

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25-031

**North East and North Cumbria ICB**  
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By Email

13 May 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 16 April 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**

In accordance with regulation 18 of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, each year a responsible body as defined by those regulations must prepare an annual report on complaints and send a copy of that report to the integrated care board.

In accordance with the Freedom of Information Act 2000, I request that I be provided with the following information:

- For 2022-2023, the names of the relevant responsible bodies from which the NHS North East and North Cumbria Integrated Care Board has not received the annual complaint report specified in the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
- The action that has been taken by the NHS North East and North Cumbria Integrated Care Board in respect of each relevant responsible body from which it has not received the annual complaint report for 2022-2023 specified in the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
- For 2023-2024, the names of the relevant responsible bodies from which the NHS North East and North Cumbria Integrated Care Board has not received the annual complaint report

specified in the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

- The action that has been taken by the NHS North East and North Cumbria Integrated Care Board in respect of each relevant responsible body from which it has not received the annual complaint report for 2023-2024 specified in the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

## 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. However, we have estimated that to provide you with the required information, would exceed the cost limit of £450 for the NHS as specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

S.12(1) of the FOIA provides that a public authority is not obliged to respond to a request for information if the cost of locating, retrieving, and extracting information and preparing the response can be included in the costs for these purposes.

The ICB is unable to provide the information requested as it is held within meeting papers of Contract and Quality Review meetings or Quality Review Group meetings that have taken place with each provider. To extract this information would involve a manual search through meeting papers/portfolios for each individual provider contract. *This information is not recorded centrally, and we would need to manually examine meeting papers over the years requested to extract this information. Actions to obtain this information would include the ICB validating the search, checking with provider(s) if reports could not be located and determining the action taken for non-compliant providers.*

There are approximately 1000 individual provider contracts in place. It is estimated that it would averagely take a member of staff approximately 60 minutes to obtain the requested information from meeting minutes. Allocating 60 minutes per provider, the NENC ICB estimates that 1000 provider records x 60 minutes = 60,000 minutes divided by 60 = 1000 hours to extract the level of detail requested. NENC ICB is therefore unable to provide the requested information within the prescribed limit.

Complaints are a standard meeting agenda item and the ICB would need to verify that a complaint had been received to provide a response. At this stage and in accordance with our duty to provide advice and assistance under s.16 FOIA 2000, we cannot advise a way to narrow down your request.

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 Senior 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**