

Our Reference North East and North Cumbria ICB\
FOI ICB 25–298

North East and North Cumbria ICB
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By Email

6 November 2025

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 28 October 2025 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 (FOI) Act 2000. My questions are as follows:

1. How much was spent on secure mental health patient transfers by private ambulances in the 6 months to 30 September 2025?
2. How many journeys were made on secure mental health patient transfers by private ambulances in the 6 months to 30th September 2025?
3. Please provide a list of all private ambulance companies used for secure mental health patient transfers in the 6 months to 30th September 2025 and for each detail:
 - a. Number of jobs
 - b. Cost of providing the service
4. How much was spent on mental health patient bed watch by private companies in the 6 months to 30th September 2025?
5. How many mental health patients were looked after by private bed watch companies in the 6 months to 30th September 2025?
6. Please provide a list of all companies that provided mental health patient bed watch services in the 6 months to 30th September 2025 and for each detail:
 - a. Number of patients looked after

b. Cost of providing the service

7. What is the selection criteria for deciding which companies to use for secure mental health patient transfer by private ambulances
8. What is the selection criteria for deciding which companies to use for mental health patient bed watch by private companies

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 spend on secure mental health patient transfers by private ambulances in the 6 months to 30 September 2025 was £376,720.
2. There were 969 journeys on secure mental health patient transfers by private ambulances in this time period.
3. Names of private ambulance companies, number of journeys and costs are stated in the table below:

Company	Number of Journeys	Costs
EMED	453	£232,261
Specialist Medical Transport	437	£87,514
Direct Medical Transport	63	£37,894
NERAMS	8	£9,065
Vcare24	6	£8,244
Misc	2	£1,743

4. 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. However, we have determined that the information is held by the mental health hospital NHS foundation trusts (FTs) within the North East and North Cumbria region.

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 addresses for those foundation trusts to make your request.

NENC Mental Health Hospital FTs	Email
Cumbria, Northumberland, Tyne and Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk and Wear Valley NHS FT	tewv.foi@nhs.net

5. Please refer to the response to question 4.
6. Please refer to the response to question 4.
7. Please refer to the response to question 4.
8. Please refer to the response to question 4.

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**