

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25–315

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

25 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 submitting this request under the Freedom of Information Act 2000.

I am conducting research into the commissioning and availability of community-based and small-scale accommodation for individuals with complex healthcare needs. The purpose of this request is to better understand current provision, identified gaps, and strategic plans within Integrated Care Boards (ICBs). Please provide the following information held by your organisation:

1. Commissioned and Planned Complex Care Accommodation
  - a. Please provide details of any current or planned commissioning activity relating to:
    - Small-scale (typically 8-bed or fewer) *children's* complex care services
    - Supported living or learning disability provisions that incorporate complex health or behavioural needs
    - Specialist accommodation for individuals with dual diagnoses, acquired brain injury, spinal cord injury, or long-term ventilation needs
  - b. For each service or initiative identified, please include (where available):
    - The name of the provider(s)
    - The service type (e.g., supported living, residential, transitional, step-down, or rehab)
    - The contract start and end dates (if applicable)

2. Existing Frameworks and Providers

- a. Are there any existing contracts, framework providers, or block-purchased services delivering purpose-built or small-scale complex care accommodation within your ICB area?
- b. If yes, please list:
  - Provider name(s)
  - Location(s) or catchment areas served
  - Service model/type and target client group

3. Identified Gaps or Unmet Needs

Please share any reports, assessments, or summaries (produced internally or externally) that identify gaps in provision or unmet needs relating to individuals requiring complex care within community-based or bespoke accommodation settings.

4. Delayed Discharges and System Flow

- a. Please provide any available data or summaries from the past 12 months showing delayed discharges (“bed blockages”) from acute, rehabilitation, or step-down settings attributable to:
  - Lack of suitable community-based complex care or bespoke accommodation
  - Awaiting commissioning, placement allocation, or funding approval
- b. Please include any existing analyses or reports describing patients who are clinically optimised but remain in hospital or rehab due to an absence of appropriate community placements.

5. Commissioning Strategies and Development Plans

- a. Does your organisation have an identified strategy, market position statement, or development plan for commissioning or co-developing small-scale, purpose-built complex care accommodation?
- b. If yes, please share or reference the relevant documents or summaries.

6. Commissioning Structure and Contact Points

- a. Please outline the commissioning structure responsible for:
  - Supported living and residential services
  - Step-down or transitional bed-based services
  - Children’s complex care accommodation
- b. Where possible, please include departmental contact details (job titles or team names only, if personal data protection applies).

7. Financial Information

Please provide indicative or average commissioned rates or fees for the following service types within your ICB:

- Supported living (complex care)
- Residential (complex or high-dependency)
- Step-down or transitional placements

8. Additional Context (Optional)

If available, please include any local or regional market sustainability assessments or capacity modelling documents relating to complex care or specialist accommodation.

Please provide this information in electronic format (Word, Excel, or PDF). If the information is already publicly available, please provide a link or reference to the relevant source.

If any element of this request would exceed the cost limit, please process as much as possible within the limit or contact me to refine the scope.

## **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. Commissioned and Planned Complex Care Accommodation**

- a. The ICB has no current or planned commissioning activity relating to the services or provisions noted in your question 1a.
- b. Please refer to the response to question 1a.

### **2. Existing Frameworks and Providers**

The only current ICB commissioning activity are the Everyturn residential beds and crisis beds.

*Newcastle Gateshead:* In Newcastle, there are 4 beds at Jubilee Mews (Under 65 Rehab Functional Severe/Complex Supportive Rehab) The following arrangement is in Gateshead:

- 24 beds at Pinetree = Dementia Severe/Complex/Extended Stay
- 13 beds at Briarwood = Dementia Severe/Complex Short Stay/Respite for up to 12 weeks
- 15 beds at Alderwood = Over 65year Functional Severe/Complex Supportive Rehab
- 8 beds at Coalway Lane = Under 65 Rehab Functional Severe/Complex Supportive Rehab

*Tees Valley:* There is a Tees Valley Adults with Learning Disabilities Respite/ Short Breaks Service in place. This is provided by Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV). A new service (direction of travel) from February 2026 will be a partnership model between Middlesbrough Council (MBC) and TEWV providing the service. The location is the Tees Valley area (Middlesbrough, Redcar, Hartlepool, Stockton and Darlington). The service will provide respite / short breaks service for people with a learning disability, profound or severe learning disabilities and complex health needs.

### **3. Identified Gaps or Unmet Needs**

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.

Through our Housing, Health, and Care Programme, we have published a baseline assessment, setting out projected demand for homes with support for people who need complex care and support. This has publicly available on the ICB's website via the link: <https://northeastnorthcumbria.nhs.uk/our-work/housing-health-and-care-programme/>. This document should be read in conjunction with any local plans or strategies that local authorities may have produced and which can be obtained from them.

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.

### **4. Delayed Discharges and System Flow**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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. However, we have determined that the information is held by the foundation trusts (FTs) within the North East and North Cumbria region.

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 FTs to make your request.

<b>NENC Acute Hospital FTs</b>	<b>Email/Online portal</b>
County Durham and Darlington NHS FT	<a href="mailto:cdda-tr.cddftfoi@nhs.net">cdda-tr.cddftfoi@nhs.net</a>
Gateshead Health NHS FT	<a href="mailto:ghnt.foi.enquiries@nhs.net">ghnt.foi.enquiries@nhs.net</a>
North Cumbria Integrated Care NHS FT	<a href="mailto:foirequest@cumbria.nhs.uk">foirequest@cumbria.nhs.uk</a>
North Tees and Hartlepool NHS FT	<a href="mailto:nth-tr.foi@nhs.net">nth-tr.foi@nhs.net</a>
Northumbria Healthcare NHS FT	<a href="mailto:foi@northumbria.nhs.uk">foi@northumbria.nhs.uk</a>
South Tees Hospitals NHS FT	<a href="mailto:stees.foi.admin@nhs.net">stees.foi.admin@nhs.net</a>
South Tyneside and Sunderland NHS FT	<a href="mailto:stsft@infreemation.co.uk">stsft@infreemation.co.uk</a>
The Newcastle upon Tyne Hospitals NHS FT	<a href="https://www.newcastle-hospitals.nhs.uk/help/foi/">https://www.newcastle-hospitals.nhs.uk/help/foi/</a>

5. Commissioning Strategies and Development Plans

Please refer to the response to question 3.

6. Commissioning Structure and Contact Points

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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. However, we have determined that the information is held by the local authorities within the North East and North Cumbria region.

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	Information request
Gateshead Council	Freedom of Information request
Hartlepool Borough Council	<a href="mailto:freedomofinformation@hartlepool.gov.uk">freedomofinformation@hartlepool.gov.uk</a>
Middlesbrough Borough Council	Freedom of Information request
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	Information request
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>

7. Financial Information

Please refer to the response to question 6.

8. Additional Context (Optional)

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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.

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**