

Our Reference North East and North Cumbria ICB\
FOI ICB 26–128

North East and North Cumbria ICB
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By Email

9 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 12 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

Under the Freedom of Information Act 2000, I am requesting information regarding the contract and funding held by Age UK Sunderland for the provision of the "Essence" Service (Dementia and Memory Support). Specifically, I request the following information for the period covering 1 January 2024, to 24 April 2026:

1. *Contractual Service Level Agreement (SLA)*: A copy of the current SLA or contract between NHS North East and North Cumbria ICB and Age UK Sunderland for the Essence Service, specifically sections relating to minimum staffing levels, maximum caseload ratios per full-time equivalent (FTE) staff member, and clinical safety compliance.
2. *Performance Reports*: Copies of the quarterly (or most recent) performance reports submitted by Age UK Sunderland to the ICB. I am specifically interested in the total number of "active cases" reported vs. the total number of "FTE Support Workers" employed to deliver the service.
3. *Key Performance Indicators (KPIs)*: Details of the KPIs regarding "Client Reviews." Specifically, what is the required frequency and duration for a client review to be recorded as "completed" under the contract?
4. *Equipment/Accessibility Funding*: Details of any ring-fenced funding or grants provided to the service provider for ICT equipment, staff accessibility aids, or reasonable adjustments under the Equality Act 2010.

5. *Staffing Concerns*: Any formal records of "Contract Monitoring Meetings" where service delivery risks due to staffing levels or high staff turnover were discussed.

Our Response

1. A copy of the service specification for the Essence Service is attached.
2. A copy of the most recent performance report is shown below:

Performance	Q3 2025/26
Average supported interventions received by each active person	4
Support interventions/Contacts	Q3 2025/26
Number of active clients and carers accessing service in Quarter 3	561
Total number of contacts with active clients and carers in Quarter 3	2,314
Number of clients and carers in project at any point during Quarter 3	1,332

3. A copy of the service specification for the Essence Service is attached.
4. 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.
5. NENC ICB holds no records or reports of service delivery risks due to staffing levels or high staff turnover.

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**