

Ref FOI17 452
Date 17 November 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

A barrier was due to arrive and be installed on the grounds of St Mary's Hospital (Isle of Wight) on October 23rd 2017. The barrier has not arrived and is yet to be installed. Why has the arrival and installation been delayed?

Response - The Trust is installing the barrier as a part of our Car Parking and Security Management Services contract with Apcoa and unfortunately Apcoa were let down by their supply chain.

What is causing the delay?

Response - As outlined above, the delay has been caused by Apcoa and their supply chain and we are working closely with Apcoa to resolve the issue. The Trust can confirm that the barrier is now in place and the final stages of installation and commissioning are due to be completed shortly after which the Trust will confirm a 'go-live' date to staff, visitors and the public.

An automatic number plate recognition system was also meant to be in operation as of October 23rd. Has that been installed?

Response - There are two areas where automatic number plate recognition (ANPR) will be installed; 1) as a part of the barrier to enable specific vehicles to pass through the barrier and 2) on the two main visitor car parks. As outlined above the barrier ANPR has been delayed and the Trust will confirm a 'go-live' date shortly. The visitor car park ANPR is still on programme to be installed and go-live in advance of Christmas 2017 as planned and as soon as the Trust have a 'go-live' date we will communicate this to staff, visitors and the public.

Is that automatic number plate recognition system now operating?

Response - As outlined above.

If the new system is not installed yet - what is the reason for this?

Response - As outlined above.

What percentage of the income generated from the parking machines will go directly back into the Trust?

Response – 100%

What percentage of income generated from the parking machines is given to APCOA?

Response - The Trust contract with Apcoa for the provision of Car Parking and Security Management services including the provision of and investment in car parking equipment and technology, its maintenance and insurance. The Trust do not pay Apcoa a % of the income generated they are paid a fixed contract fee.

What amount of money (in pounds) from the parking machines goes directly to the Trust per year?

Response - Income from car parking fluctuates year on year and comes from a variety of sources, not just 'parking machines'. Last financial year (1/4/16 to 31/3/17) the Trust received £430,772 from staff permits and visitor payments.

What amount of money (in pounds) from the parking machines goes to APCOA per year?

Response - The Trust's contract with Apcoa has a fixed annual cost of £308,117.60 which includes:

- the provision of 2 x Car Parking / Security Officers on site 24 hours a day, 365 days a year,
- investment in new car parking equipment and technology and its maintenance, replacement and insurance,
- improvements to road and car parking line marking, specific external work improvements.

What amount of money (in pounds) has been generated by the parking machines and put directly into the trust, annually over the last five years?

Response - The Trust has seen a decline in car parking income year on year over the past five years with gross income falling from £480k in 2013/14 to £430k in 2016/17. The fall in income is primarily caused by worn-out and un-reliable equipment and this is being replaced with modern technology as a part of Apcoa's new contract. The Trust envisage car parking income increasing as a direct result of the new equipment and technology, and improved management. The net income achieved from car parking is reinvested back into the Trust for the safety of patients, visitors and staff who access our services.

What amount of money (in pounds) has been generated by the parking machines and put directly into APCOA, annually over the last five years?

Response - The Trust's contract with Apcoa commenced on 1/4/2017 and prior to that the Trust contracted with other third party service providers to provide different contractual

requirements. Apcoa's fixed annual contract sum is £308,117.60, as outlined above, and the contract duration is 5 years, which commenced on 1/4/2017.

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team

