

Ref: FOI/GS/ID 7865

Please reply to:
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Trust Management
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11 August 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 operations, impact, and parking charge notices.

You asked: All questions are shown as received by the Trust.

- 1. Who currently manages the car parks run for/by the trust?*
- 2. Do you outsource the parking management to a 3rd party. If so, to who?*
- 3. How many parking related complaints have you received over the last 12 months, split per hospital within the trust?*
- 4. Do you use Automatic Number Plate Recognition for parking enforcement at any of the hospitals, and if so, at which ones?*
- 5. How much money was raised through people paying to park at the trust, split per hospital over the last 12 months?*
- 6. When were the existing payment machines installed, and can people pay using a credit/debit card at all machines?*
- 7. Can users pay to park using a mobile phone-based APP, if so, which one?*
- 8. How many parking charge notices (PCN's) were issued during the last 12-month period?*
- 9. How much money was generated for the trust by people paying enforcement notices, split per hospital over the last 12 months?*

Trust response:

1. APOCA
2. APOCA
3. From 01 January 2022 to 13 January 2023 the Trust has received four complaints relating to parking. Please note that this potentially does not cover complaints within complaints but simply complaints logged around car parking primarily.
4. No

5. The Trust can provide the total amount which can be found in the Trust Annual Report and Accounts which are published on our website.
6. 2011 at TWH and 2013 at Maidstone Hospital
7. No
8. No information available.
9. No information available.