

RE: Freedom of Information Request 201718 / 113 – Car Parking

| Your Query & NHS Orkney Response | Date of Request | June 2017 |
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| <p>We request answers to the following questions as fully as possible:</p> <ol style="list-style-type: none"> 1. How many car parking sites fall under the remit of the NHS Orkney? 19. 2. Roughly how many spaces do they provide in total across all sites? 380. 3. Does the organisation manage their Car Parks directly (go to Q5) or via a Third Party (go to Q4)? Directly. 4. If managed by a Third Party: <ol style="list-style-type: none"> a. Who is the provider? N/A. b. Dates of the contract duration (from/to)? N/A. 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? N/A. 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? Signage. 8. What are the key challenges that the NHS Orkney face in regards to the provision of parking for patients/carers/visitors? Not enough spaces during peak periods. 9. What are the key challenges that the NHS Orkney face in regards to the provision of parking for staff? Not enough spaces during peak periods. 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). Alan Scott, Head of Estates, 01856 888006, alanw.scott@nhs.net. | | |

