

Our Reference North East and North Cumbria ICB\
FOI ICB 25–281

North East and North Cumbria ICB
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By Email

3 November 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 on 15 October 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, 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

I am writing to request information under the Freedom of Information Act 2000.

Please could you confirm whether your organisation, NHS North East and North Cumbria Integrated Care Board, currently holds a contract or agreement with S12 Solutions Ltd or Vital Hub UK for any services or systems provided by the company relating to S12 or Mental Health Act administration, or has written plans to enter into one.

If such a contract or plans exists, please provide the following details:

1. Confirmation of contract – does your organisation currently have a contract, licence, agreement or any other commercial relationship with S12 Solutions Ltd or Vital Hub UK?
2. Procurement details – how was the contract/s procured (e.g. open tender, framework agreement, direct award under a waiver etc)?
3. Contract duration – what is the start and end date of the current contract/s?
4. Renewal or extension plans – are there any recorded plans to procure, renew, extend, or retender the contract? If so, please provide details of any proposed procurement timeline, including expiry or re-tender dates if known.
5. Services provided – what specific services or systems are included under the contract/s?

6. Current provision of services – what are the most recently recorded realised benefits of any services you have in place, and what is the most recently recorded level of uptake across professional groups?
7. Contract value – what was the total contract value at point of award and what is the current total contract value, including any variations, extensions or changes since the original award?
8. If the contract has previously been extended, can you confirm the procurement process that was administered. If the contract was renewed by direct award without evaluating other options and pricing through a competitive process, please outline the rationale for doing so in the context of the new UK Procurement Act 2023.
9. If you are an ICB and do not hold a contract but have written information about such a contract held by one of the bodies you commission, please provide details as such.

If any part of this request exceeds the appropriate cost limit, please advise how it could be refined. If any information is exempt from disclosure, please cite the relevant exemption and explain why it applies.

Our Response

On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested.

NENC ICB holds no record of contracts with these suppliers, nor do we have any records of dealing with the suppliers referenced in the freedom of information request.

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, Wycliffe 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**