

Our Reference North East and North Cumbria ICB\
FOI ICB 26-068

North East and North Cumbria ICB
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Sunderland Enterprise Park
Sunderland
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Tel: 0191 512 8484
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By Email

5 June 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 15 May 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

I am writing to request information under the Freedom of Information Act 2000 regarding your Integrated Care Board's commissioning of Adult and Children's Continuing Healthcare (CHC) services.

Please provide the following information relating to the most recently completed financial year (or latest 12-month period for which data is available):

1. Top Commissioned Continuing Healthcare Providers

Please provide the top 10 care providers commissioned by the ICB for Adult and Children's Continuing Healthcare services, ranked by total combined commissioned contract value/spend. For each provider, please include:

- Provider name
- Total commissioned spend/value (£) for Adult CHC
- Total commissioned spend/value (£) for Children's Continuing Care (where applicable)
- Combined total annual spend/value (£)

If precise contract values are not held, please provide estimated annual spend or banded values where available.

2. Continuing Healthcare Leadership

Please confirm:

- The name and job title of the Director, Head, or Senior Responsible Officer with responsibility for Continuing Healthcare and/or Children's Continuing Care within the ICB.
- The relevant Continuing Healthcare operational lead(s), where applicable.

3. Provider Commissioning Arrangements

Please confirm how Continuing Healthcare care packages are commissioned by the ICB, specifically:

- a. Whether the ICB operates an approved provider framework, dynamic purchasing system (DPS), preferred provider list, accredited provider list, or other formal route for care providers to be commissioned for Adult and/or Children's Continuing Healthcare packages.
- b. Whether care packages are commissioned primarily on a spot purchase basis, mini-competition, direct award, or other commissioning mechanism.
- c. If frameworks or provider lists are in place, please provide:
 - The name of the framework/provider list/DPS
 - The route by which providers may apply to join
 - Any relevant procurement portal, website, or tender platform used (e.g., Atamis, NHS SBS, Proactis, In-Tend, Delta eSourcing, etc.)
 - The anticipated review or reopening dates (if applicable)

4. Provider Engagement Contact Details

Please provide the most appropriate contact details for organisations wishing to discuss or apply to provide Adult and/or Children's Continuing Healthcare services, including:

- Continuing Healthcare commissioning contact email(s)
- Brokerage or complex care placement team contact details (if applicable)
- Procurement and/or provider engagement contact details
- Any dedicated inbox for new provider enquiries

If any part of this request exceeds cost limits, please provide the information for sections that can be fulfilled within the statutory limits and advise how the remaining scope may be refined. I look forward to your response within the statutory 20 working days.

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. Top Commissioned Continuing Healthcare Providers

NENC ICB holds information for all ICB places for children's continuing healthcare services and for all ICB places except Northumberland for adult continuing healthcare services. The table below shows providers and cost.

CHC Service	Provider	Cost
Adult (18+)	St Aiden's Cottage, Durham (Durham Care Line Ltd)	£6,897,942
	Calderdale Homecare Limited	£3,532,696
	Care and Support	£3,293,152
	People First Health	£3,037,943

	Premium Care Solutions LTD	£2,978,081
	Community Integrated Care, Supported Living (Community Integrated Care Ltd)	£2,961,694
	De Bruce Court, Hartlepool (Durham Care Line Ltd)	£2,901,767
	The Bridge Care Centre, Middlesbrough (Elysium Neurological Services (Badby) Ltd)	£2,807,601
	West House, Workington (West House)	£2,709,189
	Orbis, North Shields (Orbis Support Ltd)	£2,708,785
Children (<18)	Apollo Home Healthcare Ltd	£1,208,397
	People First Health	£1,040,739
	Disability North	£704,217
	Darnell House (Cambian Group)	£542,420
	Applewood House, Stafford	£542,416
	Advantage Healthcare Limited	£494,145
	Unified Care Services	£478,621
	KEYFORT North East (KEYFORT Group Ltd FKA Neuro Partners Ltd)	£477,401
	iCare Living Limited	£451,945
	New Hope Children's Home, Salford	£390,811

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 for Northumberland adult continuing healthcare services. However, we have determined that the information is held by Northumberland County Council.

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 website portal address for the council: [Information Governance - Northumberland CC](#).

2. Continuing Healthcare Leadership

Hilary Lloyd, Chief Nurse, is responsible for Continuing Healthcare and/or Children's Continuing Care within the ICB. Karen Rowling and Phil Haselhurst are Senior Clinical Heads of All Age Continuing Care.

3. Provider Commissioning Arrangements

- The ICB is currently reviewing commissioning options as there are different arrangements in place depending on the locality. The ICB has arrangements with local authorities who commission on behalf of the ICB using their relevant local authority frameworks. Where the ICB commissions directly, this is on a spot purchase basis based on patient need.
- The ICB commissions on a spot purchase arrangement based on patient need where the ICB is the contract holder.
- Please refer to the responses to questions 3a and 3b. The ICB uses Atamis as its procurement portal.

4. Provider Engagement Contact Details

Contact details are noted below:

- CHC commissioning: nencicb.chcprovidermanagement@nhs.net
- Brokerage or complex care placement team: nencicb.regionalbrokerage@nhs.net

- Procurement and/or provider engagement: nencicb.procurement@nhs.net
- New provider enquiries: nencicb.chcprovidermanagement@nhs.net

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**