

Our Reference North East and North Cumbria ICB\  
FOI ICB 26–001

North East and North Cumbria ICB  
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By Email

14 April 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 31 March 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 Freedom of Information Act 2000, please provide the following recorded information relating to NHS-commissioned complex care at home and specialist community nursing services:

1. Total expenditure on complex care packages delivered at home (including NHS Continuing Healthcare (CHC) and non-CHC complex community health packages) for each of the last three full financial years and the current year to date. Please separate adults and children where the data is held.
2. The number of active complex care packages at home as at the most recent date available, broken down by:
  - Adults / Children
  - Broad clinical category where held (e.g. learning disabilities/autism, mental health, tracheostomy/ventilation/airway management, other clinically complex needs)
3. A list of all independent, private or voluntary sector providers commissioned for complex care at home or specialist community nursing packages in the period, including (where recorded):
  - Number of packages per provider
  - Approximate total spend per provider (or top 10 providers by value)

- Whether provision was via full managed package, spot purchase, framework agreement, or rapid response/temporary staffing
4. Details of any current framework agreements, block contracts or dynamic purchasing systems for complex home care / specialist nursing / rapid-response staffing, including:
    - Provider names
    - Contract start and end dates (or review/renewal dates)
    - Scope (e.g. 24/7 nursing, paediatric, LD/autism/MH, hospital discharge support)
  5. The name, job title and contact details (email/telephone) of the commissioner or team lead responsible for sourcing complex care at home packages and rapid-response nursing support.

Please supply the information in Excel format where possible. If any element is not held in the exact form requested, please provide the nearest equivalent recorded information and explain any exemptions applied.

## **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 for complex and non-complex packages.
2. Please refer to the response to question 1.
3. Please refer to the response to question 1.
4. NENC ICB have a block contract with Routes Healthcare (North) Ltd, End of Life Domiciliary Care in Sunderland. The contract period is 01/04/2025 to 31/03/2026.

Within Complex Care (S.117 not CHC), commissioning arrangements are predominantly delivered in partnership with Local Authorities, who lead on sourcing care packages in most instances. Where the ICB directly commissions provision, responsibility sits with the relevant Case Manager within the Complex Care team (S.117) or Children's Continuing Care Team (CCC funding).

5. Kate OBrien is Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care at North East and North Cumbria Integrated Care Board. Her email is [k.obrien1@nhs.net](mailto:k.obrien1@nhs.net).

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](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**