

Our Reference North East and North Cumbria ICB\
FOI ICB 24-099

[NECS – John Snow House](#)
Durham University Science Park
Durham
DH1 3YG

Tel: 0191 301 1300
E-mail: necsu.icbfoi@nhs.net

By Email

5 June 2024

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 by North of England Commissioning Support (NECS) on 3 June 2024 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, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland, and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

- 1) Do you use a social media management platform?
- 2) If so, what tools do you use?
- 3) What is your annual spend on a social media management tool?
- 4) What dates does your contract with your current supplier end (month & year)?
- 5) Do you use a social listening / media monitoring platform?
- 6) If so, what tools do you use?
- 7) What is your annual spend on a social listening / media monitoring tool?
- 8) What dates does your contract with your current supplier end (month & year)?
- 9) Who is the senior person responsible for managing these contracts?

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. However, this is available within the ICB's publication scheme which can be accessed on the ICB website: [Publications scheme | North East and North Cumbria NHS \(northeastnorthcumbria.nhs.uk\)](https://www.northeastnorthcumbria.nhs.uk/publications-scheme) or please refer to our previous related request, our

ref: FOI ICB 24-040 from the ICB's FOI disclosure log available at:
<https://northeastnorthcumbria.nhs.uk/>

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

As set out in 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 to complain to the Information Commissioner as established by s.50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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 . This will not affect your initial information request.

Yours sincerely

S Davies

S Davies
Information Governance Officer