

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-042025-0001561

**Date:** 24.4.25

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Request**

In order to assist you with this request, I am outlining my query as specifically as possible. It relates to occurrences of scam/fake QR codes in hospital car parks. I would be interested in the following information relating to any incidents of this in hospital car parks owned or controlled by your trust:

- Have hospital parking enforcement officers (or equivalent role with oversight over hospital car parks) recorded/noted any incidents of fake or scam QR codes in hospital car parks owned or controlled by the trust? (Yes or No)
- If the trust uses 3rd party operators to manage their hospital car parks - have these operators made the trust aware of any incidents of fake/scam QR codes in these car parks? (Yes or No)
- Has the trust received any reports from members of the public relating to incidents of fake/scam QR codes in these car parks?
- if yes to any of the above, please provide details of (i) how many and (ii) which sites these incidents took place at.
- If held, please also provide documentation relating to the most recent five incidents (this may include photos/internal reporting/correspondence etc, redacted where necessary)

**Response**

Dudley Group NHS Foundation Trust operates a Private Finance Initiative (PFI) Contract, the hospital buildings are not owned by the Trust but by Summit Healthcare (Dudley) Ltd who the Trust has the PFI contract with. Summit Healthcare (Dudley) Ltd are responsible for providing all of the estates and facility management services which also includes car park management. We therefore do not hold the information you have requested

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**