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Guidance

Coronavirus (COVID-19): health, care and volunteer workers parking pass and concessions

Published 3 April 2020

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This pass provides evidence of entitlement to free parking for those on duty as an NHS staff member, health or social care worker, or NHS Volunteer Responder. This is to enable them to access parking concessions in local authority-owned off-street car parks and on-street bays during the COVID-19 emergency response period.

The pass does not replace any existing permit that has been issued by a local authority for COVID-19 parking concessions, which you should continue to use. You can also continue to use any other evidence of entitlement to these parking concessions that has previously been accepted by your local authority.

Everyone who is entitled to COVID-19 parking concessions, as well as local authority parking enforcement, should read the following general guidance.

How to use the pass

- Passes will be made available through NHS Trusts, local authorities and the Royal Voluntary Service.
- You should clearly write your registration number and name of your employer where indicated. For NHS Volunteer Responders please put Royal Voluntary Service as your employer.
- Display your pass on the dashboard where it can be clearly seen through a windscreen with the printed side facing up.
- If the detail on the pass becomes illegible you should print and complete a new one.

When the pass is clearly displayed and used in accordance with these guidance notes, pass users will not usually receive PCNs and should not be towed away, unless they are parked causing a serious obstruction.

COVID-19 parking concessions – general guidance

- Parking concessions for COVID-19 can only be used when on official duty as an NHS staff member, health and social care worker or NHS Volunteer Responder. Local authorities, NHS Trusts and the Royal Voluntary Service will be distributing the pass to those they deem to be eligible within this definition.
- Please check carefully whether a car park is council or privately owned or operated before parking. This COVID-19 parking concession is available in council owned and operated off-street car parks, on the public highway and on council maintained housing estates only.
- Similar concessions may be available in some private car parks during the COVID-19 emergency response, but you should check with operators locally as to where these apply and whether any additional information is required. For example, you may need to register your vehicle registration with the operator to gain a concession before parking. Car parks which use Automatic Number Plate Recognition technology (ANPR) may issue a Penalty Charge Notice even if a vehicle is temporarily parked, whilst terms and conditions are being read.
- Pass users, whilst on official duty, can park in on-street dedicated parking bays such as; pay to park bays and residents' bays without having to pay.
- If there are no alternative parking spaces available, users can park on single yellow lines, with the exception of:

- those where additional loading restrictions apply (look for kerb markings and loading restriction times shown on upright signs), or
 - those that are within 10 metres of a junction.
- Concession users are advised to park considerately and safely. They must always ensure that they do not cause an obstruction or endanger other road users and must not stay in a parking place for any longer than is necessary.
 - If the pass or other previously agreed permit/evidence is not displayed correctly, a Civil Enforcement Officer may not be able to establish that you are on duty and may issue a Penalty Charge Notice (PCN).
 - This scheme will last for as long as government deems necessary, as part of its COVID-19 response. The end of the scheme will be publicly communicated. COVID-19 parking concessions must not be used beyond the date upon which you are advised that they have ceased.
 - Concessions do not apply on-street in the following places:
 - parking at your normal place of residence or other locations whilst not at work or volunteering
 - on double yellow lines
 - on single yellow lines within 10 metres of a junction
 - where loading and unloading restrictions (kerb markings) are in operation
 - zig zag lines at pedestrian crossings
 - keep clear markings outside a school, a hospital or fire, police or ambulance station
 - dropped kerbs
 - bus stops
 - suspended bays
 - disabled bays
 - police bays
 - ambulance bays
 - car club bays
 - electric vehicles bays
 - red routes
 - Any parking outside of the concessions guidance may result in the receipt of a PCN.

What to do in the event of enforcement action

- If you do receive a PCN please contact the issuing local authority and explain that you were on official duties.
- If a vehicle showing the pass or other previously accepted evidence or permit needs to be relocated due to it causing an obstruction, every effort will be made to find the user before any action is taken. Wherever possible the vehicle will be relocated to the nearest safe on-street location.
- If you receive a parking ticket (often called a Parking Charge Notice) from a private parking company, then you will have to contact the company directly. These concessions are not valid for all privately owned or managed car parks. You must check first before parking or entering a car park.

- The pass is valid in all local authority areas across England. However, local policy within certain areas may apply should a PCN be issued. Check your local authorities' website for further details.