

Our Ref: PW/TLR/FOI/0925/1410

26<sup>th</sup> September 2025

Sent by email

Dear

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Telephone: 0300 123 1461

**FOI/0925/1410**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your email dated Monday 1<sup>st</sup> 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:

**Under the Freedom of Information act, please would you be able to confirm the following,**

**What are your lowest and highest agreed charge rates for Complex Care providers to provide Home Care services in 2025? (per hour) 25/26 Framework rate is £24.63 per hour**

**What are your lowest and highest agreed charge rates for Home Care providers to provide Domiciliary Care services in 2025? (per hour) 25/26 Framework rate is £23.91 per hour**

**Can you provide all current contact email addresses for both your Brokerage and Commissioning Managers for, Adult complex care services, Paediatric complex care services, Supported living services and Learning disability and Mental Health teams?**

[aacchomecare@StaffStoke.ICB.nhs.uk](mailto:aacchomecare@StaffStoke.ICB.nhs.uk)

[aaccdomcarecontracts@StaffsStoke.ICB.nhs.uk](mailto:aaccdomcarecontracts@StaffsStoke.ICB.nhs.uk)

**Can you provide all current contact phone numbers for both your Brokerage and Commissioning Managers for, Adult complex care services, Paediatric complex care services, Supported living services and Learning disability and Mental Health teams?**

01782 656049

**Do you work with providers on a spot purchase agreement?**

All providers are expected to complete an Accreditation and Enrolment process to join the Approved Providers Framework.

**Who are your top 5 providers for Complex Care Services? (please break down into three categories, those that you use the most, those that provide the best quality and those that are the best value for money**

Point 1: this data is based on Providers that are CQC registered for TDDI/ Nursing:-

- AMG Consultancy Services Ltd Stone
- Animatic Care Ltd
- Austen Ben
- AMG Consultancy Services Ltd Crewe
- AMG Consultancy Services Ltd Burton

Point 2: we have a Quality Gateway criterion whereby we do not commission care with Providers who have a CQC rating of Inadequate in any of the 5 domains

Point 3: we have a Framework of agreed hourly rates

**Chair:** David Pearson MBE

**Interim Chief Executive Officer:** Paul Edmondson-Jones

**Who are your top 5 providers for Domiciliary Care Services? (please break down into three categories, those that you use the most, those that provide the best quality and those that are the best value for money)**

**Who are your top 5 providers for Domiciliary Care Services? (Please break down into three categories, those that you use the most, those that provide the best quality and those that are the best value for money).**

Point 1: this data is based on Providers that are CQC registered for Personal Care only

- Pristine Health Care Services
- Golden Living Care Services
- TBSS Care Ltd
- Sirri Care Ltd
- Caring Focus Ltd

Point 2: we have a Quality Gateway criterion whereby we do not commission care with Providers who have a CQC rating of Inadequate in any of the 5 domains

Point 3: we have a Framework of agreed hourly rates

**In 2024, how many referrals did you send to Complex care Providers?**

This data is not recorded.

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](mailto: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](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**