NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–279

North East and North Cumbria ICB
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By Email

15 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 3 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

Under s.1 Freedom of Information Act 2000, please provide:

1. The document(s)/framework describing how a 'serious/critical' incident at an NHS Foundation Trust is escalated for risk-management purposes: from the Trust > to the regional ICB & subsequent CQC notification > to NHS England's Regional Commissioning Support team > to NHS England nationally > to relevant Ministerial Departments such as DHSC & any other relevant Ministerial Department > to the Government Legal Department > to the Cabinet Office where the incident poses a credible risk to government assets, spans multiple localities, or risks reputational cost.

2. The escalation criteria applied at each stage of any given framework applicable to Q1, and the assessed-risk-based timescales/urgency & enhanced risk assessment warranting expedition per each escalation stage.

Please treat each question independently; if one is exempt or unanswerable, please still answer the others in full.

Our Response

1. 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.

   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/

   We have also provided links to national guidance which may be of assistance:

   - Patient safety incident response framework (PSIRF) document and supporting guidance: https://www.england.nhs.uk/publication/patient-safety-incident-response-framework-and-supporting-guidance/, in particular
     - Guide to responding proportionately to patient safety incidents.

   - Learn from patient safety events (LFPSE) service: https://www.england.nhs.uk/patient-safety/patient-safety-insight/learning-from-patient-safety-events/learn-from-patient-safety-events-service/. LFPSE is now used across the NHS, rather than the National Reporting and Learning System (NRLS), decommissioned on 30 June 2024. The Strategic Executive Information System (StEIS) is still in use while the next version of LFPSE is rolled out to replace it. The ICB has created a dashboard to support the monitoring of incidents reported on LFPSE by providers.

   - Care Quality Commission: https://www.cqc.org.uk/, in particular
     - Guidance and regulation
     - Regulation 18: Notification of other incidents: https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/cqc-registration-regulations/regs-regulation-18

2. Please refer to the response to question 1.

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