

05/02/2026

NN-ICB/25-1453

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 31 December 2025, regarding Liaison Care (registered as Liaison financial services Ltd). 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 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:

- a. Please provide a full, unredacted copy of the contract between the ICB and Liaison Care (registered as Liaison financial services LTD) including all appendices, schedules, and related documents defining the scope of services, key performance indicators, and financial terms.

NHS Nottingham and Nottinghamshire ICB holds the information you have requested. However, the ICB is unable to disclose the contract, including its schedules and appendices, as it is exempt from disclosure under the Freedom of Information Act 2000 for the reasons set out below.

Section 41 – Information provided in confidence (absolute exemption)

The contract contains extensive information provided by Liaison Care with a clear and explicit expectation of confidence. This includes proprietary operational models, financial methodologies, workflows, thresholds, clinical and delivery processes, and business practices.

Disclosure of this information would constitute an actionable breach of confidence, as the information:

- is not in the public domain;
- has the necessary quality of confidence; and
- was provided to the ICB in circumstances importing an obligation of confidence.

Section 41 is an absolute exemption and is not subject to a public interest test.

Section 43(2) – Commercial interests (qualified exemption)

The contract contains detailed commercial and financial information, including but not limited to:

- cost models and benefit-share mechanisms;
- activity volumes, staffing assumptions and financial validation arrangements;
- internal delivery and operational models;
- invoicing arrangements, risk-sharing and mitigation structures.

Disclosure of this information would be likely to prejudice the commercial interests of both NHS Nottingham and Nottinghamshire ICB and Liaison Care. In particular, it would undermine future procurement and negotiation activity and could deter providers from sharing detailed operational information with the NHS.

Public interest test

We have considered the public interest in disclosure, including the importance of transparency and accountability in the use of public funds. However, this is outweighed by the strong public interest in:

- protecting fair and effective commercial competition;
- ensuring the ICB can secure best value for money in future procurements; and
- maintaining the willingness of providers to engage openly and collaboratively with the NHS.

We, therefore, conclude that the public interest favours maintaining the exemption.

Section 40(2) – Personal data (absolute exemption)

The contract includes personal data relating to identifiable individuals, including names, signatures, job roles and contact details of staff from both the ICB and Liaison Care.

Disclosure of this information would contravene the UK General Data Protection Regulation and the Data Protection Act 2018. Section 40(2) is an absolute exemption and is not subject to a public interest test.

Section 31 – Law enforcement / security (qualified exemption, where applicable)

Elements of the contract and associated data-processing documentation contain sensitive information relating to system access arrangements, data flows, security controls, and business continuity measures.

Disclosure of this information could increase the risk of harm to the security and resilience of NHS systems and information. We, therefore, consider this information exempt under Section 31 of the FOIA.

Public interest test

While there is a public interest in transparency, this is outweighed by the public interest in protecting the security of health information systems and ensuring the safe and secure operation of NHS services.

Why a redacted version cannot be provided

Due to the nature of the contract, the exemptions described above apply throughout the document. Meaningful redaction would be required to:

- the entire commercial and financial model;
- all operational and delivery schedules;
- all information security and data-processing content; and
- all personal data.

Redacting this information would remove almost all substantive content, resulting in a document with no practical value or public benefit. For this reason, the ICB is withholding the contract in full.

- b. Please provide me with the number of reviews carried out under the arrangement with Liaison Care and the total savings made as a result of these reviews in £.

Under the arrangement with Liaison Care, the following reviews and savings were recorded. Savings recorded in 2024/25 relate to the financial impact of reviews completed in 2023/24.

Year	Number of reviews	Total savings
2023/24	128	£46k
2024/25	0	£1.47m

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.