

Our Reference North East and North Cumbria ICB\
FOI ICB 26–255

North East and North Cumbria ICB
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Sunderland
SR5 3XB

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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 19 August 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 am writing to formally request information under the Freedom of Information (FOI) Act 2000.

This request pertains to the upcoming procurement for your Non-Emergency Patient Transport Services (NEPTS). It is my understanding that the contract is scheduled to be brought to market soon.

Prior to the commencement of the formal procurement process, I would appreciate it if you could provide detailed clarification on the following points:

1. The anticipated commencement date for the NEPTS contract market engagement activities, including a timetable for review, market engagement and tendering.
2. The identity of the current Commissioner or Integrated Care Board responsible for the oversight and delivery of NEPTS within this jurisdiction.
3. The specific individual, department, or commissioning support unit designated to manage the procurement process for this contract.
4. Verified data regarding current patient volumes.
5. Recorded levels of patient satisfaction, including summaries of complaints, incidents, and safeguarding issues identified over the last 12 months.

6. Full sets of KPI performance reports used by the Trust or ICB to monitor current NEPTS performance for the past 3 years, per year
7. Contractual spend by the Trust(s) for the past 3 years, per year, as well as a breakdown per supplier or subcontractor if split.

I would be pleased if this information could be provided within the statutory 20 working days as required under Section 10 of the Act.

Thank you for your assistance with this matter and should you require any further clarification please do not hesitate to contact me.

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.

Please note that the response to this FOI has been completed separately for North East and North Cumbria. North East places are Northumberland, Newcastle, Gateshead, North Tyneside, South Tyneside, Sunderland, County Durham are Tees Valley. North Cumbria represents the North Cumbria area only.

North Cumbria

1. The anticipated commencement date is October 2026. The timeline has not yet been finalised.
2. The ICBs responsible for oversight and delivery of NEPTS are NHS Lancashire and South Cumbria Integrated Care Board and NHS North East and North Cumbria Integrated Care Board.
3. North West Ambulance NHS Foundation Trust (NWS) Commissioning Team. NHS Shared Business Services is the procurement partner.
4. Activity information is:

Time period	Jul-26	Year to date
Activity	7,906	28,865

5. NWS number of complaints 2025/2026:
 - Patient Transport Services (PTS) = 411
 - 90% of all complaints received by the provider were closed within local Service Line Agreement.

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 for incidents and safeguarding. 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 NWS.

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 email for NWS: foi.enquiries@nws.nhs.uk.

6. Please refer to the attached reports: Cumbria Quality Reports.

7. 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 North Cumbria Integrated Care NHS Foundation Trust (NCIC).

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 email for NCIC: foirequest@cumbria.nhs.uk.

North East

1. There is no plan to procure NEPTS in the North East region of the ICB.

All contracting opportunities and their corresponding documents with NENC ICB are advertised on the Atamis e-tendering platform <https://health-family.force.com/s/Welcome> as well as the governments Central Digital Platform <https://www.gov.uk/find-tender>. We recommend that you register your company details via these platforms to be kept up to date and alerted to opportunities.

2. NHS North East and North Cumbria Integrated Care Board is responsible for the oversight and delivery of NEPTS in the North East.
3. The NENC ICB Procurement Team are responsible for managing procurement processes.
4. Please refer to the attached report: NEAS PTS current patient volumes 202627.
5. 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 North East Ambulance Service NHS Foundation Trust (NEAS).

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 email for NEAS: freedom.of.information.requests@neas.nhs.uk.

6. Please refer to the attached report: NEAS KPI Report 202425-202627.
7. 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.

North East 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 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/

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**