

**Reference: FOI 25006**

**Details of the request:**

I am submitting a formal request under the Freedom of Information Act 2000. I would like to request detailed information on parking within your university estate for the period from April 2023 to March 2024.

**1. Pay and Display (P&D) Parking Transactions, Availability, and Revenue (Non barrier-controlled car parks)**

- **Parking Availability:** Please confirm whether or not the university allows for Pay & Display (P&D) parking for (a) staff, (b) students and (c) visitors.

Response:

- Please confirm the number of Pay & Display spaces available for use by (a) staff, (b) students and (c) visitors.

- **Permit Parking:** Please confirm whether the university has 'permit holder only' parking.

Response:

- **Total Number of Parking Transactions:** Please provide the total number of transactions and ticket sales for parking, including both Pay by Phone and Pay & Display (P&D) Machine transactions.

Response:

- **Pay by phone Transactions:** Specify the number of parking transactions processed via your Pay By Phone supplier(s).

Response:

- **Total Parking Income (Including VAT, Excluding Permits and PCNs):** Provide the total income for parking, including VAT but excluding income from permits and PCNs.

Response:

**Summary**

LSBU is able to supply **all** of the information request.

**x**

The information (or links to the information if it is already published) set out below.

LSBU is able to supply **part** of the information requested.

The information (or links to the information if it is already published) set out below, together with the reason for the partial response.

LSBU is unable to supply any of the information requests. Reasons set out below.

- Pay by phone Income: Specify the total income from parking transactions processed via your Pay By Phone supplier(s).  
Response:

## 2. Payment Methods for Parking Transactions

- List of Payment Methods: Please provide a complete list of all payment methods currently offered for all parking transactions, including but not limited to cash, card, contactless, and mobile app options.

Response:

- Please indicate the name of the supplier for each payment method e.g Metric, Flow bird, IPS etc.

Response:

- Pay by phone Parking: Please provide the name of the 'pay by phone' supplier used by the university today e.g Ringo, Paybyphone, Just park.

Response:

- Please confirm the current contract expiry for the university's 'pay by phone' service, including any extension options that are available / unused

Response:

## 3. Third Party Parking Enforcement / Parking Management

- Parking Enforcement: If undertaken by a third party, please provide the name of the parking enforcement supplier used by the university today e.g UKPC, Parking Eye, First Parking.

Response:

- Please confirm the current contract expiry for the university's 'parking enforcement' supplier, including any extension options that are available / unused.

Response:

- Managing Agents or other third parties: If applicable, please provide the name of any additional third parties responsible for managing the

university's parking today e.g Mitie, Carlisle Support Services.

Response:

- Please confirm the current contract expiry for the university's, if applicable, managing agent or other third party, including any extension options that are available / unused

Response:

#### 4. Pay on Foot / Pay on Exit Car Parks

- Pay on Foot / Pay on Exit Car Park Overview:
  - Number of Pay on Foot Car Parks: Confirm the number of car parks within your estate that are equipped with barrier access.  
Response:
  - Total Number of Spaces: Specify the total number of parking spaces available within these barrier-accessed car parks.  
Response:
- Pay on Foot / Pay on Exit Car Park Transactions:
  - Total Transactions: Provide the total number of parking transactions and ticket sales within barrier-accessed car parks.  
Response:
  - Income from Pay on Foot Car Parks: Specify the total parking income generated solely from barrier-accessed car parks.  
Response:
  - Equipment Manufacturer: Identify the manufacturer(s) of the barrier equipment currently installed and in use at these car parks.  
Response:

#### 5. Future plans

- Please could you provide a narrative response outlining any significant changes or procurement exercises that are being considered in the

2025/2026 financial year to the Contracts / suppliers mentioned in this request, for example:

- Pay by phone supplier
- P&D Machine provision
- Pay on Foot / Pay on Exit equipment
- Parking enforcement provider

Response:

- Please could the university confirm whether they have any plans to join the government's National Parking Platform in the future?

Response:

#### Details of our response:

#### Exemption:

Exemption	Applied?	Rationale
Section 21 – information already reasonably accessible		
Section 22 – information intended for future publication		
Section 22A – research information		
Sections 30 and 31 – investigations and prejudice to law enforcement		
Section 40(2) – personal information		
Section 43 – trade secrets and prejudice to commercial interests		

#### Response:

Please note that LSBU does not provide any pay and display parking spaces.

- 1) N/A
- 2) N/A
- 3) Parking Enforcement: One satellite site uses Wise Parking
  - Sep 2026 (rolling)
  - Mitie; ends June 2028 with options to extend
- 4) N/A
- 5) Information not recorded/held

If you wish to request a review, please set out in writing your reasons and send it within 2 months of the date of this letter to the Group Chief People and Legal Officer, London South Bank University, 103 Borough Road, London, SE1 0AA. We will aim to carry out the review within 20 working days, or in exceptional circumstances within 40 working days.

If you are not satisfied with the review decision, you have the right to complain to the Information Commissioner whose contact details can be found at <https://ico.org.uk/make-a-complaint/>