



# North East and North Cumbria

Our Reference North East & North Cumbria  
ICB\407

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04/07/2023

Applicant  
By Email

Dear Applicant,

## **Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board.**

Thank you for your request received by North of England Commissioning Support (NECS) on 12/06/2023 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

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

### **Request**

1. **Dementia Support**
  - a) **Name of the service provider**
  - b) **The estimated expiry date/ month for the current contract**
2. **Hospital Discharge/Hospital to Home**
  - a) **Name of the service provider**
  - b) **The estimated expiry date/ month for the current contract**
3. **Social Prescribing**
  - a) **Name of the service provider**
  - b) **The estimated expiry date/ month for the current contract**

4. **Advocacy**
  - a) Name of the service provider
  - b) The estimated expiry date/ month for the current contract
5. **End of Life Care**
  - a) Name of the service provider
  - b) The estimated expiry date/ month for the current contract
6. **Community Champions / Wellbeing Coordinators**
  - a) Name of the service provider
  - b) The estimated expiry date/ month for the current contract
7. **Footcare/toenail cutting**
  - a) Name of the service provider
  - b) The estimated expiry date/ month for the current contract
8. **Non-Emergency Patient Transport**
  - a) Name of the service provider
  - b) The estimated expiry date/ month for the current contract
9. **Digital Inclusion**
  - a) Name of the service provider
  - b) The estimated expiry date/ month for the current contract
10. **Health and Wellbeing Coaching**
  - a) Name of the service provider
  - b) The estimated expiry date/ month for the current contract

Response

**County Durham:**

1. *Dementia Support:*
  - *Nil.*
2. *Hospital Discharge/Hospital to Home:*
  - *County Durham and Darlington NHS Foundation Trust – Expiry 31/03/2024.*
3. *Social Prescribing:*
  - *In accordance with section 1 of the act this information cannot be provided as it is not held by NENC ICB. This is commissioned by NHSE via Primary Care Networks. NHSE may hold this information and can be contacted on: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)*
4. *Advocacy:*
  - *Nil.*
5. *End of Life Care:*
  - *Willowburn Hospice – Expiry 31/03/2024*
  - *St Cuthbert's Hospice – Expiry 31/03/2024*
  - *Alice House Hospice – Expiry 31/03/2024*
  - *Butterwick Hospice – Expiry 31/03/2024*
  - *Marie Curie – Expiry 31/03/2024*
  - *County Durham and Darlington NHS Foundation Trusts – Expiry 31/03/2024*
6. *Community Champions / Wellbeing Coordinators:*
  - *Nil.*

7. *Footcare/toenail cutting:*

- *County Durham and Darlington NHS Foundation Trust – Expiry 30/09/2023*

8. *Non-Emergency Patient Transport:*

- *North East Ambulance Service – Expiry 31/03/2024*
- *Supportive SRC – Expiry 31/03/2024*
- *Cipher Medical Consultancy Ltd – Expiry 31/03/2024*
- *Birds Taxis Limited. – Expiry 28/02/2024*

9. *Digital Inclusion:*

- *Nil.*

10. *Health and Wellbeing Coaching:*

- *Nil.*

**Gateshead:**

1. *Dementia Support:*

- *Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust (CNTW FT). Expiry – 31/03/2023, current contract under renewal for 31/03/2024, service continues to be delivered in the meantime.*
- *Age UK North Gateshead (for Care Home Exercise and Activity Trainers to prevent Frailty) contract expiry 30/06/2023).*

2. *Home to Hospital:*

- *Gateshead Health NHS FT. Expiry 30/09/2024.*

3. *Social Prescribing:*

- *No specific contract for Social prescribing.*

4. *Advocacy:*

- *Connected Voice Advocacy. Expiry 31/03/2024.*
- *Gateshead CAB. Expiry 31/03/2024.*

5. *End of Life:*

- *Gateshead Health NHS FT. Expiry 30/09/2024.*
- *Marie Curie Hospice. Expiry 31/03/2024 (rolling contract).*
- *St Oswald's Hospice. Expiry 31/03/2024 (rolling contract).*

6. *Community Champions/ Wellbeing Coordinators:*

- *No specific contract for champions/wellbeing co-ordinators*

7. *Footcare/ Toenail Cutting:*

- *North East Podiatry. Expiry 31/03/2024.*

8. *Non-Emergency Patient Transport:*

- *North East Ambulance Service NHS Foundation Trust. Expiry – 30/31/03/2024.*

9. *Digital Inclusion:*

- *Managed internally by digital team not outsourced*

10. *Health and Wellbeing Coaching:*

- *No specific contract for Health and Wellbeing Coaching*

**Newcastle:**

1. *Dementia Support:*
  - *Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust (CNTW FT). Expiry – 31/03/2023, current contract under renewal for 31/03/2024, service continues to be delivered in the meantime.*
  - *Age UK (for Care Home Exercise and Activity Trainers to prevent Frailty). Expiry 30/06/2023.*
2. *Home to Hospital:*
  - *This falls under Newcastle upon Tyne Hospitals Foundation Trusts block contract. H2H teams are funded through Community secondary care contracts, no specific service commissioned outside of this.*
3. *Social Prescribing:*
  - *Ways to Wellness. Expiry 31/03/2025.*
4. *Advocacy:*
  - *Connected Voice Advocacy Contract 31/03/24.*
5. *End of Life:*
  - *Marie Curie Hospice. Expiry 31/03/2024 (rolling contract).*
  - *St Oswald's Hospice. Expiry 31/03/2024 (rolling contract).*
6. *Community Champions/ Wellbeing Coordinators:*
  - *Nil.*
7. *Footcare/ Toenail Cutting:*
  - *North East Podiatry (AQP-Podiatry led through Gateshead Commissioning) 31/03/24.*
8. *Non-Emergency Patient Transport:*
  - *North East Ambulance Service NHS Foundation Trust. Expiry – 30/31/03/2024.*
9. *Digital Inclusion:*
  - *Managed internally by digital team not outsourced.*
10. *Health and Wellbeing Coaching:*
  - *Nil.*

**Northumberland:**

1. *Dementia Support:*
  - *Cumbria, Northumberland Tyne, and Wear NHS Foundation Trust. Expiry – 31/03/2024.*
2. *Hospital Discharge/Hospital to Home:*
  - *Northumbria Healthcare NHS FT & Northumberland County Council. Expiry – 31/03/2024.*
3. *Social Prescribing:*
  - *Frontline Referral Platform allows referrals to public bodies, charities and voluntary organisations providing health and wellbeing services within the county of Northumberland. Expiry – 31/03/2024.*

- *In addition, PCNs are able to employ a Social Prescriber Link Workers via the Alternative Roles Reimbursement Scheme as per the National Network Directed Enhanced Service contracts.*

4. *Advocacy:*

- *Healthwatch. Expiry – 31/10/2023.*
- *In addition, both Northumbria Healthcare NHS Foundation Trust and north East Ambulance Service NHS Foundation Trust receive contributions towards PALS (Patient Advice and Liaison Service) both are considered recurrently funded via the acute block contracts. Expiry – 31/03/2024.*

5. *End of Life Care:*

- *Northumbria Healthcare NHS FT (who also sub-contract with Hospices). Expiry – 31/03/2024.*

6. *Community Champions / Wellbeing Coordinators:*

- *No contracts for Northumberland place however PCNs can employ Care Coordinators via the Alternative Roles Reimbursement Scheme as per the National Network Directed Enhanced Service contracts.*

7. *Footcare/toenail cutting:*

- *Northumbria Healthcare NHS FT as part of Podiatry. Expiry – 31/03/2024.*

8. *Non-Emergency Patient Transport:*

- *North East Ambulance Service NHS Foundation Trust. Expiry – 3031/03/2024.*

9. *Digital Inclusion:*

- *Nil.*

10. *Health and Wellbeing Coaching:*

- *No contracts for Northumberland place however PCNs are able to employ a Health and Wellbeing Coach via the Alternative Roles Reimbursement Scheme as per the National Network Directed Enhanced Service contracts. These contacts are issued on an annual basis.*

**North Cumbria:**

1. *Dementia Support:*

- *Cumbria, Northumberland, Tyne and Wear NHS FT – Expiry 31/03/2024*

2. *Hospital Discharge/ Hospital to Home:*

- *North Cumbria Integrated Care NHS FT – Expiry 31/03/2024*

3. *Social Prescribing:*

- *In accordance with section 1 of the act this information cannot be provided as it is not held by NENC ICB. This is commissioned by NHSE via Primary Care Networks. NHSE may hold this information and can be contacted on: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)*

4. *Advocacy:*

- *Nil.*

5. *End of Life Care:*

- *Eden Valley Hospice. Expiry – 31/03/2024*

- *Hospice at Home – Carlisle and North Lakeland. Expiry – 31/03/2024*
- *Hospice at Home – West Cumbria. Expiry – 31/03/2024*
- *North Cumbria Integrated Care NHSFT. Expiry – 31/03/2024*

6. *Community Champions / Wellbeing Coordinators:*

*Frailty coordinators commissioned from Primary Care Networks:*

- *Carlisle Healthcare. Expiry – 31/03/2024*
- *Eden Medical (on behalf of Carlisle network PCN). Expiry – 31/03/2024*
- *Brampton (on behalf of Carlisle Rural PCN). Expiry – 31/03/2024*
- *Workington Health. Expiry – 31/03/2024*
- *Westcroft (on behalf of Copeland PCN). Expiry – 31/03/2024*
- *Castlegate (on behalf of Cockermouth & Maryport PCN). Expiry – 31/03/2024*

7. *Footcare/toenail cutting:*

- *North Cumbria Integrated Care NHS FT. Expiry – 31/03/2024.*

8. *Non-Emergency Patient Transport:*

- *North West Ambulance Service. Expiry 31/03/2025.*

9. *Digital Inclusion:*

- *Nil.*

10. *Health and Wellbeing Coach*

- *North Cumbria Integrated Care NHS FT (on behalf of Eden Primary Care Network and Keswick & Solway Primary Care Network). Expiry – 31/03/2024.*

**North Tyneside:**

1. *Dementia Support:*

- *Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust (CNTW FT). Expiry – 31/03/2023, current contract under renewal for 31/03/2024, service continues to be delivered in the meantime.*
- *Age UK North Tyneside. Expiry 31/05/2025 with an option to extend by 1 year.*
- *Age UK North Tyneside (for Care Home Exercise and Activity Trainers to prevent Frailty). Expiry 30/06/2023*
- *Age UK (Admiral Nurses). Expiry – 31/03/2025.*
- *Age UK (Fit as a Fiddle & Living Well). Expiry 31/03/2024.*

2. *Home to Hospital:*

- *This is not a direct contract with a specified end date and instead is part of a bulk contract with Northumbria Healthcare NHS Foundation Trust.*

3. *Social Prescribing:*

- *This is done through link workers funded through primary care networks and is not commissioned by NENC ICB.*

4. *Advocacy:*

- *Independent Advocacy North East. Expiry 31/03/2024.*

5. *End of Life:*

- *Marie Curie Hospice. Expiry 31/03/2024 (rolling contract).*
- *St Oswald's Hospice. Expiry 31/03/2024 (rolling contract).*

6. *Community Champions/ Wellbeing Coordinators:*
  - *Nil.*
7. *Footcare/ Toenail Cutting:*
  - *This is funded via Secondary Care and not directly commissioned but instead comes under block contracts.*
8. *Non-Emergency Patient Transport:*
  - *North East Ambulance Service NHS Foundation Trust. Expiry – 3031/03/2024.*
9. *Digital Inclusion:*
  - *This is done through the digital teams and is not outsourced.*
10. *Health and Wellbeing Coaching:*
  - *Learning Disability North East. Expiry: 31/03/2024.*

### **South Tyneside:**

1. *Dementia Support:*
  - *Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust (CNTW FT). Expiry – 31/03/2023, current contract under renewal for 31/03/2024, service continues to be delivered in the meantime.*
  - *Alzheimer's Society. Expiry – 31/03/25.*
2. *Home to Hospital:*
  - *Age Concern (Tyneside South). Expiry – 31/03/2024.*
3. *Social Prescribing:*
  - *First Contact Clinical. Expiry – 31/03/2024.*
4. *Advocacy:*
  - *Mental Health Matters. Expiry – 31/03/2024.*
  - *Disability North. Expiry – 31/03/2024.*
5. *End of Life:*
  - *STFT Holdings. Expiry 31/03/2024.*
6. *Community Champions / Wellbeing Coordinators:*
  - *Nil.*
7. *Footcare/ Toenail Cutting:*
  - *North East Podiatry. Expiry – 31/03/2024.*
  - *STFT. Expiry 31/03/2024.*
8. *Non-Emergency Patient Transport:*
  - *North East Ambulance Service NHS Foundation Trust. Expiry – 3031/03/2024.*
9. *Digital Inclusion:*
  - *Managed internally by digital team not outsourced.*
10. *Health and Wellbeing Coaching:*
  - *First Contact Clinical contract. Expiry – 30/04/2024.*

## **Sunderland:**

1. *Dementia Support:*
  - *Age UK Sunderland – Expiry 31/03/2024*
  - *Cumbria, Northumberland, Tyne and Wear – Expiry 31/03/2024*
2. *Hospital Discharge/Hospital to Home:*
  - *Age UK Sunderland – Expiry 31/03/2024*
3. *Social Prescribing:*
  - *Age UK Sunderland – Expiry 31/03/2024 (Core Social Prescribing is provided by Primary Care Networks in Sunderland via the Additional Roles Reimbursement Scheme as part of the PCN DES)*
4. *Advocacy:*
  - *No contracts for Sunderland place.*
5. *End of Life Care:*
  - *Marie Cure – Expiry 31/03/2025*
  - *South Tyneside and Sunderland NHS Foundation Trust - 31/03/2024*
6. *Community Champions / Wellbeing Coordinators:*
  - *No contracts for Sunderland place. This is provided by Primary Care Networks in Sunderland via the Additional Roles Reimbursement Scheme as part of the PCN DES.*
7. *Footcare/toenail cutting:*
  - *North East Podiatry – Expiry 31/03/2024*
  - *South Tyneside and Sunderland NHS Foundation Trust – 31/03/2024*
8. *Non-Emergency Patient Transport:*
  - *North East Ambulance Service NHS Foundation Trust - 31/03/2024*
  - *ERS Medical – 30/06/2023*
  - *City Taxis – 31/03/2024*
9. *Digital Inclusion:*
  - *Nil.*
10. *Health and Wellbeing Coaching:*
  - *No contracts for Sunderland Place. This is provided by Primary Care Networks in Sunderland via the Additional Roles Reimbursement Scheme as part of the PCN DES*

## **Tees Valley:**

1. *Dementia Support:*
  - *Nil.*
2. *Hospital Discharge/Hospital to Home:*
  - *Nil.*
3. *Social Prescribing:*
  - *Nil.*
4. *Advocacy:*
  - *Darlington Borough Council. Expiry – 31/03/2024.*



- *Redcar & Cleveland Borough Council – 31/03/2024.*

5. *End of Life Care:*

- *South Tees NHS Foundation Trust. Expiry – 31/03/2023.*
- *North Tees NHS Foundation Trust. Expiry – 31/03/2023.*
- *County Durham and Darlington NHS Foundation Trust. Expiry – 31/03/2023.*
- *St Teresa’s Hospice. Expiry – 31/03/2024.*
- *Teesside Hospice. Expiry – 31/03/2024.*
- *Alice House Hospice. Expiry – 31/03/2024.*
- *Butterwick Hospice. Expiry – 31/03/2024.*

6. *Community Champions / Wellbeing Coordinators:*

- *Nil.*

7. *Footcare/toenail cutting:*

- *South Tees NHS Foundation Trust. Expiry – 31/03/2023.*
- *North Tees NHS Foundation Trust. Expiry – 31/03/2023.*
- *County Durham and Darlington NHS Foundation Trust. Expiry – 30/09/2023.*

8. *Non-Emergency Patient Transport:*

- *North East Ambulance Service NHS Foundation Trust. Expiry – 31/03/2024.*

9. *Digital Inclusion:*

- *Nil.*

10. *Health and Wellbeing Coaching:*

- *Nil.*

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. 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.gov.uk](http://www.ico.gov.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

*Ehren Smith*

**Information Governance Officer**