



Ref: FOIA Reference 2023/24-657

Date: 26th January 2024

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 4th January 2024 requesting information under the Freedom of Information Act (2000) and regarding car parking.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Please could you provide me with the answers to the following questions.

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

- frequent outpatient attenders
- parents of sick children staying overnight
- staff working night shifts

A1 See below:
parking for sick children
reduced rate for night workers

Q2 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

A2 For terminal ill (end of life) the purple bow scheme is available for patients and visitors

Q3 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

A3 Free for disabled blue badge holders, reduced cost for frequent outpatient and night workers, free for parents of sick children staying overnight

- Q4** 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
- A4 Purple bow for end of life and gravely ill
- Q5** What is the reduced charge for parking at your hospital(s) for those groups who qualify? Please list
- A5 33% off for night and agile workers
- Q6** 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
- A6 This facility is not available
- Q7** Who manages your hospital(s) car parks?
- A7 See below:
Stuart Ramsdale* (Royal Stoke)
John Pendergrast* (County Stafford)
APCOA
- Q8** 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)?
- A8 4562
- Q9** How 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)
- A9 345 (7.5%)
- Q10** 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)?
- A10 This information is held by the Contractor for Car Parking

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records