

14/02/2025

NN-ICB/25-1056

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 20 January 2025, regarding Personal Health Budgets and Personalised Care. 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. However, please note that some / all 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. Are you partnering with any other private or public sector organisations to deliver your Personal Health Budgets (PHBs)? If so, please provide the names of those organisations and a summary of the services they provide?

NHS Nottingham and Nottinghamshire ICB commission CityCare to deliver CHC PHBs within Nottingham City and South Nottinghamshire locations. Mid Nottinghamshire and Bassetlaw place are covered by the ICB's internal CHC delivery teams.

2. Who is responsible for the delivery of the PHB targets (e.g. PHB Lead) and what are their contact details (name, email)?
3. Who is responsible for the delivery of the Continuing Healthcare programme and what are their contact details (name, email)?
4. Who is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB and what are their contact details (name, email)?

In answer to questions 2, 3, and 4: The ICB's Assistant Director of Nursing and Quality, Sally Dore, can be contacted by email at nnicb-nn.chcteam@nhs.net or 0115 8831825.

5. Who is the Integrated Care Lead at the ICB and what are their contact details (name, email)?

The ICB's Chief Executive is Amanda Sullivan who can be contacted who can be contacted via the General Enquires contact form: [General Enquiries - NHS Nottingham and Nottinghamshire ICB](#).

6. Who is responsible for improving faster hospital discharges at the ICB and what are their contact details (name, email)?
7. Who is the Urgent & Emergency Care (UEC) Lead at the ICB and what are their contact details (name, email)?

In answer to questions 6 and 7: Gemma Whysall is the ICB's System Delivery Director for UEC and can be contacted by email: nnicb-nn.urgentcareteam@nhs.net

8. Who is the current Director of Finance within the ICB and what are their contact details (name, email and phone number)?

The ICB's Interim Director of Finance is Marcus Pratt who can be contacted via the General Enquires contact form: [General Enquiries - NHS Nottingham and Nottinghamshire ICB](#).

9. How many people in your ICB have been awarded a Continuing Healthcare budget and how many of these have taken up a PHB?

Everyone who is eligible for Continuing Healthcare and lives at home has a personal health budget whether this be notional, direct payment, third party or a mix of.

10. Excluding wheelchair budgets, how many PHBs have been awarded in the last 12 months and what is the average PHB budget value?

538 (January 2024-January 2025)
Average value £1693.38 per week.

11. What was total annual spend on PHBs for your ICB and how does that spend break down by Direct Payment, 3rd party managed and notional budgets?

Total spend £62,868,000 (January 2024-January 2025)

- Direct payment: £11,866,400
- Third Party PHB: £5,283,200
- Notional: £45,718,400

12. What software, if any, is used to manage PHBs and direct payments in your ICB?

NHS Nottingham and Nottinghamshire ICB uses a case management and finance system called Broadcare.

13. What is the total annual cost for this software and what licensing model is used, e.g., X% of budget/per user/fixed cost?

The ICB is unable to share this information as it is deemed commercially sensitive under Section 43(2) of the Act.

Section 43 of the Act states that:

- (1) Information is exempt information if it constitutes a trade secret.
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

A **public interest test** was undertaken on 12 February 2025 in response to your request made under the Freedom of Information Act 2000.

The Information Commissioner's Office (ICO) sets out public interest factors in favour of and against disclosure. Some of the factors in favour were as follows:

- Ensuring that the public authority can be held accountable for its decisions, particularly as to how it spends public money.
- Ensuring that a tender process is open and transparent.
- Providing insight into the nature of a procurement process and winning bids, so that other companies are encouraged to take part in the process and improve future bids.

Public interest factors against disclosure (and in favour of the maintenance of an exemption) included:

- There is an inherent public interest in the maintenance of the exemption, and of upholding private companies' expectations that commercially confidential information will be protected from disclosure when they engage in public authority tenders.
- Avoiding the discouragement of prospective tenderers from tendering for public sector contracts, for fear of disclosure of their commercially sensitive information to competitors, and that this may adversely affect both the quality of tenders for public sector contracts, and public authorities' ability to negotiate them effectively.
- Maintaining a competitive market and driving competition as this benefits public authorities and consumers, and which could be threatened by disclosure of companies' commercial information.

On balance of the factors considered above, along with relevant case law, we considered that the ICB would be entitled to withhold the total annual cost for this software and what licensing model is used and that this would not be superseded by public interest considerations.

14. When is the contract for the PHB software up for renewal?

The contract expires on 31 March 2027.

15. If not in use already, are you considering digital automated services to assist with the delivery of services and budget management of your PHBs, direct payments and integrated personal budgets?

In order for the ICB to process your request successfully, please can you clarify your request and confirm what recorded information you require in relation to your request to question 15.

16. Does your ICB have a directory of Personal Assistants and if so, who oversees this?

No, the ICB does not have a directory of Personal Assistants.

17. Do you use a Direct Payment Support Service (DPSS) to assist direct payment recipients and if so, please provide details of who this is?

The ICB uses a DPSS framework provider in partnership with Nottinghamshire County Council and Nottingham City Council. However, due to patient choice, there are other providers that may be commissioned by direct payment recipients.

Rosekel Resourcing – DPSS framework provider

Solo Support Services - DPSS framework provider

PeoplePlus - DPSS framework provider

Penderels Trust - DPSS framework provider

Purple Zest - DPSS framework provider

Rowan Organisation and other Independent accountants – not part of the DPSS framework.

18. Is the DPSS a contracted service and if so when does that contract expire?

The ICB has a health and social care DPSS framework (currently with five providers). Renewal is March 2025 with possibility of extension to current contract.

19. What is the annual cost of the DPSS?

£85,000 per year (January 2024-January 2025) includes managed accounts, payroll, DBS, employer support, recruitment charges.

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.