

Our Ref: PW/KJJ/FOI/0425/1250

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

10th April 2025

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0425/1250

Your request for information under the Freedom of Information Act 2000

Thank you for your request for additional information received on 3 April 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 note the ICBs responses in blue.

- 1. *I am unable to find the policy procedures for ICES (Integrated Community Equipment Services), and Funding Decision process. I believe this is a policy which is jointly commissioned service with the ICB for Staffordshire and Stoke on Trent.***

There is a framework staff work to within the Equipment catalogue which is not public facing. While the policy is not visible there are a lot of information guides that give details of what the offer is or where to go listed below.

[Daily living equipment factsheets - Staffordshire County Council](#)

[Funding adaptations and equipment - Staffordshire County Council](#)

[Staffordshire Connects | Medequip](#)

[Community equipment service - Staffordshire and Stoke-on-Trent, ICS](#)

- 2. *Also can you confirm that this policy would cover the provision of equipment recommended by NHS health professionals. I understand this maybe available somewhere. However, I have spent weeks looking both on Staffordshire county council website and also on the ICB pages.***

The Eligibility Framework covers equipment provision through ICES service only.

- 3. *Can I ask in relation to community equipment who is responsible for handling complaints?***

The ICB has a full complaints procedure and coordinates responses from other NHS bodies and commissioned providers as required.

- 4. *Who in the council and ICB is responsible for oversight and Governance?***

The Caldicott Guardian in the ICB is the Chief Nurse and Therapies Officer Heather Johnstone.

5. **Where a decision to reject professional advice is made, what information is provided by the decision makers to the individual In relation to this?**
All rejections of requests are on an electronic system and the decision making is then automatically sent back to the prescribing clinician.
6. **Is there a clear strategy or guidance on when and how funding of equipment will and will not be provided?**
There is a system eligibility framework which covers ICES provision of equipment.
7. **How does the council/ICB ensure it meets it's obligations under the current legislation?**
There is a system ratified eligibility framework which covers ICES provision of equipment.
8. **Has this policy taken into consideration the Audit office Fully Equipped 2002 review, or the CECOPS code of practice.**
All policies and procedures are in accordance with statutory duties.
9. **What is the total amount of funding requests which have been refused by those responsible for commissioning of service?**
This information is not available as costs are not confirmed at the date of request on the TCES system and there are different layers of the authorisation process.
10. **How can the council state that it provides equipment that costs £1000, where small items are not funded for example (specialist cutlery, specialist mugs , reaching devices - as they are classed as being able to be used by other people in household? But cost considerably more just because required by disabled users?)**
The ICB are not able to answer as this query needs to be raised with the Councils.
11. **Is there a clear guide for assessors/professionals on equipment that can be ordered and not covered?**
The Eligibility Framework covers equipment provision through ICES.

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