

Our Reference North East and North Cumbria ICB\
FOI ICB 25–489

North East and North Cumbria ICB
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By Email

19 March 2026

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 on 25 February 2026 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, 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.

Your Request

In accordance with the Freedom of Information Act, please could you answer the following questions

1. Does the ICB commission or use any digital mental health and wellbeing platforms for its young people?
2. Does the ICB mission or provide free access to digital mental health app for its young people?
3. Which department, such as Public Health or Children's Services, manages the commissioning of the digital services in this area?
4. When does the current contract for this digital service with the ICB expire, and is it due to be recommissioned?
5. Does the ICB provide access to any digital peer support services?
6. Does the ICB provide access to any digital mental health services specifically for Autism?
7. Does the ICB provide access to any digital mental health services specifically for those who are jobseekers?

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information you have requested.

1. NENC ICB does commission/use digital mental and wellbeing platforms for young people.

The Kooth digital mental health platform is commissioned by NENC ICB for children and young people (CYP). Kooth offers an online early intervention mental health service for young people, including counselling, messaging, moderated peer forums, and digital therapeutic content and covers the following areas:

- County Durham
- Northumberland
- North Tyneside
- South Tyneside
- Sunderland

In South Tyneside and Sunderland, the system is Tellmi, a digital mental health innovation to prevent poor mental health and economic inactivity. This is a digital mental health service providing accessible, early help, especially for those facing employment barriers. It features an anonymous, pre-moderated peer support platform and pre-emptive counsellor interventions for high-risk users. Text-based Solution Focused Therapy and a directory of over 700 resources are also offered. Tellmi's effectiveness for unemployed individuals is backed by SBRI-H funding, with a focus on comprehensive, timely mental health support. The link to the Tellmi website is [Tellmi – Digital mental health support](#)

The ICB also commissions/uses a digital mental and wellbeing platforms for young people in Tees Valley.

2. Access to these services is free.
3. Children & Young People (CYP) Mental Health commissioning teams, within Local Delivery Teams (LDTs) and contract managers manage the Kooth contract. The NENC ICB Work and Health Programme manages commissioning of the Tellmi digital service. In Tees Valley, commissioning is managed by the Tees Valley ICB Local Delivery Team.
4. The contract with Kooth (Durham, Northumberland, North Tyneside and Sunderland) ends March 2026 but is in the process of being renewed in 2026/27. Once renewed, the end date will change to March 2027. The Kooth South Tyneside is in place until 31 December 2026, with the option to extend for a further 12 months.

The Tellmi contract in South Tyneside and Sunderland is due to expire in October 2026.

In Tees Valley, the service is commissioned as part of a wider offer of support and contracted from 1 January 2026 for a period of 5 years, plus 2-year option to extend.

5. Kooth includes a built-in digital peer support offer. The ICB does not provide access to any digital peer support service in Tees Valley.
6. The ICB does not provide access to any digital mental health services specifically for Autism.
7. The ICB does not provide access to any digital mental health services specifically for those who are jobseekers in Tees Valley.

Kooth offers general emotional wellbeing support, which can include issues related to education, employment, or life stress, but it is not a jobseeker specific service. You may wish to redirect job seeker specific service queries may need redirecting to Local Authorities, DWP or Public Health, where they are most likely commissioned. You may also wish to redirect your

questions to mental health trusts within the NENC region to determine whether they sub-contract to any digital providers to help deliver their CYP services.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI contacts for those public authorities to make your request.

NENC Mental Health Hospital FTs	Email
Cumbria, Northumberland, Tyne and Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk and Wear Valleys NHS FT	tewv.foi@nhs.net

NENC Local Authorities	Email/Online portal
Cumbria County Council	information.governance@cumbria.gov.uk
Darlington Borough Council	freedomofinformation@darlington.gov.uk
Durham County Council	Freedom of Information - Durham CC
Gateshead Council	Freedom of Information request - Gateshead Council
Hartlepool Borough Council	freedomofinformation@hartlepool.gov.uk
Middlesbrough Borough Council	Freedom of Information Request - Middlesbrough BC
Newcastle City Council	freedomofinformation@newcastle.gov.uk
North Tyneside Council	foiofficer@northtyneside.gov.uk
Northumberland County Council	Information Governance - Northumberland CC
Redcar & Cleveland Borough Council	informationgovernance@redcar-cleveland.gov.uk
South Tyneside Council	foi@southtyneside.gov.uk
Stockton-on-Tees Borough Council	foiandcomplaints@stockton.gov.uk
Sunderland City Council	freedom.information@sunderland.gov.uk

Other Organisations	Website
Department for Work and Pensions	Department for Work and Pensions – GOV.UK
Public Health England	Public Health England – GOV.UK

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 Information 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 ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF or 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 faithfully

Information Governance Support Officer

**Information Governance Support Officer
North East and North Cumbria Integrated Care Board**