

Our Reference North East and North Cumbria ICB\
FOI ICB 25–196

North East and North Cumbria ICB
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By Email

10 September 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 on 15 August 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, 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 you under the Freedom of Information Act 2000 to request information related to the commissioning of complex care packages within your Local Authority. The purpose of this request is to better understand your commissioning practices and provider landscape.

Please provide the following information for the period of 01/04/2024 – 15/08/2025.

1. The total number of adult personal outcome commissioning (POC) packages that are eligible for NHS Continuing Healthcare (CHC) funding and/or are managed via Direct Payments/ Personal Health Budgets (PHB).
2. The total number of children and young people (CYP) POC packages that are eligible for CHC funding and/or are managed via Direct Payments/ Personal Health Budgets (PHB).
3. The total number of external complex care providers your Local Authority works with, and a list of their names.
4. Confirmation of whether your Local Authority operates an in-house team that is used as a primary provider for complex care packages.
5. Details of the criteria, scoring matrix, or decision-making process used for awarding complex care packages to providers.
6. The commissioning price range (e.g. minimum and maximum hourly rates) for both adult and children's complex care packages.

7. A breakdown of the number of commissioned care packages awarded to each provider, without disclosing any commercially sensitive information that would be exempt under Section 43 of the FOI Act.

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.

The data used to prepare the figures is obtained from an internal clinical database used for clinically recording packages.

1. The total number of adult personal outcome commissioning (POC) packages that are eligible for NHS Continuing Healthcare (CHC) funding and/or are managed via Direct Payments/ Personal Health Budgets (PHB) is 11,754.
2. The total number of children and young people (CYP) POC packages that are eligible for CHC funding and/or are managed via Direct Payments/ Personal Health Budgets (PHB) is 1,313.
3. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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. However, we have determined that the information is held by the local authorities within the North East and North Cumbria region.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email addresses for those local authorities to make your request.

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

4. Please refer to the response to question 3.
5. The majority of the packages are awarded to providers using the local authority frameworks. On occasion the ICB have led on the commissioning and contracting – usually only where the ICB already had a contract in place with a provider and once the local authority agrees their own framework is unable to find a provider to meet complex needs. The decision regarding suitability of the provider lies with the MDT where members are involved in the local authority procurement/commissioning.

6. As lead commissioners the local authority rates are utilised – these vary by area, depending on the local authority. NENC ICB does not hold the information you have requested.
7. Please find a list of providers and number of packages attached. It provides details of all care providers and omits personal details of any direct payments made to named individuals and brokers who manage PHB accounts and non-care providers.

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**