

<b>Reference:</b>	FOI.16903.25
<b>Subject:</b>	Parking contracts and enforcements
<b>Date of Request:</b>	19 March 2025

**Requested:**

I am submitting this request under the **Freedom of Information Act 2000**. Please provide the following information relating to the contract(s) your institution holds with **Vehicle Control Services Ltd (VCS) and/or Excel Parking Services Ltd**, including but not limited to:

**1. Contractual Arrangements:**

- A copy of any current and previous contracts held between your institution and VCS/Excel Parking Ltd, including all amendments and schedules.
- The **financial arrangements** of the contract, including any payments made by your institution to VCS/Excel or any **revenue-sharing agreements** where your institution receives a percentage of parking charge notices (PCNs) issued.

**2. Parking Charge Notices (PCNs) & Revenue Data:**

- The total number of PCNs issued by VCS/Excel Parking on behalf of your institution over the past five years.
- The total revenue generated from PCNs at your site(s), including the amount retained by VCS/Excel and the amount (if any) received by your institution.
- A breakdown of all administrative costs, commission structures, or any other financial benefits your institution receives from enforcement activities.

**3. Complaints & Legal Challenges:**

- The number of complaints received about VCS/Excel Parking Ltd's enforcement actions in the last five years.
- A breakdown of complaints categorised by issue (e.g., unfair ticketing, failure to provide evidence, harassment, unreasonable appeal rejections).
- Any legal actions taken against your institution in relation to parking enforcement (including tribunals, court cases, or ombudsman investigations).

**4. Compliance & Oversight:**

- Copies of any audits, compliance reviews, or assessments conducted by your institution regarding VCS/Excel Parking Ltd's operations.
- Any records or correspondence showing how your institution ensures that VCS/Excel operates within the bounds of consumer protection laws, data protection regulations (GDPR), and industry best practices.

**5. Termination & Alternative Arrangements:**

- Details of any contract termination clauses, penalty clauses, or considerations for ending the agreement with VCS/Excel.
- Any discussions, reports, or evaluations conducted on seeking alternative parking enforcement providers or bringing parking management in-house.

**Response:**

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold the information requested, as the UHB has not utilised the services of the specified companies.