



**Maidstone and
Tunbridge Wells**
NHS Trust

Ref: FOI/GS/ID 8655

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.

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

- 1. a list of all of the measurements you record to understand parking demand and availability*
- 2. the data for those measurements for the past 5 years.*
- 3. a copy of the any plans you have in respect of parking improvement*

Trust response:

Unfortunately, despite exploring a number of avenues to obtain this information it's proved impossible due to the age of our existing car park management system. The most recent data from the system does not provide any workable data in order to respond to your question.

Usage data is automatically over ridden each year, therefore we cannot provide historical data.

Our car parks are provided by a managed service. This has recently been retendered and the award of a new contract is imminent with a go live date of 1st July 2024. The new system will provide new hardware (barriers) with multiple customer payment methods, ANPR technology and equally important superior enhanced reporting management information. All of which will significantly improve traffic flow and enhance visitor parking experience.

Car parking improvements continue to be a focus with an additional 100 off-site parking spaces identified for staff, which once secured will enable increased capacity for visitor/patient parking.

In the last three weeks additional carparking attendants have been introduced during peak demand to assist visitors find vacant parking spaces.

The Trust is exploring various options surrounding the availability of car parking across both of our acute hospital sites. This includes a park and ride option for both sites for our staff to allow more visitor car parking to be made available.

We are also reviewing the wider estate for possibilities to extend our current car parking facilities which would include building some extra car parking by installing further multi storey car parking, we have very limited space on both sites but most particularly at Tunbridge Wells, so there will be a lengthy process of funding and planning permission to allow us to build additional car parks.

We understand that car parking is challenging as it is to most NHS Trusts up and down the country. The new management contract will allow us to better use technology to improve the car parking and visitor, patient experience.