



East London

NHS Foundation Trust

Information Governance

Robert Dolan House

9 Alie Street

London

E1 8DE

Email elft.foi@nhs.net

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

27th August 2026

Our reference: FOI DA6728

We are responding to your request for information received 17th 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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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: NHS Car Park Management Contracts

1. Contract Details

- Please provide the name of the current parking management operator(s) used across all Trust sites.
- Please provide the contract start date and expiry date for each parking management contract currently in place.
- Please confirm whether any extension options are available within the current agreement and the duration of each extension.
- Please provide the procurement framework used to award the contract (if applicable).
- Please confirm whether the contract was directly awarded or competitively tendered.
- Please provide the annual contract value or estimated total contract value.

Answer: UK Car Parks Management Ltd

The contract started on 2 May 2025 and will end on 1 May 2029

There is an option to extend the contract for two additional 12-month periods.

National Framework Partnership

Direct award

Rates based on number of permits granted and PCN's charged

Question 2: Site Information

- Please provide a list of all Trust sites where parking management services are provided.
- Please provide the approximate number of parking spaces at each site.
- Please confirm which sites operate:
 - o ANPR enforcement
 - o Warden patrols
 - o Pay & Display systems
 - o Pay by Phone systems
 - o Barrier systems
 - o Permit systems
 - o CCTV bay monitoring
 - o Staff parking schemes

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:

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 for information and identified that the majority of the information requested is not held in a centralised format. The time required to locate, retrieve, and extract the information would exceed 18 hours and therefore surpass the appropriate limit set out under the Freedom of Information Act 2000.



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Question 3: Revenue & Financial Performance

- Please provide the annual parking income received by the Trust for the last 3 financial years from:
 - o Pay & Display income
 - o Pay by Phone income
 - o Staff permits
 - o Visitor permits
 - o Parking Charge Notices (if revenue shared)
- Please provide the percentage revenue share arrangement between the Trust and the operator.
- Please confirm whether the operator pays any management fee, rental payment or guaranteed minimum income to the Trust.
- Please provide details of any capital investment made by the operator as part of the contract.

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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Question 4: Parking Charge Notice (PCN) Information

- Please provide the total number of PCNs issued in each of the last 3 financial years.
- Please provide the total number of PCNs cancelled in each of the last 3 financial years.
- Please provide the number of successful appeals in each year.
- Please provide the total amount of PCN revenue collected in each year.
- Please confirm the current PCN charge amount and discounted payment amount.

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: Operational Performance

- Please provide copies of any current KPIs or SLAs used to measure parking management performance.



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- **Please provide details of any service credits or penalties issued against the contractor in the last 3 years.**
- **Please provide details of any major operational issues or disputes experienced with the current operator.**
- **Please confirm whether the Trust has experienced any significant complaints relating to parking management in the last 3 years.**

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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Question 6: Technology & Systems

- **Please confirm the parking management software platform currently used by the operator.**
- **Please confirm whether the Trust has access to a live reporting portal or management dashboard.**
- **Please confirm whether the parking systems integrate with any Trust systems.**
- **Please confirm whether EV charging management forms part of the contract.**

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

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Question 7: Staffing & Enforcement

- **Please confirm whether enforcement is carried out by:**
- **Directly employed wardens**
- **Mobile patrol officer**
- **Third-party subcontractors**
- **Please provide the average number of patrol hours carried out per**
- **Please confirm whether parking staff are dedicated solely to the Trust or shared across multiple contracts.**

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: Procurement & Future Opportunities

- **Please confirm whether the Trust intends to re-tender the parking management contract upon expiry.**
- **Please confirm whether any soft market testing or preliminary market engagement has taken place.**
- **Please confirm the anticipated procurement route for any future parking management tender.**
- **Please provide the contact details for the person or department responsible for parking contract procurement.**

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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