

Our Reference North East and North Cumbria ICB\
FOI ICB 25–305

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 512 8484
E-mail: nencicb.foi@nhs.net

By Email

24 November 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 4 November 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 2000 I request the most recent snapshot you hold (ide-date: 1 November 2025 or latest available day). Please give one number per question (or “not held” and signpost). Excel / CSV ideal; plain text fine.

1. *Complex physical healthcare packages*: How many adult Continuing Healthcare (CHC) or jointly-funded packages are currently live where the primary need is recorded as complex physical (not mental health / LDA)?
2. *Over 4-week allocation delays*: Of the packages in question 3, how many have waited >28 calendar days from “fully funded” date to “provider accepted & started care”?
3. *Bed-blocking / delayed discharge*: Latest daily average (or total bed-days last month) where the primary reason is “awaiting community care package” (acute + community beds).
4. *Patients stuck in hospital*: On the snapshot date, how many in-patients are medically fit (“No Criteria to Reside”) but delayed solely because no community package is available?
5. *Tier 4 LDA waiting list (ICB only)*: Current total number of patients waiting for a Tier 4 LDA bed commissioned by your ICB (CAMHS + adult secure).
6. *Tier 4 enhanced staffing*: On the snapshot date, how many Tier 4 in-patients (any unit) require 2:1, 3:1 or 4:1+ staffing (exclude standard 1:1)?
7. *Procurement pipeline – next 6 months*: Please attach (or paste) your anonymised re-procurement tracker:

- Package ref
 - Postcode sector
 - Weekly hours
 - Current provider (or “spot”)
 - Expected tender month (Redact any personal data.)
8. *Best contact*: Name, job title, email & phone of the commissioner who awards complex care packages in your ICB/Trust.

If any figure is already sent to NHSE (SITREP/CHC dashboard), a copy of that row is perfect.

Our Response

1. 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. However, we have estimated that to provide you with the required information, would exceed the cost limit of £450 for the NHS as specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

S.12(1) of the FOIA provides that a public authority is not obliged to respond to a request for information if the cost of locating, retrieving, and extracting information and preparing the response can be included in the costs for these purposes.

It is estimated that it would averagely take a member of staff approximately 5 minutes to obtain the requested information from the Broadcare system. Allocating 5 minutes per transaction, the NENC ICB estimates that 14,000 records x 5 minutes = 70,000 minutes divided by 60 = 1,166 hours to extract the level of detail requested from our Broadcare system. NENC ICB is therefore unable to provide the requested information within the prescribed limit.

Based on the number of hours 1,166 at a rate of £25 per hour the estimated cost of providing the information is £29,150. Should you wish to proceed we will be able to comply with your request upon receipt of payment. Alternatively, you may wish to reduce the scope of your request so that it comes in under the appropriate limit.

2. Please refer to the response to question 1.
3. Please refer to the response to question 1.
4. Please refer to the response to question 1.
5. Please refer to the response to question 1.
6. Please refer to the response to question 1.
7. Please refer to the response to question 1.
8. Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care is the best contact. Please direct all queries to Kate O'Broem using the ICB's generic mailbox nencicb-sun.reception@nhs.net marked for her attention. Alternatively, please telephone the ICB's Switchboard on 0191-512-8484.

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**