

01/05/2026

NN-ICB/26-1558

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 31 March 2026, regarding NHS-commissioned complex care at home and specialist community nursing 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 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. Total expenditure on **complex care packages delivered at home** (including NHS Continuing Healthcare (CHC) and non-CHC complex community health packages) for each of the last three full financial years and the current year to date. Please separate adults and children where the data is held.

Nottingham and Nottinghamshire ICB's system does not record if packages of care are complex or standard. We estimate around 1,000 packages of care (per year) would need to be reviewed manually to establish if they were complex. At a conservative estimate of two minutes per package this would equate to over 33 hours of work for each year requested (last three full financial years and the current year to date).

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.

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 1, it may be possible to provide information for a six month time period which may fall within the appropriate cost limit.

2. The number of active complex care packages at home as at the most recent date available, broken down by:
- Adults / Children
 - Broad clinical category where held (e.g. learning disabilities/autism, mental health, tracheostomy/ventilation/airway management, other clinically complex needs)

The number of adults' active complex care packages at home, broken down by categories are as follows:

- Learning Disabilities: 14
- Mental Health: 1
- Physical Disabilities: 69.

The number of children's active complex care packages at home, broken down by categories are as follows:

- Neuro Disability: 2
- Learning Disability: 1
- Other Physical Disability: 3
- Tracheostomy/ventilation/airway management: 31.

3. A list of all independent, private or voluntary sector providers commissioned for complex care at home or specialist community nursing packages in the period, including (where recorded):
- Number of packages per provider
 - Approximate total spend per provider (or top 10 providers by value)
 - Whether provision was via full managed package, spot purchase, framework agreement, or rapid-response/temporary staffing

Similar to our response to question 1, as we are unable to identify which of our packages are complex, we are unable to provide the information requested (for the last three full financial years and the current year to date) relating to our care providers.

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In relation to question 1, it may be possible to provide information for a six month time period which may fall within the appropriate cost limit.

4. Details of any current framework agreements, block contracts or dynamic purchasing systems for complex home care / specialist nursing / rapid-response staffing, including:
 - Provider names
 - Contract start and end dates (or review/renewal dates)
 - Scope (e.g. 24/7 nursing, paediatric, LD/autism/MH, hospital discharge support)

Nottingham and Nottinghamshire Integrated Care Board (ICB) commissions home based care services through the arrangements set out below.

The ICB operates an Any Qualified Provider (AQP) framework for the commissioning of home care services, including both standard and complex packages delivered under NHS Continuing Healthcare (CHC). There are in excess of 100 AQP approved home care providers. These arrangements do not operate via fixed term contracts and therefore individual contract start and end dates are not held for AQP providers.

The ICB does not hold a centrally maintained register capturing the detailed information requested in respect of individual providers, including scope at the level of specialist nursing, rapid-response provision, or package-specific allocation. Decisions relating to the allocation and configuration of individual packages of care are made operationally on a case by case basis by the CHC team, and the specific level of detail requested is not recorded.

5. The name, job title and contact details (email/telephone) of the commissioner or team lead responsible for sourcing complex care at home packages and rapid-response nursing support.

Sally Jones, Assistant Director of Nursing & Quality, can be contacted via the contact form on the ICB website - [Contact Us - NHS Nottingham and Nottinghamshire ICB](#).

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

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.