

Our Reference North East and North Cumbria ICB\
FOI ICB 25-445

North East and North Cumbria ICB
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By Email

11 February 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 29 January 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 am writing to request information under the Freedom of Information Act 2000.

This request is intended as a short survey regarding implementation of the Accessible Information Standard (AIS) and the Reasonable Adjustment Digital Flag. Please provide the information held by your organisation as of the date of this request.

1. Accessible Information Standard (AIS) training

Please confirm:

- a. Whether your organisation provides training for employees on the Accessible Information Standard (DAPB1605)
- b. The number (or percentage) of employees who have completed AIS training
- c. The most recent date on which AIS training completion data was recorded

2. Reasonable Adjustment Digital Flag training

Please confirm:

- a. Whether your organisation provides training for employees on the Reasonable Adjustment Digital Flag
- b. The number (or percentage) of employees who have completed this training
- c. The most recent date on which this training completion data was recorded

3. AIS self-assessment implementation

Please provide:

- a. Whether your organisation has an implementation plan linked to the Accessible Information Standard self-assessment framework (NHS England 2025)
- b. If yes, a copy of the current plan or a link to where it is published

4. Review of the Reasonable Adjustment Digital Flag

Please confirm:

- a. Whether your organisation commenced a review of the Reasonable Adjustment Digital Flag (NHS England 2024)
- b. If yes, the status of the review (e.g. completed / ongoing) and any summary findings or reports held

If any part of this request exceeds the cost limit, please provide the remaining information that can be disclosed within the limit. If the information is not held, please confirm this.

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. Accessible Information Standard (AIS) training

- a. Yes, NENC ICB provides training on the ELFH platform. The link is [Accessible Information Standard – elearning for healthcare](#)
- b. NENC ICB does not hold the number or percentage of employees who have completed AIS training.
- c. NENC ICB does not hold the recent date on which AIS training completion data was recorded.

2. Reasonable Adjustment Digital Flag training

- a. Yes, NENC ICB provides training on the on the Reasonable Adjustment Digital Flag. The link is [Reasonable Adjustment Digital Flag – elearning for healthcare](#)
- b. NENC ICB does not hold the number or percentage of employees who have completed this training.
- c. NENC ICB does not hold the recent date on which this training completion data was recorded.

3. AIS self-assessment implementation

- a. Yes, NENC ICB does have an implementation plan linked to the Accessible Information Standard self-assessment framework (NHS England 2025)
- b. A link to the plan on the ICB's website is [Accessibility statement North East and North Cumbria ICB](#)

4. Review of the Reasonable Adjustment Digital Flag

- a. NENC ICB is currently reviewing the Reasonable Adjustment Digital Flag (NHS England 2024) as part of the ICB's restructure.
- b. The status of review is ongoing a part of the ICB's restructure and as part of the new ICB operating model.

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**