

Freedom of Information Act 2000 – Request Reference FoI/23/591

Glamorgan House Parking

Information Requested:

1. Is the car park at UHW marked 15b for staff only or 'visitors and patients or both. See enclosed examples.
2. Who is the landowner, with a duty of care for those sick people attending Glamorgan House.
3. Who is responsible for ensuring and installing correct unconfusing signage.
4. Do you have your the name of your own Parking manager to oversee the Parking Company.
5. Where is the evidence I ever attended for a procedure and any discharge paperwork. (I only received a phone appointment.)
6. On 30/10/23 I attended Glamorgan House, where the car registration machine was not operating correctly. No receipts or acknowledgements were being issued, witnessed by wife and carer and two helpful reception staff advised us it should be ok not to worry. Did any of your staff contact the parking company to inform them of a fault on or near this day. Any can office staff confirm this in writing.
7. Does a blue badge need to be registered with the hospital, can one park in any other empty space.

Response Details:

1. Both. Car Park 15b is primarily a staff car park. However, because there are patient clinical services provided within the locality, provision has also been made for specific patient and visitor parking.

Vehicles are captured on camera entering and leaving the car park. Patients and visitors must register their vehicle at one of the parking terminals in either Monmouth House or Glamorgan House in order to exempt themselves from staff parking and qualify for six hours' patient or visitor parking.

There is a 20-minute grace period to allow for patients and visitors to register.

2. Cardiff and Vale University Health Board (the UHB).
3. ParkingEye are responsible. Signage is compliant, and British Parking Association approved, in order to facilitate enforcement.
4. Yes.
5. After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing with regard to Articles 5, 6, and 9 of the GDPR. We are therefore withholding this detail under section 40(1) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

6. The UHB does not hold this information. Please be aware that the Freedom of Information Act 2000 only applies to information that a public authority holds in recorded form at the time of request.

The Information Commissioner's Office (ICO) states that if a public authority does not hold a particular piece of information that a requestor has asked for, it does not have to create it. For more information, please see [ICO: Determining Whether a Public Authority Holds Information](#).

7. Patients and visitors with a Blue Badge do not need to register with the hospital, but need to register on the parking system. There are Blue Badge spaces within car park 15b.

Patients and visitors using these disabled parking spaces will need to register their vehicle for parking as above selecting the 'Blue Badge' option on the terminal to qualify for six hours' parking. Drivers will also need to clearly display a valid Blue Badge.

Patient or visitor Blue Badge holders can also use other patient or visitor spaces but will still need to enter their registration at a terminal selecting the 'Patient/Visitor' option.

Patient or visitor Blue Badge holders are not permitted to park in staff parking spaces. They risk receiving a penalty charge notice (PCN) by doing so.