and*

*(iii) all ongoing, emerging and proposed (so far as known to the Owner) development by other persons at and in the vicinity of the Development and the UCLH Trust Estate*

#### **4.2 BLUE BADGE PERMITS DISPENSATION MANAGEMENT PLAN**

*Not later than three (3) months prior to the Occupation Date to submit to the Council the draft Blue Badge Permits Dispensation Management Plan for approval*

*Not to Occupy or permit Occupation of any part of the Development until such time as the Council has approved the Blue Badge Permits Dispensation Management Plan as demonstrated by written notice to that effect*

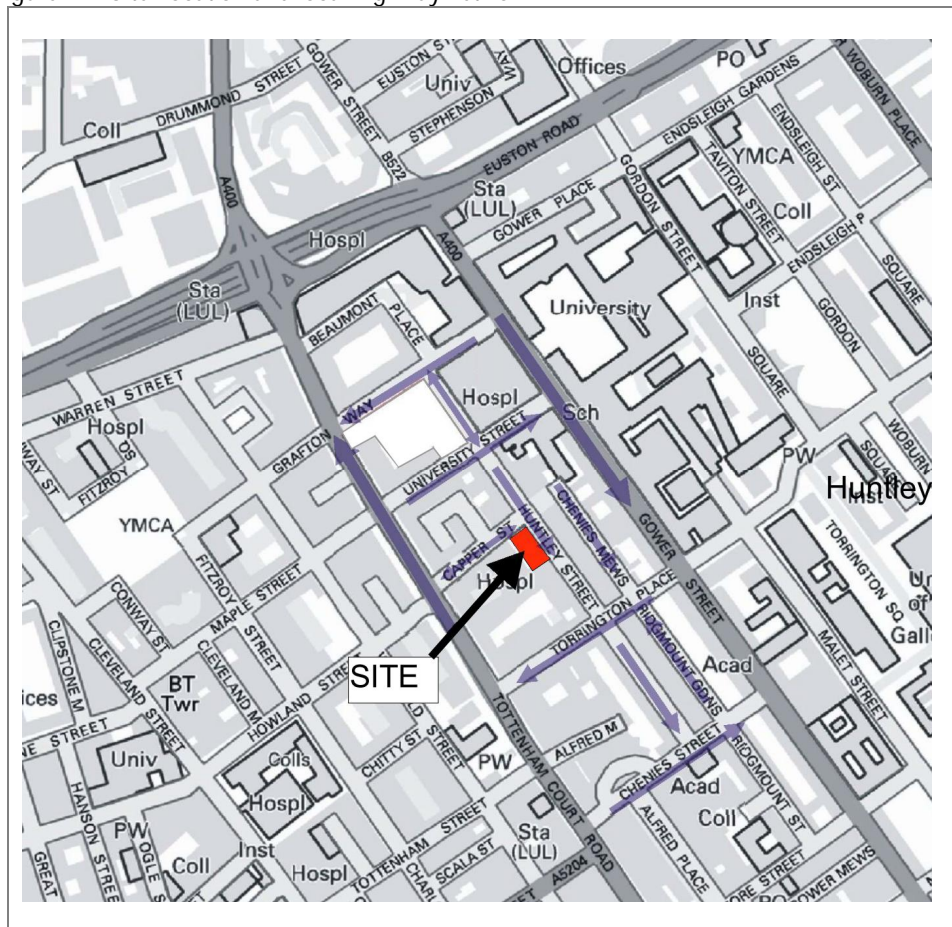
*The Owner acknowledges and agrees that the Council will not approve the Blue Badge Permits Dispensation Management Plan unless the Owner demonstrates to the Council's reasonable satisfaction that the Blue Badge Permits Dispensation Management Plan can be carried out safely and with minimal possible impact on and disturbance to the surrounding environment and highway network.*

*The Owner covenants with the Council that after the Occupation Date the Owner shall not Occupy or permit Occupation of any part of the Development at any time when the Development is not being managed in strict accordance with the Blue Badge Permits Dispensation Management Plan as approved by the Council from time to time and shall not Occupy or permit Occupation of the Development otherwise than in strict accordance with the requirements of the Blue Badge Permits Dispensation Management Plan".*

## 1.2 Site Location

The site is located within the administrative boundary of the London Borough of Camden (LBC). The site is bounded to the north by Capper Street, to the east by Huntley Street and to the west by Shropshire Place, all of which fall within the responsibility of LB Camden as the relevant local highway authority. Figure 1.1 displays the site location and local highway network.

Figure 1.1: Site Location and local highway network



The approved planning permission for Phase 5 (the Site) is for *“The demolition of the existing buildings and redevelopment for a building of 6 storeys in height including ground and 3 storeys basement, for use as a specialist head and neck facility (Class D1).”*

This Blue Badge Permits Dispensation Management Plan focuses on the recent improvements made to issuing dispensation permits throughout the UCLH Estate, the

proposed strategy for managing blue badge dispensation permits at and around the site (considering the implementation of the West End Project), as well as the proposed strategy for issuing dispensation permits at Phase 4 and Phase 5.

The remainder of this document is set out as follows:

- Chapter 2 – Sets out the current blue badge dispensation scheme;
- Chapter 3 – Discusses the approved developments including UCLH P4 and the WEP;
- Chapter 4 – Sets out the Dispensation Management Plan for Phase 5;
- Chapter 5 – Provides the conclusions.

## **2 Current Blue Badge Dispensation Scheme**

### **2.1 Introduction**

This section describes the current blue badge dispensation scheme adopted by UCLH and LB Camden which is currently operational throughout the UCLH Estate.

### **2.2 Blue Badge Dispensation Policy**

Blue Badge parking on local roads around the UCLH Estate is subject to London Borough of Camden (LBC) and UCLH traffic management and parking rules, as the Estate is located within the Green Badge Zone.

Within this zone, Blue badge holders can park in blue badge bays for free. Blue badge holders have to pay to park within a P&D bay, but have a one hour grace period when returning to their vehicles.

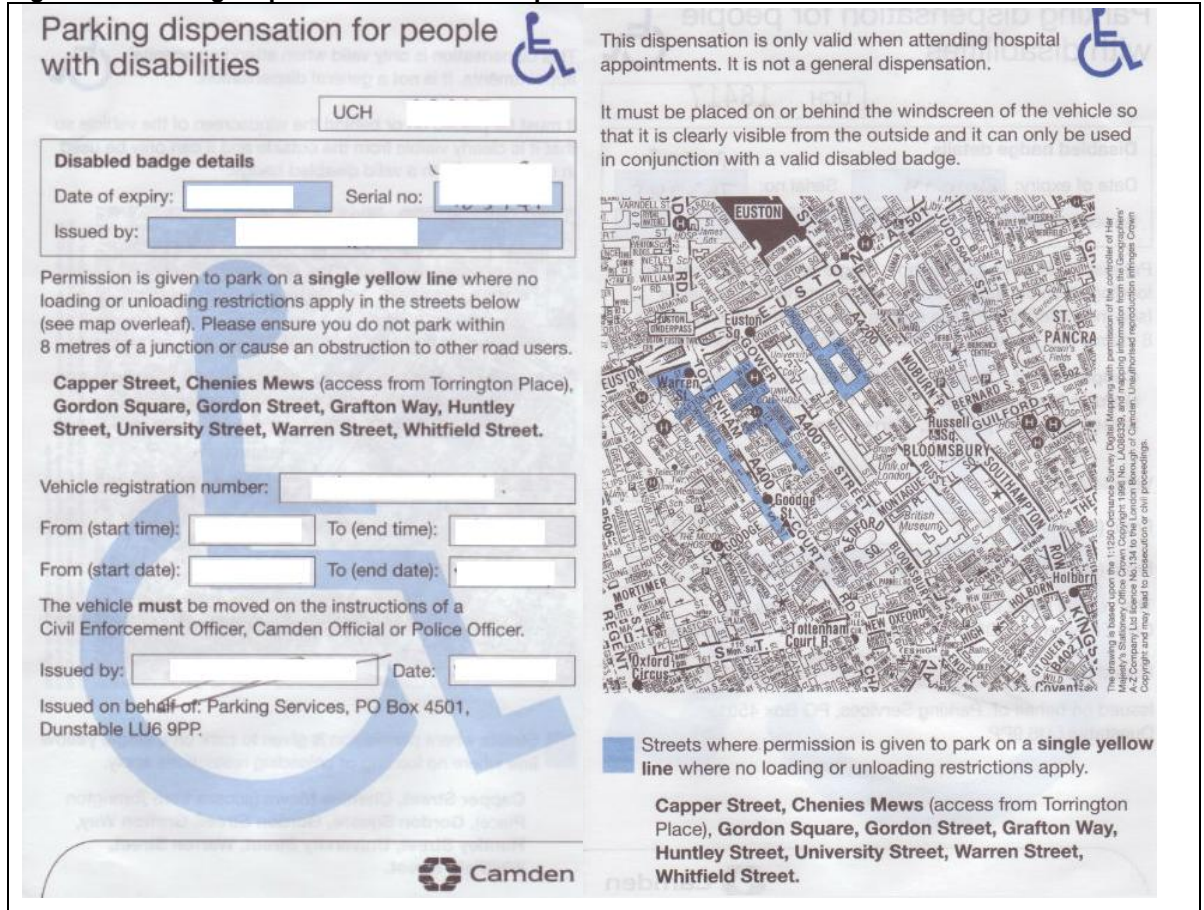
The special parking dispensation notice scheme set up between UCLH and LB Camden allows patients who both hold a valid Blue Badge and are attending either an outpatient appointment, day case appointment, diagnostic appointment, radiotherapy or emergency department appointment, to be issued a dispensation.

The parking dispensation allows blue badge holders to park for free on single yellow lines (without loading restrictions) along designated streets for an agreed period of time. The streets where blue badge dispensation holders can park on single yellow lines (if no loading restrictions are present) are as follows:

- Capper Street
- Gordon Square
- Grafton Way
- University Street
- Whitfield Street
- Chenies Mews
- Gordon Street
- Huntley Street
- Warren Street

An example parking dispensation permit is shown in Figure 2.1.

**Figure 2.1: Parking Dispensation Permit Example**



Blue badge dispensation holders are also able to park within selected off-street locations within the UCLH Estate for free for an agreed period of time. These spaces are first come first served and cannot be pre-booked. **Table 2.1** shows the location of off-street dispensation parking and the associated parking capacity. In addition, Maple House and 250 Euston Road are currently used for staff blue badge parking.



**Table 2.1: Off-Street Dispensation Parking Capacity**

Hospital / Building	Number of Dedicated Disabled Parking Bays (Capacity)	Dispensation Required?
Main UCH & EGA Wing	10	Yes
Eastman Dental Hospital	2	No
Total	12	N/A

Parking dispensation notices are issued for 4 different time periods. These are as follows:

- **5 hours (half day):** for single appointments with the validity period beginning from the time of arrival, or 30 minutes before appointment time if issued in advance;
- **6 hours:** for Emergency Department attendances with the validity period beginning from the time of arrival (discretion can be used to extend this as appropriate);
- **Full day:** for patients with multiple appointments or tests on one day, or a full days treatment; and
- **5 working days:** for patients that have at least 3 appointments in 5 working days.

The maximum amount of time a dispensation can be issued for is 31 calendar days, which rarely occurs and can only be issued in exceptional circumstances.

Trained UCLH staff members, UCLH security and parking contractors are the only staff who can issue dispensation notices. These staff either work within the permit distribution team, or are located at building receptions / UCLH blue badge car parks.

Parking dispensations are no longer issued to inpatients.

### 2.3 Dispensation Scheme Success

Since the Phase 5 S106 agreement was approved (on 20<sup>th</sup> Jan 2016), UCLH have invested heavily in the following measures to improve the management of dispensation parking in and around the UCLH Estate:

- A new role has been set up for a Parking and Transport Operations Manager for the UCLH Estate;
- The new “*UCLH Parking and Traffic Management Policy*” document went live in November 2016. This document sets out the policy of how UCLH manage, operate and monitor parking, traffic management and associated procedures. It covers the management of dispensation parking, traffic management, communications between all concerned parties (including LB Camden), complains procedures and monitoring;
- A new booklet was created by UCLH in 2018 named “*Parking for Blue Badge Holders, Parking in and around the hospital, LB Camden and UCLH Traffic*”

*Management and Parking Rules*, which has improved the amount of available information available for blue badge holders. This information is also available online for those accessing the UCLH Estate for an appointment;

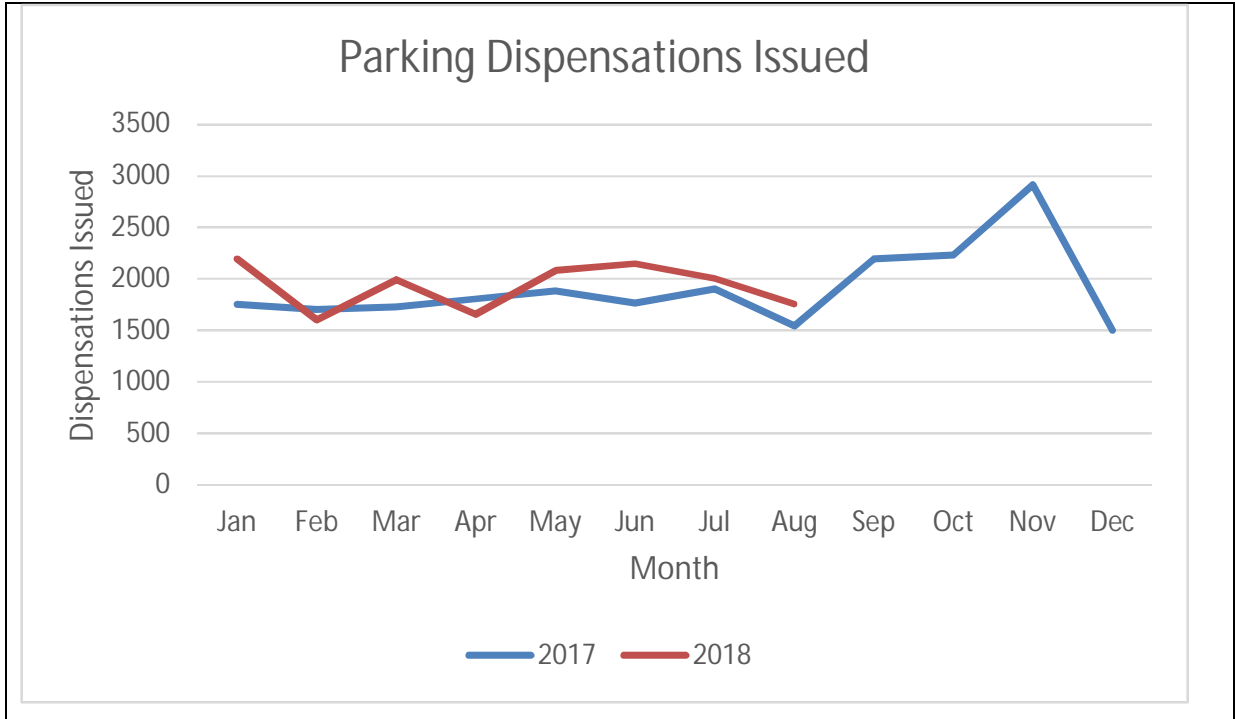
- New leaflets were created for each individual outpatient building, notifying blue badge holders of the location of existing blue badge parking bays and single yellow line provision;
- Changes have been made to reduce the permissible length of stay for parking dispensations;
- Inpatients are no longer issued permits. This reduces the average length of stay for dispensation holders;
- Dispensations are only given to essential user patients who would not otherwise be able to access their appointment;
- Changes have been made as to who can issue the dispensation passes, which provides better control and management over the number of permits issued;
- All used dispensation permit books are kept by UCLH and are stored for 6 months before being destroyed by confidential waste. LB Camden have confirmed they no longer require the used books.
- Dispensations can now be obtained in advance by post or email. Therefore, it is no longer necessary for staff issuing the permits to see the blue badge. Instead, the blue badge serial number, date of issue and issuing authority, vehicle registration number are requested. This avoids the need for patients to park illegally and show their blue badge prior to receiving a dispensation (as was common place in 2015 /16).

The measures as identified above have largely been very successful. Staff within the UCLH Dispensation Management Team are keen to continue this process which has become established and efficient.

## 2.4 Dispensations Issued

Since January 2017, the UCLH Parking Dispensation Management Team has been recording the total number of dispensations issued within the UCLH Estate, per building facility. The latest information available was requested from UCLH and is displayed in **Figure 2.2**. This shows the number of dispensations issued per month throughout the whole UCLH Estate from Jan – Dec 2017 and from Jan – August 2018. **Appendix A** displays the full data, split between each building within UCLH.

Figure 2.2: Number of Dispensations issued throughout UCLH Estate, Jan 2017 to Aug 2018.



**Figure 2.2** shows that a similar number of dispensation permits were issued between Jan-Aug 2017 compared to the same period in 2018. Peaks and troughs occur throughout the year, with February, August and December typically seeing lowest level of dispensations issued. The highest number of dispensation permits issued occurred in November 2017.

Although detailed data on the length of stay for each permit is not available (due to data protection issues) UCLH have confirmed that approx. 90% of all dispensation permits issued are for a maximum stay of 5 hours. Approx. 5% of all dispensation permits issued are for a 6 hour stay (most of which are out of hours Emergency Department dispensations). Approx. 2.5% are for a full day and a further approx.2.5% are for 5 days.

### 3 Approved Developments

#### 3.1 Introduction

This section provides an overview of the dispensation management proposals at UCLH Phase 4 and the West End Project Proposals, which will alter the parking layout on local roads.

#### 3.2 Phase 4

The development proposals for Phase 4 are for the introduction of a below ground PBT centre and an above ground 165 bed inpatient hospital at the old Rosenheim Building and Odeon site.

The Phase 4 Transport Assessment identified that all dispensation parking for Phase 4 will occur within the red line boundary of the site. Access will be achieved via an echelon parking area located off the southern side of Grafton Way. The parking area contains 4 patient transport service vehicle spaces, 5 disabled parking spaces and 1 drop off/ collection bay.

The five disabled parking bays within Phase 4 will be signed and designated for disabled patients at Phase 4 only, to aid their mobility to / from the site. If the onsite disabled parking bays were for generic blue badge use, they could be used by any driver displaying a blue badge / dispensation. This would prevent essential disabled patients at Phase 4 parking on site.

To ensure this is the case, a parking dispensation and additional Phase 4 specific permit are planned to be allocated to patients using the blue badge parking bays at Phase 4. These could be issued by trained Phase 4 reception staff, or the dispensation management team either on the day, or in advance.

The vast majority of Phase 4 dispensations are likely to be for 5 hours and would only be issued to outpatients (the day case and PBT patients). No parking dispensations would be issued to inpatients. Instead, Blue Badge holders who are inpatients and who choose to arrive by car to Phase 4 would either need to be dropped off or they would need to park elsewhere. Parking dispensations would not permit parking any longer than 1 day at Phase 4.

In the unlikely event that all onsite bays are full, then the disabled patient would be advised to make use of the available off-street parking operated by the NHS Trust, as shown in **Table 2.1**.

Regarding enforcement, if parking is repeatedly abused by a patient who does not hold valid permits at Phase 4, then enforcement will be implemented. Regular reviews will be undertaken by the Phase 4 estate team to ensure parking is not abused.

With this strategy in place, it is expected that there would be no overspill of parking onto local roads from Phase 4, as stated in the approved Phase 4 Transport Assessment.

### 3.3 West End Project

LB Camden are currently undertaking highway and public realm improvement works around the UCLH Estate under what is known as the ‘West End Project’. Vehicle circulation and parking provision in the area surrounding the UCLH Estate is to change as part of the plans, which are particularly pertinent to the Phase 5 development as Huntley Street is included in the remit. The changes are:

- Tottenham Court Road will become two-way but with restricted access on certain sections to just buses, taxis and bicycles.
- For Gower Street, two-way working is to be introduced throughout and the Euston Road slip contraflow bus lane will become an all traffic route.
- Huntley Street would remain one way southbound. Footways on Huntley Street’s western footway, north of University Street, would be widened whilst retaining sufficient carriageway width for one-way traffic.
- Grafton Way would remain one-way westbound.
- Capper St will be closed at the junction with Tottenham Court Road to become a ‘Pocket Park’.
- Shropshire Place is proposed to become a shared surface for pedestrians, linking Shropshire Place with Tottenham Court Road via Queen’s Yard.
- Chenies Mews is proposed to have a new one way southbound vehicle entrance permitted from Huntley Street, whilst two way access will continue to be permitted via Torrington Place (via the south of Chenies Mews).

**Table 3.1** shows the current proposed change in on-street parking provision as proposed by the WEP team, in the vicinity of Phase 5 (between Gower Street and Tottenham Court Road). The latest WEP plans show these changes and are included in **Appendix B**.

Table 3.1: Net Change Parking Provision on Key Roads between Gower Street and Tottenham Court Road

Street	Net Change Single Yellow Line Space (1 space = 6m)	Net Change Blue Badge Bay	Net Change P&D Bay	Net Change Patient Transport Service (PTS) Bay
Capper Street	0	+2	0	0
Chenies Mews	0	0	0	0
Grafton Way	0	+3	+15	0
Huntley Street (between University Street and Torrington Place)	-4	0	+2	+2
University Street	-5	+1	+5	0
<b>Total</b>	<b>-9</b>	<b>+6</b>	<b>+22</b>	<b>+2</b>

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Table 3.1 shows the WEP proposals are likely to result in a loss of 9 single yellow line spaces in the vicinity of Phase 5. However, 6 additional blue badge bays are planned on street, as well as 22 extra pay and display spaces, all of which can be used by blue badge holders.

## 4 Dispensation Management Plan For Phase 5

### 4.1 Introduction

This section provides an overview of the Phase 5 scheme and describes the approved parking strategy at the site.

### 4.2 Approved Phase 5 Blue Badge Car Parking Strategy

As set out in the approved *“Former University College London (UCL) Student Union and Royal Ear Hospital, Huntley Street, Bloomsbury Transport Statement”* (dated 2 March 2015), the existing Royal Nose Throat & Ear Hospital (RNTNEH) and Eastman Dental Hospital (EDH) on Gray’s Inn Road, is expected to close. A direct transfer of operations being carried across to Phase 5. The majority of the move to Phase 5 will occur in the late summer of 2019, with the remaining transfers occurring up to 12 months later.

UCLH Phase 5 is intended to be operational by September 2019. It will be an outpatient facility only, open between 08.00-18.00, Monday to Friday, with no overnight stays. The Hospital will not be open at weekends or Bank Holidays. A total of 250 staff are expected to work at the hospital per day. An average of 1000 patients are expected at the hospital per day. As Phase 5 is an outpatient facility, only patients who have pre-arranged appointments would be able to visit the site.

As per the approved transport statement for the scheme, no parking is provided on site. Furthermore, at the request of LB Camden, no disabled parking provision will be supplied on-street. Instead, patients who hold a blue badge (or their carers) will be able to obtain parking dispensation permits to allow them to park their vehicles on the local road network, as currently occurs throughout the UCLH Estate.

The transport statement concluded that the development will attract an average of 26 blue badge dispensation trips to the site per day. This was calculated from the 2012 travel survey which identified 2.6% of patients to the existing RNTNEH and EDH drove to the site as a blue badge holder, for treatment. As approx. 1000 patients are expected at UCLH Phase 5, per day, 26 blue badge drivers (2.6% of all patients) are expected to be issued with a dispensation per day.

The approved transport statement calculated the largest accumulation of cars parked with a dispensation is expected to be 7 vehicles at any given time. The approved transport statement identified that the vast majority of dispensation parking at the site will occur along the western side of Huntley Street between Capper Street and Torrington Place. It also states that dispensation parking may also occur on other permitted single yellow lines close to the site, such as University Street, Capper Street, Huntley Street (between Torrington Place and Chenies Street) and Chenies Mews.

Phase 5 dispensation permits will be issued both at the reception of the new Phase 5 facility and within the dispensation management team. They will also be issued via the existing advance methods, such as online or via the post. Dispensation holders will be able to park

either in an existing or new blue badge disabled parking bay or on the designated yellow line within the dispensation parking zone.

It should be noted that only essential users are issued with a dispensation. Therefore limiting the amount of permits issued at Phase 5 is not an option, as this could result in patients missing appointments.

In the unlikely event there is a lack of available parking space around Phase 5 for patients with a dispensation to park, then they will be advised to use the available UCLH off-street parking, as shown in Table 2.1.

The details of each dispensation issued at Phase 5 can be sent to LB Camden for monitoring / review. In addition UCLH will continually record the number of dispensations issued and provide regular updates to LB Camden as required.

### 4.3 Travel Plan Incorporation

A travel plan survey will be conducted at the end of the 1st, 3rd and 5th year after occupation of Phase 5. The survey will record the following relevant information:

- Beat counts of car parking activity on local roads around the site and whether a car has a dispensation.
- A patient and staff mode of travel to site questionnaire survey will take place. If the patient drove to the site, they will be asked as to whether they are a blue badge / dispensation holder. They will also be asked the location they parked and how long their dispensation is for.
- The times of parking / drop off arrivals / departures.
- The purpose of the trip and department being visited.

This information will be incorporated into a monitoring report which will be issued to LB Camden for their review. The monitoring report will also include the latest available data on the number of permits issued throughout the UCLH Estate.

If excessive on-street dispensation parking is identified through the travel plan, subsequent objectives will be agreed with LB Camden in terms of how dispensation parking can be issued differently, without discrimination of disabled patients.

However, with the measures identified within the *“UCLH Parking and Traffic Management Policy”* in place, it is expected that there would be no excessive overspill of parking onto local roads from Phase 5, as per the approved Transport Statement.



## 5 Summary and Conclusions

This Blue Badge Permits Dispensation Management Plan has demonstrated a number of successful initiatives adopted by UCLH to improve the management of dispensation parking. Many of these initiatives were adopted after the writing of the associated planning condition. The most successful initiatives have been setting up a new team to manage the issuing of dispensation permits, introducing a new “UCLH Parking and Traffic Management Policy”, removing the long term dispensations, removing the ability for inpatients to have a dispensation and enabling essential blue badge patients to apply for a dispensation online / over the phone so they can obtain the dispensation in advance of their appointment.

The approved Phase 4 transport assessment demonstrated that all dispensation parking for UCLH Phase 4 can be accommodated within the 5 spaces provided within the Phase 4 site. In the unlikely event there is a lack of available dispensation parking space at UCLH 4, or within the proximity of Phase 5, then patients requesting a dispensation will be advised to use the available UCLH off-street parking provision.

The West End Project Proposals will result in a net loss of 9 single yellow line spaces in proximity to Phase 5. However, an additional 22 P&D bays and 6 blue badge bays will be introduced on street as part of the WEP proposals after construction is complete at Phase 4 and Phase 5 (as shown in Appendix B). Blue Badge dispensation holders are permitted to park in both the P&D and dedicated blue badge bays.

A monitoring commitment will be made by UCLH to supply LB Camden with the number of dispensation permits issued information, as required.

Monitoring reports will also be undertaken as part of the travel Plan for Phase 5. The monitoring reports will include site surveys identifying the extent of blue badge dispensation parking at Phase 5. If excessive on-street dispensation parking is identified, subsequent objectives will be agreed with LB Camden in terms of how dispensation parking can be managed more appropriately.

However, with the measures identified within the “UCLH Parking and Traffic Management Policy” in place, it is expected that there would be no excessive overspill of parking onto local roads from Phase 5, as per the approved Transport Statement.

APPENDIX A-  
DISPENSATION PERMITS ISSUED DATA

Parking Dispensations Notices issued by								
Month	UCH Reception (in person)	UCH Reception (by post)	Security at EGAH & UCH	UCH Macmillan Cancer Centre	Radiotherapy	Cleveland St Pain Clinic	Property Team	TOTAL
Jan-2017	891	29	98	670	20	2	42	1752
Feb-2017	823	37	83	670	15	6	71	1705
Mar-2017	892	30	89	621	29	7	61	1729
Apr-2017	1025	29	83	604	18	4	43	1806
May-2017	1019	31	103	628	24	7	74	1886
Jun-2017	997	27	42	599	10	7	81	1763
Jul-2017	1005	30	119	647	15	10	76	1902
Aug-2017	600	56	77	701	10	18	79	1541
Sep-2017	1200	67	84	767	8	21	77	2195
Oct-2017	1200	65	63	789	12	23	112	2229
Nov-2017	1900	58	72	777	11	30	108	2915
Dec-2017	600	36	56	711	8	17	98	1501
<b>2017 TOTAL</b>	<b>12152</b>	<b>495</b>	<b>969</b>	<b>8184</b>	<b>141</b>	<b>61</b>	<b>922</b>	<b>22924</b>

Parking Enquires	
Email & phone enquiries (CEFD)	Miscellaneous parking requests: 250ER & MH (CEFD)
52	27
42	30
67	49
42	41
10	33
69	42
85	29
156	32
268	28
299	34
292	31
476	45
<b>1858</b>	<b>421</b>

Parking Charge Notices (PCN)	
Numbers Issued	Appeals Received (CEFD)
29	31
39	29
38	22
36	5
41	2
24	9
40	6
23	3
36	6
31	11
39	5
31	2
<b>407</b>	<b>131</b>

Jan-2018	1300	33	68	590	7	30	164	2192
Feb-2018	836	30	48	565	11	27	85	1602
Mar-2018	1100	6	51	635	25	32	143	1992
Apr-2018	818	17	45	635	19	32	89	1655
May-2018	1071	17	64	745	29	30	126	2082
Jun-2018	1287	2	70	590	10	41	148	2148
Jul-2018	1188	22	90	590	15	30	70	2005
Aug-2018	891	1	80	580	8	26	172	1758
Sep-2018								
Oct-2018								
Nov-2018								
Dec-2018								
<b>2018 TOTAL to date</b>	<b>8491</b>	<b>128</b>	<b>516</b>	<b>4930</b>	<b>124</b>	<b>248</b>	<b>997</b>	<b>15434</b>

553	45
491	34
506	47
469	39
479	37
502	30
525	42
492	48
<b>4017</b>	<b>322</b>

44	3
31	2
41	12
24	5
45	3
33	10
57	3
43	4
<b>318</b>	<b>42</b>

**March 2018 Comments/Milestones**

- Aug 2017 – Interim Accessible Parking Officer appointed
- Sept 2017 – UCH Reception Team started forwarding telephone dispensation requests to Accessible Parking Officer
- Dec 2017 – Permanent Accessible Parking Officer appointed
- Dec 2017 – Contact telephone number for disabled parking assistance on outpatient letter templates changed to Accessible Parking Officer's direct line
- Jan 2017 – [uclh.disabledparking@nhs.net](mailto:uclh.disabledparking@nhs.net) email account activated to enable new patient information leaflet to go to print and to start migrating patient email requests to 'nhs.net'. We have had numerous operating problems with the new email account. It remains an ongoing problem
- Jan 2018 - Comprehensive email auto repose message created, approved and active on both the old and new disabled parking email accounts
- Jan 2018 – Comprehensive voicemail message created, approved and activated to help reduce misdirected patient calls
- Sep 2017 – Mar 2018 – New patient information leaflet 'Parking for Blue Badge holders' created reviewed and approved by senior stakeholder managers, Trust Communications, Camden Council. Disabled Go, regular service users, PALS, Disabled Motoring UK, PICC, Patient Reader Group and the Governors Transport Group. Quotes obtained and print order for 5000 copies placed
- Mar 2018 – UCH and MCC reception Teams providing leaflets to all patients requesting dispensations
- Apr 2018 – Maps and Travel section on UCLH website – blue badge information reviewed and updated as necessary. Patients can now download an A4 printable version of the information leaflet
- Apr 2018 – Staff intranet 'Insight' updated so staff can find and print or email an electronic copy of the patient blue badge information leaflet
- Sept 2018 – Transition from old 'uclh.nhs.uk' mailbox to new 'nhs.net' mailbox completed. An auto transfer has been put on the old mailbox so if patients inadvertently use the old address we will still receive their emails

APPENDIX B-  
WEST END PROJECT PROPOSALS ON KEY ROADS

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BLUE BADGE PERMITS DISPENSATION MANAGEMENT PLAN  
18 DECEMBER 2018

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