

Title: Car Parking

Reference Number: RDF1125-22

Date of Response: 17/01/23

- 1. Who currently manages the car parks run for/by the trust?*

Answer: Eastern Services: The Trust manages the contract for enforcement of the car parks.
Northern Services: Group Nexus and TPS (Total Parking Solutions).
- 2. Do you outsource the parking management to a 3rd party? If so, to who?*

Answer: Eastern Services: Enforcement is outsourced to APCOA Park Ltd.
Northern Services: Enforcement is outsourced to Sodexo for North Devon District Hospital, Devonshire House and Barnstaple Health Centre.
- 3. How many parking related complaints have you received over the last 12 months, split per hospital within the trust?*

Answer: Eastern Services: 27 complaints across the Trust sites in the East. Northern Services: 3. A breakdown of sites is not available.
- 4. Do you use Automatic Number Plate Recognition for parking enforcement at any of the hospitals, and if so, at which ones?*

Answer: Eastern Services: Yes, Wonford Hospital and Heavitree Hospital in the East. Northern Services: Yes, at North Devon District Hospital.
- 5. How much money was raised through people paying to park at the trust, split per hospital over the last 12 months?*

Answer: Northern Services: For the period 1st April 2021 – 31st March 2022; North Devon District Hospital £355,594. Bideford £22,718. Barnstaple Health Centre £15,462. For Eastern Services the Trust can confirm that it holds information that you have requested (up to 31st March 22). This information is exempt under Section 21 of the Freedom of Information Act because it is reasonably accessible to you. The information you requested can be accessed via the following link:

<https://www.royaldevon.nhs.uk/media/4u1p3mpw/rd-e-annual-report-2021-22.pdf> (Page 22).

All Trust responses to Freedom of Information requests can be found at the following link:

<https://royaldevon.nhs.uk/about-us/information-governance/freedom-of-information-foi-and-environmental-information-regulations-eir/foi-disclosure-log/>

Section 21 of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means. The terms of this exemption mean that the Trust does not have to consider whether or not it would be in the public interest for you to have the information.

For the income from 1st April 2022, the Trust can confirm that it holds information that you have requested. This information is exempt under Section 22 of the Freedom of Information Act because the information is intended to be published in the near future (April 2023). The information you requested will be accessible via the following link:

<https://www.royaldevon.nhs.uk/search?q=annual+report>

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

Answer: Eastern Services: The pay machines were installed in 2021 and credit/debit cards can be used at all machines.

Northern Services: North Devon District Hospital: April 2022. Bideford Community Hospital: August 2015. Barnstaple Health Centre: August 2015. Credit/debit cards can be used at all machines.

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

Answer: Eastern Services: Yes, APCOA Late pay.

Northern Services: North Devon District Hospital: Glide. Bideford Hospital and Barnstaple Health Centre: Ringo.

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

Answer: Eastern Services: This information is not held by the Trust, it is held by the third-party supplier who report from January- November 2022 the number of PCN's issued was 11,905. Northern Services: 35 for the period 1st April 2021 – 31st March 2022.

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

Answer: Northern Services: For the period 1st April 2021 – 31st March 2022; Bideford Hospital: £1,420. Barnstaple Health Centre: £20. North Devon District Hospital: Nil.

For Eastern Services and the Trust income from 1st April 2022 – 31st March 2023 please see the response to question 5.