

Ref no: 119260617  
From: [Commercial](#)  
Date: 26/06/2017  
Subject: How many Car Parking Sites

## REQUEST

We request answers to the following questions as fully as possible:

1. How many car parking sites fall under the remit of the St Helens and Knowsley Hospitals 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 St Helens and Knowsley Hospitals NHS Trust face in regards to the provision of parking for patients/carers/visitors?

9. What are the key challenges that the St Helens and Knowsley Hospitals 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)

## RESPONSE

1. At Whiston Hospital there are:-  
6 staff car parks and 4 visitor car parks

At St Helens Hospital there are:-  
3 staff car park and 1 visitor car park

2. In total at Whiston Hospital there are 938 staff car park spaces and 620 visitor spaces. At St Helens there are 452 staff car park spaces and 261 visitor spaces.

3. St Helens and Knowsley Teaching Hospitals manage their car parks via a Third Party

4. The Third Party provider is  
a) Medirest  
b) The contract duration is from 2006 until 2018  
c) The basis of the contract is operator and management  
d) None

5. The visitor car parks are controlled by Pay on Foot and the staff car parks are barrier controlled.

6. Yes, data is available to identify patterns of use etc via the access cards and barrier system.

7. Parking charges signage is visible at the entrance to all visitor and patients car parks in addition to the number of spaces available. Medirest also provide car park attendants who regularly patrol all car parks at both sites.

8. The key challenges for St Helens and Knowsley Teaching Hospital are ensuring adequate number of spaces are available for patients, carers, and visitors at all times.

9. The key challenges for St Helens and Knowsley Teaching Hospital is ensuring adequate number of spaces for staff at all material times.

10. Members of the Trust Travel and Transport Group meeting attend the NPAG (National Patient Advisory Group) for Transport and Car Parking on a quarterly basis along with Car Park managers from other Trusts to listen to presentations from various Transport and car parking companies and join in on the members exchange area.

11. The person responsible for car parking under the PFI contract is Andrew Robertson, Car Parking and Security Manager from Medirest. and Joanne Welsby from the Trust, Facilities Management and Patient Environment Manager