

12/03/2026

NN-ICB/26-1514

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 16 February 2026, regarding complex children's 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.

Please find below our response to your request:

1. How many current care packages are commissioned for children and young people with complex needs (including but not limited to learning disabilities, physical disabilities, autism, and/or complex health needs)?

75.

2. How many current care packages are commissioned for Adults with complex needs (including but not limited to learning disabilities, physical disabilities, autism, and/or complex health needs)?

Please note that a Section 12 (Cost Limit Exemption) has been applied to Question 2.

Our data does include the number of care packages commissioned for Adults with complex needs, however, these are not itemised separately on our system in a way that we are able to extract the information and report on.

To identify and extract the specific numbers requested, staff would need to manually check and analyse each invoice line.

We estimate around 1141 patients with open packages across adults (CHC & Fast Track) and would need to be reviewed to establish if they were standard or complex. At a conservative estimate of 2 minutes per package this would equate to above 38 hours of work.

The Freedom of Information Act sets a limit of 18 hours (or £450) for public authorities such as ours. Accordingly, we are unable to comply with this part of your request, as permitted by Section 12 of the Act.

Duty to Advise and Assist (section 16)

To assist you, you may wish to consider refining your request, for example by:

- Narrowing the timeframe (e.g. for the latest calendar month).

If you would like to submit a refined request, we would be happy to reconsider it.

3. How many complex children's care packages have been commissioned within the last 12 months?

The ICB has put 179 different packages (both at home and in placements) in place for 108 different children.

4. Of the current care packages in place:

- a) How many are fully staffed and meeting the commissioned hours?

50.

- b) How many are partially staffed (i.e. not consistently meeting commissioned hours)?

10.

- c) How many are currently failing, at risk of breakdown, or unable to be fully delivered due to workforce shortages?

2.

5. What is the average weekly commissioned hours per complex care package?

The ICB does not hold this information in this format and cannot be reported on from our system.

However, the average weekly commissioned hours varies depending upon the type of package needed, which is tailored to individual needs.

6. How many care packages in the last 12 months have required emergency provider changes or re-tendering due to provider failure?

2.

7. Does the ICB/NHS Trust currently operate a preferred provider framework for complex children's care, and if so, how many providers are on this framework?

Yes. There are currently 9 providers on the framework; of which we use 5.

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 Governance and Assurance 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

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