

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25–168

North East and North Cumbria ICB  
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By Email

6 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 28 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**

I make this request for the following information under the Freedom of Information Act (2000).

1. Does the Trust have a staff policy in respect of the wearing/use of fragranced products?
2. Please provide a copy of your staff policy concerning the wearing/use of fragranced products (including use of fragranced laundry products).
3. Where terms such as 'overwhelming', 'overpowering' or 'discreet' are used in respect of fragrance, how are these terms defined and who decides if the level of scent contravenes the guidance: the wearer, the Trust or the patient?
4. How is the policy brought to the attention of staff?
5. Is the policy in respect of the wearing of fragranced products enforced?
6. How is it enforced?
7. What training or guidance (if any) is given to staff to make them aware that use of fragranced products can be a health issue and an accessibility barrier for patients? Please provide details. If any such material is third party copyrighted, please provide a synopsis. The Trust may not have an active policy on fragrance use for staff in place while still providing guidance or training on the potential ill effects of such use for patients, so please do not disregard this question if you've answered 'no' to Q1.

8. Please provide copies of any correspondence, memos or minutes of meetings pertaining to discussion of the use of/ wearing of fragranced products by staff, including use of fragranced laundry products to wash clothing worn at work.

## 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. North East and North Cumbria does not have a staff policy in respect of the wearing/use of fragranced products.
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.
7. Please refer to the response to question 1.
8. Please refer to the response to question 1.

Please also be aware that your questions are directed to 'the Trust'. NENC ICB is not a trust, however, 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 addresses of acute and mental health hospital foundation trusts in the NENC region. You may wish to direct your questions to these trusts.

<b>NENC Acute Hospital FTs</b>	<b>Email</b>
County Durham and Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees and Hartlepool NHS FT	foi@nth.nhs.uk
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	foi@stees.nhs.uk
South Tyneside and Sunderland NHS FT	stsft.freedomofinformation@nhs.net
The Newcastle upon Tyne Hospitals NHS FT	nuth.freedom.information@nhs.net

<b>NENC Mental Health Hospital FTs</b>	<b>Email</b>
Cumbria, Northumberland, Tyne and Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk and Wear Valley NHS FT	tewv.foi@nhs.net

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**