

Date 16 September 2026
Your Ref FOI-2026-3463
Our Ref FOI-2026-3463

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3463

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 20 August 2026 requesting the following information:

Under the Freedom of Information (Scotland) Act 2002 (and the Environmental Information (Scotland) Regulations 2004 where applicable), I request the following recorded information held by NHS National Services Scotland.

I am a disabled person building Wren Nav, a free, non-commercial accessibility map of the UK. It shows disabled people where accessible toilets, Blue Badge bays and step-free entrances actually are.

NSS holds national estates functions for NHS Scotland, so it may hold in one place what would otherwise take fourteen separate requests.

- 1. Does NSS hold any national dataset, collection or return recording, across NHS Scotland sites: the number or location of designated disabled parking bays; the location of accessible toilets; Changing Places facilities; or step-free entrances? If so, please give its title, fields and format, and provide it.**
- 2. Please provide any equivalent to England's Estates Returns Information Collection that NSS or Health Facilities Scotland operates, and say which accessibility fields it contains.**
- 3. Please provide any guidance or standard NSS has issued to Boards about recording or publishing the accessibility of their estate.**
- 4. Please provide details of any accessibility audit programme run nationally across the NHS Scotland estate, and the data it produced.**
- 5. For NSS's own sites, please provide the location of designated disabled parking bays, accessible toilets, Changing Places facilities and step-free entrances.**

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

Where information exists in machine-readable form, please provide it in CSV or Excel rather than PDF. Electronic copy by email please.

Please treat the items as severable. If one would exceed the cost limit, answer the others and advise me under section 15 how to narrow the rest.

The map is free, carries no advertising and will never be sold. If NSS is content for the information to be re-used and republished for that purpose, please say so.

From 1 April 2026, NHS National Services Scotland (NSS) and NHS Education for Scotland (NES) joined to form Public Services Delivery Scotland (PSD Scotland), enabling transformation in health, social care, and the wider public sector. More information regarding PSD Scotland can be found at the following URL:

[Public Services Delivery Scotland \(PSD Scotland\)](#)

We have now completed the search of our records and can provide you with the following information:

- 1. Does NSS hold any national dataset, collection or return recording, across NHS Scotland sites: the number or location of designated disabled parking bays; the location of accessible toilets; Changing Places facilities; or step-free entrances? If so, please give its title, fields and format, and provide it.**

Please find attached Appendix 1 “Accessible Parking Spaces”, which details the number and locations of disabled/accessible parking spaces recorded within the Strategic Asset Management System (SAMS). Please also find attached Appendix 2 “Accessible Toilets and Changing Facilities”, which details the number and locations of disabled/accessible toilets and changing facilities recorded within the SAMS. SAMS is a national database used by NHSScotland Health Boards (HBs) to record and manage information relating to its property asset portfolio. The information contained within Appendix 1 and 2, has been entered by the respective HBs.

Please note that we cannot confirm that this information is fully complete, as the fields relating to disabled/accessible facilities are not mandatory within SAMS and may not have been populated for all sites. As a result, the information held may not provide a comprehensive record of all disabled/accessible parking spaces across the estate.

To obtain a more complete picture, we recommend contacting the relevant NHSScotland Health Boards directly using the contact details provided below.

Under [Section 17\(1\) of FOISA for “Information not held”](#) Public Services Delivery Scotland (PSD Scotland), formerly NHS National Services Scotland (NSS), does not hold any national dataset, collection or return that details the number or location of step-free entrances.

You may need to contact the local territorial HBs to obtain that information using the details provided below, as under the terms of FOISA we are unable to transfer this request on your behalf.

NHS Ayrshire & Arran

foi@aaaht.scot.nhs.uk

NHS Borders

foi.enquiries@borders.scot.nhs.uk

NHS Dumfries & Galloway	dg.feedback2@nhs.scot
NHS Fife	fife.foirequestfife@nhs.scot
NHS Forth Valley	fv.freedomofinformation@nhs.scot
NHS Grampian	gram.foi@nhs.scot
NHS Greater Glasgow & Clyde	foi@ggc.scot.nhs.uk
NHS Highland	nhsh.foirequestshighland@nhs.scot
NHS Lanarkshire	foi@lanarkshire.scot.nhs.uk
NHS Lothian	loth.freedomofinformation@nhs.scot
NHS Orkney	ORK.FOIrequests@nhs.scot
NHS Shetland	shet.foi@nhs.scot
NHS Tayside	tay.foisa@nhs.scot
NHS Western Isles	wi.infogov-wihb@nhs.scot
NHS Golden Jubilee	FOI@gjnh.scot.nhs.uk

2. Please provide any equivalent to England's Estates Returns Information Collection that NSS or Health Facilities Scotland operates, and say which accessibility fields it contains.

Under [Section 17\(1\) of FOISA for "Information not held"](#) PSD Scotland does not hold any exact equivalent information to England's Estates Returns Information Collection (ERIC) with accessibility fields in it.

NHSScotland Assure (NHSSA) collects information for the State of NHSScotland Assets and Facilities Report (SAFR), which is the closest equivalent to NHS England's ERIC. SAFR provides national reporting on the NHSScotland estate and facilities portfolio and is informed by data submitted by HBs and national asset management datasets.

SAFR does not contain dedicated accessibility fields equivalent to those collected through ERIC. Accessibility-related information may be recorded separately within local HB records, who can be contacted on the details provided above.

3. Please provide any guidance or standard NSS has issued to Boards about recording or publishing the accessibility of their estate.

All of our guidance is available on our website at the following link - [Publications | National Services Scotland](#)

Information on the accessibility of the estate may have been collected as part of statutory compliance surveys, where such data exists, including assessments undertaken to support compliance with the Equality Act 2010.

NHS boards are required, as a matter of policy, to survey their estate on a regular basis (20% each year) in accordance with [CEL 35 \(2010\), A Policy for Property and Asset Management in NHSScotland](#).

Regular survey of the estate (20% each year) is also recommended within [SHTN 00-01, NHS Scotland Property Appraisal Manual](#), which is available on our website.

4. Please provide details of any accessibility audit programme run nationally across the NHS Scotland estate, and the data it produced.

Under [Section 17\(1\) of FOISA for "Information not held"](#) PSD Scotland does not hold information on any specific accessibility audit programme that is undertaken nationally. However, accessibility considerations may be assessed at an individual building level through statutory compliance surveys, including those carried out to support compliance with the Equality Act 2010.

5. For NSS's own sites, please provide the location of designated disabled parking bays, accessible toilets, Changing Places facilities and step-free entrances.

Please find attached Appendix 3 "SCR Audit of NSS Buildings", which details the number of accessible toilets and changing facilities within the PSDS estate.

Under [Section 17\(1\) of FOISA for "Information not held"](#) PSD Scotland does not hold any information which details the number or location of disabled car parking bays or step free entrances for its estate as this level of detail is not recorded.

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](#).

Yours sincerely,

