

05/12/2025

NN-ICB/25-1390

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 7 November 2025, regarding complex care commissioning. 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:

1. CHC Commissioning Frameworks

Please provide details of the current CHC commissioning framework(s) in place, including:

- Framework title(s) and reference numbers (if applicable)
- Duration and expiry date(s)
- Scope of services covered

The ICB does not hold this information, as it does not operate a dedicated CHC commissioning framework for complex care for either adults or children. Instead, care packages are commissioned on a spot-purchase basis using the wider market of domiciliary care, complex care, supported living, and residential/nursing home providers.

2. Approved or Contracted Providers

Please provide a list of approved or contracted providers currently delivering CHC-funded complex care services (for both adults and children).

The ICB does not hold this information in the form requested. The ICB does not operate a single approved provider framework for complex CHC, and commissioning is undertaken through spot purchasing from a large and changing pool of providers across adults' and children's complex care, domiciliary care, and residential/nursing home services. As a result, the ICB does not hold a definitive list specifically labelled 'complex care providers'.

3. Commissioning Structure and Contacts

Please outline the commissioning structure and responsible teams for CHC and complex care.

- If possible, include contact details for commissioning, procurement, and contracting functions.

CHC commissioning and complex care are delivered through the following teams:

- Continuing Healthcare (CHC) Team – responsible for CHC assessments, case management, and commissioning of individual care packages
- Contracts & Commissioning Team – responsible for provider contracts, performance, quality oversight, and commissioning of home care/care home services.
- Procurement Team – supports formal procurement processes where required.

All teams can be contacted via the General Enquires contact form on the ICB Website: [General Enquiries - NHS Nottingham and Nottinghamshire ICB](#).

4. Procurement and Spot Purchasing

- Are there any open or planned procurement exercises relating to CHC or complex care commissioning within the next 12–24 months?
- If yes, please provide anticipated timelines and service areas.
- Alternatively, can providers operate with the ICB via a spot agreement?

The ICB does not hold information indicating any open or planned procurements specific to CHC or complex care within the next 12–24 months. Providers may continue to operate with the ICB via spot agreements for adults' and children's complex packages. Any future procurement activity would be published through Find a Tender or Contracts Finder.

5. Commissioning Priorities and Models of Care

Please outline any preferred models of care or strategic commissioning priorities currently being pursued for:

- Complex care at home
- Step-down or transitional rehabilitation
- Specialist community placements

The ICB's commissioning priorities for CHC-funded care are aligned to wider system strategies (Ageing Well, Children & Families, Neurorehabilitation Transformation). At present, the ICB is not developing standalone CHC models of care, but the following principles guide commissioning:

- Complex Care at Home: Packages commissioned on an individual basis, enabling people to remain at home where safe and clinically appropriate. No separate complex-care-at-home model exists.
- Step-Down / Transitional Neurorehabilitation: Packages commissioned case by case.
- Specialist Community Placements: Commissioned as required, but the ICB does not operate purpose-built, small-scale complex-needs accommodation; placements are normally commissioned in existing residential/nursing home settings.

No discrete CHC complex-care transformation programme is currently in place.

6. Policy and Strategy Documents

Please provide any policy, strategy, or market position documents outlining your approach to CHC commissioning, provider engagement, and market development.

The ICB does not hold documents specific to CHC commissioning, market development, or provider engagement. Relevant principles exist only within broader system strategies, none of which are CHC-specific.

7. Fee Information

Please confirm current average charge rates or fee ranges for complex care packages.

The ICB does not hold this information. The ICB does not operate standardised fee rates or average cost schedules for complex care. Fees for adults' and children's complex CHC packages are agreed individually based on needs, staffing requirements, clinical complexity, and provider capability. Accordingly, no average fee schedule exists, and fees are determined on a case-by-case basis.

8. Demand for Complex Care

Please provide any available information on current demand levels for individuals requiring complex care (e.g., tracheostomy, spinal injury, neurological care, etc.).

At the time of the request:

- The ICB has identified five individuals who meet criteria for complex neurological / complex neurorehabilitation needs.
- These individuals are supported either within neurorehabilitation settings or CHC-funded care packages in the community.

No further breakdown (e.g., tracheostomy, LTV, spinal injury) is held centrally in a reportable format.

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.