

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25–314

**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](mailto:nencicb.foi@nhs.net)

By Email

27 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 7 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**

I am writing to request information under the Freedom of Information Act regarding the commissioning of Continuing Healthcare (CHC) and complex care services within your organisation.

1. CHC Commissioning Frameworks

Please provide details of the current CHC commissioning framework(s) in place, including:

- Framework title(s) and reference numbers (if applicable)
- Duration and expiry date(s)
- Scope of services covered

2. Approved or Contracted Providers

Please provide a list of approved or contracted providers currently delivering CHC-funded complex care services (for both adults and children).

3. Commissioning Structure and Contacts

Please outline the commissioning structure and responsible teams for CHC and complex care.

- If possible, include contact details for commissioning, procurement, and contracting functions.

4. Procurement and Spot Purchasing
  - Are there any open or planned procurement exercises relating to CHC or complex care commissioning within the next 12–24 months?
  - If yes, please provide anticipated timelines and service areas.
  - Alternatively, can providers operate with the ICB via a spot agreement?
5. Commissioning Priorities and Models of Care

Please outline any preferred models of care or strategic commissioning priorities currently being pursued for:

  - Complex care at home
  - Step-down or transitional rehabilitation
  - Specialist community placements
6. Policy and Strategy Documents

Please provide any policy, strategy, or market position documents outlining your approach to CHC commissioning, provider engagement, and market development.
7. Fee Information

Please confirm current average charge rates or fee ranges for complex care packages.
8. Demand for Complex Care

Please provide any available information on current demand levels for individuals requiring complex care (e.g., tracheostomy, spinal injury, neurological care, etc.).

Thank you for your time and assistance. Please do not hesitate to contact me if clarification is required to process this request.

## **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. 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, the commissioning framework is publicly available on the ICB's website:

[CHC for over 18 years | North East and North Cumbria NHS](#)  
[CHC for under 18 years | North East and North Cumbria NHS](#)

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.

2. The attached spreadsheet shows a current list of contracted providers currently delivering CHC-funded complex care services (for both adults and children).
3. Local Authorities are Primary commissioners for CHC packages of Care, North East and North Cumbria Integrated Care Board (ICB) is responsible for deciding the appropriate package of support if eligible for NHS continuing healthcare. Each case will be dealt with by CHC Nursing teams assigned to cases. Please contact NENC ICB CHC teams using the contacts on the NENC ICB website: [Continuing care contacts | North East and North Cumbria NHS](#)

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 contacts for those local authorities to make your request

<b>NENC Local Authorities</b>	<b>Email/Online portal</b>
Cumbria County Council	<a href="mailto:information.governance@cumbria.gov.uk">information.governance@cumbria.gov.uk</a>
Darlington Borough Council	<a href="mailto:freedomofinformation@darlington.gov.uk">freedomofinformation@darlington.gov.uk</a>
Durham County Council	<a href="#">Freedom of Information – Durham CC</a>
Gateshead Council	<a href="#">Freedom of Information request – Gateshead Council</a>
Hartlepool Borough Council	<a href="mailto:freedomofinformation@hartlepool.gov.uk">freedomofinformation@hartlepool.gov.uk</a>
Middlesbrough Borough Council	<a href="#">Freedom of Information Request – Middlesbrough BC</a>
Newcastle City Council	<a href="mailto:freedomofinformation@newcastle.gov.uk">freedomofinformation@newcastle.gov.uk</a>
North Tyneside Council	<a href="mailto:foiofficer@northtyneside.gov.uk">foiofficer@northtyneside.gov.uk</a>
Northumberland County Council	<a href="#">Information Governance - Northumberland CC</a>
Redcar & Cleveland Borough Council	<a href="mailto:informationgovernance@redcar-cleveland.gov.uk">informationgovernance@redcar-cleveland.gov.uk</a>
South Tyneside Council	<a href="mailto:foi@southtyneside.gov.uk">foi@southtyneside.gov.uk</a>
Stockton-on-Tees Borough Council	<a href="mailto:foiandcomplaints@stockton.gov.uk">foiandcomplaints@stockton.gov.uk</a>
Sunderland City Council	<a href="mailto:freedom.information@sunderland.gov.uk">freedom.information@sunderland.gov.uk</a>

4. Procurement is managed on a case-by-case basis, depending on patient needs; there is no commissioning plan for 12-24 months available.
5. 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.

To note, NENC ICB is working towards plans based on the NHS 10 year plan: [10 Year Health Plan for England: fit for the future - GOV.UK](#)

6. NENC ICB has an appeals process but does not hold a market strategy outlining the approach to CHC commissioning, provider engagement, and market development.
7. Please refer to the response to question 1. Each CHC case will vary due to geography and complexity of care this is not something we would have available however we would draw down from National Framework.
8. 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 on current demand levels for individuals requiring complex care.

However, in accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, the link to NHS statistical information on CHC and NHS-funded nursing care is [Statistics » Continuing Healthcare and NHS-funded Nursing Care](#)

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](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 faithfully

*Information Governance Support Officer*

**Information Governance Support Officer  
North East and North Cumbria Integrated Care Board**