

Our Reference North East and North Cumbria ICB\
FOI ICB 26–142

North East and North Cumbria ICB
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By Email

3 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 22 June 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 would like to request the following information from the ICB under the Freedom of Information Act. Please can you tell me:

1. How many staff were/are/will be employed by the ICB in roles relating to the gathering/analysing/reporting of patient experience for each of the following financial years:
 - 2023/24
 - 2024/25
 - 2025/26
 - 2026/27
 - 2027/28
2. What was/is/will be the total budget spend/allocation for the ICB's activities engaging with patients and communities to gather experiences and get their input on the development of services for each of the following financial years:
 - 2023/24
 - 2024/25
 - 2025/26
 - 2026/27

- 2027/28
3. What was the volume of patient experience data (in terms of numbers of people having shared insights with the ICB) for each of the following years:
- 2023/24
 - 2024/25
 - 2025/26

For each of the 3 questions above, where ICBs have been merged please provide a breakdown for each individual ICB for each year prior to the merger.

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. The statutory responsibility to involve patients, carers and the public applies to all NHS organisations and is a responsibility shared by staff involved in commissioning. Within NENC ICB, there is a dedicated Involvement and Engagement team that supports staff to meet their statutory duty. This team also leads on gathering and using patient experience.
 - Between April 2023 and March 2026, the Involvement and Engagement team had 6 Involvement Leads, 1 Involvement Manager, and 1 Head of Involvement and Engagement.
 - From 1 April 2026, the Involvement and Engagement team had 4 Involvement Managers, 1 Senior Involvement Manager, and 1 Senior Head of Involvement and Engagement.
 - It is envisaged the staff levels will remain consistent for 2027/28.

In addition to the ICB, we work with partner organisations and host several regional programmes and alliances, such as Local Maternity and Neonatal Systems (LMNS), the Northern Cancer Alliance, Health Innovation North East and North Cumbria (HI NENC), Child Health and Wellbeing network, and Learning Disability networks (up until 31 March 2026) which also have dedicated patient experience staff. The ICB also has a research and evidence team.

2. NENC ICB does not hold a central budget for involvement activity. Funding sits within individual programmes and teams, and there is no central record of this spend.

The ICB holds a licence for an online survey tool, which is managed by the Involvement and Engagement team. The ICB funds the NENC Healthwatch network to support engagement across the region.

3. The overall volume of engagement activity across the organisation is not centrally recorded, as involvement is a statutory responsibility shared by all staff. However, the Involvement and Engagement team publishes information on involvement activity through its website, including annual Involvement Reports (2022–23 to 2025–26). The link to this information is: [What you told us | North East and North Cumbria NHS](#)

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**