

Our Reference North East and North Cumbria ICB\
FOI ICB 25-214

North East and North Cumbria ICB
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By Email

29 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 3 September 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

Please see a freedom of information request related to personal health budget support services. I would appreciate it if you would process this in line with the 20 working days requirement.

1. Name of ICB
2. For each place in the ICB which has a commissioned provider of PHB support services:
 - a. provide a copy of the service specification.
 - b. what is the contract value?
 - c. what are the contract start and end dates?
 - d. list all groups of patients who access the service e.g. people eligible for adult continuing care funding.
3. Give details of how PHB support and advice is provided in ICB places where there is no commissioned external provider of PHB support and advice.
4. Give details of any frameworks which are used by patients to choose a PHB support and advice provider.
 - a. Provide service specifications which underpin the activities of the providers on the framework.
5. How does the ICB provide independent advocacy advice to people who hold a PHB or wish to hold a PHB?
 - a. Provide any relevant service specifications.

6. Are there any places in the ICB which do not have access to either a commissioned PHB support service or a framework for people to choose a provider from?
 - a. If the answer to 5 is yes, please give details of how people will get their PHB support and advice and independent advocacy services.

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. This name of this ICB is NHS North East and North Cumbria Integrated Care Board.
2. Personal Health Budget (PHB) support services are in the main commissioned by the PHB budget holders and in some circumstances these arrangements are organised and managed by our Local Authorities either contracted or under a framework arrangement. NENC ICB does not hold contracts or service specifications for these providers.

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 local authorities in the NENC region 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

- a. NENC ICB does not hold contracts or service specifications for these providers. Please redirect your question to LAs in the NENC region.
 - b. Please refer to the responses to questions 2 and 2a.
 - c. Please refer to the responses to questions 2 and 2a.
 - d. Those individuals who have the right to have a PHB are those eligible for Continuing Healthcare and for Children's continuing care. PHBs are also offered to those subject to s117 and those with a joint package with the LA in most areas within NENC joint packages and s117 cases are managed by the LA and they support with personal budget (PB) and PHB management and support.
3. PHB support is commissioned by PHB holders directly across the region. Whilst brokerage services are not directly commissioned by the ICB there are several brokerage services available for PHB budget holders to choose from, the majority of these are well established in the market place created by the LA and may be part of an existing LA framework arrangement.

4. There are frameworks in place through the LA and many of the people who receive a PHB will have been transferred into the ICB upon eligibility to CHC or CCC with existing support established whilst in the LA. Please refer to the response to question 2a regarding service specifications.
5. Across the region there may be advocacy contracts through the LA but the ICB do not directly contract advocacy specifically for PHB budget holders. Whilst PHB support providers do provide advocacy as part of their offer to PHB budget holders. Please refer to the response to question 2a regarding service specifications.
6. Across all areas, support services will be available for PHB holders to commission. These services are also commonly used by individuals receiving a PB from the LA.

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**