

Freedom of Information Request

Ref: 22-576

27 October 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. A copy of the Trust's parking policy

Please see the attached policy.

2. Details of the price of car parking per hospital site within the Trust

- First 30 minutes is free
- up to 1 hour £1.80
- 1-2 hours £3.40
- 2-4 hours £5.80
- 4-6 hours £7.10
- 6-8 hours £12:00
- over 8 hours £15:00

3. Confirmation of how the Trust has implemented both the mandatory and voluntary elements of the "NHS car parking guidance 2022 for NHS trusts and NHS foundation trusts", including;

a. whether parents and/or carers of children and young people (up to age 25) with cancer are offered free parking/parking exemptions

Yes if they are classified as regular attenders according to NHS Parking Guidelines

b. whether parents and/or carers of children and young people (up to age 25) with cancer are offered parking concessions and details of the financial value of these

If a patient becomes an inpatient they qualify for concessionary parking which is up to seven days parking for the cost of 1 hours parking for up to 3 vehicles.

c. whether young people (17-25) with cancer are offered free parking/parking exemptions

Yes if they are classified as regular attenders according to NHS Parking Guidelines

d. whether young people (17-25) with cancer are offered parking concessions and details of the financial value of these

If a patient becomes an inpatient, they qualify for concessionary parking which is up to seven days parking for the cost of 1 hours parking for up to 3 vehicles

e. whether any free parking/parking exemptions or concessions apply to inpatient/active treatment visits, visits to attend follow-up appointments (i.e. not undergoing active treatment), or both

Yes if they are classified as regular attenders according to NHS Parking Guidelines

4. If yes to any items in point 3, how many parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer have been offered free parking/parking exemptions or concessions, provided per category (free parking/exemption, concession);

We do not hold this information as it is not recorded

a. per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)

We do not hold this information as it is not recorded

b. per hospital site within the Trust

We do not hold this information as it is not recorded

5. Details of how the Trust shares, communicates and displays information about free parking/parking exemptions and/or concessions, their eligibility, how to access them and their financial value Website, social media word of mouth

Information can be found on the following link . <https://www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/bristol-royal-hospital-for-children/> alternatively, there are posters relating to reduced cost parking displayed on the ward.

6. Confirmation whether car parking within the Trust is owned and managed by the Trust or is owned and managed by a private company, and if so what company

Owned and managed by the Trust

7. Details of how many complaints the Trust has received from parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer regarding car parking charges or regarding the information the Trust provides about car parking charges;

a. per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)

b. per hospital site within the NHS Trust or NHS Foundation Trust

2017/18 = * complaints

2018/19 = * complaints

2019/20 = 0 complaints

2020/21 = 0 complaints

2021/22 = * complaint

2022/23 to date = 0 complaints

We have not been able to provide the information broken down by site. Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

8. Details of any other travel-related support provided by the Trust which is available to parents and/or carers of children and young people (up to age 25) with cancer and/or young people with cancer, including:

a. how children and young people and their parents or carers are informed of the support that is available to them

Information for most patients is given on arrival by the nursing team but is also available on the hospital website and through the LIAISE team. There are posters relating to reduced cost parking displayed on the ward. Most patients will be allocated a social worker from the Young Lives vs Cancer (YLvsC) team to support them with all of their needs following diagnosis. LIAISE is able to offer support pre-diagnosis or for those whose cancer is not malignant.

b. how the support is accessed/applied for

Most support is provided by the allocated social worker from the YLvsC team who can apply for a range of grants which will contribute towards all admission costs, including travel. In the absence of a dedicated social worker, support can be provided by the LIAISE team to complete grant applications, including Family Fund, Western Provident Association and Evie's Gift as well as completing the standard NHS travel reimbursement process for those on low income which is currently only accessible by post. On occasions, it may be possible to signpost to employment related charities such as the Rainy Day Trust, which offers hardship grants to those in the building industry. The majority of requests are sent electronically, with the family's consent, via secure email and decisions are advised between 24 hours - 5 days later depending on the charity involved. Support can also be given for the completion of DLA applications where appropriate, which will include a mobility component - this is also usually led by the YLvsC social worker either as an inpatient or outpatients but can be supported by LIAISE during inpatient stays if needed.

c. the financial value of the support and whether this is provided up-front or requires a claim to be paid back to the recipient

The value of grants will vary depending on the family circumstances but in most cases, Family

Fund offer a maximum of £600 over three months inpatient stay (£400 maximum for families in Wales) per year, Evie's Gift £150 per year and Western Provident £750 every 6 months. Travel costs via the NHS scheme can only be reimbursed, requiring families to make the payment up front and then reclaim costs which are paid directly into their bank account, and which can take up to 3 months. Evidence of expenditure is required for public transport (tickets or receipts) but mileage is paid at a fixed amount of 26p per mile.

d. the duration of the support and type of care this applies to (e.g. inpatient/active treatment, follow-up/outpatient etc.)

Most grants delivered through LIAISE are only available to inpatients. YLvsC will work with both inpatients and outpatients as needed and continue support throughout active treatment. If families remain on low-income benefits, they will continue to be eligible for support with transport for any visit to the hospital through the NHS travel reimbursement scheme for as long as the scheme is valid and their child is under 16 years.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust**