

Our Reference North East and North Cumbria ICB\
FOI ICB 25–473

North East and North Cumbria ICB
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By Email

5 March 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 17 February 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 provide recorded information held centrally (e.g., procurement, contract management, or supplier performance records) for the period 1 January 2021 to the date of your response relating to your use of Peninsula (including Peninsula Business Services Limited and any Peninsula Group entity) for HR, employment law advice, tribunal support, or related services. Please provide:

1. Total spend by financial year with Peninsula, with the supplier name as recorded in your finance/procurement systems.
2. Copies of any current or expired contract(s), call-off(s), framework references, statement(s) of work, and service descriptions that set out the scope of services.
3. Copies of any generic materials provided by Peninsula and retained by you for internal use, such as training slides, guidance notes, template letters, checklists, tribunal preparation guides, or reasonable adjustment guidance (excluding case-specific legal advice).
4. Any centrally recorded supplier performance records relating to Peninsula, including:
 - a. service level monitoring reports,
 - b. performance scorecards,
 - c. contract management review notes,
 - d. improvement notices or remedial actions.

5. The number of recorded complaints made by your organisation about Peninsula's service during the period, and copies of any complaint correspondence or outcome summaries held centrally (with personal data redacted).

I am not requesting a review of individual employment tribunal case files. If information is not held centrally, please confirm this.

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. NENC ICB has incurred no spend with Peninsula for the periods in question.
2. 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.
3. Please refer to the response to question 2.
4. Please refer to the response to question 2.
5. Please refer to the response to question 2.

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**