

17/12/2025

NN-ICB/25-1405

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 18 November 2025, regarding return-to-work (RTW) provisions or interventions available to NHS staff. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested. However, please note that some of the information you requested has been withheld. Under the FOIA, certain exemptions may apply to protect sensitive information.

Please find below our response to your request:

I am requesting Freedom of Information about return-to-work (RTW) provisions or interventions available to NHS staff employed within your system (ICB/ICS) who are out of work or at risk of long-term sickness absence due to long-term health conditions. This request concerns staff support not patient services.

I understand that a return-to-work meeting is typically held after a staff member has been on sick leave for more than 14 days. Please provide:

1. Documents:

Copies/links for any policies, pathways, SOPs, service specifications, hub pages, or staff-intranet content that describe Return to Work support offered to your staff (including eligibility, access/referral routes, components, delivery model, and any KPIs/monitoring you use).

Please see link to the ICB's Sickness Policy - [HR-001-Sickness-Absence-Policy-v2.0.pdf](#), which contains the Return to Work Interview form (at Appendix B).

Please also see link to the guidance for conducting a return to work interview - [guidance-for-conducting-a-return-to-work-interview.docx](#).

2. Data:

For any Return-to-Work programme(s) either previously operating and still operating, in your system. Please provide annual totals for each available year (e.g., 2022/23, 2023/24, 2024/25 to date):

- Provision name
- Referrals/contacts, eligible, started, completed
- RTW rate at 3 months; retention at 6 months (if recorded)

- Sickness-absence days (pre vs post) among staff (if recorded)
- Any routine breakdowns (e.g., staff group/band, site, condition group)
- Approximate programme cost (staffing WTE/band mix; external tariffs), if available.

Section 12 (Cost Limit Exemption)

The ICB changed provider from May 2023 and no longer has access to the previous system.

The data, which we hold from May 2023, does include return to work information, however, these are not itemised separately on our referral system in a way that we are able to extract the information and report on.

We record all our referrals on the system and do not specify if it is return to work related. Therefore, we would have to look at each referral case to determine which are for return to work services.

To identify and extract the specific numbers requested, staff would need to manually check and analyse each referral.

Since May 2023, we have 353 referrals on the current system which would need to be reviewed. At a conservative estimate of 5 minutes for each record, this would equate to more than 29 hours of work.

The Freedom of Information Act sets a limit of 18 hours (or £450) for public authorities such as ours. Accordingly, we are unable to comply with this part of your request, as permitted by Section 12 of the Act.

Duty to Advise and Assist (section 16)

To assist you, you may wish to consider refining your request, for example by:

- Requesting broader information on total referrals made to the Occupation Health Services, which may be more readily identifiable from our records.

If you would like to submit a refined request, we would be happy to reconsider it.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board

nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.