

# Facilities

## Traffic Management

### Standard Operating Procedure

#### Site: Astley Ainslie Hospital

#### Document Control

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December 2017	01	Draft 1		GP	Area Manager
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## Introduction

Traffic Management is one of Facilities higher risk areas and therefore it is of utmost importance that we manage and control this area effectively.

There are a number of mitigating measures and actions we take to achieve this and this local operating procedure aims to detail the individual site actions.

This Procedure should also be used in conjunction with the

- ***NHS Lothian Workplace Transport Safety (L1) Policy.***
- ***Facilities Standard Operating Procedure***
- ***NHS Lothian Car Parking Policy***

## Definitions/Abbreviations

1. TMG – Site based Traffic Management Groups
2. TMRA – Traffic Management Risk Assessment

## Purpose

- The Facilities TM SOP is a generic SOP and covers all NHSL sites.
- This Standard Operating Procedure is a site specific risk assessment which complements the Facilities standard operating procedure.
- The procedures will explain the site rules and how to access/egress and navigate around the site, where to park and how contractors and delivery drivers will also access the site etc.
- Ensure no vehicle causes site obstruction particularly in relation to emergency requirements.
- Supply chain and NDC can issue to those who make deliveries and get them to the right place.
- The procedure allows the car parking policy message to get communicated.
- The procedure will evidence how risks are managed and controlled on each site and how information is disseminated

### 1. Site Traffic Management Groups

The area specific Traffic Management Groups carry out site based inspections, review local risks and make recommendations on how to mitigate the risks.

Each group has Terms of Reference, which outline the aims and objectives of the groups, these are summarised below.

#### 1.1) Group Objectives:

1. To coordinate and direct all Traffic Management associated issues on sites on a planned and dynamic basis in line with any associated Traffic Management Plans, Risk Assessments and setting this into the context of the following users:-
  - Staff driving for work and on behalf of NHS Lothian
  - Visiting drivers to the site
  - Pedestrians

- Cyclists
  - Blue light vehicles
  - Non blue light ambulances or patient transfer vehicles
  - Taxis
  - Supply vehicles
  - Other vehicles
2. To support all Users in discharging their responsibilities under the current and agreed policies and procedures related to workplace transport and traffic management.
  3. To ensure as far as is reasonably practicable the minimisation of pedestrian/vehicular conflict which could cause injury or death
  4. To minimise as far as possible the need for uncontrolled reversing commercial vehicles on site (i.e. without a reversing assistant, reversing camera or audible alarm)

### **1.2) Group Actions:**

1. Assist Facilities Director of Operations and Site Management to deliver the Traffic Management objectives for the site
2. Advise NHS Lothian staff on how to operate within the site rules
3. Manage the challenges associated with limited car parking on site
4. To inform visitors to the site of the site traffic management rules and assist them to access and egress the site safely and appropriately
5. To inform all Contractors to the site of their responsibility to follow the traffic management site rules with particular reference to reversing on site
6. Constantly liaise with all stakeholders on traffic management issues
7. Review and monitor current “engineered solutions” and look to continually improve pedestrian/vehicular contact and conflict
8. Review, monitor and instruct investigation into any adverse event reported under DATIX that have a traffic management emphasis

### **1.3) Traffic Management Group:**

Group attendees:

Chair – Soft FM Area Manager, Site Services Manager, Assistant Logistic manager, NHS Lothian Traffic management Area Manager, AAH Hospital and Hosted Services Manager, Estates Site Lead Manager, Supply Chain Manager, Representative – H&S, Partnership,

Meetings are held quarterly February, May, August and November.

## 2. Traffic Management Risk Assessment

The Logistic Department has a Risk Assessment index for Car Parking marked for version and date. The index gives the Risk Levels, Dates of Review, Date of Next Review and Changes Noted at Review. TMRA's are reviewed in line with NHS Lothian policy on risk ratings.

The site map is regularly updated and also available with date of update.

## 3. Navigating round sites

The site map is available (Appendix 1). There are 3 vehicle access and egress points on site that cover trucks/car/motorcycle/bicycle.

## 4. Car parking on sites

- Staff, Patient, Visitors and Contractors Parking permitted in designated areas only

## 5. Cyclist and motorbike parking

- Parking permitted in designated areas only, see Appendix 1

## 6. Traffic Management Site Operating Procedures

Site operating procedures have been developed for areas where the risk is controlled by applying specific actions, these will be linked to the risk assessment and communicated to all relevant staff. Refer to section 2 above.

Standard Operating Procedures and Instructions are available with an index that has date, issue and update.

### 6.1) Site Traffic Regulations

Due to restrictions of the site, the Astley Ainslie Hospital is unable to accommodate articulated vehicles. The maximum size of vehicle permitted on site is 7.5 tonne, with the exception of emergency vehicles. Access for any larger vehicle is by prior arrangement with the Site Services Manager. Departments must liaise with their suppliers to change to a vehicle more suitable if current deliveries are made in articulated vehicles.

CCTV is in use on the site and can be reviewed as required.

Any commercial vehicles requiring to reverse anywhere within the site **MUST** make use of a reversing assistant, wearing appropriate PPE. To contact a reversing assistant, call 07872 416209 for the site, and 0131 537 9277 for the main loading bay at Blackford. Please be patient as they may not be able to attend immediately.

All drivers of vehicles, cycles and motorcycles entering this site **must** comply with the following regulations. By entering this site all drivers and cyclists are deemed to accept that they shall be bound by these regulations.

**Please drive with care and attention when on our hospital grounds and be aware of pedestrians, elderly and wheelchair users.**

- A 10mph speed limit must be adhered to at all times
- Fire paths where identified must be kept clear at all times
- Fire exits or other access points must be kept clear
- Parking is permitted within marked bays and car parks
- Parking in disabled bays is strictly limited to blue badge holders only
- Designated emergency vehicle bays are for emergency vehicle use only
- No parking on yellow lines
- Do not obstruct emergency vehicles
- No parking on grass
- Vehicles, motorcycles or cycles must not obstruct footpaths or pedestrian crossings

If you are found to be contravening any of these regulations a sticker may be affixed to your vehicle detailing the nature of the contravention.

All issues relating to traffic management on this site should be directed to the local Site Services Manager

## **6.2) VEHICLE OPERATIONAL PROCEDURES**

Responsibility for establishing safe traffic management procedures on the Astley Ainslie Hospital site rests with the Facilities Soft FM management. All departments within the hospital or contractors/suppliers operating on this site must adhere to these procedures.

Several delivery areas have been established within the site and vehicles should use the appropriate area as specified below.

### **Deliveries at main loading bay - Blackford (A)**

The roadway outside the Procurement Store at Blackford Pavilion is a red hatched zone. Vehicles must not park in this area for long periods of time. The roadway is the main access route through the site. Drivers must be aware of other road users and unauthorised pedestrians within this area. For this reason when reversing commercial vehicles a Reversing Assistant **MUST** be present. To obtain a reversing assistant you should either phone in advance to 0131 537 9277. If this is not possible vehicles should park opposite stores in the red hatched area, drivers should then request a reversing assistant to complete the manoeuvre on to the loading bay.

Vehicles making small deliveries should parallel park to the loading bay and offload. Vehicles making daily deliveries to stores will be allocated a delivery time and staff will be available to assist with reversing.

Maximum of two vehicles will be allowed on the loading bay at any time. Drivers should park in the red hatch area opposite stores and wait until they can be safely moved on to the loading bay.

### **Catering deliveries at side loading bay - Blackford (B)**

All Catering deliveries are made in this area, parking within the allocated bay.

The loading bay must be kept clear for the collection and return the patient food trolleys between 0800 – 1000: 1200 – 1400: 1730 – 2000

At both **A & B** delivery areas, caution must be taken as pedestrians may be in the area and / or on the pavement opposite the loading area.

Vehicles longer than 25ft must make use of the designated manoeuvring area at the end of the road, **(G)** and return to the loading bay.

### **WRVS (C)**

All deliveries to this area must be made between 1000 – 1200 or 1400 – 1730 by **Contractors visiting the site**

### **Logistics recycling compound / laundry area (D)**

Logistics and waste contractors vehicles only, are permitted in this area, which must remain clear to enable access for skip exchange and laundry collection / drop off. Although signage does state that no unauthorised access is permitted, all drivers must be aware that pedestrians may walk in this area.

### **Charles Bell (F)**

A height restriction at the bridge at Charles Bell is 9.8ft / 3m limiting access to the site via this route. A hatched area is for deliveries, with priority given to the Logistics Department for the loading / unloading of patient food trolleys.

### **Other areas**

All other areas are marked with designated drop off points. Loading / unloading should not exceed 30 minutes.

### **Contractors visiting the site**

Visiting contractors working within the site must report to the Estates office **(H)** where the Control of Contractors document will be issued.

All contractors visiting this site **MUST** adhere to these regulations which are in place for your safety as well as patients, visitors and other staff groups. All parking must be within a recognised parking bay and **MUST** not obstruct any other vehicles or park in an area not clearly marked for parking.

All contractors / suppliers are required to provide Departments with risk assessments / method statements relating to traffic management and if required, organise a site visit to enable a joint review of activities to be undertaken including access / egress routes. These visits must be organised with the Logistics Department and documentation must be forwarded to the Site Services Manager prior to the work / delivery being undertaken.

Any contractor failing to comply with these guidelines may be asked to leave the site.

It is the responsibility of the department requesting contractors onto the site to ensure compliance with the site regulations.

Site Regulations are displayed at both entrances.

### **NHS Logistics Vehicles**

All Logistics vehicles which are under 5 Tonne may access all car parks to fulfil their daily work schedules; however we request that any unnecessary requests to access areas are minimised. All reversing on site must be undertaken with assistance from a trained individual known as a Reversing Assistant, if you are in any doubt please request a Reversing Assistant.

Acts of aggression towards staff will not be tolerated and will be managed appropriately. Visitors considered to be in contravention of this policy may be reported to the Police. Site management and staff do patrol this site any contravention will be dealt with in a positive manner.

All drivers should park their vehicles responsibly whilst visiting the Astley Ainslie Site should park in designated areas only

It is the responsibility of all departments to ensure these procedures are cascaded to all their suppliers and that they are fully conversant with them. This guidance is not exhaustive and further guidance should be sought when any driver is unsure, by contacting Car Parking Attendant on 07872 416209 in the first instance then the Logistics office, Royal Edinburgh Hospital, Morningside Road, Edinburgh, EH10 5HF, telephone number 0131 537 6352.

## **7. Car Parking Staff**

### **Job Purpose**

To monitor and control parking to ensure that all areas are kept clear of inappropriate parking and that safe traffic management systems are maintained at all times. In addition to this role the post holder will be required to provide a high quality meet, greet and car parking service to patients attending hospital for outpatient treatment and thereby reduce the anxiety which is associated with such appointments.

Acts of aggression towards staff will not be tolerated and will be managed appropriately. Visitors considered to be in contravention of this policy may be reported to the Police.

## **8. Traffic Management Monitoring**

### **8.1 Formal Monitoring**

- A programme of on site formal monitoring is set throughout the year and recorded using the formal monitoring tool.
- Each report will be reviewed by the local Traffic Management Group, actions and recommendations made as required.

### **8.2 Informal Monitoring**

- Informal monitoring is captured by car parking officer.
- Patients or Visitors will be advised to use the complaints procedure.
- The TMG discuss trends and actions from; DATIX, Backtraq system, complaints, etc.

Contact Site Services Manager, Royal Edinburgh Hospital, Morningside Terrace, Edinburgh, EH10 5HF, telephone number 0131 537 6352.