

28/11/2025

NN-ICB/25-1383

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 4 November 2025, regarding complex 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.

**Please find below our response to your request:**

We would like to make the following requests under the Freedom of Information Act 2000. This is in support of our work to provide specialist care within the community:

1. The number of specialist complex care home placements funded by the ICB (including Continuing Healthcare and jointly funded packages) in the last 12 months.

\* [Exemption: Section 12, see below.](#)

2. The number of out-of-area placements made due to the lack of availability of appropriate local complex care provision in the last 12 months.

\* [Exemption: Section 12, see below.](#)

3. The average weekly cost (range if possible, please) for complex care home placements funded by the ICB in the last 12 months.

\* [Exemption: Section 12, see below.](#)

4. A breakdown of numbers of supported living packages/short breaks/respite care over the past 12 months.

[Provided for the 12-month period 01/04/24 to 31/03/25 for people eligible for CHC:](#)

- Supported Living – 39 individual patients received a supported living package.
- Short breaks – 5 individual patients received short breaks as part of their package of care.
- Respite – 66 individual patients received respite as part of their package of care.

In relation to your request for Questions 1, 2 and 3 above, we have applied \* **Exemption: Section 12.**

Our data does include the number of specialist complex care home placements, out-of-area placements, and average weekly costs; however, these are not itemised separately on our system in a way that we are able to extract the information and report on.

To identify and extract the specific numbers requested, staff would need to manually check and analyse each invoice line.

For example, in 2024/25, we estimate around 700 care home placements outside of our standard contracted rates (CHC including Fast Track) would need to be reviewed to establish if they were specialist/complex. At a conservative estimate of 2 minutes per package this would equate to just over 23 hours of work.

The Freedom of Information Act sets a limit of 18 hours (or £450) for public authorities such as ours. Accordingly, we are unable to comply with this part of your 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:

- Narrowing the timeframe (e.g. for the latest calendar month);
- Requesting broader information on specialist complex care home placements, out-of-area placements, and average weekly costs, which may be more readily identifiable from our records.

If you would like to submit a refined request, we would be happy to reconsider it.

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](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 [nnicb-nn.foi@nhs.net](mailto: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](mailto:nnicb-nn.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.