NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–286

North East and North Cumbria ICB
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By Email

29 September 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 7 September 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

Under the provisions of the Freedom of Information Act 2000, I am writing to request information regarding the volume, compliance, and expenditure associated with NHS Funded Nursing Care (FNC) 3-month and Annual Reviews within your Integrated Care Board (ICB).

Please provide the following information covering the most recent financial year 2025 / 2026 or the last full12-month period for which data is available:

1. Activity Volume and Backlogs
   a. What is the total number of individuals currently eligible for and receiving NHS Funded Nursing Care (FNC) within your ICB footprint?
   b. As of the date of this request, how many FNC reviews (broken down by 3-month reviews and Annual Reviews) are currently overdue or outstanding beyond national framework timelines?
   c. Over the last 12 months, what percentage of FNC reviews (both 3-month and annual) were not completed within the statutory NHS national framework timelines?
   d. What is the age (in months or days) of the single oldest outstanding FNC review (either 3-month or annual) currently awaiting completion within the ICB?

2. Financial and Workforce Expenditure
    a. What is the total annual budget and current headcount (Whole Time Equivalent / WTE) allocated specifically to the ICB's Continuing Healthcare (CHC) and FNC assessment/review team?
    b. In the last financial year, what was the total expenditure on external agency staff, independent clinical contractors, or third-party private organizations utilized specifically to clear FNC review backlogs?
    c. What is the ICB's estimated or calculated baseline cost to complete a single FNC review using internal resources?
    d. How many formal complaints, appeals, or disputes were lodged against the ICB over the last 12 months regarding delayed, inaccurate, or overdue FNC or CHC assessments/reviews?

3. Provider Frameworks and Quality Assurance
    a. What is the total number of Registered Nursing Homes currently operating within the ICB's geographic footprint?
    b. Does the ICB currently operate, pilot, or commission a "trusted assessor" scheme, delegated authority framework, or digital pathway that allows trained care home staff to complete and submit FNC review documentation directly to the ICB?
    c. Over the last 12 months, what percentage of FNC reviews or assessments submitted to the ICB were rejected or returned to care providers due to insufficient evidence, incorrect documentation, or quality issues?
    d. What digital software, case management system, or electronic portal does the ICB currently use for the tracking, submission, and management of CHC and FNC workflows?

4. Competitor Mapping and Commercial Structure
    a. Is the ICB currently under contract with any private third-party organisation, clinical consultancy, or independent provider to deliver CHC or FNC assessments/reviews? If so, what is the name of the provider and the contract end date?
    b. What are the job titles of the individuals within the ICB who hold operational responsibility and budgetary sign-off for Continuing Healthcare (CHC) and Funded Nursing Care (FNC) services?

Administration of Request

If any part of this request is unclear, or if a specific metric is not centrally recorded, please contact me immediately to help clarify or refine the query so that it can be fulfilled.

If the administration of this request is estimated to exceed the statutory cost limit for any specific question, please fulfil the remaining questions that can be managed within the limit and advise me on how to narrow the remaining points in accordance with Section 16 of the Act.

I look forward to receiving your response within the statutory 20 working days.

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. Activity Volume and Backlogs
    a. Details of individuals currently eligible for and receiving NHS Funded Nursing Care (FNC) are publicly available at https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-

chc-fnc/. Therefore, the ICB considers this element of your request exempt from disclosure by way of s.21 as the information is readily accessible by other means.

b. There are 358 3-month reviews and 311 12-month reviews.
c. 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. Information is not held in this manner by the ICB.
d. The single oldest outstanding FNC review is 2154 days.

2. Financial and Workforce Expenditure
   a. 2026-27 Nurse Assessor/Case Reviewer: Headcount 126, WTE 108, annual budget £6.585m.
   b. 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 this information at the level you have requested.
   c. 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
   d. The information requested for the 2025/26 financial year will be included in the ICB's Annual Report. The report is scheduled for publication by the end of September 2026 as part of the ICB Board papers available on the ICB website: ICB Board meetings| NENC. For the 2026/27 financial year to date, the ICB has received 46 formal complaints relating to All Age Continuing Care.

3. Provider Frameworks and Quality Assurance
   a. There are a total of 189 registered nursing homes.
   b. NENC ICB does not operate, pilot, or commission a "trusted assessor" scheme, delegated authority framework, or digital pathway that allows trained care home staff to complete and submit FNC review documentation directly to the ICB
   c. Please refer to the response to question 3b.
   d. NEIC ICB uses a system called Broadcare for the tracking, submission, and management of CHC and FNC workflows.

4. Competitor Mapping and Commercial Structure
   a. The ICB holds contracts Mprove and Everyturn to complete all reviews. The end date for both contracts is the 31/03/2027.
   b. Hilary Lloyd, Chief Nurse is the senior person responsible for Continuing Healthcare (CHC) / All-Age Continuing Care (AACC) within the ICB. Nicki Trewhitt, Assistant Director for AACC is the lead officer for the CHC/AACC transformation and improvement programme.

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, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or 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. 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