

7 July 2017

Our Ref: RFI 20743

Dear

**Freedom of Information Act 2000
Information in Relation to Car Parking Facilities within the South Eastern
Health & Social Care Trust**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 24 June 2017.

A response to each of the questions raised has been provided by the Human Resources & Corporate Affairs Directorate and is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**L McAree (Miss)
Head of Information Governance &
Directorate Support**

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1. *How many car parking sites fall under the remit of the South Eastern Health and Social Care Trust?*
- A1. There are 4 main parking sites within the Trust.
2. *Roughly how many spaces do they provide in total across all sites?*
- A2. There are roughly 3,375 spaces on those sites.
3. *Does the organisation manage their Car Parks directly (go to Q5) or via a Third Party (go to Q4)?*
- A3. The Trust exercises traffic management control on the Ulster Hospital site with a view to extending management arrangements to both Ards Community Hospital and Iagan Valley Hospital.
4. *If managed by a Third Party:*
 - a) *Who is the provider,*
 - b) *Dates of the contract duration (from/to)?,*
 - c) *What is the basis of the contract (build/operate; land lease; management only etc)?,*
 - d) *Any pros/cons of this arrangement?*
- A4. Not applicable
5. *How is parking currently controlled, e.g. POF, P&D, Permit, parking officers, barrier control, in/out global counting, bay occupancy?*
- A5. Parking on the Ulster Hospital site is internally managed through use of barriers and permits.
6. *Are you currently able to readily identify any patterns of use of particular zones/bay types/long or short term stays etc and collate this data to address specific problems areas on certain days/time periods?*
- A6. Patterns of use are identified through observation of activity over many years of traffic management.
7. *What existing customer service focused measures are in place, e.g. information provided at entry points, visual guidance to zones/bays with available spaces, on-site support staff?*
- A7. At the Ulster Hospital an electronic capacity counter board identifying space availability within the Hospital car parks is positioned on approach to parking areas and tariff boards identifying payment required and how to pay is positioned on entry at each visitor car park and at pay stations. Information is available on the Trust web site [www. Setrust.hscni.net/hospitals](http://www.Setrust.hscni.net/hospitals).

8. *What are the key challenges that the South Eastern Health and Social Care Trust face in regards to the provision of parking for patients/carers/visitors?*
- A8. Space availability and reliance on use of private vehicle.
9. *What are the key challenges that the South Eastern Health and Social Care Trust face in regards to the provision of parking for staff?*
- A9. Space availability and reliance on single occupancy private vehicle use.
10. *Do you attend any conferences/events that focus on best practice in the management of parking/land use which you would recommend as good networking opportunities?*
- A10. National Performance Advisory Group in England have a Car Parking and Travel Planning Network on which a Trust Representative attends and provides networking opportunities.
11. *Who is the person responsible for Car Parks in your organisation (Name, Title, telephone and direct email)*
- A11. Richard H Barker, Senior Manager, South Eastern Trust, Security / Transport, 028 9048 4511 extension 80283,
Richard.barker@setrust.hscni.net