

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25–133

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By Email

1 August 2025

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 4 July 2025 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**

Please see below a Freedom of Information Request from myself and Sandra Sutton:

1. What is the ICBHR process for updating ESR with recruitment checks and Contract of Employment information (NHS start date and CSD), documenting what steps and actions ICBHR staff should complete when a recruit joins the ICB, including timeline for completion? Please can you provide a copy of this.
2. What is the quality assurance process for ensuring information is inputted accurately? Please can you provide a copy of this.
3. In what policy/guidance is this process documented? Please can you provide a copy of this.
4. What is the NENC ICB's policy for verifying CSD and can you provide a copy of this?
5. What is the total number of staff in NENC ICB as of 30 June 2025?
6. What is the age profile of all staff in NENC ICB as of 30 June 2025?
7. What is the length of service profile of all staff in NENC ICB as of 30 June 2025? Please break this down by age group. To clarify, this relates to continuous service, numbers broken down by age group e.g. 20-29, 30-39, etc.
8. With reference to the email sent to all staff on 8 May, requesting everyone review their CSD information in ESR, please provide a copy of the documented process for ICBHR to manage this and provide the following information:
  - a. As of 31 May 2025, how many staff CSD records were incorrect in ESR?

- b. Of these, how many staff CSD records were subsequently updated by ICBHR and in what timescale? Please break this down by the percentage completed in 24 hours, 48 hours, 72 hours, 1 week, 2 weeks and over 2 weeks.
  - c. How many staff CSD records were rejected and what were the types of reasons for the rejection?
  - d. As of 30 June 2025, how many staff CSD record queries remain outstanding with no action yet taken and what are the types of reasons for this?
  - e. As of 30 June 2025, how many staff records in ESR, where the CSD was correct, have been verified to confirm NHS continuous employment? Please confirm the total number on this group.
9. What is the process to manage CSD queries and how are these queries prioritised? Please can you provide a copy of this.
  10. What is the escalation and decision process and who is responsible for making the overall final decision? Please can you provide a copy of this.
  11. What is the appeals process? Please can you provide a copy of this.

## **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 NENC ICB commissions the recruitment service from Northumbria Healthcare Foundation Trust (NHCFT), which manages all recruitment processes, including advertising and onboarding – utilising the TRAC system. Recruitment checks (all Identification, Right to Work, and essential qualifications etc) are conducted by the hiring manager and uploaded through TRAC and verified against appropriate right to work checks per legislation and NHS guidelines.

Northumbria conduct an Inter Authority Transfer (IAT) which pulls service details from previous NHS employment, where the organisation buys into that service from the NHS Business Services Authority. The data is then input into ESR by NHCFT as part of the commissioned service provision. The completion timeline varies based on individual cases and the provision of correct documentation, witnessed and submitted through TRAC by the recruiting manager.

For more details on right to work checks, refer to NHS Employers' Right to Work Checks Standard and the UK Government's Right to Work Checks Guide. The ICB's published Recruiting Manager guidance is available on the intranet and is attached.

2. Upon completion of the recruitment process, the individual's recruitment file, containing all relevant assurance checks undertaken by NHCFT as part of the commissioned service, is issued to the NENC ICB People Team for storage. NHCFT are now undertaking the service as per the agreement and ad hoc meetings are arranged as when needed to address issues and provide assurances.
3. The document attached – ICB Managers Recruitment Guidance – outlines the recruitment guidance for managers, including right to work checks.
4. CSD is a contractual term and is therefore outlined in the NHS Agenda for Change Terms and Conditions (Annex 1) of what can be recognised as continuous service. There is no local policy to reflect this.

The ICB follows NHS guidelines on what documentation can be accepted, as outlined from the NHS Business Services Authority (NHS BSA).

5. As of 30 May 2025, the headcount of the NENC ICB was 1012.
6. The age profile is noted on the table below:

Age Band	Headcount	FTE
<=20 Years	4	4.00
21-25	22	22.00
26-30	54	51.75
31-35	70	65.59
36-40	104	94.54
41-45	157	141.68
46-50	137	123.37
51-55	197	177.86
56-60	138	116.80
61-65	100	77.12
66-70	20	11.71
>=71 Years	9	6.50
<b>Grand Total</b>	<b>1,012</b>	<b>892.94</b>

7. Length of service profile by age group is detailed in the table below:

Age band	Average of Number of Years (Full)
<=20 Years	2
>=71 Years	7
21-25	3
26-30	4
31-35	6
36-40	9
41-45	13
46-50	15
51-55	14
56-60	16
61-65	11
66-70	14

8. The process was set out in Pulse and in various communications provided to employees within the ICB. The process asked that NENC ICB employees confirmed their CSD dates in respect of what was recorded within ESR, detailing any confirmation and proposed changes using MS forms. If the dates contained within ESR were incorrect, employees were requested to contact the People Team's central admin mailbox to confirm their dates that they wished to be corrected and/or verified and provide any appropriate evidence to support this. The email contained comprehensive instructions for employees on how to review their dates in ESR and clearly outlined what documentation could be submitted as evidence, as part of this process. This information was taken directly from the NHS BSA's guidance on continuous service evidence, as referenced in question 4.
  - a) Following submission through the MS Forms, as of 31 May 2025, 146 employees stated their CSD dates were incorrect within ESR. Employees were asked to submit evidence as part of this process to verify their dates are incorrect and for the People team to consider this evidence and where appropriate confirm this by updating ESR. Please note, MS forms

had a response rate of 400 people as of 30 June 2025 and therefore data provided above is based on data recorded through this process.

- b) All queries were responded to via the NENC ICB People Team's central mailbox as soon as was practically possible. The data relating timescales for completion and subsequent updating undertaken is not available. All queries were responded to via the NENC ICB People Team's central mailbox.
- c) 7 queries remain outstanding, due to awaiting evidence to support revised dates, in line with Annex 1 of the AFC T&C's.
- d) Following submission through the MS Forms, as of 30 June 2025, 249 employees stated their CSD dates were correctly recorded within ESR.
- e) MS forms had a response rate of 400 people as of 30 June 2025 and therefore data provided above is based on data recorded through this process.

9. All CSD queries are responded in as set out in point 8.

10. The people team make decisions based on those outlined in agenda for change terms and conditions. Where there is a dispute of these terms and conditions this is escalated to the Chief People Officer. Decisions which are out with AFC terms and conditions and may have wider implications for the organisation are made through the ICB Remuneration Committee.

11. There is no appeal process in relation to continuity of service however the grievance procedure is available to all staff should they remain unsatisfied with the outcome provided to them.

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 Senior 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](http://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](http://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**