

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

Enc.

Sub-area / Place (if applicable)	Company / Provider(s)	Subcontractor(s)	£ Annual Contract Value (or total; specify)	Contract Length (term + extensions)	Service / Vehicle Requirements	Framework / Other Eligible Companies	Next Tender / Re-commission Date	Mobilisation Period	NEPT patients per year (approx.)	Missed appointments (approx.)
	ERS Medical Patient Transp	No material subcontracts within this Contract	Lifetime Contract Value - £74,410,072 2024/25 Annual Value: £10,600,687	7 Years (Original Term: 5 Years, Optional Extension: 2 Years)	<p>•NEPTS will function as a critical part of the local health economy system for ensuring smooth patient flow, capacity management and timely discharge.</p> <p>•There will be no detriment to patients health and wellbeing during their journey</p> <p>•Patients will arrive in a safe and timely manner</p> <p>•Patients will not spend an unreasonable amount of time on vehicles</p> <p>•Patients will be collected promptly, in reasonable timescales following their appointment</p> <p>•Patients will be treated with courtesy, dignity and respect at all times</p> <p>•The service Provider must take action to reduce carbon emissions and the carbon footprint of patient journeys where possible</p> <p>•The service must be innovative in its approach using best practice and technology to respond to future needs.</p> <p>•NEPTS and the role of the provider will form a key part of the local health economy and Staffordshire Resilience Forum (SRF) emergency response system and the NEPTS provider will in the event of a declared major incident contribute its assets and resources to supporting the response to and recovery from the incident.</p> <p>Vehicle Type Requirements</p> <p>3.13.1 Vehicles available to the provider for daily operations (owned or leased) will be noted as the Core Fleet. Vehicles utilised by sub-contractors or short term temporary replacement vehicles are not part of the Core Fleet</p> <p>3.13.2 Unless explicitly stated, the following requirements apply to both Core Fleet and sub-contractor vehicles.</p> <ul style="list-style-type: none"> All vehicles must be equipped with satellite navigation and two-way radio or mobile telephone. Hands free equipment must be installed in vehicles with solo drivers. The provider will have a clear procedure covering use of communications equipment by a driver and will have a process to ensure this is enforced. This will comply with UK law and national Codes of Practice. All vehicles must be equipped with a tracking device or a similar system which enables service monitoring. <ul style="list-style-type: none"> Any radio or satellite equipment installed on the vehicles must comply with all legislation and national standards and must not interfere with systems and equipment used by healthcare providers. All core fleet vehicles will be clearly marked in with the bidder's logo and the national NHS logo and be readily identifiable as a NHS service non-emergency patient transport vehicle. Sub-contractor vehicles and short term vehicles will be similarly marked if they are to be predominantly used as part of the NEPTS for 3 months or more. The Provider is responsible for ensuring the core fleet is sufficient in size to deliver the specified service. This will include the number of vehicles of each type. The core fleet may be supplemented with short term vehicles and sub-contractor vehicles to ensure the best value service and enable flexibility of capacity with minimum waste. At any point in time 90% of the vehicles composing the core fleet will be less than 5 years of age and less than 150,000 miles travelled. <ul style="list-style-type: none"> At any point in time 95% of the vehicles composing the core fleet will be road worthy and available for use. The provider will comply with its core-fleet upgrading and replacement plan. All vehicles, internally and externally must be clean. Clean is defined as free from dirt, marks, or stains. The Provider must also ensure that all vehicles and equipment are cleaned and decontaminated in line with relevant infection prevention and control policies and standards to minimize the risk of cross infection. This will include regular routine cleaning and decontamination and additional decontamination in the event of a contamination event. Vehicles will be equipped with all supplies required for cleaning and decontamination including personal protective equipment and waste containment and disposal facilities. 	The ICB does not operate a Framework for Non-Emergency Patient Transport Services	12 to 18 months prior to Contract Expiration. The current contract is due to expire 31/07/2028.	Zero days. The prior Contract expired the day before a new Contract commenced	Apr 2024 – March 2025: 16,8855 Total Journeys	The ICB does not hold this information