

Freedom of Information FAQs – car parking

PARKING INCOME	2021/22*	2020/21*	2019/20	2018/19	2017/18	2016/17
Staff permits £	0	0	1,845,880	1,852,551	1,723,622	1,652,379
Visitor car parks £	1,291,267	742,139	3,016,869	2,887,953	2,621,066	2,345,366

- *2020/21/22 income affected by Covid pandemic (free NHS staff parking and reduced patient/visitor activity)

EXPENDITURE	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Total operating costs £	1,153,277*	707,115	660,652	657,199	677,148	602,994

- Inclusive of car park maintenance, running costs, staffing costs and land leases for additional off-site spaces
- *2021/22 includes one-off £380k investment in car park resurfacing

PCNs ('parking fines')	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Value of payments £	8,590	6,778	38,401	46,577	56,579	54,129
PCNs issued	908	275	3,241	4,154	4,432	4,782
PCNs cancelled on appeal	247 (27%)	64 (23%)	971 (30%)	1,354 (33%)	1,260 (28%)	1,377 (29%)

- PCNs are much lower than industry average at £35, reduced to £20 if paid within 14 days of issue
- Enforcement is undertaken in-house, with a 3rd party debt collection agency used to recover unpaid charges
- 2020/21/22 enforcement activity was reduced due to Covid pandemic

Parking tariffs

- Staff:** annual permit ranges from £108.24 to £675.00 depending on pay banding, hours worked and peak/off-peak usage, minus any discounts e.g. for community based staff, accommodation residents, etc.
- Visitors:** Up to 1 hour is £2.30, rising by 20p every 12 minutes* thereafter up to a maximum of £10 per day.
**pay & display parking has hourly increments from £2 for 1 hour, up to £8 max*
- Method of payment: 90% of our car parking bays are pay-on-exit, with the remaining bays being pay & display
- Concessions:
 - Free parking for: blue-badge holders, parents of children who are inpatients (overnight parking), frequent attenders (>3 care visits per month for >3 months), staff on night shifts and volunteers
 - Weekly tickets are £12 (unlimited use over 7 days)
 - Frequent outpatient attendees/long-term in-patient visitors who do not meet the criteria for free parking can access a 14 day ticket for £6

Miscellaneous

- The Trust operates car parks 24/7/365 across 5 sites, providing a total of 4,253 bays as follows:

PARKING BAYS	WHH	QEQM	K&C	BHD	RVH	TOTAL
Visitor bays	313	231	290	69	13	916
Visitor disabled bays	74	58	69	7	5	213 (19%)
Staff bays	1,401	606	1,031	86	0	3,124
Site Total	1,788	895	1390	162	18	4,253

- Our car parks are managed in-house, with permit and enforcement software, hardware and payment services provided by a specialist 3rd party contractor (Open Parking) who are fully accredited members of the IPC.
- We meet or exceed all aspects of the NHS Parking Guidelines 2021.