

28/07/2026

NN-ICB/26-1653

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 10 June 2026, regarding Continuing Healthcare / All-Age Continuing Care. 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.

Please find below our response to your request:

1. What case management system or systems does the ICB currently use for Continuing Healthcare / All-Age Continuing Care? Please provide supplier, system name, contract start date, contract end date, extension options, and whether each system is used ICB-wide or by place/locality.

NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) currently uses the Broadcare Continuing Healthcare (CHC) system across the Nottingham and Nottinghamshire area. The contract started in April 2024 and runs for three years until March 2027, with the option of two further 12-month extensions.

2. Does the ICB have any recorded plans to procure a new CHC / All-Age Continuing Care system? If yes, please provide the expected procurement date, and whether the intention is to procure a single ICB-wide system.

The ICB has no current plans to procure a new Continuing Healthcare/All-Age Continuing Care system.

3. What was the ICB's total annual spend on Continuing Healthcare / All-Age Continuing Care in the most recent completed financial year?

The ICB holds information on budgeted spend, which is the expected financial amount recorded on patient records for the year. We do not hold complete data on actual spend based on processed invoices for the financial year requested, as pending and unreceived invoices would result in incomplete information.

On this basis, the ICB's budgeted spend for Continuing Healthcare / All-Age Continuing Care in 2025/26 was £159,143,784.13.

4. Who is the senior person responsible for CHC / All-Age Continuing Care at the ICB? Please provide name, job title and email address. If responsibility is split by place/locality, please provide a breakdown.

Jo Hunter, Director of Quality, Safeguarding, CHC and Partnerships, can be contacted via the General Enquires contact form: [General Enquiries - NHS Nottingham and Nottinghamshire ICB](#).

5. Does the ICB use a DPS, framework, brokerage platform, e-brokerage system, or other digital tool to source CHC-funded packages? If yes, please provide supplier/system name, scope of use and contract end date.

The ICB is a party to a contract managed by the Local Authority in Nottingham for CHC (adult) care home placements.

The ICB has a framework arrangement for children's home care providers and for adult's home care providers.

6. Does the ICB pay CHC providers based on commissioned package values, actual care delivered, actual visit/delivery data, or another payment model? Please provide any recorded policy or description of the approach used.

The ICB pays CHC providers based on the commissioned package value.

7. On average how many CHC / All-Age Continuing Care provider invoices were processed in the most recent completed financial year, and what system or process is used to validate them?

All CHC / All-Age Continuing Care provider invoices for NHS Nottingham and Nottinghamshire ICB are processed and validated within the Broadcare CHC system.

In 2025/26, the ICB processed 47,357 invoices. Approximately 45% were processed manually and added individually by members of the CHC team, while approximately 55% were generated automatically through the Broadcare payment schedule function.

8. Does the ICB collect actual care delivery data for CHC-funded packages? If yes, please state what data is collected, which system is used, and whether it is used for payment, quality monitoring, contract management or forecasting.

No, the ICB does not collect actual care delivery data for CHC-funded packages.

9. How many manual reports relating to CHC are produced per month and how long do these reports take to produce?

The ICB does not hold this information, as the ICB does not record the number of reports produced.

10. Does the ICB use digital dictation, speech recognition, AI transcription or any transcription tool to support CHC DSTs, assessments, reviews or case notes? If yes, please provide supplier, system name, contract end date and annual spend.

No, the ICB does not use digital dictation, speech recognition, AI transcription or any transcription tool to support CHC DSTs, assessments, reviews or case notes.

11. Has NHS England or the ICB set any recorded CHC savings, efficiency or cost-reduction target? If yes, please provide the value, deadline/financial year, and any relevant programme or board paper where this is recorded.

The ICB has set an efficiency requirement of £11.3 million for 2026/27 relating to Continuing Healthcare, Joint Funding and other Individual Packages of Care.

This requirement forms part of the ICB's financial planning arrangements for 2026/27 and supports delivery of a balanced financial position. The target was developed within the context of wider financial planning undertaken across the Derby and Derbyshire, Lincolnshire and Nottingham and Nottinghamshire (DLN) ICB cluster.

12. Does the ICB have any recorded requirements, strategies, procurement documents or board papers stating that its CHC system should integrate with Trust or Local Authority systems?

No, the ICB does not have any recorded requirements, strategies, procurement documents or board papers stating that its CHC system should integrate with Trust or Local Authority systems.

13. Does the ICB hold any recorded issues, improvement requirements, lessons learned, audit findings, risk-register entries, or service-improvement plans relating to its CHC / All-Age Continuing Care system?

No, the ICB does not hold any recorded issues, improvement requirements, lessons learned, audit findings, risk-register entries, or service-improvement plans relating to its CHC / All-Age Continuing Care system.

14. Does the ICB currently have a CHC / All-Age Continuing Care transformation, improvement, efficiency, recovery, or digital programme in place?

Yes.

NHS Nottingham and Nottinghamshire ICB has an improvement and efficiency programme relating to Continuing Healthcare, Joint Funding and other Individual Packages of Care. The programme focuses on the consistent application of existing policies and alignment of approaches to address unwarranted variation.

The Senior Responsible Officer for the programme is Rosa Waddingham, Executive Director of Quality.

The programme contributes towards the £11.3 million efficiency requirement for 2026/27 referred to in question 11.

In addition, the ICB participates in a cluster-wide digital transformation programme across the Derby and Derbyshire, Lincolnshire and Nottingham and Nottinghamshire (DLN) ICB cluster. This programme is reviewing processes and opportunities for efficiencies; however, any efficiencies arising from that programme do not form part of the current year's savings requirement.

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.