



East London

NHS Foundation Trust

Information Governance

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London

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Website: <https://www.elft.nhs.uk>

28th August 2026

Our reference: FOI DA6717

We are responding to your request for information received 13th July 2026. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours.

When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, we have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

We are now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact us on the contact details above if you have any further queries.

Yours sincerely,

FOI Team



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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113

Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Request:

Question 1: Do you currently use ANPR to manage your Patient & Visitor car parks? And if so, when was the current ANPR system installed?

Answer: The Trust has reviewed Question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request and in order to collate this information, it would be necessary to approach each service individually to establish the local arrangements, as car parks are managed locally. This is estimated to take over eighteen hours to collate. Please be advised that, if you wish to refine your request to within the appropriate limit, such as a particular car park location within the Trust, then such a request can be processed within the limit. If so, please submit a new request.

Question 2: If yes, is that for all the Patient & Visitor car parks or partial coverage?

Answer: The Trust has reviewed Question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
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Question 3: Are the ANPR car parks operated with or without barrier-controlled entry and exit?

Answer: The Trust has reviewed Question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
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The Trust has reviewed your request and in order to collate this information, it would be necessary to approach each service individually to establish the local arrangements, as car parks are managed locally. This is estimated to take over eighteen hours to collate. Please be advised that, if you wish to refine your request to within the appropriate limit, such as a particular car park location within the Trust, then such a request can be processed within the limit. If so, please submit a new request.



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Question 4: Are free-of-charge disabled bays located within or outside of the ANPR car parks?

Answer: The Trust has reviewed Question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
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Question 5: If within, what method do blue-badge holders use to be able to exit the car park/site without making payment?

Answer: The Trust has reviewed Question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
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The Trust has reviewed your request and in order to collate this information, it would be necessary to approach each service individually to establish the local arrangements, as car parks are managed locally. This is estimated to take over eighteen hours to collate. Please be advised that, if you wish to refine your request to within the appropriate limit, such as a particular car park location within the Trust, then such a request can be processed within the limit. If so, please submit a new request.

Question 6: Do you currently use ANPR to manage your staff car parks?

Answer: The Trust has reviewed Question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request and in order to collate this information, it would be necessary to approach each service individually to establish the local arrangements, as car parks are managed locally. This is estimated to take over eighteen hours to collate. Please be advised that, if you wish to refine your request to within the appropriate limit, such as a particular car park location within the Trust, then such a request can be processed within the limit. If so, please submit a new request.

Question 7: If yes, is that for all staff car parks or partial coverage?



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Answer The Trust has reviewed Question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
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Question 8: Are your ANPR cameras located at car park entrances/exits to capture only vehicles which are parking, or at the main entrance point to the hospital site to capture all vehicles entering the site?

Answer The Trust has reviewed Question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
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The Trust has reviewed your request and in order to collate this information, it would be necessary to approach each service individually to establish the local arrangements, as car parks are managed locally. This is estimated to take over eighteen hours to collate. Please be advised that, if you wish to refine your request to within the appropriate limit, such as a particular car park location within the Trust, then such a request can be processed within the limit. If so, please submit a new request.

Question 9: If at the site entrance, is there a time limit by which vehicles can leave without having to pay or being liable for a Parking Charge Notice?

Answer The Trust has reviewed Question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request and in order to collate this information, it would be necessary to approach each service individually to establish the local arrangements, as car parks are managed locally. This is estimated to take over eighteen hours to collate. Please be advised that, if you wish to refine your request to within the appropriate limit, such as a particular car park location within the Trust, then such a request can be processed within the limit. If so, please submit a new request.

Question 10: If drivers are accessing the site and are not expected to pay e.g. deliveries, by what method does the driver validate their parking to be able to exit the site without having to pay or being liable for a Parking Charge Notice?



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Answer The Trust does not charge for parking.

Question 11: Do you use parking attendants to patrol your car parks?

Answer Yes, for some car parks.

Question 12: If yes, are these Trust employees or from an external company?

Answer From an external company.

Question 13: If Trust employees, do they undertake other duties such as security?

Answer Not applicable.

Question 14: How many parking attendants cover your sites (regardless whether they are Trust employed or contractors) and is the coverage 24/7/365?

Answer The Trust has reviewed Question 14 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 15: How many car parking spaces does the Trust have (split by site if a multi-site Trust), with the figure being split by staff, Patients & Visitors and Blue Badge holders?

Answer The Trust has reviewed Question 15 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

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Question 16: If your car parking service is not managed in-house, do you have a car park management contract with an external company?

Answer: Yes.

Question 17: If yes, who is that company?

Answer UK Car Parking Management (CPM).



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Question 18: Is this contract on a zero cost basis to the Trust? For example, does the contractor supply, install and maintain the system at no cost to the Trust?

Answer Yes, there are no up-front costs. Please note that UKCPM deduct 15% of the parking revenue received by ELFT, as well as the majority of the PCN revenue that may be received by ELFT.

Question 19: If not, what costs are charged to the Trust?

Answer UKCPM deduct 15% of the parking revenue received by ELFT, as well as the majority of the PCN revenue that may be received by ELFT.

Question 20: What are the contact details for the person responsible for parking matters at your Trust?

Answer: Elft.parking@nhs.net is the administrator supporting the permit application process and receiving queries from staff.

Question 21: Who undertakes and funds car park and roadway repairs i.e. in-house parking management services, in-house Estates, or an external company?

Answer: This varies by site with different arrangements in place with landlords providing this service where ELFT occupies (Private finance initiatives – PFI) or (Community health partnerships - CHP sites), or for shared sites with other NHS trusts. For freehold sites works are managed by CBRE and funded through the relevant capital or revenue budgets

Question 22: On a typical day, does the capacity of your staff, patient & visitor, and Blue-Badge car parks meet the level of demand from users?

Answer The Trust has reviewed Question 22 of your request for information under the Freedom of Information Act (FOI) 2000.

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Car Parking Revenue

Question 23: What was the total revenue generated from Patient & Visitor car parking charges (the revenue generated from Patients & Visitors having to pay to park on site) for every hospital within your Trust for the full financial year 2025/2026?

Answer: The Trust has reviewed Question 23 of your request for information under the Freedom of Information Act (FOI) 2000.

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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 24: Does the Trust retain 100% of this revenue or, is there a revenue share arrangement with an external parking contractor? If so, what % of this income does the Trust receive?

Answer: The Trust has reviewed Question 24 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:
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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 25: What was the total revenue generated from staff car parking charges (the revenue generated from all forms of staff permits) for every hospital within your Trust for the full financial year 2025/2026?

Answer: The Trust has reviewed Question 25 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:
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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 26: Does the Trust retain 100% of this revenue or, is there a revenue share arrangement with an external parking contractor? If so, what % of this income does the Trust receive?

Answer: The Trust has reviewed Question 26 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:
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Question 27: What is the current charging tariff for patients and visitors, and what concessions are available? Supply URL if information is on your public website



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Answer: The Trust has reviewed Question 27 of your request for information under the Freedom of Information Act (FOI) 2000.

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(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 28: When were patient/visitor tariffs last increased?

Answer: The Trust has reviewed Question 28 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 29: What is the current charging tariff for staff permit holders, and how are permits paid e.g. salary deduction, pay as you go, permits purchased from an external company, etc.?

Answer: The Trust has reviewed Question 29 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 30: When were staff parking charges last increased?

Answer: The Trust has reviewed Question 30 of your request for information under the Freedom of Information Act (FOI) 2000.

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Car Parking Enforcement

Question 31: How many Parking Charge Notices were issued within your NHS Trust in the last full financial year 2025/2026

Answer The Trust has reviewed Question 31 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 32: What was the total revenue generated from those PCNs in the last full financial year 2025/2026

Answer Not applicable.

Question 33: How many of those PCNs were cancelled on appeal?

Answer Not applicable.

Question 34: Does the Trust receive any of the Parking Charge Notice revenue generated, if so, what % of the revenue does the Trust receive?

Answer The Trust has reviewed Question 34 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 35: Can the Trust cancel any Parking Charge Notice that they request to be cancelled or are there limits in place e.g. 'x' number per month?

Answer The Trust has reviewed Question 35 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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Question 36: If so, is the Trust charged for cancelling a Parking Charge Notice and, if so, what is that cost?

Answer Not applicable.

Question 37: What is the current Parking Charge Notice value (full charge and 14 day discounted value) if issued for a contravention in one of your car parks?

Answer The Trust has reviewed Question 37 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 38: Does the Trust (or your external supplier if applicable) pursue unpaid PCNs via a debt collection agency?

Answer The Trust has reviewed Question 38 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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East London NHS Foundation Trust does not record the information requested as it does not charge for Trust car parks. The Trust is therefore unable to provide a response.

Question 39: Does the Trust (or external supplier) pursue unpaid Parking Charge Notices via court action? If so, how many cases went to court in the last full financial year 2025/26 or, for the most recent 12 month period?

Answer The Trust has reviewed Question 39 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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