

14/10/2025

NN-ICB/25-1335

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 25 September 2025, regarding complex care providers. 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 do hold the information requested. However, please note that some of the information you requested has been withheld. Under the FOIA, certain exemptions may apply to protect sensitive information.

Please find below our response to your request:

- 1) What are your lowest and highest agreed charge rates for Home Care providers to provide Domiciliary Care services and Supported Living services including complex care in 2025? (per hour)

Our contracted rates for standard domiciliary care: Lowest = £23.18, Highest = £24.90

Our contracted rates for complex domiciliary care: Lowest = £26.40, Highest = £28.11.

- 2) Can you provide all current contact email addresses for both your Brokerage and Commissioning Managers for, Adult complex care services, Supported living services and Learning disability and Mental Health teams?

- The CHC commissioning team email is nnicb-nn.chcteam@nhs.net
- The City/South CHC delivery team email is nnicb-nn.continuingcarenotts@nhs.net
- The Mid Notts CHC delivery team email is nnicb-nn.midnottschc@nhs.net
- The Bassetlaw CHC delivery team email is nnicb-bassetlaw.chc-office@nhs.net
- The mental Health team email is nnicb-nn.mentalhealth@nhs.net
- The learning disability/autism team email for commissioning is nnicb-nn.nottinghamshirelda@nhs.net – however, as the ICB does not commission supported living services or provide brokerage, you would need to contact the Local Authorities for this, and how to submit a Freedom of Information request can be found on their websites linked below:
 - Nottingham City Council – <https://www.nottinghamcity.gov.uk/your-council/about-the-council/access-to-information/information-request/>
 - Nottinghamshire County Council – <https://www.nottinghamshire.gov.uk/council-and-democracy/freedom-of-information/submit>.

3) Can you provide all current contact phone numbers for both your Brokerage and Commissioning Managers for, Adult complex care services, Supported living services and Learning disability and Mental Health teams?

- The central phone number for CHC commissioning team is 01158831825
- The City/South CHC delivery team phone number is 01158834720
- The Mid Notts CHC delivery team phone number is 01623785450
- The Bassetlaw CHC delivery team phone number is 01777200050.

4) Do you work with providers on a spot purchase agreement?

Yes.

5) Who are your top 5 providers for Complex Care Services, Domiciliary care and supported living? (please break down into three categories, those that you use the most, those that provide the best quality and those that are the best value for money)

The five providers we commission most frequently for domiciliary care (covering both standard and complex packages) are: AMG, Confident Home Care Limited, Greenline Staffing, Holy Spirit Home Care Group and Solid Healthcare.

Nottingham and Nottinghamshire ICB does not hold information that would enable us to rank providers by quality or by value for money. While quality is assessed through contractual monitoring and assurance processes, this information is not collated in a way that allows for a comparative list of 'best' providers. Similarly, we do not hold a dataset that measures or ranks providers on the basis of value for money.

6) In 2024, and current year 2025 how many referrals did you send to Adult Complex care, Domiciliary care and supported living Providers?

Exemption: Section 12

Our systems do record details of care packages, including complex care. However, complex care referrals are not itemised separately from other types of care (such as standard packages). To identify the number of complex care referrals, staff would need to manually review and classify each package individually.

In 2023/24, there were 4,386 different adult packages of care. At a conservative estimate of 45 seconds per package, this would equate to over 32 hours of work. The Freedom of Information Act sets a cost limit equivalent to 18 hours (or £450) for public authorities. We are, therefore, unable to comply with this request, as permitted by Section 12 of the Act.

Duty to Advise and Assist (section 16)

To assist you, you may wish to consider refining your request, for example by:

- Asking for data at a higher level, such as the total number of referrals with the largest providers.
- Narrowing the scope to a shorter timeframe (for example, the latest month).

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.