Freedom of Information request 340-16

Request

1. Do the health board contract any parking services from a third party to control parking on any of their sites? This may, for example, be with a private parking management company, examples of such companies are Parking Eye and Smart Parking among others.
2. Please supply a copy of any such contract(s) that is in place between the health board and the parking management company(ies).
3. How much is paid under any contracts by the health board for parking management?
4. Which car parks are managed by the agreement(s) covered by question 1 and how many parking spaces does this total?
5. For each of the sites that are managed, are they controlled by automatic number plate recognition facilities or by some other method?
6. Are parking charges issued on these sites for individuals who fail to comply with the terms and conditions of the car park? If so how much is charged? (As an example it is common for parking management firms to send charges of around £60 to people who stay over a set maximum parking period or fail to park in a marked bay).
7. If charges are issued to individuals, how many tickets have been issued in the last five years? Split by each year if available.
8. How many of these tickets have been paid by the individual they were issued to?
9. Can the health board have tickets issued by a parking company cancelled if they feel reasonable grounds for doing so are established? If so how many tickets have been cancelled in such a way?
10. Do the health board receive any of the paid charges or are these kept by the parking management firm? If less than 100% is passed to the health board, please detail how the charges are split between the health board and parking management firm.
11. How many complaints have been made to the health board about car parking in the last five years? Split by each year if available.

Response

1. NHS Borders has contracted with Minster Baywatch since the introduction of Parking Management within the Borders General Hospital (BGH) car parks on 25 November 2013.
2. Under Section 33(1)(b) Commercial Interests we will not be providing a copy of the contract between ourselves and Minster Baywatch.
3. The income NHS Borders receives from parking notices is split 50% to Minster Baywatch and 50% to NHS Borders offset by a small monthly management charge and administration sundries.
4. All formal car parks on the BGH site, in total just under 1000 spaces.
5. NHS Borders uses Car Park Attendants.
6. Currently we issue £90 parking charge notices, this is discounted to £40 if paid within 14 days.
7. The following number of tickets have been issued:
   
   2015/16 – 1526
   2014/15 – 1445
   2013/14 – 826
8. The following number of tickets have been paid:

   2015/16 – 428  
   2014/15 – 541  
   2013/14 – 211

9. The following number of tickets have been cancelled or an appeal approved:

<table>
<thead>
<tr>
<th></th>
<th>Appeal approved</th>
<th>Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>268</td>
<td>362</td>
</tr>
<tr>
<td>2014/15</td>
<td>182</td>
<td>334</td>
</tr>
<tr>
<td>2013/14</td>
<td>233</td>
<td>232</td>
</tr>
</tbody>
</table>

10. See item 3 above.

11. It is assumed by this question that you mean formal complaints, therefore we have provided data on:

<table>
<thead>
<tr>
<th></th>
<th>Formal</th>
<th>Other letter based issues raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 2013-Apr 2014</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2014/15</td>
<td>5</td>
<td>13</td>
</tr>
<tr>
<td>2015/16</td>
<td>1</td>
<td>14</td>
</tr>
</tbody>
</table>

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number 340-16 on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.