



North East and North Cumbria

Our Reference

HM\ North East & North
Cumbria ICB\ FOI ICB082

NECS - Riverside House

Goldcrest Way

Your Reference

Newburn Riverside

Newcastle upon Tyne

NE15 8NY

18 October 2022

Tel: (0191) 217 2625

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Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board (ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 23 September 2022 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

Details of Request

- 1. Are you partnering with any other private or public sector organisations to deliver your Personal Health Budgets (PHBs)? If so, please provide the names of those organisations and a summary of the services they provide?**
- 2. Who is responsible for the delivery of the PHB targets and what are their contact details (name, email and phone number)?**
- 3. Who is responsible for the delivery of the Continuing Healthcare programme and what are their contact details (name, email and phone number)?**
- 4. Who is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB and what are their contact details ((name, email and phone number)?**

5. Who is the Integrated Care Lead at the ICB and what are their contact details (name, email and phone number)?
6. Who is responsible for the digital transformation within the ICB and what are their contact details (name, email and phone number)?
7. Who is the current Director of Finance within the ICB and what are their contact details (name, email and phone number)?
8. How many people in your ICB have been awarded a Continuing Healthcare budget and how many of these have taken up a PHB?
9. What was total annual spend on PHBs for your ICB and how does that spend break down by Direct Payment, 3rd party managed and notional budgets?
10. What software, if any, is used to manage PHBs and direct payments in your ICB?
11. What is the total annual cost for this software and what licensing model is used, e.g., X% of budget/per user/fixed cost
12. When is the contract for the PHB software up for renewal?
13. If not in use already, are you considering digital automated services to assist with the delivery of services and budget management of your PHBs, personal budgets, direct payments and integrated personal budgets?
14. Do you use a Direct Payment Support Service (DPSS) to assist direct payment recipients and if so, please provide details of who this is?
15. Is the DPSS a contracted service and if so when does that contract expire?
16. What is the annual cost of the DPSS?

Response

As the information is held at different places ie by the ICB or by the historic CCG's the response has been provided centrally by the ICB for some questions and at locality level for others.

Response to questions held by the ICB: -

2. *Executive Director of Nursing, David Purdue and he is lead for Personalisation, CHC and Julia Young is the Operational Lead – Director of Nursing
David Purdue – Email: David.Purdue@nhs.net Tel: 0191 5128484
Julia Young – Email: Julia.Young2@nhs.net Tel: 0191 2236503*
3. *See answer to question 2.*
4. *See answer to question 2.*
5. *See answer to question 2.*

6. Professor Graham Evans, Executive Chief Digital and Information Officer/SIRO -
Email: dr.gevans@nhs.net Tel: 07827244403

7. Jon Connelly, Email: jon.connolly@nhs.net Tel: 0191 5128484

13. This is not something the ICB are planning to do at the moment

County Durham Locality, North Cumbria Locality and Tees Valley Locality

1. Cumbria Locality - People First
Durham Locality - DAD Darlington, The Home Group, County Durham Local Authority, JS Parker Durham
Tees Locality - Brokerage services with support for recruitment, payroll, and managing the money, Peoples Plus, Penderels, DP services, Stockton Borough Council, DAD

8. Total New clients in 21/22 and number accepting PHB
This is based on the Broadcare system using date client created

Record Owner	Total New Clients	Number accepting PHB
01H - North Cumbria CCG	596	15
16C - Tees Valley CCG	1651	108
84H - County Durham CCG	1315	421

9. Total Cost of PHBs in 21/22 for fully funded Clients

Record Owner	Direct Payment	Independent User Trust	Notional Budget
01H - North Cumbria CCG	1,097,167	3,557,775	2,782,515
16C - Tees Valley CCG	8,027,709	900	9,711,905
84H - County Durham CCG	2,396,710		4,168,442

10. There is no PHB software system used to manage PHBs for the above places
(Broadcare is our CHC clinical system which holds records of agreed packages of care but it is not used to manage PHBs, the majority of direct payments are processed via LAs)

11. N/A

12. N/A

14. Cumbria - People First
Durham - DAD in Darlington, Durham County Council in Durham and Prioritising People in Darlington

Tees Locality - Brokerage services with support for recruitment, payroll and managing the money, Peoples Plus, Penderels, DP services, Stockton Borough Council, DAD

15. Not contracted is individual service users.

16. % based on the totality of the package varied costs based on requirements of the individual so no fixed costs.

Newcastle Gateshead Locality:

*1. Newcastle – Via People plus/ Newcastle LA & Disability North
Gateshead – Gateshead LA*

*8. CHC data is published
<https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/>*

PHB – See attached Q1 22-23 submission



*Q1 22-23 13T
submitted PHB V9.xl*

9.

Record Owner	Direct Payment	Independent User Trust	Notional Budget
13T - Newcastle Gateshead CCG	3,584,271		10,680,235

*10. There is no PHB software system used to manage PHBs for the above places
(Broadcare is our CHC clinical system which holds records of agreed packages of care but it is not used to manage PHBs, the majority of direct payments are processed via LAs)*

11. N/A

12. N/A

14. Managed by Local Authority

15. Part of overall package so information not available

16. Part of overall package so information not available

North Tyneside Locality:

1. North Tyneside Local authority direct payment team, processing of invoices and direct payment for personal health budget holders.

*8. 2021-22
483 Adults – 208 PHB's*

9. 2021-22
Total Spend - £4,223,374
Third Party - £0
Direct Payment - £1,471,963
Notional - £2,751,411

10. *None*

11. *N/A*

12. *N/A*

14. *North Tyneside Local Authority Direct Payments Team.*

15. *Contracted Service with local authority due to expire 8th January 2023*

16. *Information not available as part of a larger commissioned service with LA*

Northumberland Locality:

1. *Yes – Northumberland County Council*

8. *For 2021-22*

Cumulative Data	Total number	Delivered as a Direct payment	Delivered as a third party budget	Delivered as a notional budget
4. Cumulative Personal Health Budgets Year To Date (YTD)	849	174	0	675

9.

Total Spend	£27,587,835.46
<i>DP spend</i>	<i>£7,917,821.66</i>
<i>3rd party spend</i>	<i>0</i>
<i>Notional spend</i>	<i>£19,670,013.80</i>

10. *The Council uses its social care client information system to do this.*

11. *N/A*

12. *N/A*

14. *The Council provides this service*

15. *N/A*

16. *This is not separately identified within the overall partnership agreement funding*

South Tyneside Locality:

1. *Self-Directed Support team aren't commissioning any organisations but our people who receive a PHB will use a choice of payroll providers and insurance companies. We also offer a choice of training providers recommended by Skills for Care and NHS England.*
8. *Currently 173 clients have been awarded CHC and of those 33 have taken up a PHB.*
9. *£1,820,223 in Financial Year 2021/2022 – not able to show split as requested.*
10. *None*
11. *N/A*
12. *N/A*
14. *We have an in-house Self-Directed Support Service.*
15. *Under Review.*
16. *Annual Cost of DPSS - £148,913*

Sunderland Locality:

1. *Sunderland City Council.*
8. *Number eligible for CHC = 537
Number taken up a PHB = 350*
9. *DP £296,439.37
Notional £442506.30
Third Party £742545.66
This is based upon cumulative customers in Q1 22/23*
10. *Liquid Logic/Controcc
PFS*
11. *Annual maintenance cost for Liquid Logic / Controcc £180,500.50. This is for the full case management and finance system, not just PHB, based on users PFS £8472.50 based on accounts*
12. *June 23 Liquid Logic and Controcc
November 22 PFS*
14. *Penderels*
15. *Yes – March 2023*
16. *£90,000*

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by The North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

Hilary Murphy

Hilary Murphy
Information Governance Officer