

Our Reference North East and North Cumbria ICB\  
FOI ICB 24–294

NECS – John Snow House  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

By Email

8 November 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 21 October 2024 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

**Your Request**

Please can I request the current rates for Domiciliary/Homecare care supply, both framework and out of framework rates. This should be for care staffing supply across all ages, children, young people and adults.

It would also be helpful if you could let us know the right point of contact regarding homecare supply engagements (tendering or spot purchase). This could be supplier engagement officer, commissioning support team, etc. Please include:

- Name of the officer in charge
- Email
- Phone Number

**Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

The ICB has a policy of matching local authority framework rates for both adults and children and they (the Local Authorities) would contract and engage with suppliers. Each local authority has a number of different frameworks; there is not a single rate for domiciliary care and standard framework rates are noted in the table below. NENC ICB holds no information for North Cumbria place as rates are by provider. There is a fully funded children rate of £27 per hour.

<b>Local Authority</b>	<b>Supply Type</b>	<b>2024/25 Rate</b>
<b>Hartlepool</b>		£20.34
<b>Stockton</b>	Domiciliary Care – low	£20.90
	Domiciliary Care – medium	£21.22
	Domiciliary Care – high	£21.72
	Domiciliary Care – Yarm	£23.04
	Enhanced home care – Average	£22.18
	Rural Payment per visit	£2.95
<b>Middlesbrough</b>		£21.60
<b>Redcar</b>	Short call	£23.09
	Long call	£20.23
	Nights	£18.93
<b>Darlington</b>	Average standard	£19.18
	Average enhanced	£19.91
<b>Durham</b>		£21.00
<b>Sunderland</b>		£21.41
<b>South Tyneside</b>	Home Independence Service (HIS)	£24.33
	HIS & Crisis Support (HICSS)	£27.11
<b>Gateshead</b>	Standard rate	£20.88
	Home Care – Outer West	£22.05
<b>Newcastle</b>	Spot standard rate	£20.99
<b>North Tyneside</b>	Zone 1-4 – General Care	£20.95
	Zone 5-6 – General Care	£23.04
	Zone 1-4 – Complex Care	£24.02
	Zone 5-6 – Complex Care	£25.30
<b>Northumberland</b>	Domiciliary Care – urban	£23.55
	Domiciliary Care – rural	£26.57
	Domiciliary Care – very rural	£40.79
<b>Cumbria</b>	Various – no single rate	

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested relating to the right point of contact for homecare supply engagements. However, we have determined that the information is held by the 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.

<b>NENC Local Authorities</b>	<b>Email</b>
Cumbria County Council	information.governance@cumbria.gov.uk
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	informationgovernance@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 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

*S Davies*

**S Davies**  
**Information Governance Officer**