

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 02.22.48

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

11th March 2022

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 18th February 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to complaints about parking and I am providing the following information in response to your specific questions:

1. Please can you share the number of complaints the hospital trust received specifically in relation to parking each month between the dates of 1/1/2020 and 31/12/2020.

The Trust received 2 complaints relating to parking in this time frame. 1 in February 2020 and 1 in March 2020.

2. Please also provide details of who holds parking contracts for the Trust, if applicable, and if possible a breakdown of complaints by contractor or in-house.

- The car parking at Darlington Memorial Hospital is managed by Synchronicity Care Limited
- The car parking at North Durham Hospital is managed by Consort
- The car parking at Bishop Auckland Hospital is managed by Criterion Health Care Holdings Ltd
- The car parking at Chester-le-Street Hospital is managed by Robertson

Both of the complaints received were at UHND, managed by Consort.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator