NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–285

North East and North Cumbria ICB
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Sunderland
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Tel: 0191 535 4288
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By Email

8 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 4 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

I'd like to send a Freedom of Information request under the Freedom of Information Act 2000 to the NHS North East and North Cumbria ICB. If any of the following requests provide further clarification then please let me know, and I will be happy to provide it. The queries all relate to wheelchair care provision by the NHS North East and North Cumbria ICB.

For each calendar year beginning on 1 January 2015, until the date of the latest available information in 2026, please provide the following:

1. Complaints:
   a. The number of complaints the NHS North East and North Cumbria ICB received relating to NHS wheelchair services.
   b. A breakdown by complaint category, if recorded.
   c. The number of complaints upheld or partially upheld.
2. The provider commissioned to deliver NHS wheelchair services – please specify if this has changed since 1st January 2015.
3. The average and median waiting time from referral to assessment.
4. The average and median waiting time from assessment to provision of equipment.
5. The number of patients waiting more than 18 weeks for assessment.
6. The number of patients waiting more than 52 weeks for assessment.

7. Any contractual performance notices, breach notices, default notices or equivalent actions issued to the wheelchair-service provider during the period.

I look forward to your response within 20 working days.

Our Response

1. 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.

   The ICB does not directly provide wheelchair services. These services are delivered by commissioned providers, which are responsible for handling complaints about the care and services they provide. Accordingly, any complaints received by the ICB relating to wheelchair services are directed to the relevant provider for investigation and response under its complaint procedure. The ICB is therefore unable to provide the data requested in relation to these complaints.

2. 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. NENC ICB holds information from 2024 onwards and our response is available within the NENC ICB publication scheme which can be accessed on the ICB website: Publications scheme. Please also refer to our previous related request, ref FOI ICB 25-536 from the NENC ICB FOI Disclosure Log: FOI ICB 25-536 Response Letter.

   In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

3. 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 and noted in the response to question 2.

   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.

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

4. Please refer to the response to question 3.

5. Please refer to the response to question 3.
6. Please refer to the response to question 3.
7. 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