



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

22nd July 2026
Internal Reference: 260737
Email:

Dear ,

Thank you for your request for information, which we received on **17/07/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Your Request

Please can you provide the following information relating to the Trust's current parking management arrangements under the Freedom of Information Act 2000.

Where possible, please provide information for all Trust-operated sites.

If any part of this request exceeds the cost limits under the Act, please advise which sections could be refined to remain within scope.

Many thanks,

Commercial & Operational FOI Questions

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.

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:
 - ANPR enforcement
 - Warden patrols
 - Pay & Display systems
 - Pay by Phone systems
 - Barrier systems
 - Permit systems
 - CCTV bay monitoring
 - Staff parking schemes

3. Revenue & Financial Performance

- Please provide the annual parking income received by the Trust for the last 3 financial years from:
 - Pay & Display income
 - Pay by Phone income
 - Staff permits
 - Visitor permits
 - 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.

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.

5. Operational Performance

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

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.

7. Staffing & Enforcement

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

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.



Formal Response

This request is not applicable to South East Coast Ambulance Service NHS Foundation Trust, as the Trust does not use any external car park management organisations.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust

