

Freedom of Information Request

Ref: 22-722

28 December 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. Who currently manages the car parks run for/by the trust?

The Senior Sustainable Transport and Travel Manager.

2. Do you outsource the parking management to a 3rd party. If so, to who?

No.

3. How many parking related complaints have you received over the last 12 months, split per hospital within the trust?

There have been 19 complaints. It is not possible to break this down per hospital as the Trust's public car parks are not dedicated to a particular hospital.

4. Do you use Automatic Number Plate Recognition for parking enforcement at any of the hospitals, and if so, at which ones?

No.

5. How much money was raised through people paying to park at the trust, split per hospital over the last 12 months?

We are unable to split per hospital but can split between our Bristol and Weston sites as follows: £981,753 (including £362,628 paid by the Government) to ensure NHS staff park for free during the pandemic, and Weston General Hospital £197,709 (including £140,732 paid by the Government) to ensure free car parking during the pandemic for NHS staff.

6. When were the existing payment machines installed, and can people pay using a credit/debit card at all machines?

Approximately 2008; yes.

7. Can users pay to park using a mobile phone-based APP, if so, which one?

Yes, Ringo.

8. How many parking charge notices (PCN's) were issued during the last 12-month period?

2158 for the Bristol site and 402 for Weston General Hospital site.

9. How much money was generated for the trust by people paying enforcement notices, split per hospital over the last 12 months?

We cannot provide this information; the income is received as a whole as 'parking charge notice income and income from card payments' and we are unable to separate this; however, please note that a minimum of 80% of Parking Charge notices are rescinded.

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**