

**Information Governance**

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**Website:** <https://www.elft.nhs.uk>

28 March 2023

**Our reference: FOI DA4647**

I am responding to your request for information received 17 March 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response, which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Nimita Parmar  
Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

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

**Question 1:** Does your organisation procure Secure Non-Emergency Patient Transport (NEPTS) contracts and if not which organisation does procure Secure NEPTS on behalf of your organisation?

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:  
<https://www.elft.nhs.uk/sites/default/files/2022-12/ANON%20Response%20-%20FOI%20DA4297.pdf>

**Question 2:** What date is/was your current NEPTS contract due to end (outside of any available extension periods)) and what extension periods are available?

**Answer:** The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:  
<https://www.elft.nhs.uk/sites/default/files/2022-12/ANON%20Response%20-%20FOI%20DA4297.pdf>

**Question 3:** For how many years was the NEPTS contracts awarded?

**Answer:** The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:  
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**Question 4:** Which organisation was awarded the NEPTS contract?

**Answer:** The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:



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**Question 5: What was the total value of the awarded NEPTS contract excluding any extension periods?**

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

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**Question 6: What was the additional spend on NEPTS over and above the awarded contracted value for the Year to December 31<sup>st</sup>, 2022? Please confirm the split by provider.**

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

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**Question 7: Does your organisation have contracts with taxi companies that are longer than 6 months and if so please provide names of these taxi companies?**

Answer: ELFT currently has a contract with Uber, Green Tomato Cars, and Keys Cars.

**Question 8: Does your organisation use taxis to transport NEPTS patients?**

Answer: No

**Question 9: What has been, both in terms of numbers and %, the two largest KPI failure(s) of the NEPTS contract for the year to December 31<sup>st</sup>, 2022?**

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:



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