



North East and North Cumbria

Our Reference North East & North Cumbria
ICB\ FOI ICB187

NECS – John Snow House
Durham University Science Park
Durham, DH1 3YG

Tel: (0191) 301 1300
E-mail: necsu.icbfoi@nhs.net

9 February 2023

Dear

Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board.

Thank you for your request received by North of England Commissioning Support (NECS) on 9 January 2023 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

Please be advised that since the inception of NHS North East and North Cumbria Integrated Care Board and the close down of the CCG's from 01 July 2022, services are not fully integrated yet and therefore, the response has been provided by each service within the previous CCG boundaries (referred to as 'place').

Original Request and Response:

I would like to request the following information under the Freedom of Information Act (2000) in relation to Care and Support packages commissioned by your ICB for Children and Adult in receipt of Continuing Health Care (CHC) and or in receipt of/ in need of complex Care and Support Packages of care to meet their health and social care needs.

When we refer to Complex Care in this request, we determine Complex Care needs as individual needs that require specialist support for one or multiple chronic or long-term health condition, that requires extra assistance to manage their symptoms and daily activities to enable a high quality of life. Individuals also require specially trained carers to enable them to live independently or within the family home within the community.

CHC Funded Care and Support Packages Statistics

Please advise;

1. **Who is responsible for sourcing and commissioning CHC funded packages of Care for individuals with Complex Care and Support Needs, please detail the team that sources packages of support and which department they for i.e., NHS or Local Authority (LA).**

North Cumbria:

Adult: The NHS North of England Commissioning Support (NECS) CHC team commission these packages of care for adults on behalf of NHS North East and North Cumbria Integrated Care Board (NENC ICB).

Children: Please be advised that CHC applies to adults only and therefore, there are no children and young people under the age of 18 years which are funded via CHC; however, the Local Authority are responsible for the commissioning via spot purchase for children and young people eligible for children's continuing care funding.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

NENC ICB are responsible for the commissioning of personal health budgets (PHB) and PHB's are managed through a broker.

Newcastle Gateshead:

Adult: NHS NENC ICB, Newcastle Gateshead Place CHC Team and the Marie Curie Care Coordination Centre.

Children: Please be advised that CHC applies to adults only and therefore, there are no children and young people under the age of 18 years which are funded via CHC; however, the Local Authority lead on the commissioning of packages of care via spot purchase for children and young people eligible for children's continuing care funding.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

North Tyneside:

Adult: NHS NENC ICB, North Tyneside Place CHC Team.

Children: Please be advised that CHC applies to adults only and therefore, there are no children and young people under the age of 18 years which are funded via CHC; however, the Local Authority lead on the commissioning of packages of care via spot purchase for children and young people eligible for children's continuing care funding.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

Northumberland:

Adult: The Local Authority (Northumberland County Council) commissions CHC services on our behalf in Northumberland.

Children: Please be advised that CHC applies to adults only and therefore, there are no children and young people under the age of 18 years which are funded via CHC; however, the Local Authority lead on the commissioning of packages of care via spot purchase for children and young people eligible for children's continuing care funding.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

South Tyneside:

Adult: NHS NENC ICB, South Tyneside Place CHC Team and the brokerage service, employed by the Local Authority.

Children: Please be advised that CHC applies to adults only and therefore, there are no children and young people under the age of 18 years which are funded via CHC; however, the Local Authority lead on the commissioning of packages of care via spot purchase for children and young people eligible for children's continuing care funding.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

Sunderland:

Adult: The Sunderland Local Authority.

Children: Together for Children in partnership with the Local Authority.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

County Durham:

Adult: NECS CHC team commission these packages of care for adults on behalf of NENC ICB.

Children: Please be advised that CHC applies to adults only and therefore, there are no children and young people under the age of 18 years which are funded via CHC; however, the Local Authority lead on the commissioning of packages of care via spot purchase for children and young people eligible for children's continuing care funding.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

Tees Valley:

Adult: NECS CHC team commission these packages of care for adults on behalf of NENC ICB.

Children: Please be advised that CHC applies to adults only and therefore, there are no children and young people under the age of 18 years which are funded via CHC; however, the Local Authority lead on the commissioning of packages of care via spot purchase for children and young people eligible for children's continuing care funding.

You may therefore wish to redirect your request to the Local Authority directly. Contact details are available at the end of this response.

2. **The number of CHC Funded Care and Support Packages commissioned by your ICB/LA and facilitated by an Independent (private or voluntary) provider within your ICB/LA boundary as of 2nd January 2023.**

North Cumbria:

Adult: 12

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: 453. Please be advised, this is a combination of CHC & Fast Track.

Children: Please see response to Q1.

North Tyneside:

Adult: 57

Children: Please see response to Q1.

Northumberland:

Adult: 543

Children: Please see response to Q1.

South Tyneside:

Adult: 29.

Children: Please see response to Q1.

Sunderland:

Adult: Please see response to Q1.

Children: Please see response to Q1.

County Durham:

Adult: 15

Children: Please see response to Q1.

Tees Valley:

Adult: 13

Children: Please see response to Q1.

3. **The number of providers you commission on a spot purchase or framework arrangement to provide specialist Complex Care and Support Services within your ICB/LA boundary as of 2nd January 2023.**

North Cumbria:

Adult: 4

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: 54

Children: For children and young people eligible for funding, via Children's Continuing Care, there are 6 providers who are commissioned via spot purchase.

North Tyneside:

Adult: 26 providers framework and 1 spot purchase.

Children: Please see response to Q1.

Northumberland:

Adult: 40

Children: Please see response to Q1.

South Tyneside:

Adult: Please see response to Q1.

Children: Please see response to Q1

Sunderland:

Adult: 0

Children: Please see response to Q1.

County Durham:

Adult: 9

Children: For children and young people eligible for funding, via Children's Continuing Care, 4.

Tees Valley:

Adult: 13

Children: For children and young people eligible for funding, via Children's Continuing Care, 7.

4. The number of providers specialising in post Spinal Injury Care and Support Services within your ICB/LA boundary as of 2nd January 2023.

North Cumbria:

Adult: 4.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: Nil return.

Children: Please see response to Q1.

North Tyneside:

Adult: Nil return.

Children: Please see response to Q1.

Northumberland:

Adult: 4

Children: Please see response to Q1.

South Tyneside:

Adult: Nil return.

Children: Please see response to Q1.

Sunderland:

Adult: Nil return.

Children: Please see response to Q1.

County Durham:

Adult: 13 agencies specialise in physical disabilities, please be advised, this is not just post spinal.

Children: Please see response to Q1.

Tees Valley:

Adult: 10 agencies provide physical disabilities services.

Children: 10 agencies provide physical disabilities services.

5. **The number of independent (private or voluntary) specialist Complex Care and Support providers commissioned by your ICB/LA from 2nd January 2023 under a block contract arrangement, if appropriate please advise of the format of this provision.**

North Cumbria:

Adult: Nil return.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: Nil return.

Children: Nil return.

North Tyneside:

Adult: 26.

Children: Please see response to Q1.

Northumberland:

Adult: None

Children: Please see response to Q1.

South Tyneside:

Adult: Nil return.

Children: Please see response to Q1.

Sunderland:

Adult: 1

Children: Please see response to Q1.

County Durham:

Adult: Nil return.

Children: Nil return.

Tees Valley:

Adult: Nil return.

Children: Nil return.

Individuals in receipt of CHC funded care and support package Statistics

Please advise;

- 1. The number of individuals (children and adults) currently receiving care and support from a provider commissioned by your ICB/ LA with CHC funding in place with Complex Care and Support needs**

North Cumbria:

Adult: 12.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: 296.

Children: Nil return.

North Tyneside:

Adult: 57.

Children: Please see response to Q1.

Northumberland:

Adult: We do not make use of a classification of care and support plans which distinguishes "Complex" needs.

Children: Please see response to Q1.

South Tyneside:

Adult: 152

Children: Please see response to Q1.

Sunderland:

Adult: 555

Children: Please see response to Q1.

County Durham:

Adult: 15.

Children: 15.

Tees Valley:

Adult: 37.

Children: 22.

2. **The number of individuals (children and adults) currently receiving care and support within their own home setting from a provider commissioned by an outside ICB/LA living but within your ICB/LA boundary**

North Cumbria:

Adult: The requested information is not held, North Cumbria Place within NENC ICB only hold numbers for those clients commissioned by North Cumbria Place within NENC ICB.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: The requested information is not held, Newcastle Gateshead Place within NENC ICB only hold numbers for those clients commissioned by Newcastle Gateshead Place within NENC ICB.

Children: Please see response to Q1.

North Tyneside:

Adult: 1

Children: Please see the response to Q1.

Northumberland:

Adult: We do not hold full information about this.

Children: Please see the response to Q1.

South Tyneside:

Adult: 72

Children: Please see the response to Q1.

Sunderland:

Adult: Nil return.

Children: Please see response to Q1

County Durham:

Adult: The requested information is not held, County Durham Place within NENC ICB only hold numbers for those clients commissioned by County Durham Place within NENC ICB.

Children: Please see response to Q1

Tees Valley:

Adult: The requested information is not held, Tees Valley Place within NENC ICB only hold numbers for those clients commissioned by Tees Valley Place within NENC ICB.

Children: Please see response to Q1

- 3. The number of individuals (children and adults) currently receiving care and support from a provider commissioned by your ICB/LA with CHC funding in place receiving over 80 hours per week care and support**

North Cumbria:

Adult: 11.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: 124

Children: Nil return.

North Tyneside:

Adult: 21 Adults

Children: Please see the response to Q1.

Northumberland:

Adult: 57 (as at 1 Feb 2023)

Children: Please see the response to Q1.

South Tyneside:

Adult: 11 at Home and 94 in care.

Children: Please see the response to Q1.

Sunderland:

Adult: 13.

Children: Please see response to Q1.

County Durham:

Adult: 10.

Children: Nil return.

Tees Valley:

Adult: 19.

Children: 5.

Framework & Non-Framework Providers & Fees

- 1. Does the ICB/LA make placements via a Framework or other pre commissioned service arrangement for Complex Care and Support packages?**

North Cumbria:

Adult: No.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: Yes.

Children: Please see response to Q1.

North Tyneside:

Adult: Yes.

Children: Please see response to Q1.

Northumberland:

Adult: Yes

Children: Please see response to Q1.

South Tyneside:

Adult: Yes.

Children: Please see response to Q1.

Sunderland:

Adult: Yes.

Children: Please see response to Q1.

County Durham:

Adult: Yes.

Children: Yes.

Tees Valley:

Adult: Yes.

Children: Yes.

2. **If the ICB/LA has framework or pre commissioned arrangements, are these arrangements in collaboration with any other ICB's or Local Authorities? If so, who are the other ICB's or Local Authorities?**

North Cumbria:

Adult: Not applicable.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: Newcastle and Gateshead Local Authorities.

Children: Please see response to Q1.

North Tyneside:

Adult: North Tyneside, Newcastle, and Northumberland Local Authorities.

Children: Please see the response to Q1.

Northumberland:

Adult: No

Children: Please see the response to Q1.

South Tyneside:

Adult: Yes, please refer to South Tyneside response to Q3 in relation to CHC Funded Care and Support Packages. ISL support is via a framework. Complex Home Care is through a contract. You will need to redirect your request to the Local Authority for further detail. Contact details can be found at the end of this response.

Children: Please see the response to Q1.

Sunderland:

Adult: No.

Children: Please see response to Q1

County Durham:

Adult: There are no ICB pre-commissioned arrangements.

Children: Please see response to Q1.

Tees Valley:

Adult: There are no ICB pre-commissioned arrangements.

Children: Please see response to Q1.

3. In relation to any Frameworks you currently operate for individuals (children and adults) currently receiving complex and or high level care and support operated by an Independent (private or voluntary) provider within your ICB/LA boundary, please provide the following information (including Provider name) about the number of individuals they support within your ICB/LA boundary, the average weekly hours commissioned, the average hourly rate paid for this provision, per type specified and whether the fees include any discounts agreed with said Provider. Please also advise the totals for all packages in each type specified i.e., total average hourly rate, total average hours provided per week & total no of individuals supported by each provider.

Please use the example format below and return in an excel spreadsheet if possible:

North Cumbria:

Adult:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
KEYFORT North East (KEYFORT	£21.00	192	£4,032.00	7	Information not held	7	0

Group Ltd FKA Neuro Partners Ltd)							
Premium Care Solutions LTD	£23.50	248	£5,828.00	5	Information not held	5	0
Total (of all placements)	£44.50	440	£9860.00	12	Information not held	12	0

Children: Please see response to Q1.

Newcastle Gateshead

Adult:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Angel Care North Limited	16	£18.40	38	706.56	Information not held	Yes	0
Ascot Care	0	18.93	0	0	Information not held	No	0
Be Caring (previously CASA)	19	17.56	86	1508	Information not held	Yes	0
Bluebird Care (Gateshead)	5	24.04	38	915	Information not held	Yes	0
Bluebird Care (Newcastle)	10	18.62	137	2544	Information not held	Yes	0
Boomerang	6	17.83	39	698	Information not held	Yes	0
Calderdale HomeCare	10	17.56	97	1706	Information not held	Yes	0
Care Mark	10	17.56	31	540	Information not held	Yes	0
Care Outcomes UK - Complex	0	19.31	0	0	Information not held	Yes	0
Careline Homecare	1	17.56	28	493	Information not held	Yes	0
Castlerock Recruitment Group CRG	1	18.56	17	308	Information not held	Yes	0
Comfort Call	3	17.56	13	224	Information not held	Yes	0
D K Homecare	10	17.56	40	704	Information not held	Yes	0
Dale Homecare (Dale Care)	5	17.56	55	967	Information not held	Yes	0
Dementia Matters	2	17.62	3	53.04	Information not held	Yes	0
First Call Healthcare	5	17.27	30	515	Information not held	Yes	0

G & P Healthcare Ltd	4	19.54	239	4673	Information not held	Yes	0
Green Square Accord previously (Direct Healthcare) & (DH Homecare)	4	17.56	29	513	Information not held	Yes	0
Helping Hands	1	17.62	90	1580	Information not held	Yes	0
Home Instead	2	23.15	44	1013	Information not held	Yes	0
Homecare North East CIC	2	17.56	27	474	Information not held	Yes	0
KD Care Services	5	17.56	97	1700	Information not held	Yes	0
Keyfort North East - Specialist	0	19.41	358	6950	Information not held	Yes	0
Lincoln Healthcare Group Ltd	4	18.32	187	3426	Information not held	Yes	0
Livability	1	20.01	335	6698	Information not held	Yes	0
LS Care Limited	3	19.39	303	5871	Information not held	Yes	0
Merit Homecare	2	17.56	25	431	Information not held	Yes	0
My Homecare (Gateshead) - Elizabeth Rose	3	18.54	56	1037	Information not held	Yes	0
New Beginnings North East Ltd	3	18.62	233	4330	Information not held	Yes	0
Orbis Support Ltd	9	21.81	168	3661	Information not held	Yes	0
Right at Home Tyneside	2	18.05	269	4863	Information not held	Yes	0
Routes Healthcare	8	17.90	206	3688	Information not held	Yes	0
Signa Care Group Limited	2	17.62	202	3558	Information not held	Yes	0
St Anthony's of Padua	2	17.56	23	200	Information not held	Yes	0
Surecare Newcastle	1	17.83	51	908	Information not held	Yes	0
Tasmiyah Healthcare	2	17.56	207	3637	Information not held	Yes	0
TLC	0	No agreed rate	0		Information not held	Yes	0
Total (of all placements)	£		£				

Children: Please see response to Q1.

North Tyneside:

Adult:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Allied Health Care	17.89	168.00	5611.20	1	0	1	0
Be Caring	19.89	168.00	6683.04	1	0	1	0
Care Outcomes	19.08	101.00	1109.27	1	0	1	0
Castrian	21.10	14.00	294.40	1	0	0	0
Comfort Call	18.50	18.00	333.00	6	0	0	0
Everlasting Care	17.34	189.00	3901.38	1	0	1	0
Homecare Plus	16.65	168.00	5150.25	1	0	1	0
John Jasper Care	22.00	14.00	209.00	1	0	0	0
KML Kare	17.34	42.00	676.00	20	0	0	0
LS Care	19.89	168.00	556.92	1	0	1	0
Melrose House	17.34	20.00	2800.00	3	0	1	0
North East Autism Society	10.61	106.00	3014.85	2	0	0	0
New Beginings NE LTD	15.73	168.00	3000.00	2	0	2	0
New Beginings (Bonchester Mews)	17.26	168.00	4000.00	3	0	3	0
Nurtured Care	15.60	21.00	376.00	1	0	0	0
Right at home	10.40	168.00	1748.11	1	0	0	0
Routes Healthcare	16.70	182.00	3039.40	1	0	0	0
Springfield Healthcare	19.16	45.00	800.00	3	0	0	0
Tasmiyah Healthcare	17.90	7.00	122.50	1	0	0	0
Unisus	19.16	28.00	550.00	4	0	0	0
United Response	14.75	255.00	4400.00	2	0	0	0

Children: Please see response to Q1.

Northumberland:

Adult:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Home Is Where The Help Is Ltd	£17.05	10.25	£174.78	1	<5	See notes	See notes
Homecare Plus	£16.41	7	£114.87	1	<5	See notes	See notes
Issac	£16.74	122.5	£2,050.97	4	<5	See notes	See notes
J S Parker & Associates	£15.79	182	£1,879.01	1	<5	See notes	See notes
Lenore Care Home	£18.53	701	£5,763.35	2	<5	See notes	See notes
Leonard Cheshire	£16.81	887	£974.98	2	<5	See notes	See notes
Mencap	£17.94	704	£9,902.19	4	<5	See notes	See notes
Mrs O'S Caring Hands	£16.75	277	£3,994.65	5	5	See notes	See notes
Natural Ability	£15.79	127	£47.37	1	<5	See notes	See notes
New Prospects	£15.79	271.25	£3,343.54	2	<5	See notes	See notes
North East Autism Society	£17.14	457	£5,039.16	2	<5	See notes	See notes
Nupath Care Northumberland	£19.08	993.25	£12,651.57	12	12	See notes	See notes
Philip Parkinson Homecare Ltd	£19.49	42	£818.37	2	<5	See notes	See notes
Shine Care Limited	£16.30	202	£2,151.60	1	<5	See notes	See notes
Time To Care	£21.25	522	£8,265.17	3	<5	See notes	See notes
Total (of all placements)	£		£				

Notes: We do not record diagnostic categories on the system used to monitor CHC expenditure and activity. We do not make use of a category of "complex care and support needs" in our records

Children: Please see response to Q1.

South Tyneside:

Adult:

Framework - Independent Supported Living for Adults with a Learning Disability							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Affinity Trust (Lot 2)	£17.95		0	0	0	0	None
Ashdown Care Homes Ltd (Lot 2 & 3)	£17.95 lot 2 £19.47 lot 3		3016	1	0	1	None
Aspire Healthcare	£17.95 lot 2		0	0	0	0	None

Ltd (Lot 2 & 3)	£19.47 lot 3						
Creative Support (Lot 2 & 3)	£17.95 lot 2 £19.47 lot 3		2126	2	0	2	None
ESPA (Lot 2&3)	£17.95 lot 2 £19.47 lot 3		0	0	0	0	None
Flexible Support Options Ltd (Lot 2 & 3)	£17.95 lot 2 £19.47 lot 3		5179	1	0	1	None
Royal Mencap Society (Lot 3)	£19.47		0	0	0	0	None
St Anne's Community Services (Lot 2 & 3)	£17.95 lot 2 £19.47 lot 3		52	1	0	1	None
The Disability Trust (Lot 2 & 3)	£17.95 lot 2 £19.47 lot 3		0	0	0	0	None
Turning Point (Lot 2 & 3)	£17.95 lot 2 £19.47 lot 3		0	0	0	0	None
United Response (Lot 2 & 3)	£17.95 lot 2 £19.47 lot 3		1319	2	0	2	None
Total (of all placements)	£		£				

Children: Please see the response to Q1.

Sunderland:

Adult: Please see response to Q1.

Children: Please see response to Q1.

County Durham:

Adult:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Advantage Healthcare Limited	£20.00	175	£3,501.00	1	Information not held	1	0
Allied Healthcare Durham (Allied	£22.00	223	£4,906.00	3	Information not held	3	0

Healthcare Group Ltd)							
Apollo Home Healthcare Ltd	£22.00	100	£2,200.00	3	Information not held	3	0
Elan Care Whitethorn Ltd	£17.50	351	£6,142.50	1	Information not held	1	0
Moon Rise 24 Hr Recruitment Ltd, Middlesbrough	£17.50	58	£1,015.00	1	Information not held	1	0
Pulse@Home, Durham (Pulse Healthcare Ltd)	£18.03	70	£1,262.72	1	Information not held	1	0
Team Brain injury Support Ltd	£27.95	84	£2,348.40	1	Information not held	1	0
Voyage Specialist Healthcare Ltd	£16.07	99	£1,590.93	2	Information not held	2	0
Routes	£21.89	62.5	£1373.59	2	Information not held	2	0

Children:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Advantage Healthcare Limited	19.8	24	475.2	5	Information not held	5	0
Voyage Specialist Healthcare Ltd	19.8	11	217.18	3	Information not held	3	0
Allied Healthcare Durham (Allied Healthcare Group Ltd)	19.8	59	1168.2	5	Information not held	5	0
Apollo Home Healthcare Ltd	19.8	18	356.4	2	Information not held	2	0
Total (of all placements)	£		£				

Tees Valley:

Adult:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and	No of individuals with complex care and	Discounts Agreed (type & %)

					support needs	support needs	
Allied Healthcare Durham, Durham (Health Care Resource Group Ltd)	£21.00	458	£4,810.95	2	Information not held	2	0
Bespoke Health & Social Care Ltd, Nottingham	£24.00	240	£5,765.45	5	Information not held	5	0
Moon Rise 24hr Recruitment Ltd, Middlesbrough	£19.00	231	£4,387.62	6	Information not held	6	0
Orbis, North Shields (Orbis Support Ltd)	£22.50	277	£6,223.27	3	Information not held	3	0
Thornbury Community Services (Independent Clinical Services Ltd)	£19.50	262	£5,107.11	2	Information not held	2	0
Voyage Specialist Healthcare Ltd	£20.00	121	£2,412.30	15	Information not held	15	0
Total (of all placements)	£		£				

Children:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Advantage Healthcare Limited	£19.80	54	£1,069.00	8	Information not held	8	0
Allied Health-Services, Durham (Allied Health-Services Ltd)	£19.80	39.5	£782.07	1	Information not held	1	0
Apollo Home Healthcare Ltd	£19.80	96	£1,900.80	1	Information not held	1	0
iCare Living Limited	£19.80	103.5	£2,049.30	4	Information not held	4	0
Moon Rise 24hr Recruitment Ltd, Middlesbrough	£19.80	200	£3,960.00	1	Information not held	1	0
Voyage Specialist Healthcare Ltd	£19.80	40	£792.00	7	Information not held	7	0
Total (of all placements)	£		£				

4. As per question 3 above, please provide the same information; however, this time in relation to Non-Framework Providers i.e. where the ICB/LA has commissioned packages with Independent care and support Providers using a Spot Purchase mechanism because the Provider is not on a Framework with the ICB/LA. Please also advise the totals for all packages in each type specified i.e. total average hourly fee & total no of individuals supported by Provider.

Please use the example format below and return in an excel spreadsheet if possible:

North Cumbria

Adults: Not applicable.

Children: Please see response to Q1.

Newcastle Gateshead

Adult:

Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs
Tees Valley Care	1	66.6	168	11188	0	Yes
Education & Services For People With Autism Ltd, Sunderland (ESPA Ltd)	1	20.07	336	6742	0	Yes
Steps Support	2	17.49	305	5338	0	Yes
Mencap - Domiciliary Care Agency	13	17.5	94	1645	0	Yes
Community Integrated Care, Supported Living (Community Integrated Care Ltd)	4	16.32	294	4930	0	Yes
Leonard Cheshire Care at Home (Leonard Cheshire Disability)	1	16.07	336	5397	0	Yes
Major Recruitment	1	£30.56	168	5134	0	Yes
Dimensions UK Ltd	4	16.5	231	3394	0	Yes
North East Autism Society, Chester le Street (NEAS)	2	16.5	294	4251	0	Yes

Interactive Development Support Ltd	2	18.15	169	3329	0	Yes
Coquet Trust, Newcastle (Coquet Trust)	3	16.85	134	1732	0	Yes
Flexible Support Options, Newcastle (Flexible Support Options (UK) Ltd)	1	17.5	168	2160	0	Yes
Unisus Care Ltd	1	17.62	209	3681	0	Yes
Living Ambitions, Newcastle (Living Ambitions)	2	18.26	151	3120	0	Yes
Lifeways Community Care, Newcastle (Lifeways Community Care Ltd)	1	17.62	150	2539	0	Yes
Choice Care Services, Washington (Choice Care Services Ltd)	1	14	42	581	0	Yes
New Prospects Association Ltd	3	16.42	73	1130	0	Yes
Perfect Care	3	17.72	26	454	0	Yes
Carers Trust	4	18.03	28.5	541	0	Yes
Crossroads Care, Gateshead	1	17.6	9	159	0	Yes
Great North Homecare	1	17.6	38	582	0	Yes
Newcastle City Council	32	17.62	24	1505	0	Yes
Disability North	10	17.62	86	1685	0	Yes
Gateshead Council	39	17.5	20	1039	0	Yes
Placements – not applicable Discount not applicable	£		£			

Children: Please see the response to Q1.

North Tyneside:

Adult: No non-framework providers.

Children: No non-framework providers.

Northumberland:

Adult:

a	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs
Active Assistance	£16.56	168	£2,782.50	<5	See notes	See notes
Age UK	£16.17	49	£792.12	7	See notes	See notes
Aurora Home Care Ltd	£15.88	3	£47.64	<5	See notes	See notes
Azure Domiciliary Care	£15.79	29.5	£465.81	<5	See notes	See notes
Bellview Help At Home	£17.60	2	£35.20	<5	See notes	See notes
Bluebird Care	£17.85	185.5	£3,311.18	<5	See notes	See notes
Burn Brae Care	£17.34	75.5	£1,324.18	<5	See notes	See notes
Cel Homecare	£17.60	30.5	£536.80	<5	See notes	See notes
Flexible Support Options Uk	£15.79	222.5	£1,640.57	5	See notes	See notes
Gateway Into The Community	£16.50	28	£462.00	<5	See notes	See notes
Helping Hands S.East	£15.88	44	£698.72	<5	See notes	See notes
Helping Hands West	£18.14	185	£3,356.62	<5	See notes	See notes
Home Instead Senior Care	£23.86	193.5	£643.49	<5	See notes	See notes
Issac	£15.88	44	£698.72	<5	See notes	See notes
Keyfort Group Ltd	£17.66	170	£2,723.39	<5	See notes	See notes
L S Care Ltd	£23.90	510.5	£9,874.54	<5	See notes	See notes
Lenore Specialist Care	£15.10	380	£2,155.30	<5	See notes	See notes
Livability	£16.51	21.5	£355.07	<5	See notes	See notes
Mrs O'S Caring Hands	£15.88	74	£1,175.12	<5	See notes	See notes
Nupath Care Northumberland	£16.07	167.25	£2,687.41	7	See notes	See notes
Philip Parkinson Homecare Ltd	£17.60	65	£1,144.00	<5	See notes	See notes
Right At Home	£23.27	68.5	£1,593.90	<5	See notes	See notes
Shine Care Limited	£16.30	283	£4,220.06	<5	See notes	See notes
Siena Court	£19.48	317	£2,927.03	<5	See notes	See notes
Tasmiyah Healthcare Limited	£17.60	238	£2,590.00	<5	See notes	See notes
Time To Care	£17.37	222	£3,855.60	<5	See notes	See notes
Turning Point	£15.79	64	£1,010.56	<5	See notes	See notes
Placements – not applicable Discount not applicable	£		£			

Notes: We do not record diagnostic categories on the system used to monitor CHC expenditure and activity. We do not make use of a category of "complex care and support needs" in our records

Children: Please see the response to Q1.

South Tyneside:

Adult:

Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs
Care Outcomes	Info NA		3,252	1		1
Home Care Direct Ltd	Info NA		2,547	1		1
Human Support Group	Info NA		580	10		10
Neuro Partners	Info NA		914	1		1
Orbis Support Ltd	Info NA		7,339	1		1
Pinpoint Health	Info NA		1,431	1		1
Pulse Health Care	Info NA		3,425	2		2
L S Care	Info NA		3,176	1		1
Placements – not applicable Discount not applicable	£		£			

Children: Please see response to Q1

Sunderland

Adult: Please see the response to Q1.

Children: Please see response to Q1

County Durham:

Adult: No non-framework providers.

Children: No non-framework providers.

Tees Valley:

Adult: No non-framework providers.

Children: Not applicable.

5. Please explain the process followed when you are unable to source a provider from the framework. Is there is a mailing list for this and if so, please share the contact details of the team or individual responsible for making off framework package of care arrangements.

North Cumbria:

Adult: Adult services are not commissioned from this framework; it is a spot purchase.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: The Newcastle Gateshead Place CHC team source their own packages and commissioned directly by NENC ICB.

Children: Please see response to Q1.

North Tyneside:

Adult: There is a mailing list depending on locality. NENC ICB CHC North Tyneside place base 0191 217 2959, Nencicb-nt.chc@nhs.net

Children: Please see response to Q1.

Northumberland:

Adult: Email would be sent into contract@northumberland.gov.uk detailing care required and this would be individually commissioned by a member of the Contracts & Commissioning team.

Children: Please see response to Q1.

South Tyneside:

Adult: Please see response to Q1.

Children: Please see response to Q1.

Sunderland:

Adult: Please see response to Q1.

Children: Please see response to Q1.

County Durham:

Adult: We do not commission from the framework for adults, it is a spot purchase.

Children: Please see response to Q1.

Tees Valley:

Adult: We do not commission from the framework for adults, it is a spot purchase.

Children: Please see response to Q1.

General information

- 1. Provide details of any e-sourcing portals used by your ICB/LA to advertise tender opportunities for Complex Care and Support Services including Spinal Care Services.**

North Cumbria:

Adult: We do not use an e-tending portal within for the North Cumbria Place CHC service.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: No e-sourcing tools are used, nil return.

Children: The ICB do not use an e-sourcing portal for complex care spot purchase.

North Tyneside:

Adult: North Tyneside Local Authority tender for joint framework.

Children: Please see response to Q1.

Northumberland:

Adult: Pro-contract Procurement Portal

Children: Please see response to Q1.

South Tyneside:

Adult: The Council uses the NEPO e-tendering portal. Tenders are also advertised on Contracts Finder and where appropriate Find a Tender Service.

Children: Please see response to Q1.

Sunderland:

Adult: Please see response to Q1.

Children: Please see response to Q1.

County Durham:

Adult: An e-tendering portal is not used for adult services.

Children: Please see response to Q1.

Tees Valley:

Adult: An e-tendering portal is not used for adult services.

Children: Please see response to Q1.

- 2. Details of which team/department commission/source Complex Care and Support packages where an individual has CHC funding in place, please detail whether this is commissioned directly by the ICB or whether the commissioning of these packages of care are commissioned by the responsible Local Authority for the individual in need of care and support and CHC funding.**

North Cumbria:

Adult: Please see response to Q1.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: Commissioned by the NENC ICB Newcastle Gateshead Place CHC Team.

Children: Nil return.

North Tyneside:

Adult: Commissioned by the NENC ICB North Tyneside Place CHC Team.

Children: Please see response to Q1.

Northumberland:

Adult: Local Authority

Children: Please see response to Q1.

South Tyneside:

Adult: Please see response to Q1.

Children: Please see response to Q1.

Sunderland:

Adult: Please see response to Q1.

Children: Please see response to Q1

County Durham:

Adult: The NECS CHC team commission adult services on behalf of NENC ICB.

Children: NECS Children's Continuing Care commission on behalf of NENC ICB via a spot purchase or jointly with the LA.

Tees Valley:

Adult: The NECS CHC team commission adult services on behalf of NENC ICB.

Children: NECS Children's Continuing Care commission on behalf of NENC ICB via a spot purchase or jointly with the LA.

3. **Please provide the contact details (phone number and email) and name of the team within your ICB/LA that refers individuals/ manage the placement contracts/ process for individual packages of support for individuals receiving Complex Care and Support services. Please including both children and adults requiring a package of Complex Care and Support in this and whether it is an all age service or separate.**

North Cumbria:

Adult: Judith Gardiner, Contract Officer, ICB, Tel: 01768 639 348, email: Judith.gardiner@nhs.net

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: CHC Team, Ridley House, Henry Street, Gosforth, tel: 0191 223 6503 email: nencicb-ng.continuinghealthcare@nhs.net

Children: The Children's Continuing Care Team, tel: 01642 746 848, email: necsu.childrenscontinuingcare@nhs.net

North Tyneside:

Adult: North Tyneside Local Authority for contracts for adult and children's and NENC ICB North Tyneside CHC for processing packages of support for adults which is separate.

Children: Please see response to Q1.

Northumberland:

Adult: Please contact contracts@northumberland.gov.uk

Children: Please see response to Q1.

South Tyneside:

Adult: Please see response to Q2.

Children: Please see response to Q1.

Sunderland:

Adult: Please see response to Q1.

Children: Please see response to Q1

County Durham:

Adult: Provider Management Team, telephone 0191 301 1300, email NECSU.chcprovidermanagement@nhs.net

Children: As above.

Tees Valley:

Adult: Provider Management Team, telephone 0191 301 1300, email NECSU.chcprovidermanagement@nhs.net

Children: As above.

- 4. Please provide us of the details of any block contract arrangements you currently hold for Complex Care and Support Services including Spinal Care Services within your ICB/LA area.**

North Cumbria:

Adult: Nil return.

Children: Please see response to Q1.

Newcastle Gateshead:

Adult: Nil return.

Children: Nil return.

North Tyneside:

Adult: Information not held by North Tyneside place within NHS NENC ICB, this will be held by the Local Authority. You may wish to redirect your request to the Local Authority using the contact details found at the end of this response.

Children: Please see response to Q1.

Northumberland:

Adult: There are no such block contracts in place.

Children: Please see response to Q1.

South Tyneside:

Adult: Nil return.

Children: Please see response to Q1.

Sunderland:

Adult: Block contract with one provider.

Children: Please see response to Q1

County Durham:

Adult: There are no block contract arrangements in place.

Children: There are no block contract arrangements in place.

Tees Valley:

Adult: There are no block contract arrangements in place.

Children: There are no block contract arrangements in place.

Local Authority FOI Contacts:

NHS North East and North Cumbria Integrated Care Board (ICB) is not a provider of all services provided within this request. Some information requested is held Local Authorities. Individual email addresses, by which to contact their Freedom of Information Teams, are listed below:

Cumbria County Council	information.governance@cumbria.gov
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	information_security@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

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by The North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.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 sincerely

Sarah Davies
Information Governance Officer