

Reference: FOI.ICB-2627/144

Subject: All Age Continuing Care (AACC) & Continuing Healthcare (CHC) Services

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

QUESTION	RESPONSE
Please provide the following information as at the end of the most recently completed calendar month prior to your response. Where information is not held, please state "Information Not Held".	
1. Leadership Contacts Please provide the name, job title and email address of the current: a. Chief Executive Officer (CEO) b. Chief Financial Officer (CFO) c. Chief Nurse (CNO) d. Executive Director with responsibility for All Age Continuing Care (AACC) / Continuing Healthcare (CHC), where applicable e. Head of All Age Continuing Care (AACC) / Continuing Healthcare (CHC) f. Operational Lead for All Age Continuing Care (AACC) / Continuing Healthcare (CHC)	a. Please refer to our website for the list of Executive Board members: Our Integrated Care Board - BNSSG Healthier Together b. As above c. As above d. As above e. Director of Nursing/Deputy Chief Nurse f. Senior Professional Lead for Highly Complex Care – All Age Continuing Care g. Head of Business and Commissioning, Chief Nursing Office If you wish to contact these individuals/departments within the ICB, please use the following contact details, stating which department you require: bnssg.customerservice@nhs.net Tel: 0117 900 2655 or 0800 073 0907 (freephone).

g. Procurement Lead responsible for commissioning AACC / CHC services	
2. Current Caseload Please provide the current number of individuals receiving: a. NHS Continuing Healthcare (CHC) b. NHS-funded Nursing Care (FNC) c. Fast Track CHC d. Section 117 Aftercare e. Personal Health Budgets (PHBs)	Current number of individuals receiving: a. 575 b. 2181 c. 367 d. S117 aftercare packages are commissioned by the Local Authorities in BNSSG and therefore the ICB does not hold a record of all S117 cases e. 89
3. Workforce Pressures Please provide the current number of vacancies for: a. CHC Assessors b. CHC Coordinators c. Brokerage Staff d. Clinical Leads e. Team Managers Clarification received: CHC coordinators would mean any administrative roles working within the CHC team usually booking reviews/assessments for the nurse assessors. Can range from band 3 to band 5.	Current vacancies: a. CHC Assessors – 2.6 WTE (Whole Time Equivalent) b. CHC Coordinators – 2.0 WTE c. Brokerage Staff – nil d. Clinical Leads – 0.4 WTE e. Team Managers – nil Vacancies currently being covered by: i. Agency workers – 0 ii. Interim contractors – 0 iii. External consultancy providers – 0

Please also confirm whether any of these vacancies are currently being covered by: i. Agency workers ii. Interim contractors iii. External consultancy providers If yes, please identify which roles and how many.																																					
4. Operational Pressures a. Please provide the current number of: i. Outstanding CHC Eligibility Assessments ii. Outstanding CHC Reviews iii. Outstanding FNC Reviews iv. Outstanding Fast Track Reviews v. Outstanding Section 117 Reviews b. Please also provide the current number of: i. Overdue CHC Reviews ii. Overdue FNC Reviews iii. Overdue Fast Track Reviews iv. Overdue Section 117 Reviews c. Please also confirm how many overdue reviews have been outstanding for: i. More than 3 months	<table border="1" style="width: 100%; border-collapse: collapse; margin-top: 20px;"> <thead> <tr> <th style="text-align: left;">Operational Pressures</th> <th style="text-align: center;">Outstanding</th> <th style="text-align: center;">Overdue</th> <th style="text-align: center;">Overdue by more than 3 months</th> <th style="text-align: center;">Overdue by more than 6 months</th> <th style="text-align: center;">Overdue by more than 12 months</th> </tr> </thead> <tbody> <tr> <td>New CHC Eligibility Assessments in progress</td> <td style="text-align: center;">125</td> <td style="text-align: center;">21</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>CHC Reviews</td> <td style="text-align: center;">575</td> <td style="text-align: center;">278</td> <td style="text-align: center;">195</td> <td style="text-align: center;">119</td> <td style="text-align: center;">11</td> </tr> <tr> <td>FNC Reviews</td> <td style="text-align: center;">1795</td> <td style="text-align: center;">183</td> <td style="text-align: center;">12</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Fast Track Reviews</td> <td style="text-align: center;">367</td> <td style="text-align: center;">121</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>S117 Reviews*</td> <td style="text-align: center;">n/a</td> <td style="text-align: center;">n/a</td> <td style="text-align: center;">n/a</td> <td style="text-align: center;">n/a</td> <td style="text-align: center;">n/a</td> </tr> </tbody> </table> *The ICB does not undertake S117 reviews. These are delivered by Local Authority and mental health teams.	Operational Pressures	Outstanding	Overdue	Overdue by more than 3 months	Overdue by more than 6 months	Overdue by more than 12 months	New CHC Eligibility Assessments in progress	125	21	0	0	0	CHC Reviews	575	278	195	119	11	FNC Reviews	1795	183	12	2	0	Fast Track Reviews	367	121	2	1	0	S117 Reviews*	n/a	n/a	n/a	n/a	n/a
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ii. More than 6 months iii. More than 12 months														
5. Current Waiting Times Please provide the current average waiting time for: a. CHC Eligibility Assessments b. CHC Reviews c. FNC Reviews d. Fast Track Package Implementation e. Section 117 Reviews	<table border="1"> <thead> <tr> <th>Case Type</th> <th>Current Average Waiting Times</th> </tr> </thead> <tbody> <tr> <td>CHC Eligibility Assessments</td> <td>28 Calendar days</td> </tr> <tr> <td>CHC Reviews</td> <td>179 Calendar days</td> </tr> <tr> <td>FNC Reviews</td> <td>123 Calendar days</td> </tr> <tr> <td>Fast Track Package Implementation</td> <td>4.7 working days</td> </tr> <tr> <td>S117 Reviews*</td> <td>n/a</td> </tr> </tbody> </table>	Case Type	Current Average Waiting Times	CHC Eligibility Assessments	28 Calendar days	CHC Reviews	179 Calendar days	FNC Reviews	123 Calendar days	Fast Track Package Implementation	4.7 working days	S117 Reviews*	n/a	
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6. Current External Support Please identify any external organisations currently providing support in relation to any of the following services: - CHC Assessments - CHC Reviews - Clinical Validation - Clinical Quality Assurance - Case Management - Fast Track - Section 117 - Brokerage	*The ICB does not undertake S117 reviews. These are delivered by Local Authority and mental health teams. UB Healthcare are currently assisting with CHC assessments and reviews. The ICB is in the process of finalising the latest contract for this service. Details of the previous contract are included below for reference: - Contract start date – January 2025 - Contract end date – March 2026 - Available extension options – yes - F092 All Age Continuing Care Services													

• Appeals • Transformation Programmes • Programme Management For each provider, please provide: • Service(s) provided • Contract start date • Contract end date • Total contract value (or estimated total contract value where recorded) • Available extension options • Procurement route • Framework used (where applicable)	
7. Financial Position Please provide: a. Current AACC Budget b. Current AACC QIPP Savings Target c. Current forecast delivery against the AACC QIPP Savings Target	a. £142,421,000 b. £4,474,000 c. £4,474,000
8. Current Improvement Programmes Please confirm whether the ICB currently has: a. A backlog recovery programme	a. As above, the ICB is utilising UB Healthcare to provide additional assessment and review capacity to support the ICB.

b. An AACC / CHC transformation programme c. An AACC QIPP programme d. A CHC cost improvement programme If yes, please confirm whether external organisations are currently supporting these programmes.	b. The ICB does not have an explicit transformation programme, but across all areas of delivery promotes an approach to continuous improvement. c. The ICB does not use the terminology 'QIPP' but does have savings and efficiencies built into budget setting process for each financial year. d. The ICB does not have an explicit cost improvement programme but does continually work to manage costs of care via the Funded Care Brokerage service, and through improved controls around commissioning care and support packages.
9. Planned External Support Please confirm whether the ICB is currently considering, has approved, or intends to seek external support within the next 6 months to assist with any aspect of its All Age Continuing Care (AACC) / Continuing Healthcare (CHC) service. If yes, please provide: • The service area(s). • The reason for the support (e.g. backlog reduction, workforce pressures, transformation, cost improvement or quality improvement). • Whether the opportunity has been approved, is in development, or is at the market engagement stage.	Please see response to question 6.

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| <ul style="list-style-type: none">• The anticipated procurement or mobilisation timescale (if known). | |
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The information provided in this response is accurate as of 4 August 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.