

Our Reference North East and North Cumbria ICB\  
FOI ICB 25–471

North East and North Cumbria ICB  
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By Email

26 February 2026

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 on 17 February 2026 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, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.

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

**Your Request**

I am writing to request the following information under the Freedom of Information Act 2000.

1. How many current care packages are commissioned for children and young people with complex needs (including but not limited to learning disabilities, physical disabilities, autism, and/or complex health needs)?
2. How many current care packages are commissioned for adults with complex needs (including but not limited to learning disabilities, physical disabilities, autism, and/or complex health needs)?
3. How many complex children's care packages have been commissioned within the last 12 months?
4. Of the current care packages in place:
  - How many are fully staffed and meeting the commissioned hours?
  - How many are partially staffed (i.e. not consistently meeting commissioned hours)?
  - How many are currently failing, at risk of breakdown, or unable to be fully delivered due to workforce shortages?
5. What is the average weekly commissioned hours per complex care package?
6. How many care packages in the last 12 months have required emergency provider changes or re-tendering due to provider failure?

7. Does the ICB/NHS Trust currently operate a preferred provider framework for complex children's care, and if so, how many providers are on this framework?

If possible, I would appreciate the data broken down by borough/locality. Please provide the information in electronic format. If any part of this request exceeds the cost limit, I would be grateful if you could advise how the request may be refined.

To clarify, when we refer to "complex", we are describing individuals whose needs go beyond standard domiciliary care and require a higher level of clinical oversight, specialist training, and risk management. This typically includes (but isn't limited to) children or adults with:

- Tracheostomy and/or ventilator support
- PEG feeding
- Seizure management
- Challenging behaviour linked to neurological or developmental conditions
- Profound physical disabilities requiring full support
- Multi-agency involvement and detailed care planning

In terms of funding streams, we are referring to individuals who may be funded through Children's Continuing Care (CCC), Adult Continuing Healthcare (CHC), or joint-funded packages, rather than limiting the definition to one specific pathway.

Ultimately, our use of "complex" relates to the level and intensity of need, rather than the funding source itself.

## **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. On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested. NENC ICB does not routinely record a specific condition for individuals on our CHC management database. CHC is not awarded to specific conditions more how the persons symptoms are managed and interact.
2. On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested. NENC ICB does not hold this level of information for complex needs cases.
3. Please refer to the response to question 1.
4. On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested. Patients and families advise if there are issues and the case manager then contacts the provider. This is entered onto Broadcare as a case management note, but the ICB cannot produce reports on staffing and workforce.
5. Please refer to the response to question 2.
6. On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested. This is entered onto Broadcare as a case management note but is not recorded in such a way to enable a report to be run.
7. NENC ICB does not operate a preferred provider framework for complex children's care.

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 Information 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 ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [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 faithfully

*Information Governance Support Officer*

**Information Governance Support Officer  
North East and North Cumbria Integrated Care Board**