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Darlington Memorial Hospital
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Request for Information Reference: 07.19.04

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Email only

29 July 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 1st July 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the car parking charges. Specifically you requested information as follows:

1. Please state the current fee for parking at the Trust for one hour. (If there is no specific fee for one hour, please state the lowest possible time and cost)

Visitors / Patients	Pre 01.12.2018	Post 01.12.2018
Up to 2 hours	£2.50	£3.00

*The Trust offer free parking in designated bays for 20 minutes to allow drop-off / pick-up.

2. Please state the fee for parking for one hour in 2018.

Please see above.

3. Please tell me whether the hospital provides free parking for any of the following groups a) cancer patients b) disabled patients c) other patients who are frequent visitors to the trust d) the relatives of patients who are frequent visitors

The Trust operates a parking exemption scheme whereby the following categories of user are issued a note entitling the vehicle to free parking:

- Long Stay Patients – normally deemed those that have been an in-patient for more than two / three weeks when primary carers can avail of free parking for the duration of the stay;
- End of Life – where clinical staff feel it would be beneficial a parking exemption form can be issued to the immediate family / carer;
- I.T.U. / Neo-Natal / S.C.B.U. - Primary carers for those patients within the highlighted areas can avail of free parking;
- Cancer Patients – issued an exemption form as required by clinical staff can avail of free parking.
- Birthing Partners – free parking during period of confinement.
- Resident parents of in-patient children.

4. Please tell me if the hospital provides reduced parking for any of the following groups a) cancer patients b) disabled patients c) patients who are frequent visitors d) the relatives of patients who are frequent visitors

Answer: Yes.

5. If yes to question 4, please provide details.

In addition to the exemption notes users at University Hospital of North Durham have the ability to purchase weekly car parking tickets at a reduced rate.

6. Please state how much the Trust collected in parking charges and fines in a) 2018/19 and b) 2017/18

Answer:

Car Parking Revenue	Staff	Visitor/Patient
2017/18	£384,253	£723,372
2018/19	£582,573	£788,821

Car Parking Revenue	Fines
2017/18	£10,071
2018/19	£8,765

7. Does the Trust hire any private firms to issue parking fines or clamp vehicles?

Answer: Yes.

Note: Wheel clamping for the purposes of car parking enforcement on private land was outlawed in 2012. The private firms involved in the operation of the Trust car parks solely issue parking infringement notices / parking charge notices. No other form of containment is permitted.

8. If yes to question 7, please provide the names of these firms

Operators are:

University Hospital of North Durham:	Consort Healthcare
Bishop Auckland Hospital:	Criterion PLC
Chester-Le-Street:	Robertson FM
Darlington Memorial Hospital:	OCS

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer