

Our Reference     North East and North Cumbria ICB\  
FOI ICB 24–403

**NECS – John Snow House**  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

By Email

6 February 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 by North of England Commissioning Support (NECS) on 21 January 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, 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**

I am writing under the Freedom of Information Act 2000 to request information about North East and North Cumbria ICS's current and future plans for IT service delivery models. I believe this request is in the public interest as it promotes transparency in how public sector bodies manage and procure IT services, ensuring accountability and value for taxpayers.

Specifically, I am seeking information that would help me understand the strategic direction and considerations regarding outsourcing, in-sourcing, multi-sourcing, or optimising existing contracts.

Please provide the following information where available:

1. Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?
2. Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).
3. Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).

I would be grateful if you could provide the information in electronic format. If any requested information is considered exempt, please provide as much information as possible and indicate which exemptions apply. If it is not possible to supply the information because of the cost of compliance (Section 12), please provide advice and assistance (Section 16) to help me refine my request.

If any part of my request is unclear or if you anticipate difficulty in providing a full response, please let me know and I will do my best to clarify or adjust the scope.

## **Our Response**

1. 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 was disclosed in our response to FOI ICB 24-362. A copy of that response is attached for your reference.
2. Please refer to the response to question 1.
3. There are no current plans to change the model of IT delivery within the ICB.

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 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](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 sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**