

10/10/2025

NN-ICB/25-1323

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 18 September 2025, regarding NHS Continuing Healthcare (CHC) Delivery and Workforce Management. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

I am writing to request key information regarding Continuing Healthcare (CHC) within your ICB, with the aim of better understanding current patterns of CHC delivery and workforce management to support a sector-wide market analysis.

This information is requested solely to inform market research and business planning for consultancy purposes; it is not being sought as part of a complaint, press investigation, or direct challenge. Our intention is to build a clearer picture of sector needs and priorities.

I would be grateful if you could provide the following information, for each of the last two full financial years and any current year forecasts or snapshots where available. For ease, I have attempted to break down the information I would like to know into manageable chunks on the topics of CHC processing and current AI and digital systems.

CHC Processing:

1. The total Continuing Healthcare (CHC) expenditure in your ICB for each of the last two full financial years, and your current forecast for the present financial year.
 - 2023/24 – £111,845,693.90 (CHC including Fast Track)
 - 2024/25 – £121,168,446.60 (CHC including Fast Track)
 - 2025/26 – £115,840,939.50 (CHC including Fast Track).
2. The number of whole-time equivalent (WTE) staff whose primary role is CHC in each of the last two financial years, plus your current forecast.
 - 2023/24 – 38.18 WTE
 - 2024-25 – 45.70 WTE
 - 2025/26 – 77.79 WTE.

3. Expenditure on agency and/or bank staff working on CHC in each of the last two financial years and estimated or forecast spend for the present year.

- 2023/24 - £88,378.00
- 2024/25 - £550,725.00
- 2025/26 - £354,074.00.

4. The number of CHC applications your ICB received and processed in each of the last two financial years, and year-to-date in the current year.

This information is publicly available; please see link - www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/

5. As of the date of this request, the number of CHC applications currently “open” (i.e., not yet concluded). Of these, how many are “active” (currently being assessed/reviewed by your team) and how many are “awaiting allocation or further information” (not currently being worked on)?

There are currently 102 open referrals, of which 96 are active and 24 are awaiting allocation.

6. Of all CHC applications processed in each of the last two financial years, what percentage came via the Fast Track pathway?

This information is publicly available; please see link - www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/

7. What percentage of draft CHC assessment reports/Decision Support Tools (DSTs) required revision prior to being finalised and issued to applicants or their representatives, in the last financial year?

The ICB does not hold this information.

8. Of CHC cases approved by your ICB in each of the last two financial years, what percentage received a review at 3 months and at 12 months, in accordance with NHS England guidance? *If precise figures are not available, please provide your best estimate, most recent audit or monitoring results, or a narrative description of processes and compliance with this guidance.*

2023/24:

- 3-month reviews completed = 224
- 12-month reviews completed = 524
- Total CHC figures information is publicly available; please see link - www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/

2024/25:

- 3-month reviews completed – 44
- 12-month reviews completed – 213
- Total CHC figures information is publicly available; please see link - www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/

9. What percentage of CHC funding decisions made by your ICB were formally appealed/challenged in each of the last two financial years at ICB level (Local Resolution), NHS England level (Independent Review Panel) and Parliamentary Health Service Ombudsman (PHSO)?

2023/24:

- Local appeals = 77
- IRP = 16
- PHSO = 0

2024/25:

- Local appeals = 89
- IRP = 22
- PHSO = 0

Percentages can be calculated by obtaining our CHC decision data which is publicly available here - www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/

10. Please estimate the total staff time (in hours, staff days, percentage of CHC team workload, or any other relevant measure) spent in the last two financial years preparing or reviewing CHC cases for Local Resolution, Independent Review Panel and PHSO. If exact figures are not held, I would appreciate your best approximation, broad summaries, or even a short narrative on the scale of work and resource required in these activities.

We have this information available as an estimate of hours:

- 2023/24 = approximately 5181.50 hours
- 2024/25 = approximately 5123.50 hours

11. Please provide the name, job title and email address for the senior manager responsible for CHCs.
Sally Jones – Assistant Director of Nursing & Quality - sally.jones105@nhs.net

AI and Digital Systems:

1. Which IT systems or software applications are used by your ICB in the management of CHC applications? Please specify the company name, product and contract end date if applicable.
[Broadcare \(Xyla Services\) – Current contract ends 31/03/2027.](#)
2. Does your ICB currently use any Artificial Intelligence (AI) or automated decision-support tools in the creation and management of the DST? If yes, please specify the company name, product and contract end date if applicable.
[No.](#)
3. How does your ICB capture and store information from CHC assessment of needs and Multidisciplinary Team (MDT) meetings (e.g., handwritten notes, typed notes, digital audio recordings, or an electronic casework system)?
[The ICB uses a mixture of Handwritten Notes and Typed Notes.](#)
4. Please provide the name, job title and email address for the senior manager responsible for digital systems and AI.
Sally Jones – Assistant Director of Nursing & Quality - sally.jones105@nhs.net.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has 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, Director of Corporate Affairs via 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

nnicb-nn.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 nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.