

Quality and Governance Service

Wirral Community NHS Trust

Wing 5, 1st Floor

St Catherine's Health Centre

Derby Road

Birkenhead

Wirral

CH42 0LQ

0151 514 2202

Our Ref: CTFOI-782

21st July 2017

Re: Freedom of Information Request

Original Request

I am writing to you under the Freedom of Information Act 2000 to request the following information from Wirral Community NHS Trust and to be directed to the person responsible for Parking.

1. How many car parking sites fall under the remit of the Wirral Community NHS Trust?
2. Roughly how many spaces do they provide in total across all sites?
3. Does the organisation manage their Car Parks directly (go to Q5) or via a Third Party (go to Q4)?
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?
5. How is parking currently controlled, e.g. POF, P&D, Permit, parking officers, barrier control, in/out global counting, bay occupancy?
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?
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?
8. What are the key challenges that the Wirral Community NHS Trust face in regards to the provision of parking for patients/carers/visitors?
9. What are the key challenges that the Wirral Community NHS Trust face in regards to the provision of parking for staff?
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?

11. Who is the person responsible for Car Parks in your organisation (Name, Title, telephone and direct email)

Our Response

1. 7 sites
2. Approx. 500
3. 2 sites managed by our subcontractor
4.
 - a) Arrows Security
 - b) Sept 16-Sept 17
 - c) Management only
 - d) No
5. Barrier control, parking officers and permits at 2 sites
6. Data from main site has already been collated
7. Assistance at 2 sites via manned security officers
8. Having enough spaces for patients/carers and visitors
9. Having enough spaces for staff
10. No
11. Julia Higgins, Building Manager – julia.higgins@nhs.net

Yours Sincerely

Mark Greatrex
Director of Finance & Resources and Deputy Chief Executive Officer



Wirral Community NHS Foundation Trust
Acting Chairman: Chris Allen
Chief Executive: Karen Howell