

Our Reference      North East and North Cumbria ICB\  
FOI ICB 24–470

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By Email

14 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 27 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**

Under the Freedom of Information Act 2000, I kindly request the following information regarding the digital systems currently in use within your Continuing Healthcare (CHC) and/or Adult All Age Continuing Care (AACC) services:

1. A list of the digital systems currently used within your CHC/AACC services, along with their primary function (e.g., referral portal, case management, procurement, digital assessments, patient portal, etc.).
2. The name of the supplier or provider for each system.
3. The expiry date of the current contract for each system.

This request is made in the public interest to better understand the digital infrastructure supporting CHC/AACC services and to ensure transparency regarding the systems in place to deliver critical care services. I wish to clarify that I am not requesting commercially sensitive information such as specific contract values, terms, or pricing details—only general information on systems, suppliers, and contract timelines.

If any part of this request cannot be fulfilled, I ask that you provide as much of the requested information as possible and explain any exemption(s) applied.

## **Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

1. Broadcare is the primary system used for the end-to-end CHC process – from referral, case management, assessments etc. It does not have a patient portal.
2. CHS are the provider of Broadcare.
3. The contract is expected to end June 2026.

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](http://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](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**