FOINHSD26/1893

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information.

You requested the following information.

I am writing to you under the Freedom of Information Act 2000 to request the following information from the ICB about CHC appeals.

> **I would like to know how long the Local Resolution stage takes, from when the local resolution request is made to when an outcome is reached.**
>
> **Please may you provide me with:**
>
> **- The number of Local Resolutions that took under three months**
> **- The number that took between three and six months**
> **- The number that took over six months**
> **- The number that took over a year**
>
> **I would like the data broken down for the last 5 years with a year-end date of 5 April. If you cannot provide data for each of these years, then**

please provide data for the most recent three years, or the most recent year.

The scope of your request covers a five-year period. NHS Devon does not hold the information requested in a format that would allow us to provide it without going beyond the cost of compliance parameters set out in section 12 of the Freedom of Information Act. It would require a manual trawl of records.

However, we can provide data from the July 2025 to September 2026. Please see details below.

This data is the latest from the available data that has been monitored and reported on.

Total number of appeals completed from 01/07/2025 to current date	85
Number taking under 3 month	28
Number taking 3-6 months	39
Number taking 6-12 months	16
Number taking over 12 months	2

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the "contact us" details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

The Freedom of Information Office
NHS Devon Integrated Care Board