

Our Reference North East and North Cumbria ICB\
FOI ICB 25-052

North East and North Cumbria ICB
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By Email

29 May 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 13 May 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

1. The information requested

We ask you to provide the information described below, including the prices paid to independent and voluntary sector Homecare Providers for the provision of regulated Homecare services delivered to **people aged 65 years and over** in their own home during the seven-day **Reference Period** which includes Monday 14 April 2025.

Your attention is drawn to the definitions and interpretation described in sections 2 and 3. The information requested is:

- (a) The **lowest** rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.
- (b) The **highest** rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.
- (c) The **average** ("arithmetic mean") rate per hour paid to **all** Homecare Providers for all Homecare services purchased during the Reference Period, expressed in pounds and pence per hour.
- (d) The **total hours** of Homecare purchased from **all** Homecare Providers during the Reference Period (i.e. any period of seven consecutive days which includes Monday 14 April **2025**).

- (e) The **total hours** of Homecare purchased from **all** Homecare Providers during a seven-day period which includes Monday 15 April **2024** (i.e. the figure which provides a like-for-like comparison with item (d), above, for the previous year).
- (f) Your organisation's **total spend** on Homecare services purchased from **all** Homecare Providers during the Reference Period.
- (g) The **total number** of Homecare Providers that delivered the total hours of Homecare purchased during the Reference Period (as specified in item (d), above).
- (h) The **total number** of people aged 65 years and over that received Homecare services from Homecare Providers during the Reference Period.
- (i) A brief description of the **type of contracts** you currently hold with Homecare Providers (i.e. whether they are block contracts, lead provider contracts, framework contracts, spot contracts, etc.).

Questions (a)-(i) refer to Homecare services. Questions (j) and (k) refer to Direct Payments.

- (j) The **2025-26** rate per hour for a **Direct Payment**, expressed in pounds and pence per hour. If you have more than one Direct Payment rate per hour, please select the rate paid to a recipient to **employ a personal assistant (PA)**. If you have more than one Direct Payment PA rate per hour, please provide all such rates.
- (k) The **total number** of adults in receipt of a **Direct Payment** as of: (I) 1 April 2024 and (II) 1 April 2025 (or dates as close to these as possible).

2. Definitions

Terms defined below in the singular include the plural, unless otherwise stated.

Homecare should be interpreted as referring to social care and support services delivered in people's own homes. This service may also be known as 'domiciliary care' or 'care at home'.

Homecare Provider refers to an independent or voluntary sector organisation providing Homecare registered by any of the following national statutory regulators:

[Care Quality Commission](#) (CQC)

[Care Inspectorate Wales](#) (CIW)

[Care Inspectorate](#)

[The Regulation and Quality Improvement Authority](#) (RQIA)

Reference Period means any period of seven consecutive days which includes Monday 14 April 2025.

In relation to the **lowest**, **highest** and **average** prices paid to Homecare Providers in questions (a) to (c), you should note that our assumption is that your answers will **include** careworkers' travel time and mileage costs, **unless** you advise us to the contrary. You may, at your discretion, provide any qualifying statements or clarification about the figures returned in your reply to these questions.

A **Direct Payment** is a sum of money paid to an individual so that they can arrange their own care and support.

3. Selecting the data requested (questions (a) to (i) only)

The following guidance will help you select the correct data sample to complete this request in **questions (a) to (i) only**.

In case of doubt, you should apply a common-sense interpretation to the request outlined in section 1, above. For example, if you do not hold the requested information specifically for the Reference Period, please provide the information for as close to the Reference Period as possible.

The data sample used to provide this information should **include**:

- Homecare delivered by independent and voluntary sector Homecare Providers.
- Services delivered to adults aged 65 years and over.
- Services which are primarily designed to provide personal care and support, including prompting people to undertake such activities for themselves.
- The care element (only) of services delivered in 'extra care housing' or 'supported living' schemes (i.e. excluding any payment for providing housing or housing services).

You should **exclude** the following items from the data sample used:

- Services provided to adults under the age of 65 years.
- Services which are charged by reference to a unit price, other than a price per hour (or part thereof).
- Any payments made directly to people in lieu of the provision of services by your organisation (e.g. a direct payment).
- Services provided by any 'in-house' homecare team, where the workforce is employed by your organisation.

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.

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 question j. Other information, where held, is noted in the table below.

For your reference, there is also personal health budget information on the NHS Digital website: <https://digital.nhs.uk/data-and-information/publications/statistical/personal-health-budgets/2024-25-q1/personal-health-budgets-q1-2024-25>

QUESTION		2024/25	2025/26	COMMENT
a	Lowest rate per hour	£19.06		2025/26 data is not yet available, and we cannot yet confirm when it will become available.
b	Highest rate per hour	£28.01		
c	Average (arithmetic mean) rate per hour	£23.07		
d	Total hours purchased from homecare providers	N/A	N/A	This cannot be answered as our system does not record the number of hours per package.
e	Total hours purchased from homecare providers	N/A	N/A	
f	Organisation's total spend on Homecare services		£498,010.14	
g	Total number of Homecare Providers		209	

QUESTION		2024/25	2025/26	COMMENT
h	Total number of people aged 65 years and over		921	
i	A brief description of the type of contracts	N/A	N/A	
k	Total number of adults in receipt of a direct payment	776	651	

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 Senior 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**