

Our Ref: PW/KJJ/FOI/1125/1519

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

2 December 2025

Sent by email

Telephone: 0300 123 1461

Dear

FOI/1125/1519

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information under the Freedom of Information Act 2000, received on the 24th November 2025. We can now 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 note the ICBs responses in [blue text](#).

I am requesting information relating to Personal Assistants (PAs) employed through Personal Health Budgets (PHBs) within your ICB area.

1. Processes for Obtaining and Monitoring PA Compliance & Competence

Please provide evidence that describes **how the ICB obtains, verifies, and monitors the competence and compliance** of Personal Assistants (PAs) who carry out **delegated healthcare tasks** for PHB-funded patients.

This should include, but is not limited to:

- a. How the ICB confirms that a PA has received training for delegated healthcare tasks. [In line with NHS guidance, where a delegated task is to be completed, clinical oversight will be commissioned to enable training, education and competency to sign off. This can either be provided via commissioned services when an individual is known to such e.g., District Nursing or the ICB may commission from an independent provider. The ICB would seek copies of relevant training certificates and competency sign off as part of the PHB set-up and annual review process.](#)
- b. How initial PA competence is assessed and who performs the assessment
[Please see response to question 1a.](#)
- c. How competence is recorded, evidenced, and signed off
[Please see response to question 1a.](#)
- d. How ongoing PA compliance and competence are monitored (e.g., review cycles, audits, checks, monitoring systems)
- e. [Where clinical oversight is commissioned, quarterly supervision for Pas will be in place which shall include clinical supervision. . The ICB would seek copies of relevant training certificates and competency sign off as part of the PHB set-up and annual review process.](#)

If the ICB does not directly hold this information, please confirm **which organisation(s)** hold

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responsibility and whether they report compliance/competence data back to the ICB.

2. Records of Monitoring or Assurance Activities

For the period **1 January 2023 to present**, please provide:

- a. Any monitoring reports, audits, internal reviews, quality assurance documents, or summaries relating to PA competence, PA clinical training, or delegated tasks within PHB packages.
- b. Any reports or concerns submitted to the ICB by clinicians, providers, or community services about PA competency or lack of appropriate training.

If redaction is required to protect personal data, please provide anonymised versions.

This information should be held with the employer of the PHB and training provider, the provider will contact CHC if they are unable to provide training.

3. A&E Attendance Data for PHB Patients

For the period **1 January 2024 to present**, please provide:

- a. The total number of A&E attendances involving patients who receive a Personal Health Budget.
- b. The number of **repeat A&E attendances** by PHB recipients (e.g., two or more attendances within the same year).
- c. Whether the ICB analyses this data as part of PHB quality or risk monitoring.

This information is not held with the ICB.

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

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Yours sincerely

Paul Winter
Associate Director of Corporate Governance