



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI586330993

Thank you for your request for information relating to Non-Emergency Patient Transport.

You have requested the following information:

1. Are the Patient Care Transport Services provided in your Coventry City Council region provided by an in-house or outsourced provider? For the purposes of this question:

- “In-house” is defined as transport that is provided directly by the Coventry City Council.
- “Outsourced” is defined as transport provided by third-parties. These may be privately owned organisations and/or public organisations such as NHS Ambulance Trusts.

2. What was the annual spend on Patient Care Transport Services in your Coventry City Council region over the past five years across both in-house and outsourced providers? What journey and passenger volumes were associated with this spend? If the information exists, please break this information down across the three areas identified about (NEPTS, HDU Transport, Falls services).

3. If outsourced providers are used to deliver Patient Care Transport Services in your region, please list the outsourced providers that are currently providing these services. Please also specify for each provider:

- The start and end date of their current contract (not including any extensions)
- Whether there is an optional extension period and how long this extension period is
- How many bidders participated in the last tender round for each contract

Please provide this for each of the three areas outlined above (NEPTS, HDU services, and Falls services)

4. What is your budgeted spend on Patient Care Transport (across NEPTS, HDU services, and Falls services) in the financial years, 2023-24 and 2024-25?

For Questions 1 to 4, we advise the Council does not operate any transport for patient care.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance