

Reference Number: FOI-101004264797

Response provided under: Freedom of Information Act 2000

Request and Response:

1 Name of your organisation

Cornwall Council

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

Integrated Community Equipment Service (ICES) Commissioning Manager

Please note that where we have included job titles in our response we have withheld their name under Section 40 (2) (Personal Information) of the Act. We are withholding this information as release could potentially identify individuals, third parties or personal information relating to an individual.

Section 40 (2) applies where disclosure of third party personal information would breach any of the Data Protection Act 2018 principles.

The Council has a legal requirement under the Data Protection Act 2018 ("DPA") to process personal data fairly and lawfully. The Council considers that releasing third party personal information would be unfair and, as such, a disclosure that would breach Principle One of the DPA.

Individuals can be contacted through the main Council telephone number for Adult Social Care: 0300 1234 131

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

The service is provided in house.

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

Not applicable.

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?

Yes, the contract is structured as a delivery and collection service only.

No, there are no separate contracting arrangements in place with other suppliers to source the equipment.

Yes, the provider is contractually responsible for sourcing the equipment.

6 If structured as a delivery and collection service only, what arrangements do you have in place to source the equipment?

CELS maintain direct relationships with suppliers and orders any required equipment directly from these.

7 Is the contract for the delivery of:

a. Adult Social Care

Yes

b. Children's Social Care

Yes

c. Health

Yes

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

Yes

9 Please list all commissioning partner organisations within the contract.

Cornwall Council and NHS Kernow 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?

£3.43 million – NHS Kernow CCG

£1.47 million – Cornwall Council

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.

£2.46m - NHS Kernow CCG

£1.06m - Cornwall 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.

No

DELIVERY

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

The Council can confirm that it holds additional information in response to your request but has decided that this information should be withheld from disclosure pursuant to the provisions of Section 43 (2) the Freedom of Information Act ("the Act").

The information includes the cost for each delivery speed.

As Section 43 (2) is a qualified exemption, a public interest test has been applied. The Council has concluded that the public interest test favours non-disclosure because although disclosure of this information would ensure the public and local taxpayers are being kept informed of how decisions are made and how money is spent, it would also prejudice our providers as this could give competitors an unfair advantage.

In conclusion, in all circumstances of this case we are of the opinion that the balance of public interest favours non-disclosure of this information at this time.

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

3% same or next day
94% within 7 working days
3% Specials in 28 days

Please note that the percentages given above are an amalgamation of both NHS Kernow CCG and Cornwall Council. Due to the way in which these are reported it is not possible to split the percentage separately for each organisation.

ii. Technician / minor adaptations –

We do not record this information. The technicians that complete minor adaptation work keep an inventory of general equipment i.e. grab rails that are available for use when the need arises.

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

3% same or next day
94% within 7 working days
3% Specials in 28 days

Please note that the percentages given above are an amalgamation of both NHS Kernow CCG and Cornwall Council. Due to the way in which these are reported it is not possible to split the percentage separately for each organisation.

d. Average number of items per delivery in the last financial year for

i. Equipment

4.3

ii. Minor adaptations

1.9

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

No discount is offered for multiple items delivered in a single order.

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

4.3

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)

3% same or next day
94% within 7 working days
3% Specials in 28 days

Please note that the percentages given above are an amalgamation of both NHS Kernow CCG and Cornwall Council. Due to the way in which these are reported it is not possible to split the percentage separately for each organisation.

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

3% same or next day
94% within 7 working days
3% Specials in 28 days

Please note that the percentages given above are an amalgamation of both NHS Kernow CCG and Cornwall Council. Due to the way in which these are reported it is not possible to split the percentage separately for each organisation.

COLLECTION

16.Do you allow for equipment returns by the end user? If yes please describe the arrangements -

Yes, equipment can be returned at a community based-drop off point.

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.

Collection speed - 15 working days

Cost – cannot supply

The Council can confirm that it holds the cost in response to your request but has decided that this information should be withheld from disclosure pursuant to the provisions of Section 43 (2)- Commercial Interests of the Freedom of Information Act ("the Act").

The information includes the cost of the collection speed.

As Section 43 (2) is a qualified exemption, a public interest test has been applied. The Council has concluded that the public interest test favours non-disclosure because although disclosure of this information would create general openness and transparency, it would also prejudice our providers as this could give competitors an unfair advantage.

In conclusion, in all circumstances of this case we are of the opinion that the balance of public interest favours non-disclosure of this information at this time.

18. What is the percentage of activity for each collection speed option you had for your organisation in 2017/18. 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

100 % in 15 working days

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

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.

The Council can confirm that it holds additional information in response to your request but has decided that this information should be withheld from disclosure pursuant to the provisions of Section 43 (2) the Freedom of Information Act ("the Act").

The information includes the price we pay per item of equipment and the value of the total spend for each item in the last full financial year.

As Section 43 (2) is a qualified exemption, a public interest test has been applied. The Council has concluded that the public interest test favours non-disclosure because although disclosure of this information would ensure the public and local taxpayers are being kept informed of how decisions are made and how money is spent, it would also prejudice our providers as this could give competitors an unfair advantage.

In conclusion, in all circumstances of this case we are of the opinion that the balance of public interest favours non-disclosure of this information at this time.

Please note that the line in the table in italics has been included as an example of the information requested

Item Description	Total Expenditure	Most Expensive Item Cost	Least Expensive Item Cost	Average Expenditure Per Item	Number of Items Issued	Brand name and description of Most Frequently Issued Item
Profiling Beds						
Ceiling Hoists						
Standing Hoists						
Profiling Beds						
Bath Lifts						

Commodes						
Toilet Frames						
Standing Aids						
Sliding/Transferring Sheets						
Pressure Area Care Cushions						
Pressure Area Care Mattresses						

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

Yes

21. Does equipment returned attract a refund?

No

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

a. 100% refund

**b. Depreciation according to some other defined model?
Please describe**

c. Other – please detail

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

Under Section 22 (Information intended for future publication) of the Freedom of Information Act 2000 we will be releasing a copy of the contract specification at a later date. In applying this exemption we have had to balance the public interest in withholding the information against the public interest in disclosure. The Council has concluded that the public interest test favours non-disclosure because although disclosure of this information would answer this request fully, the Council needs this time to formulate the document effectively before it is published on our website. Therefore in conclusion we are of the opinion that the balance of public interest favours non-disclosure of this information in all circumstances of the case at this time.

The Council can confirm that it holds additional information in response to your request but has decided that this information should be withheld from disclosure pursuant to the provisions of Section 43 (2) the Freedom of Information Act ("the Act").

The information includes the pricing schedules included for delivery of contract.

As Section 43 (2) is a qualified exemption, a public interest test has been applied. The Council has concluded that the public interest test favours non-disclosure because although disclosure of this information would ensure the public and local taxpayers are being kept informed of how decisions are made and how money is spent, it would also prejudice our providers as this could give competitors an unfair advantage.

In conclusion, in all circumstances of this case we are of the opinion that the balance of public interest favours non-disclosure of this information at this time.

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?

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.

Not applicable

Information provided by: Adult Social Care

Date of response: 22nd February 2019