Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request / Response:

Equipment Contracting – Benchmarking Questions

1. Name of your organisation

Answer: Rutland County Council

2. Name of individual responsible within your organisation for commissioning of community equipment services

Answer: Jane Mold

3. Is the community equipment service provided by an in house or an external organisation?

Answer: External

4. If the service is delivered by an external provider, please provide the name of the provider.

Answer: Nottingham Rehab Limited (trading as NRS Healthcare)

5. Is the contract structured as a delivery and collection service only, with separate contracting arrangements in place with other suppliers to source the equipment? Or is the provider also contractually responsible for sourcing the equipment?

Answer: The provider is contractually responsible for sourcing the equipment as well as all delivery, collection, cleaning, repairs, maintenance and refurbishment.
6. If structured as a delivery and collection service only, what arrangements do you have in place to source the equipment?

Answer:
Not Applicable

7. Is the contract for the delivery of:

a. Adult Social Care

Answer:
Yes

b. Children’s Social Care

Answer:
Yes

c. Health

Answer:
Yes

8. Is the service jointly commissioned across health and social care?

Answer:
Yes, with other local authorities and Clinical Commissioning Groups.

9. Please list all commissioning partner organisations within the contract.

Answer:
- Leicester City Council
- Leicestershire County Council
- Leicester City Clinical Commissioning Group
- East Leicestershire County and Rutland Clinical Commissioning Group
- West Leicestershire Clinical Commissioning Group

10. What is the total annual spend (2017/18) for your organisation on equipment, and what is the total annual spend for the contract as a whole across all organisations within the commissioning partnership?

Answer:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Spend in 2017/18</td>
<td>£4,350,500</td>
</tr>
<tr>
<td>Contract Spend in 2017/18 for Rutland</td>
<td>£77,670</td>
</tr>
<tr>
<td>Spend on Aids and Equipment in 2017/18</td>
<td>£201,117</td>
</tr>
<tr>
<td>Spend on contracts with Leicester City Council ICES in 2017/18</td>
<td>£33,265</td>
</tr>
<tr>
<td>Spend on contracts with Spires in 2017/18</td>
<td>£26,618</td>
</tr>
<tr>
<td>Capital (Disabled Facilities Grant) spend in 2017/18</td>
<td>£234,015</td>
</tr>
</tbody>
</table>
a. If you are replying to this as lead commissioner on behalf of a number of organisations please list the annual spend for each organisation.

Answer:
Not Applicable as lead commissioner ('host council') is Leicester City Council.

11. Are there contractual incentives or penalties for performance, e.g. bonuses for achieving performance targets, or penalties for failing to meet performance targets? If yes, please detail.

Answer:
No

12. Please provide the following information for each delivery speed (for example, same day delivery, next day delivery, 5-day delivery etc. within the contract:

a. Costs for each option

Answer:
In accordance with the Freedom of Information Act 2000 this email message acts as a Refusal Notice.

Under Section 43 of the Act - commercial interests: that disclosure of the information may prejudice the commercial interests of another person as the information could provide the recipient with an unfair advantage. This is because the Council believes that disclosure of this information would prejudice the commercial interests of the provider, as it would harm the provider’s ability to compete in the market. The public interest test has been applied and in all the circumstances of the case, the Council considers that the public interest in maintaining the exemption is greater than the public interest in disclosure.

b. Percentage of activity for each speed option that your organisation ordered in the last financial year (e.g. 30% same day, 50% next day and 20% within 5 days) for:

i. Equipment

Answer:

<table>
<thead>
<tr>
<th>Delivery Speed</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 day delivery</td>
<td>48%</td>
</tr>
<tr>
<td>3 day delivery</td>
<td>14%</td>
</tr>
<tr>
<td>Next day delivery</td>
<td>14%</td>
</tr>
<tr>
<td>Customer collect</td>
<td>1%</td>
</tr>
<tr>
<td>Dated delivery</td>
<td>2%</td>
</tr>
<tr>
<td>Same day delivery</td>
<td>4%</td>
</tr>
<tr>
<td>Special Orders</td>
<td>3%</td>
</tr>
</tbody>
</table>

ii. Technician / minor adaptations

Answer:
Not Applicable

c. If you are replying to this as lead commissioner on behalf of a number of organisations, please provide the percentage of activity for each speed option for each commissioning organisation
d. Average number of items per delivery in the last financial year for

i. Equipment

Answer:
1.65

ii. Minor adaptations

Answer:
Not Applicable

13. If there are multiple items delivered to an address on a single order, is a discount applied? If yes, please detail.

Answer:
The cost is per order regardless of number of items.

14. What is the average number of items per delivery in the last financial year

Answer:
Please see response to question d(i).

15. What is the percentage of activity for each delivery speed option you have for your organisation, as actually delivered. (e.g. 30% within same day, 50% within next day, 20% within 5 days)

Answer:
Please see response to question 12(b).

a. If you are replying to this as lead commissioner on behalf of a number of organisations, please provide the percentage of activity for each speed option for each commissioning organisation

Answer:
Not Applicable

Collection

16. Do you allow for equipment returns by the end user? If yes please describe the arrangements, (e.g. community-based drop off points, libraries etc.)

Answer:
Service users call in to arrange a collection, they can also drop off at the depot.

17. Please provide the collection speed options (e.g. same day, next day, 10 days, etc.) within the contract and the cost of each option.

Answer:
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18. What is the percentage of activity for each collection speed option you had for your organisation in 2017/18, (e.g. 30% within same day, 50% within next day, 20% within 10 days)

Answer:
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a. If you are replying to this as lead commissioner on behalf of a number of organisations, please provide the percentage of activity for each speed option for each commissioning organisation

Answer: Not Applicable

Equipment

19. Please see the below list of equipment items. For each item please detail:

a. the price you pay for that item of equipment

Answer:
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b. the value of the total spend for that item in the last full financial year for your
organisation. If you are responding as lead commissioner on behalf of a number of organisations, please provide the total spend for that item for each commissioner in the last financial year.

Answer:
Rutland County Council does not hold this information.

20. Does the provider also provide a service / maintenance schedule for electrical items of equipment?

Answer:
Yes

21. Does equipment returned attract a refund?

Answer:
Yes

22. If the answer to Q25 is YES, is this:

a. 100% refund

Answer:
In accordance with the Freedom of Information Act 2000 this email message acts as a Refusal Notice.
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b. Depreciation according to some other defined model? Please describe

Answer:
Not Applicable

c. Other – please detail

Answer:
Not Applicable

23. Please provide a copy of the contract specification and any pricing schedules included for delivery of the contract.

Answer:
Rutland County Council does not hold this information.

24. After the equipment is decontaminated and scrapped for the purposes of the contract, does it return any additional profit, for example, being sold on for further use?

Answer:
No
25. If the answer to Q24 is YES, please clarify how the income is generated and what is the value from the last financial year.

Answer:
No

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You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council