

Our Reference North East and North Cumbria ICB\
FOI ICB 26–215

North East and North Cumbria ICB
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Sunderland
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By Email

3 August 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 28 July 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

Please find the following request for information under the Freedom of Information Act:

Please provide the information below in relation to adult supported living placements only, that were commissioned, funded, arranged or brokered by your organisation throughout the period 1 July 2025 to 30 June 2026. For this request, “supported living” means accommodation-based support where the person’s housing and care or support arrangements are legally separate. It excludes registered residential and nursing care homes. Where information is not held, please state “not held”. Where figures are requested, please provide information already held in a reportable form; no new analysis or calculation is required.

1. Does your organisation commission, fund, arrange or broker adult supported living placements? If yes, please identify the team or department responsible and briefly describe how referrals are circulated to providers, including how out-of-area searches are undertaken.
2. Do you use a Dynamic Purchasing System, framework, e-brokerage portal, care marketplace or other digital system to source or match supported living placements? If yes, for each system please provide: (a) its name; and (b) the number or proportion of supported living placements for which it is used, where recorded.
3. Do you maintain a list or database of: (a) supported living providers; and (b) individual supported living schemes or properties? If yes, please provide: (i) the number of providers and

schemes or properties recorded; and (ii) the information fields held for each scheme or property, including whether capacity, location and provider details are recorded. Individual addresses are not requested.

4. Do you hold current or live information on vacancies or available capacity in supported living services? If yes, please explain: (a) how providers submit or update the information; (b) how frequently it is expected to be updated; and (c) who can access it. If no live information is held, please briefly describe how vacancies are identified.
5. For the period 1 July 2025 to 30 June 2026, please provide the following where recorded: (a) the number of supported living placement searches or referrals undertaken; (b) the number or proportion resulting in an out-of-area placement; (c) the average or median time from the start of a search to suitable provider options being identified; and (d) the average or median time from the start of a search to the person moving into the service.
6. Please provide copies of the following current documents, with all personal information removed: (a) any standard supported living referral form, assessment summary or referral passport; and (b) any written policy, guidance or process document covering supported living brokerage, matching, provider engagement or out-of-area placements.

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. NENC ICB individually commissions packages of care in supported living arrangements based on individual need. The responsibility for this sits with the All Age Continuing Care (AACC) team in each of the ICB localities. When a placement is required case managers will review available options using local intelligence or knowledge for existing schemes.
2. The AACC team for adults does not utilise a DPS or e-brokerage portal or other digital solution, we can utilise the frameworks held by Local Authorities where interagency agreements exist or where packages of care are jointly funded with the Local Authority.
3. 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.
4. Please refer to the response to question 3.
5. Please refer to the response to question 3.
6. Please refer to the response to question 3. There are no specific guidance or documents relating to the placement of adults in supported living held by NENC ICB.

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**