

Ref: FOI/GS/ID 7726

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

20 June 2023

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 Parking for Children and Young People with Cancer.

You asked:

- 1. A copy of the Trust's parking policy*
- 2. Details of the price of car parking per hospital site within the Trust*
- 3. Confirmation of how the Trust has implemented both the mandatory and voluntary elements of the "NHS car parking guidance 2022 for NHS trusts and NHS foundation trusts", including;*
 - a. whether parents and/or carers of children and young people (up to age 25) with cancer are offered free parking/parking exemptions*
 - b. whether parents and/or carers of children and young people (up to age 25) with cancer are offered parking concessions and details of the financial value of these*
 - c. whether young people (17-25) with cancer are offered free parking/parking exemptions*
 - d. whether young people (17-25) with cancer are offered parking concessions and details of the financial value of these*
 - e. whether any free parking/parking exemptions or concessions apply to inpatient/active treatment visits, visits to attend follow-up appointments (i.e. not undergoing active treatment), or both*
- 4. If yes to any items in point 3, how many parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer have been offered free parking/parking exemptions or concessions, provided per category (free parking/exemption, concession);*
 - a. per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)*
 - b. per hospital site within the Trust*

5. Details of how the Trust shares, communicates and displays information about free parking/parking exemptions and/or concessions, their eligibility, how to access them and their financial value
6. Confirmation whether car parking within the Trust is owned and managed by the Trust or is owned and managed by a private company, and if so what company
7. Details of how many complaints the Trust has received from parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer regarding car parking charges or regarding the information the Trust provides about car parking charges;
 - a. per financial year since 2017 (2017/18, 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 to date)
 - b. per hospital site within the NHS Trust or NHS Foundation Trust
8. Details of any other travel-related support provided by the Trust which is available to parents and/or carers of children and young people (up to age 25) with cancer and/or young people with cancer, including;
 - a. how children and young people and their parents or carers are informed of the support that is available to them
 - b. how the support is accessed/applied for
 - c. the financial value of the support and whether this is provided up-front or requires a claim to be paid back to the recipient
 - d. the duration of the support and type of care this applies to (e.g. inpatient/active treatment, follow-up/outpatient etc.)

Trust response:

1. The policy is attached to the email.
2. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <https://www.mtw.nhs.uk/car-parking/>
3. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <https://www.mtw.nhs.uk/car-parking/>
4. This information is not recorded.
5. The Trust publishes information on our website and also on the relevant wards and departments.
6. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <https://www.mtw.nhs.uk/wp-content/uploads/2021/04/Car-Parking-Management-Services-and-Security-Services-Management.-150421.pdf>
7. We are not aware of any specific complaints received from parents and/or carers of children and young people (up to age 25) with cancer and/or young people (17-25) with cancer regarding car parking charges or regarding the information the Trust provides about car parking charges.
8. Support is available to parents and carers who receive certain benefits such as Universal Credit.

- a. The Trust publishes information on our website and also on the relevant wards and departments.
- b. Via our cashier's service which is available on both Trust hospital sites.
- c. The Trust does not hold those figures.
- d. The support is ongoing for all hospital visits.