

Our Ref: PW/TLR/FOI/0925/1433

8th October 2025

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Telephone: 0300 123 1461

Sent by email

Dear

FOI/0925/1433

Your request for information under the Freedom of Information Act 2000

Thank you for your email dated Thursday 18th September 2025 for information under the Freedom of Information Act 2000. We can now confirm that Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website. The ICBs response is provided below in blue text.

You have requested:

I am writing to request key information regarding Continuing Healthcare (CHC) within your ICB, with the aim of better understanding current patterns of CHC delivery and workforce management to support a sector-wide market analysis. I would be grateful if you could provide the following information, for each of the last two full financial years and any current year forecasts or snapshots where available. For ease, I have attempted to break down the information I would like to know into manageable chunks on the topics of CHC processing and current AI and digital systems.

Please provide what you can:

- If exact percentages or separate figures are not available, please provide the most recent best available summary or range.***
- If any element is not held in the format requested, I would welcome whatever similar or nearest equivalent data is available.***
- Where possible, I would greatly appreciate the information in a spreadsheet or tabular format.***

Specifically, I am seeking:

- 1. The total Continuing Healthcare (CHC) expenditure in your ICB for each of the last two full financial years, and your current forecast for the present financial year. Please note these figures include the costs for our End-of-Life Care***

23/24 £236,393,109

24/25 £236,831,300

25/26 forecast as at M5 £206,961,127

- 2. The number of whole-time equivalent (WTE) staff whose primary role is CHC in each of the last two financial years, plus your current forecast.***

108.41 last two financial years.

Chair: David Pearson MBE

Chief Executive Officer: Simon Whitehouse

3. Expenditure on agency and/or bank staff working on CHC in each of the last two financial years and estimated or forecast spend for the present year.

Unfortunately, we cannot provide the information for 2023/24 and 2024/25

The service was "in housed" on the 1st April 2025. As at Month 6, the forecast expenditure for the year is £115,000

4. The number of CHC applications your ICB received and processed in each of the last two financial years, and year-to-date in the current year.

2023/24	1533
2024/25	1496
2025/26	652

5. As of the date of this request, the number of CHC applications currently "open" (i.e., not yet concluded). Of these, how many are "active" (currently being assessed/reviewed by your team) and how many are "awaiting allocation or further information" (not currently being worked on)?

71 all being worked on.

6. Of all CHC applications processed in each of the last two financial years, what percentage came via the Fast Track pathway?

149 fast track cases have converted to CHC in the last 2 financial years – this is 4% of all applications received

7. What percentage of draft CHC assessment reports/Decision Support Tools (DSTs) required revision prior to being finalized and issued to applicants or their representatives, in the last financial year?

The ICB does not hold this information.

8. Of CHC cases approved by your ICB in each of the last two financial years, what percentage received a review at 3 months and at 12 months, in accordance with NHS England guidance? If precise figures are not available, please provide your best estimate, most recent audit or monitoring results, or a narrative description of processes and compliance with this guidance.

Financial Years	3 Month	12 Month
2023/24	45%	2%
2024/25	80%	37%
2025/26	108% (this is due to some patients having multiple 3-month reviews carried out)	100%

9. What percentage of CHC funding decisions made by your ICB were formally appealed/challenged in each of the last two financial years at ICB level (Local Resolution), NHS England level (Independent Review Panel) and Parliamentary Health Service Ombudsman (PHSO)?

Years	% DSTs appealed	%appeals to IRP	%IRPs to PHSO
2023/24	5%	17%	0%
2024/25	10%	21%	0%

10. Please estimate the total staff time (in hours, staff days, percentage of CHC team workload, or any other relevant measure) spent in the last two financial years preparing or reviewing CHC cases for Local Resolution, Independent Review Panel and PHSO. If exact figures are not held, I would appreciate your best approximation, broad summaries, or even a short narrative on the scale of work and resources required in these activities.

Chair: David Pearson MBE

Chief Executive Officer: Simon Whitehouse

Years	Local Resolution Approx Hrs.	NHSE IRP Approx hrs.	PHSO Approx hrs.
2023/24	4050	300	0
2024/25	4590	420	0

11. Please provide the name, job title and email address for the senior manager responsible for CHCs.

Heather Johnstone, Chief Nursing and Therapies Officer, email: enquiries@staffsstoke.icb.nhs.uk

12. Which IT systems or software applications are used by your ICB in the management of CHC applications? Please specify the company name, product and contract end date if applicable.

The system in place of managing AACC/CHC is the Adam System (provided by The Access Group). The contract in place will end in March 2028.

13. Does your ICB currently use any Artificial Intelligence (AI) or automated decision-support tools in the creation and management of DST? If yes, please specify the company name, product and contract end date if applicable.

There is no AI currently in use.

14. How does your ICB capture and store information from CHC assessment of needs and Multidisciplinary Team (MDT) meetings (e.g., handwritten notes, typed notes, digital audio recordings, or an electronic casework system)?

All documentation is held within the case management system. Information can be in the form of emails, documents or notes within the system. CHC assessments are recorded in typed word documents within the case management system.

4. Please provide the name, job title and email address for the senior manager responsible for digital systems and AI.

Chris Ibell, Chief Digital Officer, email: enquiries@staffsstoke.icb.nhs.uk

Please note that the ICB does not provide personal email addresses for members of staff and we have exempted this under s.40 personal information. We have however, provided our generic email address.

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

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

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance