

Our Reference North East and North Cumbria ICB\
FOI ICB 24-455

NECS – John Snow House
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Durham
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By Email

27 March 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 February 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

I am writing to submit a Freedom of Information (FOI) request regarding homecare AACH provider rates for the financial year 2024/25.

1. Complex Care – AACH (Continuing Healthcare) Costs

For all individual Complex Care – AACH (Continuing Healthcare) commissioned packages of care as of 31 January 2025 (or nearest month), please provide:

- a. Weekly Commissioned Hours
- b. Total Weekly Costs
- c. Average Charge Rate
- d. Provider Name

Please exclude NHS Fast Track Commissioned Packages of Care and include only individually commissioned traditional CHC Complex Packages of Care.

2. New Packages (April 2024 – January 2025)

For all new Complex Care – AACH packages commissioned during this period, please provide:

- a. Commission Date

- b. Weekly Commissioned Hours
- c. Total Weekly Costs
- d. Average Charge Rate
- e. Provider Name

3. Fee-Setting Information

Please provide:

- a. The process/method used to set fee levels for AACH Packages of Care for the April 2025 inflationary uplift
- b. Data sources and calculations used to determine fee levels
- c. A copy of the ICB's policies on fee setting and uplifts for AACH Packages of Care (Continuing Healthcare services)

To clarify, Complex Care refers to specialised home-based healthcare services for adults (aged 18+) with high-level, multifaceted needs requiring clinical expertise beyond standard social care. Specifically, this encompasses nurse-led home care services where registered nurses supervise and/or deliver specialised clinical interventions, care plans, and treatment regimens for individuals with conditions such as acquired/traumatic brain injuries, neurodegenerative disorders, spinal cord injuries, and other conditions requiring specialised clinical skills. These homecare packages typically involve ongoing medical monitoring, specialised clinical procedures, medication management, and coordination across multiple healthcare disciplines to support individuals with complex health conditions to remain in their home environment.

Our Response

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.

NENC ICB does not record this level of data in our systems and does not record the clinical diagnosis of a client or whether a package of care is delivered by a registered nurse. The number of hours is also not routinely recorded.

In terms of fee setting, this process is led by local authorities and rates have not yet been agreed.

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 NENC region 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

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