

Our Ref: PW/AKB/FOI-03-301

29<sup>th</sup> March 2023

Sent by email

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Telephone: 0300 123 1461

Dear

**FOI-03-301**

**Your request for information under the Freedom of Information Act 20007**

Thank you for your request dated the 14<sup>th</sup> March 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board does hold the information that you have requested. Please see our responses in blue below:

**Under FOI, could you please respond to the following questions, regarding NON-Emergency patient Transport contracts (NEPTS) and Taxi.**

- 1. Does your organisation directly procure Non-Emergency Patient Transport (NEPTS) contracts and if not which organisation(s) does procure NEPTS contracts on behalf of the Trusts within the ICB/ICS?**

Yes.

- 2. Does your organisation have a specific Person of Interest (POI) who has responsibility/accountability for NEPTS contracts within the ICS/ICB and if so please provide contact details?**

Yes, the Chief Delivery Officer has strategic oversight.

Email: [SSOTSCC@staffsstoke.icb.nhs.uk](mailto:SSOTSCC@staffsstoke.icb.nhs.uk)

- 3. If there is not a single person within the ICS/ICB who is responsible/accountable for NEPTS, please confirm contact details of individuals responsible for NEPTS contracts for each Trust within the ICB?**

Operationally the ICB System Coordination Centre (SCC) oversee the NEPTS contract.

Email: [SSOTSCC@staffsstoke.icb.nhs.uk](mailto:SSOTSCC@staffsstoke.icb.nhs.uk)

- 4. What date is/was the current NEPTS contracts due to end (outside of any available extension periods) for those trusts within the ICS/ICB and what extension periods are available for each NEPTS contract?**

31<sup>st</sup> July 2026 with an option to extend by a further two years

**5. For how many years were the NEPTS contracts awarded?**

Five years commencing the 1<sup>st</sup> August 2021.

**6. Which organisation(s) were awarded the NEPTS contract?**

ERS Medical.

**7. What was the total value of each individually awarded NEPTS contract within the ICS/ICB excluding any extension periods?**

£43.590m.

**8. What was the additional spend on NEPTS over and above the awarded contracted value for each contract within the ICS/ICB for the Year to December 31<sup>st</sup>, 2022? Please confirm the split by provider?**

£0.245m.

**9. What has been, both in terms of numbers and %, the two largest KPI failure(s) for each of the NEPTS contracts within the ICS/ICB for the year to December 31<sup>st</sup>, 2022?**

KPI Ref	Key Performance Indicator	Target	Frequency of Monitoring		Apr 22
KPI-02a	<p>Planned journeys booked in advance from NHS commissioned / hospice setting (From any location) – Excluding the journeys in the special group. -</p> <p>Crew arrives to collect patient no later than 45 minutes after booking made</p>	80.00%	Monthly	Threshold 1	37.25%
<p><b>OUTWARD from NHS commissioned / Hospice and all INTRATRUST JOURNEYS AND JOURNEYS BETWEEN NHS commissioned / Hospice settings. Booked in advance</b></p>				Journeys	884
				Total Journeys	2373

KPI Ref	Key Performance Indicator	Target	Frequency of Monitoring		May 22
KPI-02c	<p>Any outward journeys not booked in advance from clinics - NHS Emergency portals day case units or wards –</p> <p>Crew arrives to collect patient no later than 90 minutes after booking made.</p>	75.00%	Monthly	Threshold 1	46.64%
				Journeys	1230
				Total Journeys	2637

**10. Does your organisation have contracts with taxi companies that are longer than six months and if so, please provide names of these taxi companies?**

No.

**Right of Appeal**

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 Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

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](http://www.ico.gov.uk)



**Staffordshire and  
Stoke-on-Trent**  
Integrated Care Board

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**