

Our Ref: PW/KJJ/FOI/0925/1442

8th October 2025

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Telephone: 0300 123 1461

Sent by email

Dear

FOI/0925/1442

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information under the Freedom of Information Act 2000, received on the 23 September 2025. We can now confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website. Please note the ICBs responses in [blue](#).

- 1) Which compan(ies) are currently providing your non-emergency patient transport (NEPT) services?**
- 2) Do they use any subcontractors and, if so, what compan(ies) are those?**
- 3) What is the £ value of the NEPT contracts you have commissioned (please state annual value or total contract value and indicate which)?**
- 4) What is the length of the NEPT contracts with the providers (initial term and any extension options)?**
- 5) What requirements have you shared with providers for what services they have to run and with what kinds of vehicles (please summarise your specification, including any accessibility/vehicle-type requirements, and how many of each kind of vehicle)?**
- 6) Are there any other compan(ies) on your 'framework' (or approved supplier list) that can bid for these services in future and, if so, who are they?**
- 7) When are you next due to go out to tender (or re-commission) NEPT services, or when do current contracts expire?**
- 8) How long did you have to wait between appointing a NEPT provider and the provider commencing the provision of services (mobilisation period)?**
- 9) Approximately how many patients are served annually by NEPT in your ICB area that require wheelchair accessible transport?**
- 10) Approximately how many appointments do patients miss annually because of lack of accessible transport? What kind of missed appointment (e.g. dialysis) is most common?**

[Please find attached spreadsheet which includes the information you have requested.](#)

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance

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