

26/08/2025

NN-ICB/25-1266

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 29 July 2025, regarding transport and accessible services. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested.

Please find below our response to your request:

1. Do you currently contract any third-party passenger transport services (e.g., taxi companies, private hire, bus providers)? If yes, please list the providers and the scope of services (e.g., scheduled routes, on-demand services, staff transport).

Yes, the ICB uses Ambicorp to provide on-demand journeys.

2. What was your total spend on passenger transport services over the last two financial years? Please break this down by year if possible.

In 2023/24, total spend was £9,077,815. In 2024/25, total spend was £9,213,179.

3. Do you operate any in-house passenger transport services for staff or clients? If yes, please specify vehicle numbers and typical routes.

No.

4. Do you currently contract any third-party courier or parcel delivery services? If yes, please list the providers and the scope of services (e.g., same-day delivery, inter-site mail, lab samples, internal parcels).

No.

5. What was your total spend on courier or parcel delivery services in the last two financial years? Please break this down by year if possible.

In 2023/24, total spend was £3,035. In 2024/25, total spend was £568.

6. When are the current contracts for passenger transport and courier services due for renewal or re-tender? Please include any tender or procurement reference numbers.

The current contract is due for renewal on 1 April 2028.

7. Are there any active initiatives to consolidate, review, or optimise your passenger transport and parcel/courier services for cost, environmental, or accessibility reasons, including sustainability measures?

No.

8. Do you provide or contract any passenger transport services specifically for individuals with mobility issues, including wheelchair-accessible vehicles? If yes, please detail the providers, service types (scheduled or ad hoc), and accessibility standards.

Yes, the ICB uses EMED Group. Journeys are pre-planned and on-the-day/short notice. Accessibility is in line with the national eligibility criteria - [B1244-nepts-eligibility-criteria.pdf](#).

9. What was your annual spend on accessible passenger and courier transport services over the last two financial years? Please break this down by year if available.

In 2023/24, the annual spend was £9,080,850. In 2024/25, the annual spend was £9,213,747.

10. Do you provide transport support to individuals under schemes such as Student Finance, Access to Work, or healthcare travel assistance? If so, how many individuals received support in the past year?

Yes, the ICB uses the National Healthcare Travel Costs Scheme. In the last year, 18 individuals received support.

11. What accessibility criteria do you require from contracted passenger and courier transport providers (e.g., vehicle specifications, driver training, availability)?

The accessibility criteria the ICB requires is:

- In line with the national eligibility criteria - [B1244-nepts-eligibility-criteria.pdf](#).
- All vehicles should meet UK and EU legislation in relation to road worthiness and fulfil any additional requirements of any appropriate licensing authority, CEN, British Safety Standards.
- All vehicles must be no more than three years old at the start of the contract and no more than six years old at any point in the contract.
- All staff engaged by the Provider for the delivery of the NEPTS Services whether directly employed, sub-contracted or volunteer must be appropriately trained, and will comply with current legislation with respect to the Road Traffic Act and any other laws applying to the operation of the NEPTS Services.
- Ambulance Care Assistants (ACAs) will be required to achieve Future Qualifications and Training: Level 3 Award – Non-Urgent Care Services or equivalent. This training will include the use of a Defibrillator.
- The NEPTS will operate 24 hours a day 7 days a week, 365 days a year (366 days in a leap year):
 - The core hours of service will be 06:00 to midnight.
 - Hours of service is defined as journeys to meet appointment times and pick up times within these core hours within the KPI Standards specified.
 - Note that the first appointment time may be 06:00 and the last booked ready to depart time may be midnight.
 - Booking and telephone contact to be available 24/7.

12. Do you provide or contract any staff transport services or schemes to support staff mobility? If yes, please describe the scope, service types, sustainability measures, and any relevant contract details.

No.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board

nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.