

Our Reference North East and North Cumbria ICB\
FOI ICB 25–364

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 512 8484
E-mail: nencicb.foi@nhs.net

By Email

5 January 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 4 December 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

1. Within the period 1st September 2025 to 30th November 2025, please confirm how many Community Care packages have been commissioned within the following areas:
 - Adult services
 - Children services
 - Learning Disabilities & Autism
2. Within the period 1st September 2025 to 30th November 2025, please confirm how many Community Care packages are currently commissioned in total and active with companies who are providing care within the following areas:
 - Adult services
 - Children services
 - Learning Disabilities & Autism
3. Please confirm the companies' names who have provided these packages, along with breakdown of costs involved within the following areas:
 - Adult services
 - Children services
 - Learning Disabilities & Autism

4. Please confirm how the commissioned Community Care packages were procured? i.e. via framework, tender, contract award, direct award etc.
5. Please confirm of the total commissioned Community Care packages how many were delivered by Nursing staff?
6. Please confirm of the total commissioned Community Care packages how many were delivered by Band 2 Carers?
7. Please confirm of the total commissioned Community Care packages how many were delivered by Band 3 Complex Carers?

To clarify, when I state, 'Community Care packages', I mean 'Home Care packages'.

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. From 1 September 2025 to 30 November 2025, community care packages commissioned:

Adult services	1599
Children services	1106
Learning Disabilities & Autism (Adults)	74
Learning Disabilities & Autism (Children)	6

2. From 1 September 2025 to 30 November 2025, community care packages commissioned in total and active:

Adult services	3320
Children services	121
Learning Disabilities & Autism (Adults)	588
Learning Disabilities & Autism (Children)	36

3. The attached spreadsheet details the companies who have provided packages of this financial year, April to November 2025.

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the cost information you have requested. However, we have estimated that to provide you with the required information, would exceed the cost limit of £450 for the NHS as specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

S.12(1) of the FOIA provides that a public authority is not obliged to respond to a request for information if the cost of locating, retrieving, and extracting information and preparing the response can be included in the costs for these purposes.

You have requested information for a specific timeframe and therefore costs would need to be provided manually. There are approximately 2,700 packages to review to provide this information and the costs for a specific period must be calculated individually. These costs relate to Community care packages which are not fixed and we do not always have the hourly rate.

It is estimated that it would averagely take a member of staff approximately 1 minute to obtain the requested information from each package. Allocating 1 minute per transaction, the NENC ICB estimates that 2,700 packages x 1 minutes = 2,700 minutes divided by 60 = 45 hours to extract the level of detail requested from each package. NENC ICB is therefore unable to provide the requested information within the prescribed limit.

In accordance with our duty to provide advice and assistance under s.16 FOIA 2000, we estimate that we would be able to supply you with the data for the full financial year 2025/26, rather than a specific timeframe, within the appropriate limit, should you wish to refine and submit a revised request after April 2026.

4. Commissioned care package procurement:

County Durham: For all Durham County Council registered individuals, the local authority commission on behalf of ICB. Anyone with care outside of Durham County Council area the CHC Team commission directly – spot purchased from an agreed provider framework.

Newcastle Gateshead: Spot purchased from an agreed provider framework.

North Cumbria: Spot purchased from an agreed provider framework.

North Tyneside: Spot purchased from an agreed provider framework.

Northumberland: Commissioned by Northumberland County Council on behalf of NENC ICB. You may wish to redirect your questions to the council using the details below.

South Tyneside: Commissioned by South Tyneside Council on behalf of NENC ICB. You may wish to redirect your questions to the council using the details below.

Sunderland: Commissioned by Sunderland City Council on behalf of NENC ICB. You may wish to redirect your questions to the council using the details below.

Tees Valley: Spot purchased from an agreed provider framework.

Please find contact details for local authorities who commission community care packages on behalf of NENC ICB, should you wish to redirect your questions.

NENC Local Authorities	Email/Online portal
Northumberland County Council	Information Governance – Northumberland CC
South Tyneside Council	foi@southtyneside.gov.uk
Sunderland City Council	freedom.information@sunderland.gov.uk

5. 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 arranged by providers when the package is delivered.

6. Please refer to the response to question 5.

7. Please refer to the response to question 5.

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**