

**From:** [FOI Responses](#)  
**To:** [REDACTED]  
**Bcc:** [REDACTED]  
**Subject:** Freedom of Information Request - [REDACTED] - Response  
**Date:** 05 March 2024 15:07:00  
**Attachments:** [image001.png](#)

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[REDACTED]

Thank you for your request for information regarding Non-Emergency Patient Transport dated 12 February 2024 and your subsequent clarification received on 13 February 2024, whereby you stated that your request related to the Falls Service.

Please find below City of Doncaster Council's response to the questions you have raised.

**Question 1:**

Are the Patient Care Transport Services provided in your Doncaster Borough 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 Doncaster Borough 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.

**Response:**

This information is not held. City of Doncaster Council does not transport patients. We provide various services for customers in receipt of City of Doncaster Councils Home alarm Service including attending falls, however this does not involve transporting people in any case. The Falls Service is a National Health Service (NHS) provision therefore your request would be best directed to the NHS at [Freedom of Information - Doncaster and Bassetlaw Teaching Hospitals \(dbth.nhs.uk\)](#)

**Question 2:**

What was the annual spend on Patient Care Transport Services in your Doncaster Borough 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 Tables are provided below for this

**Response:**

As stated above, City of Doncaster Council does not hold this information as we do not transport patients. In relation to falls, we provide various services for customers in receipt of City of Doncaster Councils Home alarm Service including attending falls however this does not involve transporting people in any case. The Falls Service is a National Health Service (NHS) provision therefore your request would be best directed to the NHS at [Freedom of Information - Doncaster and Bassetlaw Teaching Hospitals \(dbth.nhs.uk\)](#)

3. who your current outsourced providers are and the duration of their current contracts

**Question 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)

**Response:**

Not applicable. City of Doncaster Council does not provide transport services of this nature. You will need to direct your request to the NHS at [Freedom of Information - Doncaster and Bassetlaw Teaching Hospitals \(dbth.nhs.uk\)](https://www.dbth.nhs.uk)

4. your forward-looking budget for Patient Care Transport Services”

**Response:**

City of Doncaster Council does not hold this information as we do not provide Patient Care Transport Services. Again, this request would be best directed to the NHS at [Freedom of Information - Doncaster and Bassetlaw Teaching Hospitals \(dbth.nhs.uk\)](https://www.dbth.nhs.uk)

City of Doncaster Council estimates that it has cost £46.00 to respond to this request for information.

If you are not happy with this reply you can ask us to review our response. To do this write to us at the address below or email [FOIAppeals@doncaster.gov.uk](mailto:FOIAppeals@doncaster.gov.uk)

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. [www.ico.org.uk](http://www.ico.org.uk) Telephone 0303 123 1113.

Yours sincerely

**Lucy McMahon**

Freedom of Information Officer  
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