

Our Reference     North East and North Cumbria ICB\  
FOI ICB 24-178

**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

19 August 2024

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 31 July 2024 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).

We have dealt with your request in accordance with your “right to know” under section 1(1) of the Freedom of Information Act 2000 (subsequently referred to as FOIA2000) which entitles you to be provided with information “held” by a public authority unless an appropriate exemption applies.

**Your Request**

Based on 2023 award for the Winter Campaign tender please can you provide the following information.

To clarify, the winter pressures campaign reference is **SBS23-052**.

**Performance Assessment:**

- How have the contractors performed against the KPI's been set out?
- Are you able to share evidence of the outputs / outcome?
- Have you faced any issues or challenges during the period, and if so, what were they?

**Quality of Work:**

- Evaluations or feedback on the quality of goods or services provided.
- Records of any issues with the quality of deliverables.

**Compliance:**

- Do you have feedback and information regarding the contractor's compliance with expectations, terms and conditions?
- Are you able to measure this?
- Do you have any Instances of non-compliance?

**Feedback:**

- Have the contractors received any feedback received from NHS SBS/ NECSU regarding their performance.?
- How have they addressed any feedback?
- Have they provided feedback in a responsive and timely manner?

**Project Management**

- Have you received recommendations throughout the project on how to ensure the budget and resources are maximised?
- Does the contractor provide regular reports/feedback on success, if so, how often?

**Overall**

- Will you be looking to retender this piece of work, or will you look to extend the current contract?
- Will you be realigning / retuning the programme ahead in any way based on the existing campaign results?

**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.

The reference number quoted, SBS23-052 does not relate to any ICB 2023 winter pressures campaign procurement therefore we are unable to respond to this 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 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**