

Our Reference North East and North Cumbria ICB\  
FOI ICB 25–536

North East and North Cumbria ICB  
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By Email

21 April 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 30 March 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 your organisation related to NHS wheelchair services (WCS). Please may you provide me with an answer to the following:

Commissioning arrangements

1. Are your wheelchair services commissioned on an ICB-wide basis, or are they commissioned separately at a sub-ICB (place or locality) level? If the latter, please answer all subsequent questions separately for each individually commissioned area, identifying the geographic footprint in each case.

Current wheelchair services contract

2. Who is the current provider(s) of NHS wheelchair services commissioned by your ICB? Please provide the organisation name(s) and, where applicable, the sub-ICB area in which they are commissioned.
3. What is the total annual contract value for wheelchair services?
4. What are the contract start and expiry dates? If the contract is currently operating under an extension, please confirm the original expiry date and the current extended end date.

### Procurement history

5. When was the most recent competitive procurement exercise for wheelchair services conducted (i.e. when was the most recent contract award decision published)?
6. How many organisations submitted a compliant bid in that most recent exercise?

### Future procurement

7. Does your ICB have plans to reprocure its wheelchair services contract? If yes, what is the anticipated start date of the procurement process and the anticipated contract commencement date?

### Service activity and performance

8. How many referrals were received for wheelchair services commissioned by your ICB in the most recent complete financial year (please state the year)?
9. What is the current average waiting time (in weeks) from referral to first wheelchair provision for (a) standard/powered wheelchairs and (b) complex/specialist wheelchairs, where these are recorded separately?
10. Has your ICB issued any formal performance or improvement notice to the current wheelchair services provider in the last three years? If yes, please state the number of notices issued (no further detail is required).

### Contact

11. Who in your organisation is responsible for commissioning wheelchair services? Please provide their name, job title, and contact details where possible.

Please provide the information in an email, Excel or Word document (whichever is most convenient). If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

### **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. Wheelchair services are commissioned at ICB place level. The geographical footprint of the ICB includes County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.
2. Most wheelchair services (WCS) commissioned within NENC ICB are provided by acute Foundation Trusts (FTs). This is covered by the wider block contract arrangement with the FTs.

*County Durham place:* Across County Durham and Darlington, County Durham and Darlington NHS Foundation Trust are commissioned to provide WCS.

*Newcastle Gateshead place:* Newcastle-upon-Tyne Hospitals NHS Foundation Trust are commissioned to provide WCS. Gateshead Health NHS Foundation Trust do not provide a Wheelchair service. The Gateshead WCS is provided by South Tyneside and Sunderland NHS Foundation Trust.

*North Cumbria place:* North Cumbria Integrated Care NHS Foundation Trust are commissioned to provide WCS.

*North Tyneside and Northumberland place:* Northumbria Healthcare NHS Foundation Trust provide WCS via their Manufacturing and Innovation Hub.

*South Tyneside and Sunderland place:* Within Sunderland, the service is provided by Sunderland Care and Support (SCAS). The service in South Tyneside is provide by South Tyneside and Sunderland NHS Foundation Trust. There are a small proportion of services contracted with Sunderland and South Tyneside local authorities for wheelchair services.

*Tees Valley place:* North Tees and Hartlepool NHS Foundation Trust and South Tees Hospitals NHS Foundation Trust provide WCS within Tees Valley.

3. As per response to question 2, costs with the foundation trusts are part of wider block arrangements and therefore NENC ICB does not hold the split for WCS.

The contracts for South Tyneside and Sunderland are now both part of larger Community Equipment Store contracts; the ICB doesn't have the breakdown specifically for WCS.

4. Contract start and expiry dates and extensions:

*County Durham place:* start date 01/04/2024 and end date 31/03/2027, with the option to extend for a further two years thereafter.

*Newcastle Gateshead place:* In Newcastle, the service is provided as part of the foundation trust full service contract, rather than an individual service. The full contract is a 3-year contract with 2-year extension and is due to end in 2029.

*North Cumbria place:* start date 01/04/2024 and end date 31/03/2027 with an option to extend for 2 years which has been enacted.

*North Tyneside and Northumberland place:* start date 01/04/2024 and end date 31/03/2027, with two-year extension already enacted until 2029.

*South Tyneside and Sunderland place:*

- Sunderland SCAS: start date was 01/04/2025. The service is part of an evergreen contract, which automatically renews at the end of each term unless one of the parties gives notice to terminate or renegotiate.
- South Tyneside and Sunderland NHS Foundation Trust: start date 01/05/2024, end date 31/03/2027, extension enacted 31/03/2029.

*Tees Valley place:*

- North Tees and Hartlepool NHS Foundation Trust: start date 01/04/2024, end date 31/03/2027, option to extend for 2 years.
- South Tees Hospitals NHS Foundation Trust: start date 01/04/2024, end date 31/03/2027, option to extend for 2 years.

5. The ICB does not hold information on previous competitive procurement.
6. Please refer to the response to question 5.
7. At this present moment, the ICB does not have a procurement plan in place to reprocur wheelchair services.
8. 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 acute 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 contacts for those foundation trusts to make your request.

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

National wheelchair statistics can be found on NHS England's statistics page: [Statistics » Wheelchair data collection](#)

9. Please refer to the response to question 8.
10. No, NENC ICB has not issued any formal performance or improvement notice to the current WCS providers in the last three years.
11. There is not a specific person in the ICB responsible for commissioning WCS. Please direct all queries to the ICB's generic mailbox [nencicb-sun.reception@nhs.net](mailto:nencicb-sun.reception@nhs.net). Alternatively, please telephone the ICB's Switchboard on 0191-512-8484.

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](http://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](http://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**