

Our Reference North East and North Cumbria ICB\
FOI ICB 26–114

North East and North Cumbria ICB
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By Email

1 July 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 8 June 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 would like to request information under the Freedom of Information Act regarding the following healthcare services:

1. Work Well Initiatives

- a. Who is the senior officer for the ICB for the Work Well initiative and their contact email address.
- b. If Work Well is already in place locally who is the lead current provider and their main contacts email address.
- c. Is this service provided through a framework or contract?
- d. Could you provide the name of the supplier(s)?

2. Pain:

- a. Do you currently have a community service provision? If not, would you consider having one?
- b. Is this service provided through a framework or contract? Could you provide the name of the supplier(s)?
- c. What is the annual spend on this contract/framework.
- d. What is the start date and duration of the framework/contract?

- e. Please provide a copy of the service/product specification given to all bidders for when this contract was last advertised.
- f. Is there an extension clause in the framework(s)/contract(s) and, if so, what is the duration of the extension?
- g. Has a decision been made on whether the framework(s)/contract(s) are being extended or renewed?
- h. What are your healthcare goals for this service over the next five years - innovation, waitlist reduction, or something else?
- i. Who is the senior officer (outside of procurement) responsible for this contract?
- j. What is the name/title of the person they report to?

3. MSK and Physiotherapy Services

- a. Who are the providers of your current MSK service?
- b. Can you confirm if any element of the service is subcontracted? If so, which sections and to whom, and what is the value of the subcontract?
- c. What is the actual spend on this contract/framework (and any sub-lots) from the start of the contract to the current date?
- d. What is the start date and duration of the framework/contract?
- e. Please provide a copy of the service/product specification given to all bidders for when this contract was last advertised.
- f. Is there an extension clause in the framework(s)/contract(s) and, if so, what is the duration of the extension?
- g. Has a decision been made on whether the framework(s)/contract(s) are being extended or renewed?
- h. What are your healthcare goals for this service over the next five years - innovation, wait list reduction, or something else?
- i. Who is the senior officer (outside of procurement) responsible for this contract?
- j. What is the name/title of the person they report to?

4. Womens Health

With the recent announcement from the government regarding the Womens Health agenda could you please let me know who will be leading this initiative from the ICB and their contact details.

5. Frailty Services

- a. Who are the providers of your current Frailty services?
- b. Can you confirm if any element of the service is subcontracted? If so, which sections and to whom, and what is the value of the subcontract?
- c. What is the actual spend on this contract/framework (and any sub-lots) from the start of the contract to the current date?
- d. What is the start date and duration of the framework/contract?
- e. Please provide a copy of the service/product specification given to all bidders for when this contract was last advertised.
- f. Is there an extension clause in the framework(s)/contract(s) and, if so, what is the duration of the extension?
- g. Has a decision been made on whether the framework(s)/contract(s) are being extended or renewed?
- h. What are your healthcare goals for this service over the next five years – innovation, wait list reduction, or something else?

6. Neighbourhood Development

- a. Could you tell me the local neighbourhoods within your ICB region and the contact details of the key leaders both operational and clinical.
- b. Could you tell me the lead contacts both operational and clinical for your Health and wellbeing boards and the Better Care funding.

7. DWP/Tailblazer type opportunities

Could you please tell me of any current DHSC/DWP initiatives taking place locally with your ICB region and the contact details of those leading these projects

8. General

What is your strategic approach to joint working to achieve your future goals?

Our Response

1. Work Well Initiatives

- a. Dan Jackson, Director of Policy and Stakeholder Affairs is the senior officer for the ICB for the Work Well initiative. Please direct all queries to Dan Jackson using the ICB's generic WorkWell mailbox nencicb.workandhealth@nhs.net marked for his attention. Alternatively, please telephone the ICB's Switchboard on 0191-535-4288.
- b. 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. However, details of WorkWell schemes and leads is publicly available on the ICB's website: [WorkWell NHS Service](#). In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.
- c. The service is provided through a contract.
- d. Please refer to the response to question 1b.

2. Pain:

- a. There is a community pain provision. This is managed by the acute trusts in the NENC region.
- b. Please refer to the spreadsheet attached.
- c. Please refer to the spreadsheet attached.
- d. Please refer to the spreadsheet attached.
- e. Please refer to the spreadsheet attached.
- f. Please refer to the spreadsheet attached.
- g. No, a decision has not been made on whether the framework(s)/contract(s) are being extended or renewed.
- h. Pain services are run by the NHS acute hospital foundation trusts, and they will need to answer this. Deprescribing of analgesics such as opioids and gabapentinoids has been a focus for many years and GPs across NENC have continued to work hard on this as part of prescribing incentives schemes. 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 contacts for those acute hospital foundation trusts.
- i. The Senior Directors for secondary care in the NENC region are Paul Turner, Director of Commissioning (Secondary Care Northern Alliance) and Craig Blair, Director of Commissioning (Secondary Care South Alliance). Please direct all queries to the neighbourhood directors using the ICB's corporate office email – nencicb-sun.icbcorporateoffice@nhs.net – clearly marked for their attention. Alternatively, please telephone the ICB's Switchboard on 0191-535-4288.
- j. Please refer to the response to question 2i.

3. MSK and Physiotherapy Services

- a. 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. However, this is available within the NENC ICB publication scheme which can be accessed on the ICB website: [Publications scheme](#) or please refer to our previous related request, our ref: FOI ICB26-061 from the NENC ICB FOI Disclosure Log at: [FOI ICB 26-061 Response Letter](#). In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.
- b. Please refer to the spreadsheet attached.
- c. Please refer to the spreadsheet attached.
- d. Please refer to the response to question 3a.
- e. Please refer to the response to question 3a.
- f. Please refer to the response to question 3a.
- g. The decision is to be confirmed, however, the ICB is likely to conduct a community services procurement exercise in 2027.
- h. The ICB's clinical conditions strategic plan details the 12 health conditions where the ICB can make the biggest impact. This is publicly available on the ICB's website, here: <https://northeastnorthcumbria.nhs.uk/our-work/clinical-conditions-strategic-plan>
- i. Please refer to the response to question 2i.
- j. Please refer to the response to question 2i.

4. Womens Health

Claire Riley, Chief Corporate Officer, is the ICB's lead officer and regional lead for women's health. Please direct all queries to Claire Riley using the ICB's corporate office email – nencicb-sun.icbcorporateoffice@nhs.net – clearly marked for her attention.

5. Frailty Services

NENC ICB requested but did not receive clarification on the information requested. On this basis, no response is provided for the frailty services section.

6. Neighbourhood Development

- a. There are 4 Neighbourhood areas within the ICB region; neighbourhoods and directors are noted below. Please be aware that this service is currently being developed across the ICB.

Neighbourhood	Neighbourhood Director
North (North Cumbria, North Tyneside and Northumberland)	Rachel Mitchinson, Director of Commissioning (Neighbourhood North and North Cumbria)
Newcastle and Gateshead	Martin Short, Director of Commissioning (Neighbourhood Newcastle and Gateshead)
Central (County Durham, South Tyneside and Sunderland)	Lynn Wilson, Director of Commissioning (Neighbourhood Central)
South (Darlington and Tees Valley)	Karen Hawkins, Director of Commissioning (Neighbourhood South)

Please direct all queries to the neighbourhood directors using the ICB's corporate office email – nencicb-sun.icbcorporateoffice@nhs.net – clearly marked for their attention. Alternatively, please telephone the ICB's Switchboard on 0191-535-4288.

- b. Please refer to the response to question 6a.

7. DWP/Tailblazer type opportunities

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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. DWP Tailblazer work is being led by the North East Mayoral Strategic Authority and the Tees Valley Combined Authority.

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 contacts for those strategic and combined authorities in the table below.

8. General

The ICB's strategic approach is detailed in the Better Health and Wellbeing for All Joint Forward Plan, which is publicly available on the ICB's website: [joint-forward-plan-final-1.pdf](#). Therefore, the ICB considers this element of your request exempt from disclosure by way of s.21 as the information is readily accessible by other means.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, where we have made reference to other public authorities in our response we have provided the FOI contacts for those public authorities below:

NENC Acute Hospital FTs	Email/Online portal
County Durham and Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees and Hartlepool NHS FT	nth-tr.foi@nhs.net
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	stees.foi.admin@nhs.net
South Tyneside and Sunderland NHS FT	stsft@infreemation.co.uk
The Newcastle upon Tyne Hospitals NHS FT	https://www.newcastle-hospitals.nhs.uk/help/foi/

NENC Local Authorities	Email/Online portal
Cumbria County Council	information.governance@cumbria.gov.uk
Darlington Borough Council	freedomofinformation@darlington.gov.uk
Durham County Council	Freedom of Information - Durham CC
Gateshead Council	Freedom of Information request - Gateshead Council
Hartlepool Borough Council	freedomofinformation@hartlepool.gov.uk
Middlesbrough Borough Council	Freedom of Information Request - Middlesbrough BC
Newcastle City Council	freedomofinformation@newcastle.gov.uk
North Tyneside Council	foiofficer@northtyneside.gov.uk
Northumberland County Council	Information Governance - Northumberland CC
Redcar & Cleveland Borough Council	informationgovernance@redcar-cleveland.gov.uk
South Tyneside Council	foi@southtyneside.gov.uk
Stockton-on-Tees Borough Council	foiandcomplaints@stockton.gov.uk
Sunderland City Council	freedom.information@sunderland.gov.uk

NENC Strategic/Combined Authority	Email
North East Mayoral Strategic Authority	FOI@northeast-ca.gov.uk
Tees Valley Combined Authority	tvcafoi@teesvalley-ca.gov.uk

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**