

19/12/2025

NN-ICB/25-1411

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 24 November 2025, regarding Personal Assistants (PAs) employed through Personal Health Budgets (PHBs). 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.

Please find below our response to your request:

1. Processes for Obtaining and Monitoring PA Compliance & Competence

Please provide evidence that describes how the ICB obtains, verifies, and monitors the competence and compliance of Personal Assistants (PAs) who carry out delegated healthcare tasks for PHB-funded patients.

This should include, but is not limited to:

- a) How the ICB confirms that a PA has received training for delegated healthcare tasks.
- b) How initial PA competence is assessed and who performs the assessment.
- c) How competence is recorded, evidenced, and signed off.
- d) How ongoing PA compliance and competence are monitored (e.g., review cycles, audits, checks, monitoring systems).

If the ICB does not directly hold this information, please confirm which organisation(s) hold responsibility and whether they report compliance/competence data back to the ICB.

Where a direct payment is provided to employ a Personal Assistant (PA) who will be required to carry out a Delegated Healthcare Task (DHT), an initial discussion will take place during the case management review with the individual and/or their representative to identify any specific training requirements. These details will be documented within the Care and Support Plan.

The Integrated Care Board (ICB) will commission an appropriate clinical training provider to deliver the required DHT training. The provider will be responsible for assessing and signing off competencies, as well as issuing certificates to both the Personal Assistant and the employer.

The ICB will review refresher training needs as part of the annual case management process. Employers also hold responsibility for ensuring their Personal Assistants remain up to date with all required training.

The ICB will fund all mandatory training, and any training related to Delegated Healthcare Tasks.

2. Records of Monitoring or Assurance Activities

For the period 1 January 2023 to present, please provide:

- a) Any monitoring reports, audits, internal reviews, quality assurance documents, or summaries relating to PA competence, PA clinical training, or delegated tasks within PHB packages.
- b) Any reports or concerns submitted to the ICB by clinicians, providers, or community services about PA competency or lack of appropriate training.

If redaction is required to protect personal data, please provide anonymised versions.

The Integrated Care Board (ICB) monitors the DHT of Personal Assistants through case management reviews and updates individual Care and Support Plans as necessary. At present, the ICB does not conduct any additional internal audits, reviews, or reporting specifically related to DHT.

The ICB is not currently aware of any concerns raised by clinicians, providers, or community services regarding the competencies of Personal Assistants or the adequacy of their training.

3. A&E Attendance Data for PHB Patients

For the period 1 January 2024 to present, please provide:

- a) The total number of A&E attendances involving patients who receive a Personal Health Budget.
- b) The number of repeat A&E attendances by PHB recipients (e.g., two or more attendances within the same year).
- c) Whether the ICB analyses this data as part of PHB quality or risk monitoring.

Clarification has been sought from the FOI Requester, and once received, the ICB will be able to progress with the response to Question 3.

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.