South Eastern Health and Social Care Trust

Information Governance

18 January 2024 **Our Ref:** RFI 55655

Dear

Freedom of Information Act 2000
Information in Relation to Hospital Parking Charges

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 04 January 2024.

A response to each of the questions raised has been provided by the AHP, Nursing, Midwifery, User Experience Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

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

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Robyn Watterson
Information Governance Officer

Q1. Are the following entitled to free parking at your hospital(s) car parks – indicate Y or N

- ***Disabled People***
- ***Frequent outpatient attenders***
- ***Parents of sick children staying overnight***
- ***Staff working night shifts***

A1. Please see below for those with entitlement to free parking.

- Disabled People - N
- Frequent outpatient attenders – Y, as per the Department of Health (DoH) NI Policy principles, certain outpatients are entitled to free parking
- Parents of sick children staying overnight – Y, at the discretion of ward staff
- Staff working night shifts - N

Q2. Are the following entitled to free parking at your hospital(s) car parks – indicate Y or N

- ***Visitors with relatives who are gravely ill***
- ***Visitors to relatives who have an extended stay in hospital***
- ***Carers of people in the above groups***

A2. All of the above groups mentioned in question 2 are entitled to free parking at the Trust car parks at the discretion of ward staff.

Q3. Are the following entitled to reduce charge parking at your Trust hospital(s) car parks – indicate Y or N

- ***Disabled People***
- ***Frequent outpatient attenders***
- ***Parents of sick children staying overnight***
- ***Staff working night shifts***

A3. Please see below for entitlement to reduced charge parking.

- Disabled People - N
- Frequent outpatient attenders – as per question 2, they may receive free parking
- Parents of sick children staying overnight – free parking is available at the discretion of ward staff
- Staff working night shifts – Y, an out of hours pass is available at a reduced cost

Q4. Are the following entitled to reduced charge parking at your Trust hospital(s) car parks – indicate Y or N

- ***Visitors with relatives who are gravely ill***
- ***Visitors to relatives who have an extended stay in hospital***
- ***Carers of people in the above groups***

A4. Please see below for entitlement to reduced charge parking.

- Visitors with relatives who are gravely ill – as per question 2, they may receive free parking at the discretion of ward staff
- Visitors to relatives who have an extended stay in hospital - N
- Carers of people in the above groups - N

Q5. What is the reduced charge for parking at your hospital(s) for those groups who qualify? Please list

A5. Visitors or members of the public do not pay a reduced charge for parking. They will either pay full price or may be entitled to free parking. Members of staff can purchase an out of hours pass at a cost of £7.50 per month.

Q6. Are any of the groups above required to pay in advance and then claim the money back for free parking or reduced charge parking at your hospital(s)? please list

A6. No, there are no groups required to pay in advance for parking and claim the money back.

Q7. Who manages your hospital(s) car parks?

A7. The Trust car parks are managed in house by our Security and Car Parking teams. Parking enforcement is managed through a third party contractor where applicable.

Q8. How many parking charge notices have been issued at the Trust hospital(s) car parks for breaches of parking rules during the past 12 months (or the most recent figures available for a 12 month period)?

A8. Between January 2023 and December 2023, there were 5,313 parking charge notices issued across Trust car parks.

Q9. How many appeals have been lodged against the parking charge notices during the past 12 months (or the most recent figures available for a 12 month period)?

Q10. How many appeals saw a successful outcome for the claimant during the past 12 months (or the most recent figures available for a 12 month period)?

A9/10. The Trust does not hold this information as parking enforcement is outsourced to a third party company.