

Our Reference     North East and North Cumbria ICB\  
FOI ICB 24-087

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

6 June 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 23 May 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).

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

**Your Request and Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested, and we have detailed this in the table below.

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means. Some of the information you have requested is available within the ICB publication scheme which can be accessed on the ICB website: [Publications scheme | North East and North Cumbria NHS](https://publications.nhs.uk/necsu) ([northeastnorthcumbria.nhs.uk](https://northeastnorthcumbria.nhs.uk)) or please refer to our previous related request, our ref: FOI ICB692 from the NENC ICB FOI Disclosure Log at: <https://northeastnorthcumbria.nhs.uk/>

In addition, some of the information requested is held by NHS England.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, the email address for NHS England's FOI Team is [england.contactus@nhs.net](mailto:england.contactus@nhs.net) Please write "Freedom of Information" in the subject line.

Interpretation and Translation Services					
Question	Notes	Response:			
What was your overall 23/24 spend for interpretation and translation services?	Apr'23 – Mar'24	£1,304,300			
What was your overall 22/23 spend for interpretation and translation services?	The services were managed by NHS England during this time and therefore the ICB does not hold this information.				
What was your overall 21/22 spend for interpretation and translation services?	The services were managed by NHS England during this time and therefore the ICB does not hold this information.				
Please confirm the following details for your provider(s) of interpretation services for each year:		Response: Please add additional columns if required			
		Provider 1	Provider 2	Provider 3	Provider 4
Provider name		Language Empire Ltd			
Scope of contract and value of spend where in scope in Apr'23-Mar'24 year a) Pre-booked face-to-face b) Pre-booked video c) Pre-booked telephone d) On-demand video e) On-demand telephone f) British Sign Language g) Interpreters on wheels		This level of detail is not held by the ICB.			
Value of spend against each in-scope service Apr'22-Mar'23 year	Exempt under S.21 as publicly available.				
Value of spend against each in-scope service Apr'21-Mar'22 year	Exempt under S.21 as publicly available.				
Current contract start date		01/04/2021			
Current contract end date		31/03/2026			

<b>Any extension options available under the existing contract</b>		2 years			
<b>How was this contract awarded?</b>		This information would need to be requested from NHS England			
<b>Which procurement framework was used to award this contract?</b>		This information would need to be requested from NHS England			
<b>Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?</b>		No			
<b>Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?</b>		No			
<b>From which budget within your organisation are interpreting services funded?</b>		Primary care delegated budget			
<b>Which staff member/job role is responsible for signing off that budget?</b>		This is specified in the ICB's financial delegation limits and would depend on the value of the contract. Contracts up to £30m are approved by the Executive Committee and any over this amount are approved by the Board.			
<b>Which staff member/job role manages the interpretation services contract(s)?</b>		Senior Commissioning Support Officer			

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**