

14/01/2026

NN-ICB/25-1441

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 16 December 2025, regarding CHC packages commissioned from Thornbury Nursing Services / Thornbury Nursing / Thornbury Community Services. 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. However, please note that all of the information you requested has been withheld. Under the FOIA, certain exemptions may apply to protect sensitive information.

Details of your request:

Please provide the following information relating to Continuing Healthcare (CHC) / NHS-funded packages of care commissioned by your ICB from any of the following providers:

- **Thornbury Nursing Services**
- **Thornbury Nursing**
- **Thornbury Community Services (TCS)**
- (including any service lines operated by these providers under the Thornbury/Acaciium Group umbrella)

For each **individual package of care** that was active at any time during the period **1 April 2025 – 1 December 2025**, please provide:

Requested Information

1. Package-level commissioning information

For each commissioned package delivered by Thornbury (as above), please provide:

- a) **Weekly commissioned hours**
 - b) **Weekly cost (£) to the ICB**
 - c) **Start date** of the commissioned package
 - d) **End date**, or “ongoing” if still active
 - e) **Type of package** (e.g., adults CHC, children’s continuing care, learning disability, complex, fast-track end-of-life, etc.)
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2. Aggregate totals

(Provided to reduce the likelihood of S12 refusals.)

- a) **Total number of CHC packages** commissioned from Thornbury during the period
- b) **Total annual expenditure (£)** paid to Thornbury for these packages
- c) **Total weekly commissioned hours**, summed across all Thornbury packages

Our response to your request:

The ICB holds information within the scope of your request. However, during the period specified, the number of Continuing Healthcare packages commissioned from the named provider was extremely low.

Disclosure of the package-level information requested (including commissioned hours, costs, start and end dates and package type), even where individuals are not named, would be reasonably likely to lead to the identification of living individuals when combined with other information that is reasonably accessible to the requester or others. This includes information held by the provider, local market intelligence, or other publicly available information.

Given the specialist nature of the services, the narrow provider base, and the very small number of packages involved, disclosure would create a significant risk of identification through the mosaic effect.

The information therefore constitutes personal data as defined under Article 4(1) of the UK General Data Protection Regulation. Disclosure would breach the data protection principles set out in Article 5(1), in particular the requirement that personal data is processed lawfully, fairly and transparently.

The information is therefore exempt from disclosure under Section 40(2) of the Freedom of Information Act 2000.

In line with our duty to provide advice and assistance under Section 16 of the Freedom of Information Act, we have considered whether it would be possible to provide any of the requested information in a more aggregated or alternative form. However, given the very small number of packages involved and the level of detail requested, we have concluded that any further disclosure would be likely to carry the same risk of identification and cannot be provided.

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.