

Our Reference North East and North Cumbria ICB\
FOI ICB 25–523

North East and North Cumbria ICB
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By Email

2 April 2026

Dear Applicant

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received on 17 March 2026 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000. The ICB covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.

Please find the information you requested on behalf of the ICB as follows.

Your Request

I write under the Freedom of Information Act 2000. I am advised that the Integrated Care Board, as a public authority, is under a statutory obligation to respond within 20 working days of receipt in accordance with section 10 of the Act.

I respectfully request the following recorded information:

1. The current service specification or commissioning requirements for the CNTW, Centre for Specialist Psychological Therapies (CSPT) operated by Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust — including any requirements relating to crisis response; safety planning; care planning; and support for patients on the waiting list for treatment.
2. Any Key Performance Indicators relating to patient safety applicable to CNTW CSPT under current commissioning arrangements.
3. Any requirements within the commissioning specification relating to patients with complex trauma diagnoses, dissociative disorders, or patients awaiting specialist psychological therapy while on a waiting list.
4. Any complaints, concerns, or performance issues raised with the ICB regarding CNTW CSPT's management of patients on its waiting list during 2024 or 2025, and any action taken in response.

5. Any audit, review, or performance monitoring report relating to CNTW CSPT's delivery of its commissioned obligations during 2024 or 2025.

Where the commissioning contract contains commercially sensitive pricing information that engages section 43 of the Act, I am content to receive the service specification and quality requirements with commercial pricing terms redacted. I am advised that service specifications for NHS services commissioned with public funds attract a strong public interest in disclosure that is likely to outweigh any commercial interest in non-disclosure.

Please respond within 20 working days in accordance with the Freedom of Information Act 2000.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

1. The Specialist Psychological Therapies (SPTs) service specification is attached.
2. The service specification provided in response to question 1 includes KPIs.
3. Please refer the attached service specification.
4. Since 1 April 2025, the ICB has been responsible for recording its own complaints; all earlier records remain with NHS North of England Commissioning System Support (NECS). Between 1 April 2025 and 31 December 2025, we have not received any complaints about CSPT's management of patients on its waiting list.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email for NECS: england.contactus@nhs.net. Please write "Freedom of Information" in the subject line.

5. On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested.

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Information Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or www.ico.org.uk.

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk. This will not affect your initial information request.

Yours faithfully

Information Governance Support Officer

**Information Governance Support Officer
North East and North Cumbria Integrated Care Board**