



**Lincolnshire**  
Integrated Care Board

**Lincolnshire Integrated Care Board**

Bridge House  
The Point  
Lions Way  
Sleaford  
NG34 8GG

**Tel:** 01522 573939  
**Email:** licb.office@nhs.net

## **FREEDOM OF INFORMATION – DECISION NOTICE**

22 February 2024

Dear Requester

**FOI Reference Number:** 72408

I refer to your email of 29 January 2024 requesting information in relation to Continuing Healthcare (CHC).

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. A response to each element of your request is detailed below.

**1. Does the ICB administer the AACC service within the ICB or is the service contracted out to another organisation.** Administer the AACC service within the ICB  
If so:

- a. **Which organisation is contracted to run the service, who is responsible for AACC within that organisation and is the ICB considering bringing the service back in house and if so, what date is this planned for?** N/A

**2. Which AACC Case Management System is currently in use within the ICB to administer AACC and what is the current contract end date?** BroadCare – This contract automatically renews each year unless terminated by the ICB in accordance with the contract terms.

**3. How was the current system procured, was this on a specific procurement framework and where can the details of the contract be accessed publicly.** The contract was originally procured by Arden and GEM CSU who had been engaged by the ICB's predecessor organisations to administer CHC. The contract was novated to the ICB predecessor organisations when the CHC service provided by the CSU was brought in house in 2018. The ICB does not hold information in respect of the original procurement.

**4. Are there any plans to procure and implement a digital end to end AACC case management solution to manage AACC across the whole ICB in the next 12-24 months?** No plans to procure.

- a. **Who is the best contact to approach regarding this process within the ICB and what is their email address and contact telephone number.**

[licb.chccontracting@nhs.net](mailto:licb.chccontracting@nhs.net) 01522 307710

**5. Who is the head of ACCC for the ICB?**

Helen Sands - Head of All-age Continuing Healthcare.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM Greater East Midlands Commissioning Support Unit  
FOI TEAM/Corporate Communications Team  
1st Floor, St John's House  
East Street  
Leicester  
LE1 6NB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot decide unless you have exhausted the complaints procedure provided by the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113,  
email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk) and <https://ico.org.uk/global/contact-us/>

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Yours faithfully  
Corporate Senior Manager  
Arden & GEM CSU

**On behalf of  
NHS Lincolnshire ICB**