

Ref: FOI/CAD/ID 3016

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to car parking and security.

I should be grateful for the following information:

a) Who is/are the contractor(s) managing parking at both/either site(s)
The Trust currently has two contracts

- | | | |
|---------------------------|---|--|
| 1. Car Parking Management | – | Interserve (Facilities Management) Ltd |
| 2. Parking Enforcement | - | First Parking LLP |

b) How long have they had the contract and when does it/they expire?

1. Interserve (Facilities) Management Ltd 3 years expires 1st December 2015
2. First Parking LLP 2 years expires 31st May 2018

c) What revenue arrangements are in place? I.e. where does the money from parking go?

Car Parking Management – All revenue from hourly parking charges is retained by MTW NHS Trust. Any net surplus from the income received from car parks is paid into the Trust's general account and then used to support the activity of the Trust, across the full range of services that the Trust provide.

This will include car park and signage maintenance and site safety.

For example, in 2012/13 the Trust's total income from staff and visitor car parking at Maidstone and Tunbridge Wells hospitals was around £1.59 million.

The surplus made from parking income that year, after deduction of costs, include running costs for all visitor and staff car parks across the Trust including security, general maintenance and lighting and provision of green travel initiatives including staff and public bus services, was c.£140,000 at Maidstone Hospital, as well as a similar figure for Tunbridge Wells Hospital.

This surplus money is being invested in improvement of our car parks at both hospitals, to benefit patients. Maidstone Hospital has been granted planning permission to create 180 further car parking spaces which will cost around £750,000 in total.

First Parking – Currently all revenue from Parking Charge Notices is retained by First Parking LLP until signage has been paid then there will be a 80%/20% split on revenue between First Parking and MTW NHS Trust

d) What arrangements are in place for the sharing of parking charge notice revenue?

Please see answer to Question C above

e) What input did the trust have in setting the parking charge notice levels and the hourly charges for parking?

The Trust made the decision on both Parking Charge Notice Levels and Hourly Parking charges

f) Does the parking contract allow for the contractor to initiate and take forward legal action on behalf of the trust in cases where parking charge notices remain unpaid?

Yes

g) I should like to see a full unredacted version of the contract between the trust and any contractor for parking management.

The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

h) What is the trusts policy regarding intervention at the request of service users after parking charge notices have been issued?

It is the Trust policy that all appeals regarding Parking Charge Notices should in the first instance be directed to First Parking LLP.

i) How many times have the trust intervened at the request of a customer and what was the outcome on each occasion?

This information is not held by the Trust.