

Our Reference North East and North Cumbria ICB\
FOI ICB 24–500

NECS – John Snow House
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Durham
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Tel: 0191 301 1300
E-mail: necsu.icbfoi@nhs.net

By Email

15 April 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 by North of England Commissioning Support (NECS) on 21 March 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, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

Under the Freedom of Information Act, I would like to request the following information regarding NHS Continuing Healthcare (CHC) packages for adults aged 18+ within your local ICB, except for questions 1, 2, 5 and 8 where information is required for both adults aged 18+ and children aged 0-18 years old.

For clarity, CHC refers to the NHS Continuing Healthcare funding pathway. For further information please see: <https://www.england.nhs.uk/healthcare/>

Homecare refers to packages of care delivered in the individuals' own homes (not in care homes or residential facilities).

Please provide data for the following financial years: 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25 (projected) except questions 6 and 7 which require a current snapshot (instead of projections for 2024/25), and question 8 which only requires data for 2023/24. If any data for 2023/24 is not available, please provide budgeted figures for the year or the latest snapshot data that is available.

For any years predating the existence of the ICB, please provide the data for the former CCG(s) that now makes up the ICB.

1. Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of CHC funded home care for (a) adults aged 18+ and (b) children aged 0-18 years old.
2. Please provide the number of people in receipt of CHC funded home care packages (all active packages during the year including those which started prior) for (a) adults aged 18+ and (b) children aged 0-18 years old.
3. Please provide the total number of CHC funded home care hours delivered for adults aged 18+.
4. Please provide the ICB's total gross expenditure on CHC funded packages for adults aged 18+.
5. Please provide the ICB's total gross expenditure on CHC funded home care packages for (a) adults aged 18+ and (b) children aged 0-18 years old.
6. Please provide the lowest, mean and highest hourly rate for CHC funded home care packages for adults aged 18+ for 2020/21 to 2023/24, as well as a current snapshot.
7. Please provide the lowest, mean and highest weekly fee for CHC funded home care packages for adults aged 18+ for 2020/21 to 2023/24, as well as a current snapshot.
8. Please provide a list of the top 10 providers who received the greatest amount of funding from CHC funded home care packages. Please provide data for the last financial year 2023/24 for both (a) adults aged 18+ and (b) children aged 0-18 years old.
 - i. For each provider, please provide the number of CHC funded home care packages in 2023/24 (all active packages during the year including those which started prior).
 - ii. For each provider, please provide total expenditure in 2023/24 related to CHC funded home care.

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. the commissioner with responsibility for packages of CHC funded home care is Richard Scott, Director of Nursing. His email address is richard.scott7@nhs.net and he can be contacted by telephone on the number at the top of this letter.
2. Please refer to the table below:

ICB place	(See notes)	2023/24	2024/25
County Durham	INC ISL	854	809
	NO ISL	676	569
Newcastle Gateshead	INC ISL	1086	1226
	NO ISL	943	1070
North Cumbria	INC ISL	668	593
	NO ISL	665	587
North Tyneside	INC ISL	394	424
	NO ISL	387	399
Northumberland	INC ISL	Not recorded on Broadcare	Not recorded on Broadcare
	NO ISL	Not recorded on Broadcare	Not recorded on Broadcare
South Tyneside	INC ISL	256	258
	NO ISL	245	246

Sunderland	INC ISL	361	452
	NO ISL	641	421
Tees Valley	INC ISL	1942	1773
	NO ISL	1651	1472

Notes:

INC ISL = Including Independent Support Living Facilities

INC ISL = Not including Independent Supported Living Facilities.

ISLs are a "homecare environment" but for people who need support to live alone.

Responses to question 3 to 8 are by ICB place below.

County Durham, Newcastle Gateshead, North Cumbria, Tees Valley places

1. Please refer to the ICB response above.
2. Please refer to the ICB response above.
3. Information is not recorded in hours for every package in these ICB places.
4. Gross expenditure on CHC funded packages for adults aged 18+.

ICB Place	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25
County Durham	£16,426,412	£22,482,940	£23,025,518
Gateshead	£22,145,699	£34,034,477	£36,351,287
Newcastle	£24,110,485	£41,880,144	£43,926,731
North Cumbria	£23,040,783	£37,190,989	£40,323,485
Tees Valley	£57,121,530	£76,497,936	£83,691,672
Total	£142,844,909	£212,086,486	£227,318,693

5. Gross expenditure on CHC funded home care packages:

ICB Place	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25
Adults			
County Durham	£5,630,851.87	£7,344,403.99	£8,172,834.42
Newcastle Gateshead	£20,284,497.97	£24,7144,99.63	£26,870,837.97
North Cumbria	£15,645,038.61	£19,688,515.06	£23,605,533.92
Tees Valley	£17,155,903.42	£18,310,676.68	£21,442,016.88
Total	£58,716,291.87	£70,058,095.36	£80,091,223.19
Children			
County Durham	£396,578.99	£420,872.99	£269,334.67
Newcastle Gateshead	£280,843.38	£546,716.75	£1,139,112.48
North Cumbria	Information not held	Information not held	Information not held
Tees Valley	£279,688.52	£401,222.56	£448,647.96
Total	£957,110.89	£1,368,812.30	£1,857,095.11

6. 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 these ICB places.
7. Weekly fees for all areas are detailed in the table below:

ICB Place	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25
Highest	£11,188.28	£13,096.20	£16,611.86
Mean	£907.70	£1,147.79	£1,469.60
Lowest	£10.34	£10.01	£10.80

8. Please find the top 10 providers, packages and expenditure in 2023/24:

Provider (Adult Services)	Care Packages	Total expenditure
Calderdale Homecare Ltd	36	£2,16,57,33.54
Be Caring, Newcastle (Be Caring Group	28	£1,99,2717.82
Orbis, North Shields (Orbis Support Ltd)	6	£1,880,836.05
West House Workington (West House)	20	£1,876,115.27
Premier Care Solutions Ltd	5	£1,755,874.37
Routes Healthcare (North East Limited)	10	£1,616,114.12
L.S. Care Ltd. Boldon	5	£1,419,440.97
Turning Point Manchester (Turning Point)	10	£1,367,697.09
Keyfort North East (Keyfort Group Ltd FKA Neuro Partners Ltd)	7	£1,334,012.47
Steps Support	5	£1,227,404.12
Provider (Childrens Services)	Care Packages	Total expenditure
Icare Living Limited Tees Valley	7	£466,421.02
Icare Living Limited Newcastle Gateshead	5	£306,335.48
Thornbury Cimmunity Services (Independent Clinical Services Ltd)	1	£178,140.14
Artemis Support Limited	2	£165,571.82
New Key Support Limited	1	£164,464.71
Apollo Healthcare Ltd	5	£124,540.35
Advantage Healthcare Limited County Durham	2	£122,981.39
Include in Autism Ltd	2	£121,680.07
PeoplePlus Independent Living Services (PeoplePlus)	3	£109,455.09
Advantage Healthcare Limited Tees	6	£99,422.68

North Tyneside

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 these ICB places. Local Authority commission packages of care on behalf of NENC ICB for North Tyneside. You may wish to redirect your request to North Tyneside Council using the email address below.
2. Please refer to the ICB wide response.
3. This is not recorded in hours for every package in North Tyneside ICB place.
4. Please refer to the North Tyneside response to question 1.
5. Please refer to the North Tyneside response to question 1.
6. Rates are set by local authorities. Please refer to the North Tyneside response to question 1.
7. Rates are set by local authorities. Please refer to the North Tyneside response to question 1.
8. Payments are made by local authorities. Please refer to the North Tyneside response to question 1.

Northumberland place

1. Please refer to the ICB wide response above.

2. Please refer to the ICB wide response above.
3. CHC funded home care hours delivered for adults aged 18+:

Service	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25 (9 months to December 2024)
Adult Services	260,004	353,231	265,077

4. Total gross expenditure on CHC funded packages for adults aged 18+

Service	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25
Adult Services	£41,821,429	£52,131,689	£57,428,679

5. ICB's total gross expenditure on CHC funded packages for adults. Children are not eligible for continuing healthcare funding.

Service	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25
Adult Services	£8,112,749.59	£11,718,781.08	£12,139,562.19

6. Total gross expenditure on CHC funded home care packages:

Expenditure	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25
Highest	£41.86	£40.16	£43.79
Mean	£19.82	£22.71	£23.76
Lowest	£10.46	£10.60	£11.79

7. Lowest, mean and highest weekly fee for CHC funded home care packages for adults aged 18+ for 2020/21 to 2023/24:

Expenditure	2022/2023 (9 Months from 01/07/2022)	2023/24	2024/25
Highest	£6,716.64	£7,395.36	£8,067.36
Mean	£1,027.68	£1,247.10	£1,286.99
Lowest	£38.48	£43.94	£29.26

8. Please find the top 10 providers, packages and expenditure in 2023/24 for adult services. Children are not eligible for continuing healthcare.

Provider (Adult Services)	Care Packages	Total expenditure
Nupath Care Northumberland	22	£1,381,606.02
Helping Hands	84	£779,329.65
Age UK	73	£777,081.26
Time to Care	<5	£708,066.99
Issac	9	£610,121.89
Complete Community Home Care	10	£481,654.77
Sphere Specialist Healthcare	29	£456,290.47
L S Care Ltd	<5	£388,931.58
Best Options Agency Limited	33	£381,146.24

Tasmiyah Healthcare Limited	11	£348,720.29
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South Tyneside and Sunderland places

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 for South Tyneside and Sunderland ICB places. 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 in these ICB places.

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 all local authorities in the NENC ICB region.

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

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 Senior 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 complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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 sincerely

S Davies

S Davies
Information Governance Officer