



North East and North Cumbria

Our Reference North East & North Cumbria
ICB\212

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Date 20/02/2023

By Email

Dear,

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 27/01/2023 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. Contact Centre – target to organisations we know have a CC
 - a. Do you have a customer/ citizen facing contact centre? If not, please skip these questions.
 - b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?
 - c. How many contact centre agents do you have?
 - d. Do agents work from home? Or just your offices?
 - e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
 - f. When is your contract renewal date?
 - g. Who maintains your contact centre system(s)?

2. CRM

- a. Do you use a CRM in the contact centre? What platform is used?
- b. Do you use the same CRM for the rest of the organisation? What platform is used?
- c. Do you use a knowledge base / knowledge management platform? What platform is used?

3. AI & Automation

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

Response

1. *Nil. NENC ICB does not utilise a contact centre.*
2. *Nil. NENC ICB does not utilise a CRM.*
3. *Nil. NENC ICB does not utilise chatbots or RPA technology in this context.*

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

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,
Ehren Smith

Ehren Smith
Information Governance Officer