

Our Reference North East and North Cumbria  
ICB\FOI ICB748

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By Email

1 March 2024

Dear Applicant

**Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 5 February 2024 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.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request and our response**

**Under the Freedom of Information Act 2000, I kindly request information regarding the commissioning and management for All Age Continuing Healthcare (AACC) patients.**

*We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.*

- 1. Does the ICB administer the AACC service within the ICB or is the service contracted out to another organisation. If so:
  - a. Which organisation is contracted to run the service, who is responsible for AACC within that organisation and is the ICB considering bringing the service back in house and if so, what date is this planned for?**
  - 2. Which AACC Case Management System is currently in use within the ICB to administer AACC and what is the current contract end date?**
  - 3. How was the current system procured, was this on a specific procurement framework and where can the details of the contract be accessed publicly.****

County Durham, Newcastle and Gateshead, North Cumbria and Tees Valley places response

1. Mixture of inhouse and contracted service
  - a. NECS, Northumberland County Council
2. NECS use Broadcare as their AACC database, the contract end date is 30/06/2025
3. The system was procured by Shared Business Services (SBS) using the G Cloud Framework. When the tender was awarded, the details were available on Contracts Finder and Find a Tender services, but NECS did not publish contract information at that time.

#### North Tyneside place response

1. Adult CHC completed within ICB, NECS for Childrens
  - a. N/A
2. North Tyneside use Broadcare as their AACC database, the contract end date is 30/06/2025
3. The system was procured by Shared Business Services (SBS) using the G Cloud Framework. When the tender was awarded, the details were available on Contracts Finder and Find a Tender services, but contract data wasn't published at this time.

#### Northumberland place response

1. In Northumberland, responsibility for the commissioning, case management and administration of CHC for adults is delegated to the local authority through a partnership agreement under Section 75 of the NHS Act 2006. (This is not a contractual arrangement, but an agreement between two public bodies about the best way to deliver some closely related statutory functions of the two bodies.) Overall responsibility for that agreement within the Council rests with the Council's Director of Adult Social Services. The Council is not responsible for coordinating multi-disciplinary assessments of eligibility for CHC; that function is delivered by Northumbria Healthcare NHS FT under contract from the ICB. Final decisions about eligibility are made by the ICB. Childrens ICB and NECS mixed.
2. In Northumberland, the local authority's adult social care system is used to administer CHC for adults. Broadcare used for children - contract end date 30/6/2025 Broadcare
3. The ICB is not responsible for procuring the system used for CHC for adults in Northumberland; under the partnership agreement that is a matter for the local authority.

#### South Tyneside place response

1. No
  - 1a. In South Tyneside the Adult CHC service sits within the Joint Commissioning unit hosted by the Local Authority. Childrens Continuing care is contracted out to North East Commissioning Support Unit. There is some consideration as to future options of how and who will deliver the service.
  2. South Tyneside have number of licences to access their account on BroadCare. Sunderland holds the contract for the data management system for AACC and this contract will run until 30/06/2025.
  3. N/A

#### Sunderland place response

1. Yes
  - 1a. In Sunderland the Adult CHC service sits within the ICB. Childrens Continuing care is contracted out to North East Commissioning Support Unit.

2. BroadCare is used in Sunderland as the data management system for AACC and this contract will run until 30/06/2025.

3. Single tender waiver aligned to additional system, ICB

**4. Are there any plans to procure and implement a digital end to end AACC case management solution to manage AACC across the whole ICB in the next 12-24 months?**

**a. Who is the best contact to approach regarding this process within the ICB and what is their email address and contact telephone number.**

**5. Who is the head of ACCC for the ICB?**

Response for all places

4. The ICB is considering all options including procurement during 2024/25 for implementation in 2025/26

4a. Responsibility for this process is managed across several ICB portfolios. The best point of contact is [nencicb-sun.icbcorporateoffice@nhs.net](mailto:nencicb-sun.icbcorporateoffice@nhs.net)

5. Ann Fox Deputy Chief Nurse

In accordance 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 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 review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. 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.org.uk](http://www.ico.org.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](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Paul Atkinson*

**Paul Atkinson**  
**Information Governance Officer**