

Our Reference North East and North Cumbria ICB\
FOI ICB 25–210

North East and North Cumbria ICB
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Sunderland
SR5 3XB

Tel: 0191 512 8484
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By Email

24 September 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 on 28 August 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, 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

Under the Freedom of Information Act, please would you be able to confirm the following:

1. What are your lowest and highest agreed charge rates for Complex Care providers to provide Home Care services in 2025 (per hour)?
2. What are your lowest and highest agreed charge rates for Home Care providers to provide Domiciliary Care services in 2025 (per hour)?
3. Can you provide all current contact email addresses for both your Brokerage and Commissioning Managers for:
 - a. Adult complex care services
 - b. Paediatric complex care services
 - c. Supported living services
 - d. Learning Disability and Mental Health teams
4. Can you provide all current contact phone numbers for both your Brokerage and Commissioning Managers for:
 - a. Adult complex care services
 - b. Paediatric complex care services
 - c. Supported living services
 - d. Learning Disability and Mental Health teams

5. Do you work with providers on a spot purchase agreement?
6. Who are your top 5 providers for Complex Care Services? (Please break down into three categories, those that you use the most, those that provide the best quality and those that are the best value for money.)
7. Who are your top 5 providers for Domiciliary Care Services? (Please break down into three categories, those that you use the most, those that provide the best quality and those that are the best value for money.)
8. In 2024, how many referrals did you send to Complex Care Providers?

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 does not the level of detail required to identify complex care providers and provide the level of detail specific to complex care. NENC ICB uses Local Authority Frameworks.

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 within the North East and North Cumbria region.

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 those 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 |

2. Charge rates for home care providers to provide domiciliary services in 2025 (per hour are £21.73 (lowest) and £32.00 (highest).
3. NENC ICB does not have a brokerage team; local authorities broker packages of care. Please direct all email queries to Commissioning Managers using the email addresses below.

| NENC Local Authorities | Email |
|-------------------------------|-------------------------------|
| ICB Reception | nencicb-sun.reception@nhs.net |
| Complex Care Team, North | nencicb-ng.s117@nhs.net |
| Complex Care Team, South | nencicb.s117.dtv@nhs.net |

4. NENC ICB does not have a brokerage team; local authorities broker packages of care. Please direct all telephone queries through the ICB's Switchboard on 0191-512-8484.
5. 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. However, we have determined that the information is held by local authorities within the North East and North Cumbria region. Please redirect your question to them using the information provided in the response to question 1.
6. Please refer to the response to question 1.
7. The top 5 providers are:

| Supplier | Count of Contract ID |
|--|-----------------------------|
| KML Kare Ltd | 382 |
| Dale Care Ltd, Crook | 235 |
| Calderdale Homecare Limited | 142 |
| Merit Homecare, Newcastle (Kay Care Services Ltd) | 109 |
| Hospice at Home West Cumbria, Workington (Hospice) | 93 |

Please note this excludes Northumberland places as our systems do not hold this level of details for those places. Unable to provide best quality and provide the best value for money details as our systems do not hold this level of detail.

8. Please refer to the response to question 1.

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**