

Ref: FOIA Reference 2019/20-262

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 19<sup>th</sup> August 2019

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 6<sup>th</sup> August 2019 requesting information under the Freedom of Information Act (2000) regarding Car Parking.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 How many car parks does your Trust have? How many spaces overall are there?**

A1 Please see below:

- Royal Stoke (on site) 10
- Royal Stoke (off site) 2
- Some authorised on road parking available
- County 9
- Some authorised on road parking available
- There are 4146 spaces available between both sites

**Q2 What system do you use for cashless (pay by phone) parking and when does the current contract end?**

A2 This facility is only at UHNM, and is provided via APCOA connect, on a three year contract from July 2018. There is no service provision of this type at County.

**Q3 What software do you use for Fixed Penalty Notice enforcement (FPN issue and processing) and when does the current contract end?**

A3 Fixed Penalty Notice enforcements are issued on behalf of the Trust by an external provider, therefore the software information is not held by UHNM.

**Q4 What software do you use to issue parking permits and season tickets and when does the current contract end?**

A4 Royal Stoke: This service is provided by an external company therefore information is not held by UHNM.

County Hospital: Weekly passes are issued via receipt book that is in the car park office.

Staff permits are issued using the car park barrier system Scheidt and Bachmann. We scan the staff identity card on this system to allow staff to access barrier system. The window permit is printed on the car park administrator's computer using the permit template on "Windows word".

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

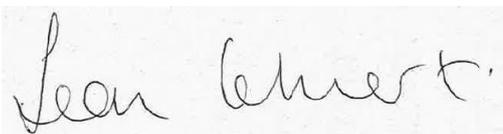
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,





**University Hospitals  
of North Midlands**  
NHS Trust

Jean Lehnert  
**Information Governance Manager**

