

Freedom of Information request 188-19

Request

I request the following information:

1. Does NHS Borders contract any parking services from a third party to control parking on any sites and how long has this contract been in place?
2. How much is the parking charge (including any discount)?
3. How many parking tickets have been issued to individuals who have failed to comply with the terms and conditions of car parks, over the past 5 years, broken down by year?
4. How many tickets have been paid in each of the past 5 years, broken down by year?
5. How many tickets have been cancelled following a challenge against them, in each of the past 5 years, broken down by year?

Response

1. NHS Borders does use a third party to control parking and this has been in place since November 2013.
2. The parking charge notice is £90 discounted to £40 if paid within 14 days.
- 3,4 & 5 This data is not recorded on NHS Borders' systems, therefore under Section 17 this is not held. This data was previously accessible from Minster Baywatch systems, the company who provide administration of the car parking management system, this is no longer available to NHS Borders under GDPR.

We do hold records of the number of appeals and numbers approved:

			%
16/17	Successful Appeals	123	68%
	Total appeals	182	
17/18	Successful Appeals	152	70%
	Total appeals	218	
18/19	Successful Appeals	119	70%
	Total appeals	157	

This excludes numbers of Parking Charge Notices that may not have been appealed, but are cancelled. This usually applies to incorrectly issued PCNs and "overstays" that are attributable to delays in the Hospital where an exemption certificate is issued.

Under Section 15 Duty to provide advice and assistance please find attached below a copy of a previous FOI response issued in 2017 which provides data on parking charge notices from 23 May 2016 to 23 May 2017:



FOI 202-17
Response.pdf

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 **188-19** 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.