



**Lincolnshire**  
Integrated Care Board

**Lincolnshire Integrated Care Board**

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Lions Way  
Sleaford  
NG34 8GG

**Tel:** 01522 573939  
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29 January 2024

**FREEDOM OF INFORMATION – DECISION NOTICE**

Dear Requester

**FOI Reference Number: 72337**

I refer to your email of 21 January 2024 requesting information in relation to the NHS Accessible Information Standard.

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested. Please see further details below:

**Please disclose, for the bodies for which you are responsible:**

- 1. Your instructions to staff telling them how to identify, record, flag, share and meet the communication needs of disabled individuals.**

Under Section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. The ICB's Accessible Information Standard overview can be found on the NHS Lincolnshire ICB website – I have detailed the relevant link below:

[Commitment to Equality, Inclusion and Human Rights - Lincolnshire ICB](#)

- 2. The Care Quality Commission [CQC] Assessments of your application of AIS "Adult social care ratings characteristics explicitly include AIS under: R1. How do people receive personalised care that is responsive to their needs? R1.4 How does the service identify and meet the information and communication needs of people with a disability or sensory loss? How does it record, highlight and share this information with others when required, and gain people's consent to do so?"**

The ICB not responsible for Adult Social Services; this comes under Lincolnshire County Council. The ICB has not been subject to a CQC assessment so there is no outcome to report on our AIS.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM Greater East Midlands Commissioning Support Unit  
FOI TEAM/Corporate Communications Team  
1<sup>st</sup> Floor, St John's House  
East Street  
Leicester  
LE1 6NB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113,  
email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk) and <https://ico.org.uk/global/contact-us/>

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Lindsay Parker  
Senior Freedom of Information Officer

**On behalf of  
NHS Lincolnshire ICB**