

Our Reference North East and North Cumbria ICB\
FOI ICB 26-072

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

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 18 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

Please may I make the following FOI request for adult and children's services:

1. Are you partnering with any other private or public sector organisations to deliver your Personal Health Budgets (PHBs)? If so, please provide the names of those organisations and a summary of the services they provide.
2. Who is responsible for the delivery of the PHB targets (e.g. PHB Lead) and what are their contact details and job title (name, email, title)?
3. Who is responsible for the delivery of the Continuing Healthcare for adults and who is responsible for Children's Continuing Care and what are their contact details (name, email)?
4. Who is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB and what are their contact details (name, email)?
5. Who is responsible for improving faster hospital discharges at the ICB, what is their job title and what are their contact details (name, email)?
6. How many people in your ICB have been awarded a Continuing Healthcare/ Children's Continuing Care budget and how many of these have taken up a PHB?
7. For adult and children's services, excluding wheelchair budgets, how many PHBs have been awarded in the last 12 months and what is the average PHB budget value?
8. What is the current total of direct payment PHBs at the ICB for adult and children's services
9. How does the ICB make its direct payments – i.e. into bank accounts, pre-paid card?

10. If not already in use, are you considering digital automated services to assist with the delivery of services and budget management of your PHBs, direct payments, and integrated personal budgets? – E.g. Virtual Wallets?
11. If a digital solution is used, what is it, who is the provider and when is the contract due to renew?
12. What is the total annual cost for this software and what licensing model is used (e.g. percentage of budget, per user, or fixed cost)?
13. Do you use a Direct Payment Support Service (DPSS) to assist direct payment recipients and, if so, please provide details of who this is?
14. Is the DPSS a contracted service and, if so, when does that contract expire?
15. What is the annual cost of the DPSS?

Our Response

1. People First, Your Voice Counts are managed account providers that help individuals who find it difficult to manage their own care budgets and direct payments. The team takes the stress out of handling funds and paying for care services or employing personal assistants (PAs) via a Personal Health Budget.
2. The PHB lead is Kirsty Freeman, Senior Commissioning Manager, Mental Health, Learning Disability, Neurodivergence and All Age Continuing Care. Please direct all queries to Kirsty using the ICB's generic mailbox nencicb-sun.reception@nhs.net marked for her attention.
3. The person responsible for delivery is Hilary Lloyd, Chief Nurse, Please direct queries to Hilary using the ICB's generic mailbox nencicb-sun.reception@nhs.net marked for her attention.
4. Please refer to the response to question 2.
5. Craig Blair and Paul Turner are the ICB's Directors of Commissioning (Secondary Care) Please direct queries to them using the ICB's generic mailbox nencicb-sun.reception@nhs.net marked for her attention.
6. 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, this is available publicly at:

[Personal Health Budgets - NHS England Digital](https://digital.nhs.uk/data-and-information/publications/statistical/personal-health-budgets)
<https://digital.nhs.uk/data-and-information/publications/statistical/personal-health-budgets>

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

7. Please refer to the response to question 6.
8. The current total of direct payment PHBs at the ICB is £39,931,875 for adult services and £4,405,838 for children's services.
9. Direct payments are made into bank accounts and some prepaid cards.
10. On this occasion it is not possible 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.
11. Please refer to the response to question 10.
12. Please refer to the response to question 10.
13. Please refer to the response to question 10.
14. Please refer to the response to question 10.
15. Please refer to the response to question 10.

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**