



North East and North Cumbria

Our Reference SD\North East and North
Cumbria ICB\FOI ICB626

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22 November 2023

Dear

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 17 November 2023 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

I am writing to request information under the Freedom of Information Act 2000. I believe your organisation holds the following information:

Our aim is to find out the total number of home care agencies (by asking ICBs) who are using home care management software in specific regions. It also aims to compare software usage across UK regions and investigate any potential link between software use and higher Care Quality Commission (CQC) ratings.

1. What is the name of your ICB?
2. How many home care (domiciliary care) providers are within your ICB?
3. Who is currently using a software management system? (specifically, a digital-based system?)
4. How many providers are currently using digital home care management software?
5. Can you provide a summary of the ratings of all the agencies that are within your board?
i.e.
 - a. Does the ICB have any grant funding available to motivate providers to migrate from paper based to digital social care record systems?
 - b. If answer 'yes', how much for each financial year is still available?

To assist you in processing my request, I have provided some guidance:

- Please provide all documents, reports, and correspondence related to the domiciliary care providers and software management systems.
1. If possible, I would like to receive electronic copies of the requested documents.
 2. Please include the date range for the information requested, if applicable.
 3. If there are any fees associated with processing this request, please inform me in advance.
 4. If you believe that any information requested is exempt from disclosure under the Act, please explain the reasons for the exemption.
 5. I understand that the FOI Act requires a response within 20 working days. If, for any reason, you cannot provide the information within that time frame, please let me know and provide a date by which I can expect to receive the information.

If you need any clarification or further details about my request, please do not hesitate to contact me.

I would prefer to receive the requested information electronically, via email. If this is not possible, please let me know the preferred method for receiving the information.

Our Response

North East and North Cumbria Integrated Care Board (NENC ICB) does not commission domiciliary care providers, these are commissioned by local authorities.

As such, NENC ICB does not hold the records which you have sought. However, we have determined the records are held by Local Authorities within the North East and North Cumbria region.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email addresses for those local authorities to make your request.

NENC Local Authorities	Email
Cumbria County Council	information.governance@cumbria.gov
Darlington Borough Council	freedomofinformation@darlington.gov.uk
Durham County Council	foi@durham.gov.uk
Gateshead Council	informationrights@gateshead.gov.uk
Hartlepool Borough Council	freedomofinformation@hartlepool.gov.uk
Middlesbrough Borough Council	foi@middlesbrough.gov.uk
Newcastle City Council	freedomofinformation@newcastle.gov.uk
North Tyneside Council	foiofficer@northtyneside.gov.uk
Northumberland County Council	foi@northumberland.gov.uk
Redcar & Cleveland Borough Council	information_security@redcar-cleveland.gov.uk
South Tyneside Council	foi@southtyneside.gov.uk
Stockton on Tees Borough Council	foiandcomplaints@stockton.gov.uk
Sunderland City Council	freedom.information@sunderland.gov.uk

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.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 . This will not affect your initial information request.

Yours sincerely

S Davies

S Davies
Information Governance Officer