

**Information Governance**  
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Littlemore Mental Health Centre  
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Oxford  
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Tel: 0845 219 1269  
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Web: www.oxfordhealth.nhs.uk

6 July 2017  
Reference no. 17180089

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 24 June, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request and Response:

1. How many car parking sites fall under the remit of the Oxford Health NHS Foundation Trust?

14

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

1310

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

Via a third party.

If managed by a Third Party:

a. Who is the provider

CP Plus Limited

b. Dates of the contract duration (from/to)?

Services commencement date was May 2016 for a three year term.

c. What is the basis of the contract (build/operate; land lease; management only etc)?

Management only.

d. Any pros/cons of this arrangement?

Pros - Management

4. How is parking currently controlled, e.g. POF, P&D, Permit, parking officers, barrier control, in/out global counting, bay occupancy?

Permit holder staff car parking and visitor pay and display.

5. 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?

Yes.

5. 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?

Signage, bay painting, leaflets provided with appointment letters/available in reception areas, car parking operatives on sites, information on Trust website, assistance from reception staff.

7. What are the key challenges that the Oxford Health NHS Foundation Trust face in regards to the provision of parking for patients/carers/visitors?

Use of facilities

8. What are the key challenges that the Oxford Health NHS Foundation Trust face in regards to the provision of parking for staff?

Use of facilities

9. 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?

No.

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

Tanya Street, Business Change Manager (Estates & Facilities), contactable via [carparking@oxfordhealth.nhs.uk](mailto:carparking@oxfordhealth.nhs.uk)

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

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

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance