NI Hospitals /Medical Centres – Patient & Visitor Appeals

Appeal Type	Scenario	Appeal Action
Patient/ Visitor – Overstayed in drop off zone	Patient on site on the date and has overstayed the drop off time	**Cancel if** – Emergency/End Of Life/Admitted/Imminent Child Birth **Reject if** – No mitigation
Patient/ Visitor – Detailed Emergencies	Provides details about emergency, life threatening illness, receiving or visiting someone on end-of-life care – All apply to both children and adults	**Cancel if** – Mentions any of these
Patient – Cancer or renal treatment	Patient states they are receiving cancer or renal treatments	**Cancel If** – Mentions these specific treatments **Add Permit to relevant whitelist for 2 years**
Patient - Parked in staff without a permit	Patient on site on the date but parked in a staff car park without a permit	**Cancel if –** Service User with severely reduced mobility (first time offence only) **Reject if** – They have parked there without a staff permit and no mobility issues/ repeat offender
Patient – Details significant delay in treatment/ appointment	Patient states their appointment was severely delayed by the trust	**Cancel if** – Evidence of appointment provided **Request evidence** - If none provided
Patient – Has been provided with a permit by trust but Whitelist has been updated incorrectly	Patient states they should have been given a permit by the trust to allow them to park	**Cancel if** – We can locate keying error **Ensure Whitelist is corrected if required**

NI Hospitals /Medical Centres – Blue Badge Holders

Appeal Type	Scenario	Appeal Action
Blue Badge Holder	States BB holder and parked on site	**Cancel if** – Evidence of BB is provided **Add Permit to the end of the BB expiry to relevant whitelist** **Request evidence if –** It's not provided **Reject if** – They are unable to provide evidence
Blue Badge Holder – Overstayed in drop off zone	States BB holder on site on the date and has overstayed the drop off time	**Cancel if –** Emergency/End Of Life/Admitted/Imminent Child Birth **Reject if –** No mitigation
Blue Badge Holder - Parked in staff without a permit	States BB holder on site on the date but parked in a staff car park without a permit	**Cancel if –** BB provided and first offence **Reject if –** They have parked there without a staff permit and no mobility issues/ repeat offender
Blue Badge Holder – Parked on Double Yellows/ Not in a bay/ No Parking areas	States BB holder and that they parked on double yellows etc. as there were no other spaces available	**Cancel if –** Emergency/End Of Life/Admitted/Imminent Child Birth **Reject if** – No mitigation

NI Hospitals /Medical Centres – Contractors/ Deliveries/ Trust Vehicles

Appeal Type	Scenario	Appeal Action
Any delivery companies	Deliveries to hospital – These should be removed from matched checking prior to being issued	**Cancel if** – It's clear it's a delivery vehicle **Request evidence** – If it's not clear what the vehicle is
Independent Ambulance Providers	Vehicles working for St Johns Ambulance, Pro paramedics, Red Cross (including cars)	**Cancel if** – It's clear it's one of these providers
Trust vehicles	Vehicles belonging to the trust or BSO vehicles	**Cancel if** – You can see they are a clear marked trust vehicle
HQ Booked Visitors	States they were at the hospital for a meeting etc. and were supposed to be provided with a permit	**Cancel if** – They can provide evidence of their visit/ meeting **Request evidence** – Not provided

Common Delivery Companies/Exempt Vehicles to look for:

Waste Collection Companies, Emergency Vehicles, PSNI, NIAS, NIFRS, SRCL branded vehicles, Royal Mail, BT, Postal, Funeral Directors, St Johns Ambulance, Pro Paramedics, Red Cross.

NI Hospitals /Medical Centres – Staff – Full Permits

Appeal Type	Scenario	Appeal Action
Staff – Has valid permit but has a new vehicle	States staff with a valid permit but has a new vehicle and has not updated the details on permit	**Cancel if** – We can confirm they are a valid permit holder **Reject if –** They are not a valid permit holder
Staff – Recently expired permit	Staff member but permit has expired within the last month	**Cancel if** – Permit has expired within 1 month **Reject if** – Permit expired more than 1 month ago or is not a valid permit holder
Staff – Parked in wrong staff area	Staff member who has valid permit but parked in the wrong staff area	**Cancel if** – First offence gogw **Reject if –** Repeat offender parking in wrong area

NI Hospitals /Medical Centres – Staff – Out of Hours Permits

Appeal Type	Scenario	Appeal Action
Out of hours staff – Has valid out of hours permit but has a new vehicle	States staff with a valid out of hours permit but has a new vehicle and has not updated the details on permit	**Cancel if** – We can confirm they are a valid out of hours permit holder **Reject if** – They are not a valid out of hours permit holder
Out of hours staff – Recently expired out of hours permit	Staff member but out of hours permit has expired within the last month	**Cancel if** – Out of hours permit has expired within 1 month **Reject if** – Out of hours Permit expired more than 1 month ago or is not a valid out of hours permit holder
Out of hours staff – Parked in wrong staff area	Staff member who has valid out of hours permit but parked in the wrong staff area	**Cancel if** – First offence gogw **Reject if** – Repeat offender parking in wrong area
Staff who have full permits and not out of hours permits	Staff member who does not hold a valid out of hours permit but does have a staff permit for the hospital	**Cancel if** – First offence gogw **Reject if** – Repeat offender parking in wrong area
GP out of hours vehicle	GP vehicle parked in patient, staff or visitor areas who were working at the time	**Cancel if** – Evidence of working provided **Request evidence if** – None provided **Reject if** – They cannot provide evidence or were not on call

NI Hospitals /Medical Centres – Staff – On Call

Appeal Type	Scenario	Appeal Action
Staff – On call	Staff confirms they are working on call	**Cancel if** – Charge If issued between 5pm – 9am Monday – Friday and 24/7 at weekends and Bank holidays **Request evidence** – If not within the hours above **Reject if** – Not on call
Staff – On call emergency	Staff confirms they were on call dealing with emergency	**Cancel if** – Evidence provided to show they were working in that capacity **Request evidence** – If None provided **Reject if** – They are unable to provide evidence

Northern Trust – General Appeal Rules

Appeal Type	Scenario	Appeal Action
Parked in an ambulance bay	Motorist has parked in an ambulance only bay	**Cancel if –** Appeal received from an ambulance/private ambulance provider with sufficient evidence **Cancel if** – Motorist states emergency situation involving seriously ill person being brought to the hospital **Reject if** – Staff Member/Unaware of restrictions/repeat offender
Contractors	Estates Primary Contractor (not on WL) Sub-Contractor of an estate's primary contractor Capital Scheme contractor	**Cancel if** – First time offence when sufficient WOS evidence is provided **Reject if –** Obstructive parking/repeat offender
Pregnancy Related Appeals	Patient or visitor receives a PCN and appeals detailing pregnancy as reason for parking	**Cancel if** – First offence gogw **Reject if** – Further charges after first offence
Staff Member who is also an onsite resident	Appeal from a staff member who is also an onsite resident	**Cancel if** – NHSCT Resident – They are able to use any car park **Request evidence if –** None provided **Reject if** – Not a resident
Obstructive Parking	Any Vehicle parked on Double yellow/red lines/hatched area/restricted area	**Cancel if** – Appeal details Emergency/End Of Life/ Admitted/ Imminent Child Birth **Reject if** – No mitigation

Southern Trust – Appeal Scenarios

Appeal Type	Scenario	Appeal Action
Parked in an ambulance bay	Motorist has parked in an ambulance only bay	**Cancel if** – Appeal received from an ambulance/private ambulance provider with sufficient evidence **Cancel if** – Motorist states emergency situation involving seriously ill person being brought to the hospital **Reject if** – Staff Member/Unaware of restrictions/repeat offender
Contractors	Estates Primary Contractor (not on WL) Sub-Contractor of an estate's primary contractor Capital Scheme contractor	**Cancel if** – First time offence when sufficient WOS evidence is provided **Reject if** – Obstructive parking/repeat offender
Pregnancy Related Appeals	Patient or visitor receives a PCN and appeals detailing pregnancy as reason for parking	**Cancel if** – First offence gogw **Reject if** – Further charges after first offence
Staff Member who is also an onsite resident	Appeal from a staff member who is also an onsite resident	**Cancel if** – Evidence provided to show they are a resident **Request evidence** – If none provided **Reject if** – Not a resident
Obstructive Parking	Any Vehicle parked on Double yellow/red lines/hatched area/restricted area	**Cancel if** – Appeal details Emergency/End Of Life/ Admitted/ Imminent Child Birth – First offence only **Cancel if** – An unannounced VIP visit – Flag if you are unsure **Reject if** – Repeat offender

Belfast Trust – Appeal Scenarios

Appeal Type	Scenario	Appeal Action
Parked in an ambulance bay	Motorist has parked in an ambulance only bay	**Cancel if –** Appeal received from an ambulance/private ambulance provider with sufficient evidence **Cancel if –** Motorist states emergency situation involving seriously ill person being brought to the hospital **Reject if –** Staff Member/Unaware of restrictions/repeat offender
Contractors	Estates Primary Contractor (not on WL) Sub-Contractor of an estate's primary contractor Capital Scheme contractor	**Cancel if –** First time offence when sufficient WOS evidence is provided **Reject if –** Obstructive parking/repeat offender
Pregnancy Related Appeals	Patient or visitor receives a PCN and appeals detailing pregnancy as reason for parking	**Cancel if –** Details emergency complications/ imminent child birth **No specific concessions for pregnancy related appeals at this trust**
Staff Member who is also an onsite resident	Appeal from a staff member who is also an onsite resident	**Cancel if –** Evidence provided to confirm they were a resident **Request evidence –** If none provided **Reject if –** Not a resident
Obstructive Parking	Any Vehicle parked on Double yellow/red lines/hatched area/restricted area	**Cancel if –** Appeal details Emergency/End Of Life/ Admitted/ Imminent Child Birth – First offence only **Cancel if –** An unannounced VIP visit – Flag if you are unsure **Reject if –** Repeat offender

South Eastern Trust – Appeal Scenarios

Appeal Type	Scenario	Appeal Action
Parked in an ambulance bay	Motorist has parked in an ambulance only bay	**Cancel if** – Appeal received from an ambulance/private ambulance provider with sufficient evidence **Cancel if** – Motorist states emergency situation involving seriously ill person being brought to the hospital **Reject if** – Staff Member/Unaware of restrictions/repeat offender
Contractors	Estates Primary Contractor (not on WL) Sub-Contractor of an estate's primary contractor Capital Scheme contractor	**Cancel if** – First time offence when sufficient WOS evidence is provided **Reject if** – Obstructive parking/repeat offender
Pregnancy Related Appeals	Patient or visitor receives a PCN and appeals detailing pregnancy as reason for parking	**Cancel if** – First Offence and motorist details pregnancy related appeal **Reject if** – Repeat Offender
Staff Member who is also an onsite resident	Appeal from a staff member who is also an onsite resident	**Cancel if** – Evidence provided to confirm they were a resident **Request evidence –** If none provided **Reject if** – Not a resident
Obstructive Parking	Any Vehicle parked on Double yellow/red lines/hatched area/restricted area	**Cancel if** – Appeal details Emergency/End Of Life/ Admitted/ Imminent Child Birth – First offence only **Cancel if** – An unannounced VIP visit – Flag if you are unsure **Reject if** – Repeat offender

Western Trust – Appeal Scenarios

Appeal Type	Scenario	Appeal Action
Parked in an ambulance bay	Motorist has parked in an ambulance only bay	**Cancel if** – Appeal received from an ambulance/private ambulance provider with sufficient evidence **Cancel if** – Motorist states emergency situation involving seriously ill person being brought to the hospital **Reject if** – Staff Member/Unaware of restrictions/repeat offender **Further Info** – Where the motorist is a volunteer driver, we must request evidence
Contractors	Estates Primary Contractor (not on WL) Sub-Contractor of an estate's primary contractor Capital Scheme contractor	**Cancel if** – First time offence when sufficient WOS evidence is provided **Reject if –** Obstructive parking/repeat offender
Pregnancy Related Appeals	Patient or visitor receives a PCN and appeals detailing pregnancy as reason for parking	**Cancel if** – First Offence and motorist details pregnancy related appeal **Reject if** – Repeat Offender
Staff Member who is also an onsite resident	Appeal from a staff member who is also an onsite resident	**Cancel if** – Evidence provided to confirm they were a resident **Request evidence** – If none provided **Reject if** – Not a resident
Obstructive Parking	Any Vehicle parked on Double yellow/red lines/hatched area/restricted area	**Cancel if** – Appeal details Emergency/End Of Life/ Admitted/ Imminent Child Birth – First offence only **Cancel if** – An unannounced VIP visit – Flag if you are unsure **Reject if** – Repeat offender

Document Control

Change Details	Date	Updated By	Approved By	Next Review
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