

Our Reference North East and North Cumbria ICB\
FOI ICB 26–264

North East and North Cumbria ICB
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By Email

15 September 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 August 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 you under the Freedom of Information Act 2000 to request the following information from the ICB about CHC appeals.

I would like to know how long the Local Resolution stage takes, from when the local resolution request is made to when an outcome is reached.

Please may you provide me with:

1. The number of Local Resolutions that took under three months.
2. The number that took between three and six months.
3. The number that took over six months.
4. The number that took over a year.

I would like the data broken down for the last 5 years with a year-end date of 5 April. If you cannot provide data for each of these years, then please provide data for the most recent three years, or the most recent year.

If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.

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.

NENC ICB does not routinely record or report Local Resolution timescales in a format that enables us to provide the information requested. Specifically, we do not hold a dataset that records the duration of each local resolution from the date the request for Local Resolution is received, to the date an outcome is reached.

A tracker is currently being developed to improve the capture and reporting of this information; however, this information has not historically been collected in a way that would allow us to accurately break down:

1. Number of Local Resolutions completed in under three months
2. Number completed between three and six months
3. Number completed in over six months
4. Number completed in over one year

The ICB is therefore unable to provide the information for the last 5 financial years.

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**