

Our Reference

HM\ North East & North  
Cumbria ICB\ FOI ICB285

**NECS - Riverside House**

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Your Reference

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18 April 2023

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**Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board (ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 17 March 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

**Details of Request**

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?
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.
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.
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?
5. For how many years were the NEPTS contracts awarded?
6. Which organisation(s) were awarded the NEPTS contract?

7. What was the total value of each individually awarded NEPTS contract within the ICS/ICB excluding any extension periods?
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.
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?
10. Does your organisation have contracts with taxi companies that are longer than 6 months and if so please provide names of these taxi companies?

### **Our Response**

County Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley

1. Yes
2. Laurie Robson. [Laurie.Robson@nhs.net](mailto:Laurie.Robson@nhs.net)
3. NEPTS directly commissioned by ICB, so no contact details for Trusts.
4. 31<sup>st</sup> March 2024.
5. 1 year
6. Please see below

Place	Provider Name	Finance basis	Contract Value or estimated spend if NCA
Northumberland	Age Uk	Contract	Budget for current six month contract c£10k
	NuTH	Contract	£4,800.00
North Cumbria	NWAS	Contract	£Value to be provided by NC
Sunderland	ERS Medical	NCA/ Day Rate	£454,000.00
	ERS Medical	Day Rate	£192,000.00
	City Taxis	NCA	£900.00
	ERS Medical	NCA	£42,000.00
South Tyneside	Nerams (via STSFT)	Contract	Approx £114,400 pa - cost per case
	NEAS	Contract	estimated cost £70,000
	NEAS	Contract	Estimated cost £246,000
	Richmond Taxis	Contract	max£60pm Cost per case
County Durham	Cipher Medical Consultancy Ltd	Contract	£747,268.00
	Birds Taxis Ltd	Contract	£20,000.00
	Weardale Private Hire	Contract	£1,000.00
	Supportive SRC Ltd	Contract	£129,192.00
	ERS Medical	Contract	£179,211.00

<b>Tees Valley</b>	ERS Medical	Contract	£62,280.00
<b>ICB Wide - Out of County Transport</b>	ERS Medical	NCA	Cost per case
	Supportive Ltd	NCA	Cost per case
	Medipro	NCA	Cost per case
	CIPHER	NCA	
<b>Whole ICB</b>	NEAS	Contract	£33,864,000 (23/24 value)

7 Contract values are still be negotiated for 2023/24- indicative figures in the attachment.

8. Please see below for all (except Sunderland)

Additional spend over plan for the period 1st Jan 22 – 31st Dec 22. Note these figures relate to 6 months CCG spend (1st Jan 22 – 30th Jun 22) and 6 months ICB spend since the ICB started on 1st July 2022.

Provider	Additional spend
Cipher Medical Consultancy Ltd	164,042
Supportive SRC Ltd	27,043
ERS Medical	24,030
Richmond taxis	723

Please note this includes 6 months County Durham CCG (Jan-Jun22) and 6 months County Durham place as part of the ICB (Jul-Dec22).



County Durham re  
PTS.xlsx

Response for Sunderland - There are two providers commissioned over and above the current NEAS PTS provision. The service is provided on a mix of adhoc and dedicated resource and is flexed according to demand. The spend for the calendar year for 2022 is

ERS                      £297,700  
SMT                      £341,200

The future provision is under review.

9. One of our KPIs measures the number of aborted journeys as a % of overall journeys. Our provider aims to achieve less than 15% aborted journeys but, performance has been between 13-21.5% during the year from April 2022 to Dec 2022. We do not have a combined total as each place is assessed separately. We do not hold the data on the actual numbers of journeys that relate to these percentages.

Another of our KPI's measure the number of journeys where a patient is collected after their appointment within 60 minutes. Our provider aims to achieve 85% of patients to be collected in this time, but performance has been between 76.5% and 88.9%. We do not hold the data on the actual numbers of journeys that relate to these percentages.

10. Yes, via Durham Taxi Framework, Birds Taxis & Weardale Private Hire

North Cumbria

1. Yes, the former NHS Cumbria CCGs procured NEPTS contracts directly with the provider.
2. Senior responsible officer for NEPTS is the Executive Chief of Strategy and Operations for NHS North East and North Cumbria ICB. They can be contacted on [emma.harris66@nhs.net](mailto:emma.harris66@nhs.net).  
Commissioning Lead for NEPTS for NHS North East and North Cumbria ICB (North Cumbria Place) is Head of Commissioning they can be contacted on [Sharon.kelly25@nhs.net](mailto:Sharon.kelly25@nhs.net).
3. Not applicable. Please refer to response 2.
4. 31<sup>st</sup> March 2024.
5. Five Years
6. North West Ambulance Service NHS trust was awarded the NEPTS contract for NHS Cumbria CCG.
7. The Cumbria NEPTS contract value for 2022/2023 is £8,019,067.
8. North Cumbria don't pay anything over and above the NWAS contract.
9. Please see below

<b>Cumbria</b>				
Metric	Definition	Target	Achieved since Contract year started Jul 2022	
Call Answering	% of calls to Provider answered by human being within 20 seconds	75%	18%	Avg YTD Jul - Dec
Call Handling - Average Waiting Time	Average length of time taken for Provider personnel to answer inbound calls	1 minute	535 seconds	Avg YTD Jul - Dec

*10. No formal contracts in place with taxi companies*

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by The North of England Commissioning Support Unit.

The Information Commissioner 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)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Hilary Murphy*

**Hilary Murphy**  
**Information Governance Officer**