

Our Reference North East and North Cumbria ICB\
FOI ICB 26–194

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

29 July 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 July 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

1. Please provide the current commissioning documents for the wheelchair service provided by County Durham and Darlington NHS Foundation Trust for County Durham and Darlington residents.

Please include any wheelchair-service-specific documents covering:

- service specification or service description;
- assessment and prescription requirements;
- risk assessment and review requirements;
- children's wheelchair provision;
- Personal Wheelchair Budgets;
- equipment provision, repair and maintenance;
- quality standards, KPIs and contract monitoring;
- how the ICB assures itself that the service meets NHS England's Wheelchair Quality Framework.

2. If wheelchair services are included within a wider block contract, please provide the wheelchair-service-specific schedules, service requirements, quality requirements and monitoring reports.

3. Please also confirm the current provider arrangement, contract period, responsible commissioner/team, and any recent audits, reviews or quality concerns relating to CDDFT Wheelchair Services.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

1. Please find attached the service specification, from schedule 2A of the NHS Standard Contract in place between North East and North Cumbria Integrated Care Board (NENC ICB) and County Durham and Darlington NHS Foundation Trust (CDDFT), which describes the commissioning arrangements currently in place for residents in County Durham and Darlington. Please note the service has not been reviewed since 2017, therefore some of the terminology included may be outdated.

The service specification includes:

- service specification or service description;
- assessment and prescription requirements;
- risk assessment and review requirements;
- children's wheelchair provision;
- Personal Wheelchair Budgets;
- equipment provision, repair and maintenance;
- quality standards, KPIs and contract monitoring;
- how the ICB assures itself that the service meets NHS England's Wheelchair Quality Framework

Further information may be sought from CDDFT, by contacting their FOI team at cdda-tr.cddftfoi@nhs.net.

There is nothing documented in Schedules 4 and 6 of the contract regarding specific wheelchair local quality requirements or reporting requirements, above the national wheelchair data collection. This information is publicly available at [Statistics » Wheelchair data collection](#). Therefore, the ICB considers this element of your request exempt from disclosure by way of s.21 as the information is readily accessible by other means.

The Quality team monitors all themes of incidents reported via the LFPSE dashboard that meet reportable thresholds any trends or themes would be escalated to the appropriate contract forum for action.

2. NENC ICB commissions CDDFT to provide wheelchair services in line with the above service specification for patients registered with a GP across County Durham and Darlington. This specification forms part of a block contract with the Trust. The contract term for the block contract is 1 April 2024 until 31 March 2027, with the option to extend for a further two years (which would extend the end date to 31 March 2029).
3. No quality themes or concerns have been highlighted through the LFPSE system or through other reporting routes.

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**