

Dear Mr Douglas

Reference: FOI.17.WFT149

7 December 2017

RE: Freedom of Information Request

Thank you for your request under the *Freedom of Information Act 2000* (the Act). This response is provided on behalf of NHS Waltham Forest Clinical Commissioning Group (CCG). Your request along with the CCG's response is detailed below.

1. Who provides your current Wheelchair Service

- a) Is your provider an NHS organisation or a contracted-out, non-NHS organisation?**

Non-NHS

- b) What is the name of your current provider?**

Provide (Wheelchair service)

- c) What is the name of the Wheelchair Service Manager?**

I can confirm that NHS Waltham Forest CCG holds this information. However, the CCG is withholding the name of the provider representative under section 40(2) of the Act. Section 40(2) of the Act provides an exception to the disclosure of information where it is:

- the personal data of someone other than you; and
- the disclosure of that personal data would put us in breach of the principles of the Data Protection Act 1998 ("DPA"), with which we are obliged to comply.

The personal data within the withheld information is not public and disclosure of this information to the world at large would be unwarranted, does not add to the substantive understanding of the information disclosed, would cause substantial damage and distress to those data subjects involved, and thus would be unfair and in breach of the first DPA principle and, as such, is exempt from disclosure under section 40(2) of the Act.

2. How your wheelchair services are provided

- a) Do you combine your Wheelchair Service with any other service, such as Prosthetics or Community Equipment? If so, please provide a list of the other services.**

No

- b) Is your Wheelchair Service exclusive to your CCG?**

Yes

- c) If your service is combined with another please provide a list of the CCGs that share this Wheelchair Service and confirm who is the lead CCG?**

Not applicable

- d) Is the Repair and Maintenance element of the service “integrated” or contracted out to a 3rd party Approved Repairer?**

I can confirm that NHS Waltham Forest CCG does not hold this information; this service is included under Provide's contract arrangement.

- e) If you have an externally provided Approved Repairer, what is the name of your current provider?**

As above, I can confirm that NHS Waltham Forest CCG does not hold this information.

3. About your wheelchair service

- a) What is the size of the population covered by your Wheelchair Service?**

The service is available to patients who are registered with a Waltham Forest GP.

Please see the follow link to access up to date registration data from NHS Digital:

<https://digital.nhs.uk/catalogue/PUB30141>

The CCG's code is 08W.

- b) How many registered service users are served by the Wheelchair Service?**

2,621 as at October 2017

4. About the Integrated (Combined service and Repair & Maintenance) contract with your provider

- a) What is the contract spend in the last financial year for the Integrated Wheelchair Service?**

£826k

- b) Please state the dates of your last financial year.**

1st April 2016 – 31st March 2017

- c) When was the Integrated Wheelchair Service last tendered?**

Over 3 years ago.

- d) When does the current contract expire please provide details of any potential contract extension?**

Expires 31st March 2018.

5. Please provide the date this Wheelchair Service will be next tendered

Service is going through tender process in December 2017.

6. About the Repair and Maintenance (R&M) sub-contract with your wheelchair provider (where appropriate)

I can confirm that NHS Waltham Forest CCG does not hold this information; this service is included under Provide's contract arrangement.

a) What is the contract spend in the last financial year for the R&M Wheelchair Service?

I can confirm that NHS Waltham Forest CCG does not hold this information; this service is included under Provide's contract arrangement.

b) Please state the dates of your last financial year.

1st April 2016 – 31st March 2017

c) When was the R&M Wheelchair Service last tendered?

I can confirm that NHS Waltham Forest CCG does not hold this information; this service is included under Provide's contract arrangement.

d) When does the current R&M sub-contract expire please provide details of any potential contract extension

I can confirm that NHS Waltham Forest CCG does not hold this information; this service is included under Provide's contract arrangement.

e) Please provide the date that R&M Wheelchair Service sub-contract will be next tendered

The wheelchair service, including repair and maintenance, is going through tender process in December 2017.

Copyright and Re-Use of Public Sector Information

NHS NEL Commissioning Support Unit (NEL CSU) is a commissioning support unit hosted by NHS England. The CSU handles Freedom of Information requests on behalf of the NHS Clinical Commissioning Groups across London, Kent and Anglia.

The information supplied to you continues to be protected by the *Copyright, Designs and Patents Act 1988*. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication and subscription charge, would require the permission of the copyright holder. This can be obtained via an application for an open government licence (OGL) under the *Re-Use of Public Sector Information Regulations 2015*.

Use of information expressly made available under this license indicates your acceptance of the terms and conditions as set out in the OGL.

To make an application for re-use you must:

- Make a request in writing to the address below
- State the name of the applicant and an address for correspondence
- Specify the document to be re-used
- State the purpose for which the document is to be re-used

Email
NELCSU.foi@nhs.net

Postal Address
NEL CSU
1 Lower Marsh
Waterloo

Website Address
www.nelcsu.nhs.uk



London
SE1 7NT

For information where the copyright is owned by another person or organisation, you must apply to the copyright owner to obtain their permission to re-use. Further guidance for re-users can be found at:

<http://nationalarchives.gov.uk/documents/information-management/ogl-user-guidance.pdf>

NEL CSU complies with the *Re-use of Public Sector Information Regulations 2015* and we encourage the re-use of the information that we produce, hold and disseminate. We are open and transparent, and treat all applications to re-use in a fair and non-discriminatory way.

Privacy Notice (formerly known as Fair Processing Notice)

We will record your contact and request details in order to monitor and improve the service we provide and in order to discharge our statutory obligations under the Act. This information will be handled in accordance with the *NHS Confidentiality Code of Practice* and the *Data Protection Act 1998*.

Using Personal Data We Provide

You are required not to use personal data which is provided to you for electronic marketing (telesales, fax, e-mail) to our staff and comply with the *Privacy and Electronic Communications (EC Directive) Regulations 2003*. Provision of such personal data in response to a Freedom of Information or Environmental Information request does not constitute consent from the individual concerned.

The *Data Protection Act* gives individuals rights to prevent processing likely to cause substantial unwarranted damage or unwarranted distress (section 10) and to prevent processing for the purposes of direct marketing (section 11). You should be aware that selling, giving or sharing of personal data could breach the *Data Protection Act*. NEL CSU on behalf of Clinical Commissioning Groups advises staff of their rights.

Review Procedure

If you feel that we have not met the requirements of the *Freedom of Information Act 2000*, you should contact the FOI Team at NELCSU.foi@nhs.net

If you remain dissatisfied, you can ask us to review our decision by making a written request for an internal review. In order to assist with the review, you should include your address, a description of the original request and the reasons why you are dissatisfied. Please send this to:

Email

NELCSU.foi@nhs.net

Postal Address

NEL CSU
1 Lower Marsh
Waterloo
London
SE1 7NT

Website Address

www.nelcsu.nhs.uk

The review will be handled by more senior staff who were not involved in the original decision. Although this will not apply to Section 36 claimed exemptions in accordance with Department of Health Directive, your request will still be reviewed. We aim to complete all internal reviews within 20 working days. If you then wish to appeal you should contact the Information Commissioner for an independent review at the following address:

Telephone

01625 545745

Postal Address

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire

Website Address

www.ico.gov.uk



SK9 5AF

Feedback

Your feedback is welcome to help us improve the service we provide. Please send comments or suggestions to our address.

Yours sincerely

Freedom of Information Team

NEL CSU