

Reference:	FOI.21067.26
Subject:	Parking management arrangements
Date of Request:	17 July 2026

Requested:

NHS Car Park Management Contracts

Contract Details

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

Site Information

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

Revenue & Financial Performance

10. Please provide the annual parking income received by the Trust for the last 3 financial years from:
 - a. Pay & Display income
 - b. Pay by Phone income
 - c. Staff permits
 - d. Visitor permits
 - e. Parking Charge Notices (if revenue shared)
11. Please provide the percentage revenue share arrangement between the Trust and the operator.

12. Please confirm whether the operator pays any management fee, rental payment or guaranteed minimum income to the Trust.

13. Please provide details of any capital investment made by the operator as part of the contract.

Parking Charge Notice (PCN) Information

14. Please provide the total number of PCNs issued in each of the last 3 financial years.

15. Please provide the total number of PCNs cancelled in each of the last 3 financial years.

16. Please provide the number of successful appeals in each year.

17. Please provide the total amount of PCN revenue collected in each year.

18. Please confirm the current PCN charge amount and discounted payment amount.

Operational Performance

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

20. Please provide details of any service credits or penalties issued against the contractor in the last 3 years.

21. Please provide details of any major operational issues or disputes experienced with the current operator.

22. Please confirm whether the Trust has experienced any significant complaints relating to parking management in the last 3 years.

Technology & Systems

23. Please confirm the parking management software platform currently used by the operator.

24. Please confirm whether the Trust has access to a live reporting portal or management dashboard.

25. Please confirm whether the parking systems integrate with any Trust systems.

26. Please confirm whether EV charging management forms part of the contract.

Staffing & Enforcement

27. Please confirm whether enforcement is carried out by:

- a. Directly employed wardens
- b. Mobile patrol officers
- c. Third-party subcontractors

28. Please provide the average number of patrol hours carried out per week.

29. Please confirm whether parking staff are dedicated solely to the Trust or shared across multiple contracts.

Procurement & Future Opportunities

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

Response:

Hywel Dda University Health Board (UHB) has applied an exemption under Section 43 of the FoIA to the contract value requested for question 6, as it relates to a third party, and disclosure would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of the use of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the supplier, as it would disclose their pricing and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: The UHB has considered that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the suppliers' competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with or are bidding to contract with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

Therefore, the public interest in withholding the contract value is greater than the interest in disclosing it and thereby giving unfair commercial advantage to competitors of the company to which this information concerns.

Additionally, the UHB is withholding some personal information, such as names and signatures that relate to some of its staff and third parties. This decision has been made as it is not within the reasonable expectations of these individuals that their personal data, including signatures, would be released into the public domain. Accordingly, the UHB has applied redactions within the attachment provided. This information is classed as personal data of a third party. Therefore, it is being withheld in accordance with the exemption set out in section 40(2) of the FoIA, by virtue of section 40(3)(a) of the FoIA, which permits a public authority to withhold personal data other than the requestor's where the disclosure would breach Data Protection principles.

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations (GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

1. The UHB confirms CP Plus Ltd are the current parking management operators used across all UHB sites.
2. The UHB confirms the start and end dates for the current contract are from 1 April 2026 to 31 March 2029.
3. The UHB confirms two (2) twelve (12) month extensions are available.
4. The procurement framework used to award the contract was the NHS SBS Framework for Sustainable Transport and Infrastructure - Lot 8. Car Park Management reference: SBS/10235.
5. The UHB confirms the contract was competitively tendered.
6. An exemption under Section 43 of the FoIA has been applied.
7. The UHB confirms that the hospital sites where parking management services are provided, are:
 - Glangwili General Hospital (GGH)
 - Withybush General Hospital (WGH)
 - Prince Philip Hospital (PPH)
8. The UHB provides within the table below, the approximate number of parking spaces at each of the sites detailed within our response to question 7.

Site	Number
GGH	583
WGH	560
PPH	409

9. The UHB provides within the table below, details of which sites operate the listed systems.

System	Site
ANPR enforcement	GGH and PPH
Warden patrols	GGH, WGH and PPH
Pay & Display systems	None
Pay by Phone systems	None
Barrier systems	None
Permit systems	GGH, WGH and PPH
CCTV bay monitoring	None
Staff parking schemes	None

10. The UHB did not receive any income from the income streams listed within parts a - d of your request. However, the UHB provides within the table overleaf, the annual parking income received from Parking Charge Notices (PCN), during the 2023/24 to 2025/26 financial years.

Year	Amount
2023/24	£16,504.40
2024/25	£28,186.00
2025/26	£34,819.00

Please note: the figures within the table above represents the total net return to the UHB.

11. The UHB confirms zero (0) percent of the revenue is shared with the operator.

12. The UHB confirms the operator does not pay any management fee, rental payment or guaranteed minimum income.

13. The UHB confirms no capital investment is made by the operator as part of the contract.

14. The UHB provides within the table below, the number of PCNs issued, during the 2023/24 to 2025/26 financial years.

Year	Number
2023/24	1,851
2024/25	2,140
2025/26	2,948

15. The UHB provides within the table overleaf, the number of PCNs cancelled, during the 2023/24 to 2025/26 financial years.

Year	Number
2023/24	237
2024/25	137
2025/26	255

16. The UHB provides within the table below, the number of successful appeals, during the 2023/24 to 2025/26 financial years.

Year	Number
2023/24	62
2024/25	72
2025/26	9

17. See response to question 10.

18. The UHB provides within the table below, the current PCN charge amount, along with the discounted payment amount.

Time period	Amount
14 days +	£50.00
Within 14 days	£25.00

19. The UHB provides a copy of the KPIs used to measure parking management performance, at Attachment 1. Appropriate redactions have been applied to the information that does not fall within the scope of the request.

20. The UHB confirms it did not issue any service credits or penalties against the contractor, during the 2023/24 to 2025/26 financial years.

21. The UHB confirms it does not have any major operational issues or disputes with the current operator.

22. The UHB confirms it has received complaints relating to parking management, during the 2023/24 to 2025/26 financial years.

23. The UHB confirms the parking management software platform currently used by the operator is Zat Park.

24. The UHB does have access to a live reporting portal/management dashboard.

25. The UHB confirms the parking system does not integrate with any UHB systems.

26. The UHB confirms that Electric Vehicle (EV) charging management does not form part of the contract.

27. The UHB provides the information requested within the table below:

a.	Directly employed wardens	Yes
b.	Mobile patrol officers	No
c.	Third-party subcontractors	No

28. The UHB confirms that an average of twenty-five (25) patrol hours are carried out each week.

29. The UHB confirms there is dedicated staff parking.

30. The UHB confirms that it intends to re-tender the parking management contract upon expiry.

31. The UHB confirms no soft marketing testing, or preliminary market engagement has taken place.
32. The UHB does not hold the information requested as the future parking management tender procurement route is yet to be determined.
33. The UHB confirms the Senior Procurement Business Manager is responsible for the parking contract. Their email address is: Hdtproc.Reporting@wales.nhs.uk.