

## **Equipment Contracting – Benchmarking Questions**

- 1 Name of your organisation  
  
Nottinghamshire County Council
- 2 Name of individual responsible within your organisation for commissioning of community equipment services  
  
Sarah Docksey  
ICELS Partnership Manager
- 3 Is the community equipment service provided by an in house or an external organisation?  
External
- 4 If the service is delivered by an external provider, please provide the name of the provider.  
  
British Red Cross
- 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?  
  
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?
- 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.
  - NHS Bassetlaw Clinical Commissioning Group
  - NHS Nottingham City Clinical Commissioning Group
  - NHS Mansfield and Ashfield Clinical Commissioning Group
  - NHS Newark and Sherwood Clinical Commissioning Group
  - NHS Nottingham West Clinical Commissioning Group
  - NHS Nottingham North and East Clinical Commissioning Group
  - NHS Rushcliffe Clinical Commissioning Group
  - Nottingham City Council
  - Nottinghamshire County Council
- 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?

2017/18 All ICELS spend £7.4m on whole contract.

On average the service delivers £14m of equipment and collects back £12m of equipment a year refurbishing 92% back into use.

- 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.

We have Section 75 pooled budgets and a Partnership Agreement

- 11 Are there contractual incentives or penalties for performance, e.g. bonuses for achieving performance targets, or penalties for failing to meet performance targets? YES / NO. If yes, please detail.

Nottinghamshire County Council is unable to provide this information as this is detailed contract sensitive information.

## 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

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- 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

<b>Speed of delivery</b>	<b>Contract targets</b>	<b>Achieved</b>
Same day emergency after 5pm	5%	0.5%
Same /Next day	25%	9.7% + 16%
Three Days	20%	16%
Five days	50%	58%

- ii. Technician / minor adaptations

ICELS gatekeep all minor ads requests so do not report in the same way, only simple standard fixes are intended to be completed within 5 working days, anything else will depend on what is required

- 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  
ICELS formally reports all service activity as a whole we do not separate out by partner.
- d. Average number of items per delivery in the last financial year for
- i. Equipment
- ii. Minor adaptations  
We don't report on this basis

- 13 If there are multiple items delivered to an address on a single order, is a discount applied? If yes, please detail.  
No. Our delivery costs vary according the size and complexity of items being requested and the speed of the delivery.
- 14 What is the average number of items per delivery in the last financial year  
We don't report on this basis
- 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)  
See response to 12bi
- 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  
ICELS formally reports all service activity as a whole we do not separate out by partner.

## **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.)  
Yes. can be returned to hospitals as part of treatment, can be given to prescribers to drop off at main stores when passing or their areas satellite stores to be returned when sat store top ups are completed – swapped over.  
Anyone can drop off equipment at either of the main depots. Just turn up ring reception bell and staff will respond.
- 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.  
5-10 working days as standard, faster on a case by case basis, one price for all depending on what is being collected. Actively prioritise end of life deceased packages
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)  
Only have one contract speed for collections
- 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  
ICELS formally reports all service activity as a whole we do not separate out by partner.

## 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

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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.

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*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
<i>Profiling Beds</i>	<i>£300,000</i>	<i>£1,200</i>	<i>£250</i>	<i>£400</i>	<i>950</i>	<i>Company X, Bed Y</i>
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 / NO

Absolutely yes, it's a legal requirement for all services to do this. PAT / LOLER / PUWER regulations demand it.

We are CECOPS accredited

21. Does equipment returned attract a refund? YES / NO

Yes

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

We have 2 levels according to how much is collected back. For items collected back up to 74% value of the value delivered 3 months previously. The credit is 85% of value. For collections over 74% and our contractors regularly get up to 95% back, the credit value is 75%

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

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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?

If we can no longer use items due to product changes or obsolescence, depending on what it might be, we might contact our areas Care homes to sell on, or we consider if whole, safe and complete to pass on to charities for use usually overseas.

For items which are scrapped completely our contractors recycle as much as possible with only 2% of waste actually going to landfill. Any income received is theirs, as they own contract equipment.

As a general principle over 92% of all returned equipment is passed back into re-issue.

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.