NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–296

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 535 4288
E-mail: nencicb.foi@nhs.net

By Email

16 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 12 September 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

Please treat this as a request under the Freedom of Information Act 2000.

For each of the last five financial years (2021/22, 2022/23, 2023/24, 2024/25, and 2025/26 to date), please provide:

Subject Access Requests:

1. The total number of Subject Access Requests (SARs) received, broken down by requester type:
   a. staff or former staff,
   b. patients or service users, and
   c. any other category (e.g. third-party representatives).

2. The number completed within the statutory one-month deadline.
3. The number where an extension was applied, and the stated reason(s) for extension.
4. The number where the requester made a formal complaint about how their SAR was handled.
5. The number of SAR-related matters referred or escalated to the Information Commissioner's Office (ICO).

Complaints:

6. The total number of complaints received under the NHS complaints procedure (the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009).
7. The number of those complaints upheld/found "well-founded."
8. The number referred to the Health Service Ombudsman (Parliamentary and Health Service Ombudsman) or a Local Commissioner.
9. A copy of, or direct link to, your organisation's annual complaints report(s) for each of the years requested, as required under Regulation 18 of the above Regulations.

One clarification requested alongside the above: as Integrated Care Boards were established in July 2022 as statutory successors to Clinical Commissioning Groups, please confirm whether, for the portion of this request predating July 2022, you hold and are able to provide the equivalent data inherited from your predecessor CCG(s). If not held, please confirm this specifically rather than treating the request as only applying from July 2022 onward.

On cost: this request asks for figures that should already exist within your SAR and complaints registers, rather than requiring new analysis or research to produce. If any part of it would nonetheless exceed the appropriate cost limit under section 12 of the Act, please note that section 16 of the Act requires you to provide advice and assistance — including proposing a narrower version of the request you could answer within the limit — rather than simply declining the request in full. I would welcome that engagement in preference to an outright refusal.
I look forward to your response within the statutory 20 working days.

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.

Subject Access Requests:

1. The total number of SARs received is detailed in the table below:

Financial year	SARs rec'd: patient (note 2)	SARs rec'd: other (note 2)	Completed within 30 days	Extension applied (note 3)	Complaint / ICO referral
2022/23 (note 1)	52	23	71	1	0
2023/24	98	120	209	2	0
2024/25	32	68	69	2	0
2025/26	81	42	108	6	0

Notes

1. NENC ICB came into being on 1 July 2022. Figures for 2022/23 represent the period 1 July 2022 to 31 March 2023.
2. NENC ICB does hold the number of SARs received by staff and former staff members. However, this number is less than 5 and has not been included in the figures provided.
3. Extension reasons applied to SARs and other (third party requests) are:
   - Large volumes of personal data spread across multiple systems
   - Extensive third-party information received
   - Data held by multiple teams or organisations (to include NHS email archive

2. Please refer to the table and notes above.
3. Please refer to the table and notes above.

4. Please refer to the table and notes above.
5. Please refer to the table and notes above.

Complaints

6. NENC ICB does not hold the complaints information requested for periods before 2022.

   The ICB assumed responsibility for handling primary care complaints from 1 July 2023. Accordingly, information concerning primary care complaints handled before that date is not held by the ICB and should be requested from NHS England.

   Information held by the ICB for the period from 2022 onwards is contained within its published annual complaints reports. The relevant reports are publicly available on the ICB's website within board papers

   Board papers: https://northeastnorthcumbria.nhs.uk/about-us/corporate-information/governance/meetings-and-agendas/previous-board-meetings/

7. Please refer to the response to question 6.
8. Please refer to the response to question 6.
9. The direct links to the complaint reports are:

   2023/24: item-10-complaints-annual-report-2023to24-v2.pdf
   2024/25: item-9-nenc-icb-complaints-annual-report-2024-25-final-board-dco.pdf
   2025/26: Not yet presented

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