

20/12/2022

Dear Requester,

FOI 1848

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Request	L&D	Bedford
Who currently manages the car parks run for/by the trust?	APCOA	APCOA
Do you outsource the parking management to a 3rd party. If so, to who?	APCOA	APCOA
How many parking related complaints have you received over the last 12 months, split per hospital within the trust	data not readily available and misleading as issues/complaints are about lack of spaces rather than car park management	Two
Do you use Automatic Number Plate Recognition for parking enforcement at any of the hospitals, and if so, at which ones	No	Yes for the Britannia Road Car Park
How much money was raised through people paying to park at the trust, split per hospital over the last 12 months? (1,013,184	1,090,605
When were the existing payment machines installed, and can people pay using a credit/debit card at all machines?	Payment machines installed over 5 years ago	Initially over 5 years ago and replaced when needed. Card payment accepted at all machines
Can users pay to park using a mobile phone-based APP, if so, which one?	APCOA App	
How many parking charge notices (PCN's) were issued during the last 12-month period	2,399 PCN's issued	1317 PCNs issued

<p>How much money was generated for the trust by people paying enforcement notices, split per hospital over the last 12 months</p>	<p>The Trust receives “commissions” from APCOA, however we are applying Section 12 (Time & Cost) exemption this question as it would take longer than required 18 hours to locate and collate the requested information</p>
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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust