NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–328

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 535 4288
E-mail: nencicb.foi@nhs.net

By Email

22 October 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 24 September 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.

We have dealt with your request in accordance with your "right to know" under section 1(1) of the Freedom of Information Act 2000 (subsequently referred to as FOIA2000) which entitles you to be provided with information "held" by a public authority unless an appropriate exemption applies.

Your Request

Thanks for the information provided for FOI ICB 26-271. Given the document provided is not the one included in the specification and relates to 2023/24, for the Newcastle/Gateshead service I would like to submit a new FOI.

I'd like to ask for recorded information demonstrating how the ICB monitors delivery against the requirements contained within that specification and what assurance the ICB has obtained regarding compliance with those requirements.

For the purposes of this request, I am interested in the most up to date information available – preferably the position from this financial year to date (Q1 and Q2 if available) or if this is not available for 2025/26.

1. Monitoring of the service specification
   Please provide any recorded information showing how the ICB monitors the provider's compliance with the requirements contained within the CYPS service specification. This should include, where held:
   - contract monitoring reports;

- performance reports;
- dashboards or scorecards;
- KPIs and performance measures;
- quality reports;
- compliance reports;
- provider performance submissions;
- audit reports;
- contract review documentation; and
- other documents used to assess delivery against the specification.

2. Requirement-by-requirement assurance
   For the requirements set out in the CYPS service specification, please provide any recorded information showing which requirements the ICB has established are:
   a. being delivered in accordance with the specification;
   b. being partially delivered;
   c. not being delivered in accordance with the specification;
   d. subject to an agreed variation, exception or derogation;
   e. awaiting evidence or verification; or
   f. otherwise not fully assured.

   I am not asking the ICB to undertake a new assessment or analysis. Where the information is already contained within contract monitoring reports, dashboards, meeting papers, provider reports, action plans or other existing records, please provide those records. In relation to the documented referral criteria for the getting more help tier 3 service, please can I also ask for a copy of the criteria.

3. Evidence underpinning ICB assurance
   For the elements of the specification which the ICB has recorded as being delivered, please provide the recorded evidence relied upon by the ICB to reach that position. In particular, please provide information showing:
   - what information or evidence was supplied by the provider;
   - what performance data was reviewed;
   - whether the information was independently verified by the ICB;
   - whether any audits or quality checks were undertaken; and
   - the date on which the relevant assurance was obtained or recorded.

4. Areas where assurance has not been established
   Please provide any recorded information identifying areas of the CYPS service specification where the ICB:
   - has been unable to establish compliance;
   - has identified insufficient evidence of compliance;
   - has identified a performance or quality concern;
   - has identified a gap between the contractual requirement and actual delivery; or
   - has identified an area requiring further monitoring or assurance.

   Please provide the relevant records, including any associated actions, recommendations or requests for further evidence.

5. Identified non-compliance or under-delivery
   Please provide recorded information relating to any requirements of the CYPS service specification which the ICB has identified as not being fully delivered during the requested period. For each identified issue, please provide, where recorded:

- the relevant service requirement;
- the nature of the shortfall;
- when the issue was identified;
- how the issue was identified;
- the provider's response;
- any remedial action required;
- the timescale for remediation;
- whether the remedial action was completed; and
- the ICB's subsequent assessment of whether the requirement was being met.

6. Contract monitoring meetings
   Please provide the minutes, papers, reports, action logs or equivalent records from contract/ performance monitoring meetings during the requested period where compliance with the CYPS service specification was discussed. I am particularly interested in records documenting:
   - areas of compliance;
   - areas of non-compliance;
   - concerns regarding delivery;
   - requests for additional evidence;
   - outstanding actions;
   - provider explanations or responses;
   - escalation of concerns; and
   - decisions regarding whether contractual requirements were being met.

7. Provider reporting versus ICB verification
   Please provide recorded information showing what information the provider is required to submit to the ICB to demonstrate compliance with the CYPS service specification. Please also provide any recorded information showing:
   - how the ICB assesses or verifies provider-submitted information;
   - whether the ICB conducts independent checks or audits;
   - any instances where provider information has been queried or challenged; and
   - any instances where information supplied by the provider was found to be incomplete, inaccurate or insufficient to provide assurance.

8. Outstanding contractual requirements
   As at the date of this request, please provide any recorded information identifying CYPS service specification requirements which remain:
   - outstanding;
   - partially delivered;
   - subject to remedial action;
   - awaiting evidence;
   - subject to an improvement plan; or
   - otherwise not fully assured by the ICB.

9. Escalation and contractual action
   Please provide recorded information concerning any occasions during the requested period where identified failures to meet the CYPS service specification resulted in, or were considered for:
   - formal contract escalation;
   - a performance notice;
   - a remedial or improvement plan;
   - additional monitoring;
   - financial or contractual remedies;

- contract variation;
- escalation to senior ICB management or the ICB Board;
- escalation to NHS England or another relevant body; or
- any other contractual or governance action.

10. Assurance provided to ICB governance
    Please provide any board papers, committee papers, reports, dashboards or other records during the requested period in which the ICB's governance bodies were provided with assurance regarding compliance with the CYPS service specification. Where such assurance was provided, please provide any recorded information identifying:
    - the areas of the specification considered assured;
    - the evidence supporting that assurance;
    - any areas where assurance was limited or unavailable; and
    - any identified risks, concerns or outstanding actions.

11. Current position
    Please provide any recorded document, report, dashboard, action plan or other record held by the ICB which provides the most recent assessment of the provider's compliance with the CYPS service specification.

    If no single document provides this information, please provide the most recent contract monitoring/performance documentation held which demonstrates the current position.

12. Information not held
    For each part of this request where the ICB does not hold the requested information, please confirm this explicitly.

    Where the ICB holds information which addresses the substance of the question but in a different format, please provide that information rather than treating the request as requiring the creation of new information.

    Where information is exempt from disclosure, please provide the non-exempt information and identify the specific exemption relied upon for the information withheld.

I would prefer the information electronically.

Our Response

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, 4th Floor, No. 3 Circle Square, 5 Hawkshaw Street, Manchester, M1 7BL 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 Officer

Information Governance Officer
North East and North Cumbria Integrated Care Board