

23/12/2025

NN-ICB/25-1426

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 4 December 2025, regarding community care packages. 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 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. Within the period 1st September 2025 to 30th November 2025, please confirm how many Community Care packages have been commissioned within the following areas:
 - Adult services
468 patients, 634 packages (this total includes those counted as Learning Disability)
 - Children services
19 patients, 13 packages
 - Learning Disabilities & Autism
11 patients, 12 packages

2. Within the period 1st September 2025 to 30th November 2025, please confirm how many Community Care packages are currently commissioned in total and active with companies who are providing care within the following areas:
 - Adult services
107 patients, 112 packages
 - Children services
13 patients, 13 packages
 - Learning Disabilities & Autism
9 patients, 9 packages

3. Please confirm the companies names who have provided these packages, along with breakdown of costs involved within the following areas:

- Adult services

Total amount commissioned - £2,423,732.55 for the financial year.

Some service providers support fewer than five individuals. Disclosure of provider-level information in these circumstances could lead to the identification of individuals and therefore constitutes personal data. This information is exempt under section 40(2) of the FOIA (personal data).

The ICB can provide the following information where disclosure does not present a risk of identification:

- AMG - £130,318.42
- Clarke House Care Ltd - £244,377.10
- Confident Home Care Ltd - £170,600.43
- Holy Spirit Home Care Group - £338,094.71
- Real Social Care Solutions - £87,372.85
- Solid Healthcare - £291,954.02

- Children services

Total amount commissioned - £600,841.33 for the financial year.

All service providers within this category support fewer than five individuals. Provider-level information is therefore exempt under section 40(2) of the FOIA.

- Learning Disabilities & Autism

Total amount commissioned - £274,395.11 for the financial year.

All service providers within this category support fewer than five individuals. Provider-level information is therefore exempt under section 40(2) of the FOIA.

The figures provided above are based on the data referenced in response to question 2.

4. Please confirm how the commissioned Community Care packages were procured? i.e. via framework, tender, contract award, direct award etc.

The ICB holds information regarding the procurement routes used for commissioned Community Care packages.

The majority of Community Care (CHC) packages are procured via an approved framework. In some cases, spot contracts are used, typically where a service provider was already in place, having previously been commissioned by another organisation.

5. Please confirm of the total commissioned Community Care packages how many were delivered by Nursing staff?

- Children services

6 packages

- Adult services and Learning Disabilities & Autism

The ICB holds the requested information; however, it is not held in a reportable format.

To determine how many Community Care packages were delivered by Nursing staff for Adult services and Learning Disabilities & Autism would require a manual review of individual case records. We estimate that this would involve reviewing approximately 634 packages. At an estimated 2 minutes per case, this would take in excess of 20 hours of staff time.

This exceeds the appropriate cost limit set out in the Freedom of Information Act 2000 and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. The information is therefore exempt from disclosure under section 12(1) of the FOIA.

Advice and Assistance (Section 16 FOIA)

In accordance with section 16 of the Freedom of Information Act 2000, the ICB is able to offer advice and assistance to help you refine your request.

In relation to question 5, it may be possible to provide information for a smaller time period, a specific service area, or a limited sample of packages, which may fall within the appropriate cost limit.

6. Please confirm of the total commissioned Community Care packages how many were delivered by Band 2 Carers?

The ICB does not hold this information for the purposes of the FOIA. The banding of carers is determined and managed by individual service providers.

7. Please confirm of the total commissioned Community Care packages how many were delivered by Band 3 Complex Carers?

The ICB does not hold this information for the purposes of the FOIA. The banding of carers is determined and managed by individual service providers.

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.