

05/10/2023

NN-ICB/23/449

Dear Requestor

**RE: Freedom of Information Request**

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

I would like to request information regarding your Assisted Discharge and Support at Home Services.

For clarity, we are referring to those services where a third-party provider offer support, transport and settling services to patients to ensure an efficient, safe discharge which reduces the incidence of delayed or failed discharges. Support at Home services are those where a third party provides a set period of support to patients recently discharged from hospital to increase independence and reduce the incidence of readmission.

1. Please advise who provides your Assisted Discharge and Support at Home services (Name of Provider)

The ICB does not commission Assisted Discharge services.

For Support at Home services, Pathway 1 discharge support services are provided by multiple system providers across health and care.

2. What is the annual value of the contract?

Pathway 1 discharge support services falls within existing contract arrangements with system providers. The total annual value across all providers is £9.49m.

3. What is the duration of the contract?

The contract is awarded on an annual planning cycle in line with NHS Guidance.

4. What are the start and end dates of the contract (plus any potential extension periods)?

The contract is awarded on an annual planning cycle in line with NHS Guidance.

5. What are the individual performance measures and KPIs on the contract? How is your provider performing against each performance measure and KPI? (%)

Key KPIs continue to be developed, but include referrals accepted, abandoned discharges, declined referrals and actual discharges delivered.

6. Who is the person responsible for managing your Assisted Discharge and Support at Home services?

Name: Gemma Whysall

Title: [Interim System Delivery Director – Urgent Care](#)

Email address:

Contact number:

All ICB staff can be contacted via the contact form on the ICB website -  
<https://notts.icb.nhs.uk/contact-us/general-enquiries/>

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

[notts.foi@nhs.net](mailto:notts.foi@nhs.net)

*All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence \(OGL\)](#) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [notts.foi@nhs.net](mailto:notts.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.*