



Request under Freedom of Information Act 2000

Request Ref: NGFOI 17/18: 119

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 25/06/17 and I am pleased to be able to provide you with a response.

1. How many car parking sites fall under the remit of the Northampton General Hospital NHS Trust?

One

2. Roughly how many spaces do they provide in total across all sites?

2,100

3. Does the organisation manage their Car Parks directly (go to Q5) or via a Third Party (go to Q4)?

Yes

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?

Parking officers, P & D, permits

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?

Not at this time.

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?

Hospital web site. Information at entry points (tariff etc) information at each payment point. Trust travel office information centre. Roving PA's

8. What are the key challenges that the Northampton General Hospital NHS Trust face in regards to the provision of parking for patients/carers/visitors?

Trying to meet demand as service provisions increase.

9. What are the key challenges that the Northampton General Hospital NHS Trust face in regards to the provision of parking for staff?

As above

*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?
Facilities benchmarking group (covers arrange of facilities topics including car parking)*