NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–336

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

12 October 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 28 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

We are interested in investigating patterns of referrals to and access to complex emotional needs services, including whether these differ by sex or gender. For the purposes of this freedom of information request, by “complex emotional needs services” we mean specialist services designed for people experiencing complex emotional needs, including services described using equivalent terminology, such as complex needs services, personality disorder services, or services established specifically for people diagnosed with, or experiencing difficulties associated with, personality disorder.

The data we are requesting under the Freedom of Information Act are as follows.

For each NHS-commissioned complex emotional needs service, or equivalent service as defined above, in North East and North Cumbria ICB, please provide the following information separately for each service and for each financial year from 2021/22 onwards:

1. The name of the service.
2. The organisation providing the service.
3. The number of males, including trans males where recorded as male, who were referred to the service.

4. The number of males, including trans males where recorded as male, whose referral was accepted by the service.
5. The number of males, including trans males where recorded as male, who accessed the service.
6. The number of females, including trans females where recorded as female, who were referred to the service.
7. The number of females, including trans females where recorded as female, whose referral was accepted by the service.
8. The number of females, including trans females where recorded as female, who accessed the service.
9. The number of individuals recorded as non-binary who were referred to the service.
10. The number of individuals recorded as non-binary whose referral was accepted by the service.
11. The number of individuals recorded as non-binary who accessed the service.
12. The number of individuals for whom sex or gender was recorded as unknown, not stated, not recorded, or equivalent, who were referred to the service.
13. The number of individuals for whom sex or gender was recorded as unknown, not stated, not recorded, or equivalent, whose referral was accepted by the service.
14. The number of individuals for whom sex or gender was recorded as unknown, not stated, not recorded, or equivalent, who accessed the service.
15. The geographical location of the service, including the county or equivalent geographical area in which it is based.
16. The interventions currently offered by the service.

For the purposes of this request, we provide the following definitions:

"*Accepted following referral*" means that the referral was accepted by the service for assessment, treatment, or other clinical input.

"*Accessed the service*" means that, following referral, the individual attended at least one assessment or other clinical contact with the service.

A "*clinical contact*" means an attended contact with a member of the service for the purpose of assessment, treatment, review or other therapeutic or clinical support. This may take place face-to-face, by telephone or by video call. Administrative contacts, unsuccessful attempts to contact an individual, and appointments that were not attended should not be counted as clinical contacts.

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 mental health 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 Mental Health Hospital FTs	Email
Cumbria, Northumberland, Tyne and Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk and Wear Valleys NHS FT	tewv.foi@nhs.net

2. Please refer to the response to question 1.
3. Please refer to the response to question 1.
4. Please refer to the response to question 1.
5. Please refer to the response to question 1.
6. Please refer to the response to question 1.
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13. Please refer to the response to question 1.
14. Please refer to the response to question 1.
15. Please refer to the response to question 1.
16. 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, 4th Floor, No. 3 Circle Square, 5 Hawkshaw Street, Manchester, M1 7BL 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