FOINHSD26/1845

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information.

You requested the following information.

Please provide the information below in relation to adult supported living placements only, that were commissioned, funded, arranged or brokered by your organisation throughout the period 1 July 2025 to 30 June 2026.

For this request, "supported living" means accommodation-based support where the person's housing and care or support arrangements are legally separate. It excludes registered residential and nursing care homes. Where information is not held, please state "not held".

Where figures are requested, please provide information already held in a reportable form; no new analysis or calculation is required.

Q1) Does your organisation commission, fund, arrange or broker adult supported living placements? If yes, please identify the team or department responsible and briefly describe how referrals are circulated to providers, including how out-of-area searches are undertaken.

NHS Devon ICB Continuing Healthcare (CHC) Hubs are responsible for submitting requests for supported living services to the relevant brokerage teams. Plymouth City Council and Devon County Council undertake brokerage activities on behalf of NHS Devon ICB.

In Plymouth, requests are submitted via the Eclipse system using an NHS Service Request Form, specifying that a supported living provider is required.

In Devon, referrals are made by emailing an anonymised care plan to Devon County Council, where the Arranging Support Team approaches the market for an appropriate supported living provider.

Q2) Do you use a Dynamic Purchasing System, framework, e-brokerage portal, care marketplace or other digital system to source or match supported living placements?

No.

If yes, for each system please provide:
(a) its name; and
(b) the number or proportion of supported living placements for which it is used, where recorded.

Q3) Do you maintain a list or database of:
(a) supported living providers; and
(b) individual supported living schemes or properties? If yes, please provide:
(i) the number of providers and schemes or properties recorded; and
(ii) the information fields held for each scheme or property, including whether capacity, location and provider details are recorded. Individual addresses are not requested.

Not held. This information would be held by Plymouth City Council and Devon County Council.

Q4) Do you hold current or live information on vacancies or available capacity in supported living services? If yes, please explain:
(a) how providers submit or update the information;
(b) how frequently it is expected to be updated; and
(c) who can access it. If no live information is held, please briefly describe how vacancies are identified.

Not held. This information would be held by Plymouth City Council and Devon County Council.

Q5) For the period 1 July 2025 to 30 June 2026, please provide the following where recorded:
(a) the number of supported living placement searches or referrals undertaken;
(b) the number or proportion resulting in an out-of-area placement;

(c) the average or median time from the start of a search to suitable provider options being identified; and
(d) the average or median time from the start of a search to the person moving into the service.

Not held. This information would be held by Plymouth City Council and Devon County Council.

Q6) Please provide copies of the following current documents, with all personal information removed:

(a) any standard supported living referral form, assessment summary or referral passport; and

This information is not held by NHS Devon.

(b) any written policy, guidance or process document covering supported living brokerage, matching, provider engagement or out-of-area placements.

This information is not held by NHS Devon.

For awareness, our All Age Continuing Healthcare policies and procedures are publicly available to view from our website here - Our Policies and Procedures - One Devon. Information about brokerage is available in the Operational Policy.

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the "contact us" details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

The Freedom of Information Office
NHS Devon Integrated Care Board