

Reference: FOI.ICB-2627/042

Subject: All Age Continuing Care (AACC)/CHC Service, Digital Case Management System and Contract Value

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
1. Is the AACC service delivered directly by the ICB or contracted out?	In house within BNSSG ICB AACC
2. Which AACC digital Case Management System is currently in use and when does the contract end?	The core patient data system used within AACC for the management of patient care records is: Caretrack. The system is contracted to be supplied by: Broadcare Services The contract expiry date for this system is: 31 March 2027, with an optional 1 year extension available to the ICB
3. What is the total contract value (and annual value, if available) of the current AACC service or digital case management system?	The ICB considers the contract cost commercially sensitive and has applied Section 43(2) to this information. Section 43(2) exempts information whose disclosure would, or be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity). Section 43(2) is a qualified exemption and therefore subject to the public interest test. The ICB believes that the ICB's commercial interests would be

	prejudiced should the information be disclosed. <u>ICB's Commercial Interests</u> The provider contract ends on 31st March 2027. The ICB is currently in the process of clustering with Gloucestershire ICB with a view to become a merged single organisation existing from 1 April 2027. Digital systems supporting AACC will be reviewed as part of overall alignment work and therefore a procurement process is considered likely to be considered within the year. <u>Public interest argument in favour of disclosing the information</u> The public interest arguments in favour of disclosing the information takes into account the FOI Act definition of where there is a public interest as well as the legal framework for public authority procurements as set out in the Public Contracts Regulations 2023 that requires the ICB to conduct all procurements activity openly and in a manner which enables behaviour to be scrutinised. The ICB recognises that the question asks for the amount of public money paid to a company to provide a service. The public will have an interest in confirming that the contract offers value for money. <u>Public interest arguments in favour of maintaining the exemption</u> The overriding procurement policy requirement placed on public bodies is that all procurements are based on value for money. The ICB believes that release of the current contract value would prejudice any procurement and this would not be in the public's interest. Prejudice to the procurement could increase costs as part of
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	the procurement process or there could be delays due to financial negotiation or contract challenges. It is in the public's interest that contracts are commissioned at the best value and the ICB believes that disclosure of the current contract value with a procurement pending may affect potential tenders. It is important that procurements are undertaken in a fair manner and disclosure of the current contract value under FOI, may result in an unfair disadvantage for other bidders who may not have seen the FOI response. Considering the above, the ICB believes that the public interest lies in maintaining the exemption. To disclose the current contract value may affect the upcoming procurement to the detriment of the public purse. It is important to note that timing is relevant as the ICB may consider disclosing the information once the contract has been procured.
4. Are there plans to procure and implement a digital AACC case management solution in the next 12–24 months? If yes, who is the best contact (name, role, email, and phone number)?	The ICB is currently in the process of clustering with Gloucestershire ICB with a view to a merged single organisation existing from 1 April 2027. Digital systems supporting AACC will be reviewed as part of overall alignment work.

The information provided in this response is accurate as of 2 June 2026 and has been approved for release by Rosi Shepherd, Chief Clinical Leadership and Delivery Officer (Nursing) for NHS Bristol, North Somerset and South Gloucestershire ICB.