

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25–169

North East and North Cumbria ICB  
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By Email

22 August 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 29 July 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 2000 regarding the commissioning and delivery of Continuing Healthcare (CHC) services within your Integrated Care System (ICS), including details on future arrangements, responsible personnel, outstanding workloads, and contracted providers.

Please provide the following information as of the date of this request (or the most recent available data, specifying the date):

1. Current Commissioning Arrangements for Continuing Healthcare:

A description of your ICS's current commissioning model for CHC services, including how assessments, reviews, and funding decisions are handled.

2. Future Commissioning Plans for 2026:

Details on whether CHC work is planned to remain with the Integrated Care Board (ICB) or Integrated Care Partnership (ICP), or if it is due to be delegated or transferred to a community trust (or other provider) in 2026. If a transfer is planned, please include the timeline, rationale, and any relevant documentation (e.g., board papers or strategy documents) that can be disclosed.

3. Responsible Person for Continuing Healthcare:  
The name, job title, and contact details (email and/or phone) of the individual within the ICB or ICP who is primarily responsible for overseeing Continuing Healthcare services. If this role is shared among multiple people, please list all relevant individuals.
4. Outstanding CHC Assessments:  
The current number of outstanding CHC assessments awaiting completion across your ICS.
5. Outstanding CHC Reviews:  
The current number of outstanding CHC reviews (e.g., periodic eligibility reviews) across your ICS.
6. Outstanding Funded Nursing Care (FNC) Reviews:  
The current number of outstanding FNC reviews across your ICS.
7. Contracted Independent Providers:  
Details of any independent providers (e.g., private companies or agencies) currently contracted by the ICB to complete CHC assessments, reviews, or related work on behalf of the ICS.  
Please include:
  - The names of the providers.
  - The scope of their contracts (e.g., types of assessments covered).
  - The duration of the contracts (start and end dates).
  - The approximate value of each contract (if disclosable without exemption).

If any of the requested information is not held by your organisation, please indicate this and, if possible, direct me to the appropriate authority that may hold it. If providing the information would exceed the cost limit under Section 12 of the Act, please advise on how I can refine the request to bring it within limits.

I would prefer the response in electronic format (e.g., PDF or Word document) sent to the email address provided. If you require any clarification, please contact me promptly.  
Thank you for your assistance.

## 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. The commissioning model used by NENC ICB follows the NHS National CHC Framework. Within North Tyneside, Northumberland, Sunderland and South Tyneside ICB places, payments are managed through their respective local authorities.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, the FOI email addresses for those local authorities are noted below:

NENC Local Authorities	Email
North Tyneside Council	foiofficer@northtyneside.gov.uk
Northumberland County Council	foi@northumberland.gov.uk
South Tyneside Council	foi@southtyneside.gov.uk

Sunderland City Council	freedom.information@sunderland.gov.uk
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2. NENC ICB does not hold the information you have requested. There is a national group, led by NHS England considering commissioning plan options. This work is ongoing, and no conclusions have been reached.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, the FOI email address for NHS England is [england.contactus@nhs.net](mailto:england.contactus@nhs.net). Please write "Freedom of Information" in the subject line.

3. Hilary Lloyd, chief nurse and AHP officer is responsible for overseeing Continuing Healthcare services. Please direct all queries to Hilary Lloyd using the ICB's generic mailbox [nencicb-sun.reception@nhs.net](mailto:nencicb-sun.reception@nhs.net) marked for their attention. Alternatively, please telephone the ICB's Switchboard on 0191-512-8484 or write to her at the address at the top of this letter.

4. Outstanding CHC assessments:

Record Owner	CHC assessments
North Cumbria	3
Newcastle Gateshead	10
Tees Valley	16
County Durham	11
Sunderland	20
South Tyneside	29
North Tyneside	0
Northumberland	41

5. Outstanding CHC reviews:

Record Owner	CHC reviews
North Cumbria	124
Newcastle Gateshead	244
Tees Valley	272
County Durham	57
Sunderland	32
South Tyneside	15
North Tyneside	65
Northumberland	231

6. Outstanding Funded Nursing Care (FNC) Reviews:

Record Owner	FNC reviews
North Cumbria	160
Newcastle Gateshead	527
Tees Valley	286
County Durham	234
Sunderland	54
South Tyneside	7
North Tyneside	101
Northumberland	164

## 7. Contracted Independent Providers:

### Provider 1

- Name. MProve
- Scope of contract: Reviews
- Duration: December 2024 – until allocated workload is complete

### Provider 2

- Name. MProve
- Scope of contract: CoP/DoLs
- Duration: August 2025 – until allocated workload is complete

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](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**