

Our Reference      North East and North Cumbria ICB\  
FOI ICB 24-401

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By Email

7 February 2025

Dear Applicant

**Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 20 January 2025 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request**

Please may I make the following FOI request?

1. Are you partnering with any other private or public sector organisations to deliver your Personal Health Budgets (PHBs)? If so, please provide the names of those organisations and a summary of the services they provide?
2. Who is responsible for the delivery of the PHB targets (e.g. PHB Lead) and what are their contact details (name, email)?
3. Who is responsible for the delivery of the Continuing Healthcare programme and what are their contact details (name, email)?
4. Who is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB and what are their contact details (name, email)?
5. Who is the Integrated Care Lead at the ICB and what are their contact details (name, email)?
6. Who is responsible for improving faster hospital discharges at the ICB and what are their contact details (name, email)?
7. Who is the Urgent & Emergency Care Lead at the ICB and what are their contact details (name, email)?

8. Who is the current Director of Finance within the ICB and what are their contact details (name, email and phone number)?
9. How many people in your ICB have been awarded a Continuing Healthcare budget and how many of these have taken up a PHB?
10. Excluding wheelchair budgets, how many PHBs have been awarded in the last 12 months and what is the average PHB budget value?
11. What was total annual spend on PHBs for your ICB and how does that spend break down by Direct Payment, 3rd party managed and notional budgets?
12. What software, if any, is used to manage PHBs and direct payments in your ICB?
13. What is the total annual cost for this software and what licensing model is used, e.g., X% of budget/per user/fixed cost?
14. When is the contract for the PHB software up for renewal?
15. If not in use already, are you considering digital automated services to assist with the delivery of services and budget management of your PHBs, direct payments and integrated personal budgets?
16. Does your ICB have a directory of Personal Assistants and if so, who oversees this?
17. Do you use a Direct Payment Support Service (DPSS) to assist direct payment recipients and if so, please provide details of who this is?
18. Is the DPSS a contracted service and if so when does that contract expire?
19. What is the annual cost of the DPSS?

## Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

1. Please find details of partners and services below:

North Cumbria – Local Authority – Payroll and employment  
 Northumberland – Northumberland Local Authority Payroll and employment  
 Newcastle – Disability North – Employment of PAs and payment support  
 Gateshead – Gateshead Local Authority – Employment of PAs and payment support  
 North Tyneside – North Tyneside Local Authority – Employment of PAs and payment support  
 South Tyneside – Local Authority – Payroll and employment  
 Sunderland – Local Authority – Payroll and employment  
 Durham – Durham Local Authority – Payroll and employment  
 Darlington – DAD / DP Support Services/CIC, and People Plus provide Payroll and employment  
 Tees – Stockton Local Authority – Payroll and employment.

For your reference, the table below shows FOI email addresses for Local Authorities in the North East and North Cumbria region.

NENC Local Authorities	Email
Cumbria County Council	information.governance@cumbria.gov.uk
Darlington Borough Council	freedomofinformation@darlington.gov.uk
Durham County Council	foi@durham.gov.uk
Gateshead Council	informationrights@gateshead.gov.uk
Hartlepool Borough Council	freedomofinformation@hartlepool.gov.uk
Middlesbrough Borough Council	foi@middlesbrough.gov.uk
Newcastle City Council	freedomofinformation@newcastle.gov.uk

North Tyneside Council	foiofficer@northtyneside.gov.uk
Northumberland County Council	foi@northumberland.gov.uk
Redcar & Cleveland Borough Council	informationgovernance@redcar-cleveland.gov.uk
South Tyneside Council	foi@southtyneside.gov.uk
Stockton-on-Tees Borough Council	foiandcomplaints@stockton.gov.uk
Sunderland City Council	freedom.information@sunderland.gov.uk

2. The individuals named below are responsible for the delivery of the PHB targets. They can be contacted via the ICB's Reception: email [Nencicb-sun.reception@nhs.net](mailto:Nencicb-sun.reception@nhs.net) or telephone 0191 512 8484.

Nicki Trewhitt – Deputy Director of Nursing – North  
Gary McSloy – Deputy Director of Nursing – South  
Marie Cunningham – Deputy Director of Nursing – South

3. Richard Scott, Director of Nursing is responsible for the delivery of the Continuing Healthcare programme. Please see contact details noted in the response to question 2.
4. Hilary Lloyd is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB. Please refer to contact details in the response to question 2.
5. Levi Buckley is the ICB's Integrated Care Lead. Please refer to contact details in the response to question 2.
6. Levi Buckley is responsible for improving faster hospital discharges. Please refer to contact details in the response to question 2.
7. Neil O'Brien is NENC ICB's Urgent & Emergency Care Lead Please contact him using the details noted in the response to question 2.
8. ICB Directors of Finance are listed below. Please contact them using the contact details noted in the response to question 2.

Philip Argent – Director of Finance – North and Acute  
Charles Welbourn – Director of Finance – North Cumbria, Ambulance and MHLA  
Lynne Walton – Director of Finance – Central & South and Primary & Community  
Kate Hudson-Halliday – Director of Finance – Medical, Nursing and Strategy  
Richard Henderson – Director of Finance – Corporate

9. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested on CHC and PHB. However, this is available within published datasets on the NHS England and NHS Digital websites. The links are provided below.

CHC: <https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/>

PHB: <https://digital.nhs.uk/data-and-information/publications/statistical/personal-health-budgets>

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

10. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested on PHBs. However, this is available within published datasets on the NHS Digital website. The link is <https://digital.nhs.uk/data-and-information/publications/statistical/personal-health-budgets>

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

Average annual cost of a PHB during 2024/25 is £42,430. This is for all active PHBs, not those awarded during the year as they cannot be identified.

This finance response covers North Cumbria, Newcastle Gateshead, County Durham and Tees Valley ICB places only. Finance for other NENC ICB areas is managed by their appropriate local authority, so the question should be redirected to them.

11. The total cost of PHBs is £112,629,643 split as:

Direct Payment	£34,941,070
Independent User Trust	£2,036,793
Notional Budget	£75,651,780

Please note that this finance response covers North Cumbria, Newcastle Gateshead, County Durham and Tees Valley ICB places only. Finance for other NENC ICB areas is managed by their appropriate local authority, so the question should be redirected to them.

12. There is no bespoke PHB system for North Cumbria, Newcastle Gateshead, County Durham and Tees Valley ICB places. Please redirect your request to Northumberland, North Tyneside, Sunderland and South Tyneside local authorities as these are not managed by the ICB.

13. Please refer to the response to question 12.

14. Please refer to the response to question 12.

15. Please refer to the response to question 12.

16. A software review will be undertaken in April 2025.

17. No, NENC ICB does not have a directory of Personal Assistants

18. There is no DPSS for inhouse payments. Please redirect your question to local authorities for externally paid.

19. Please refer to the response to question 18.

20. Please refer to the response to question 18.

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**