

Freedom of Information Request

Ref: 24-010

12 January 2024

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. Are the following entitled to free parking at your hospital(s) car parks - indicate Y or N - disabled people - Yes

- frequent outpatient attenders

Yes in line with NHS parking Guidance 2022 for NHS Trusts and NHS Foundation Trusts

- parents of sick children staying overnight

Yes in line with NHS parking Guidance 2022 for NHS Trusts and NHS Foundation Trusts

- staff working night shifts

Yes in line with NHS parking Guidance 2022 for NHS Trusts and NHS Foundation Trusts

2. Are the following entitled to free parking at your hospital(s) car parks- indicate Y or N - visitors with relatives who are gravely ill -visitors to relatives who have an extended stay in hospital - carers of people in the above groups

Yes free car parking is available to visitors of a patient receiving end of life care. Parents of a child who has been resident for over 30 days are also entitled to free car parking

3. Are the following entitled to reduced charge parking at your trust hospital(s) car parks - indicate Y or N

- disabled people

- frequent outpatient attenders

-parents of sick children staying overnight

- staff working night shifts

Not applicable – these groups of people are entitled to free parking.

4. Are the following are entitled to reduced charge parking at your trust hospital(s) car parks - indicate Y or N - visitors with relatives who are gravely ill -visitors to relatives who have an extended stay in hospital - carers of people in the above groups

Not applicable – these groups of people are entitled to free parking.

5. What is the reduced charge for parking at your hospital(s) for those groups who qualify? Please list

Discounted parking is available at a cost of £21 for seven days for up to three visitors of all inpatients

6. Are any of the groups above required to pay in advance and then claim them money back for free parking or reduced charge parking at your hospital(s)? Please list

No

7. Who manages your hospital(s) carparks?

Internally managed with enforcement outsourced under contract

8. How many parking charge notices have been issued at the trust hospital (s) car parks for breaches of parking rules during the past 12 months (or the most recent figures available for a 12 month period)?

13087

9. How many many appeals have been lodged against the parking charge notices during the past 12 months (or the most recent figures available for a 12 month period)

290

10. How many appeals saw a successful outcome for the claimant during the past 12 months (or the most recent figures available for a 12 month period)?

271

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**