Ref No: DGS 051
21 July 2017

Dear

Further to your request for information dated 26 June 2017 the information requested is below

1. How many car parking sites fall under the remit of the NHS Dartford, Gravesham and Swanley CCG?

Please note that NHS Dartford Gravesham and Swanley Clinical Commissioning Group only lease car parking spaces at one site and permit parking in public car parks at the other site and the information provided below is based on those arrangements.

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2. Roughly how many spaces do they provide in total across all sites?

53

3. Does the organisation manage their Car Parks directly (go to Q5) or via a Third Party (go to Q4)?

Yes NHS Dartford Gravesham and Swanley CCG do go via a third party

4. If managed by a Third Party:

a. Who is the provider

At the CCG’s site in Swanscombe – Swanscombe Health Centre
At the CCG’s site at Gravesend Civic Centre (GCC) – Gravesham Borough Council and Thamesgate Parking.

b. Dates of the contract duration (from/to)?

Swanscombe: Licence – timescale unknown
GCC: Renewed on a six monthly basis based on an as and when required basis

c. What is the basis of the contract (build/operate; land lease; management only etc)?

N/A

d. Any pros/cons of this arrangement?

N/A

5. How is parking currently controlled, e.g. POF, P&D, Permit, parking officers, barrier control, in/out global counting, bay occupancy?

Swanscombe – allocated parking bays
GCC - Permits

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?

No

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?

Swanscombe: Identified in car park area
GCC: Identified parking in Lord Street (Gravesham Borough Council) and Thamesgate Parking – park anywhere but both sites require permits to be displayed.

8. What are the key challenges that the NHS Dartford, Gravesham and Swanley CCG face in regards to the provision of parking for patients/carers/visitors?

Swanscombe: Shared site with GP practice, pharmacy and school, usually free spaces for visitors available. No patients or carers visit as this is a call centre function.

GCC: There are two on-site accessible parking bays in the basement of the offices at Gravesham Borough Council allocated to the CCG which staff use that could be made available if required.
9. What are the key challenges that the NHS Dartford, Gravesham and Swanley CCG face in regards to the provision of parking for staff?

Swanscombe N/A

CCG Lack of parking space local to office area that can be leased/rented for staff car parking. As it is a busy town centre purchase of permits in local authority/shopping centre car parks impacts on the parking for visitors to Gravesend Town Centre.

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?

No

11. Who is the person responsible for Car Parks in your organisation (Name, Title, telephone and direct email)

Corporate Governance Team – swale-dgs.ig@nhs.net

If you have any queries or concerns please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dgsccg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
www.ico.gov.uk

Please remember to quote the reference number above in any future communications.