



Our Ref: TS/TLR/FOI/0125/1150

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

17th February 2025

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0125/1150

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on Monday 27th January 2025. We can confirm that the 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. Please see our responses in blue below:

Please may I make the following FOI 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?

We work with many different organisations, these are detailed below:

- We have Clinical Oversight delivered via LSC, they provide care plans for the PA's to work from, Risk assessments, supervisions for the staff, Mandatory and Bespoke Training, Competencies and sign off. Appraisals yearly and monthly contact with employers.
- We have Clinical Oversight delivered via Pheonix Healthcare, they provide; Clinical & Non-clinical training & Competences (PHB & Direct payment client group), Our service user scope covers all ages, delivered by qualified trainers & clinicians across the country, Training in all delegated tasks & mandatory skills for care teams, Competency sign offs on delegated tasks, Care plan creation and handover, Ongoing clinical oversight, which would include management of care plan and continuous clinical oversight and review.
- We use Innovue for training – they provide bespoke and mandatory training for PA's.
- We use Health Your Way for managed account services, they hold the money, participate in quarterly audits, pay the employers invoices, support with payroll, HMRC and all employment contributions on behalf of the employers.
- We use The Rowan Organisation - they hold the money, participate in quarterly audits, pay the employers invoices, support with payroll, HMRC and all employment contributions on behalf of the employers.

2. Who is responsible for the delivery of the PHB targets (e.g. PHB Lead) and what are their contact details (name, email)?

The ICB's PHB Lead is Heather Whitehouse*.

3. Who is responsible for the delivery of the Continuing Healthcare programme and what are their contact details (name, email)?

The Chief Nursing and Therapies Officer has the executive lead for the delivery of Continuing Healthcare within Staffordshire and Stoke-on-Trent Integrated Care Board, facilitated by the Director of Nursing for All Age Continuing Care (AACC) and Head of Service for AACC*.

Chair: David Pearson MBE

Chief Executive Officer: Peter Axon

4. Who is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB and what are their contact details ((name, email)?

The Lead for the ICB is Heather Whitehouse*.

5. Who is the Integrated Care Lead at the ICB and what are their contact details (name, email)?

The Lead for the ICB is Heather Whitehouse*.

6. Who is responsible for improving faster hospital discharges at the ICB and what are their contact details (name, email)?

The lead is Hayley Allison*.

7. Who is the Urgent & Emergency Care Lead at the ICB and what are their contact details (name, email)?

The lead is Hayley Allison*.

8. Who is the current Director of Finance within the ICB and what are their contact details (name, email and phone number)?

The ICB's Chief Finance Officer is Paul Brown*.

9. How many people in your ICB have been awarded a Continuing Healthcare budget and how many of these have taken up a PHB?

There are 339 active CHC domiciliary care patients, of which 282 have a PHB in place.

10. Excluding wheelchair budgets, how many PHBs have been awarded in the last 12 months and what is the average PHB budget value?

131 PHBs have been awarded in the last 12 months with the average budget equating to £3,037.13.

11. 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?

PHB Type	2023/24 Spend £
PHB Direct Healthcare Payment	15,045,427.61
PHB Notional Budget	19,394,923.20
PHB Third Party Managed Budget	7,457,662.47
Grand Total	41,898,013.29

12. What software, if any, is used to manage PHBs and direct payments in your ICB?

There is no PHB specific software used, but CHC case management system Adam is used across PHB patients for case management reporting.

13. What is the total annual cost for this software and what licensing model is used, e.g., X% of budget/per user/fixed cost?

Not applicable, no software used.

14. When is the contract for the PHB software up for renewal?

Not applicable, no software used.

15. If not in use already, are you considering digital automated services to assist with the delivery of services and budget management of your PHBs, direct payments and integrated personal budgets?

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No, the ICB are not considering this at the present time.

16. Does your ICB have a directory of Personal Assistants and if so, who oversees this?
No, the ICB does not have this directory.

17. Do you use a Direct Payment Support Service (DPSS) to assist direct payment recipients and if so, please provide details of who this is?
No, the ICB does not use Direct Payment Support Services.

18. Is the DPSS a contracted service and if so when does that contract expire?
Not applicable.

19. What is the annual cost of the DPSS?
Not applicable.

* The ICB considers providing email addresses as personal information and is therefore exempt under S.40, alternatively you can contact the ICB's enquiry email; enquiries@staffsstoke.icb.nhs.uk.

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

Tracey Shewan
Director of Corporate Governance