

Our Reference North East and North Cumbria ICB\
FOI ICB 25–452

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 512 8484
E-mail: nencicb.foi@nhs.net

By Email

11 February 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 2 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

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

1. Please provide details of live Integrated Urgent Care (IUC) contracts currently commissioned or managed by your Integrated Care Board, including services delivered under the Urgent & Emergency Care (UEC) pathway (e.g. Clinical Assessment Service, GP Out of Hours, Urgent Treatment Centres).
2. For each live IUC contract, please provide the following information:
 - a. Provider organisation name
 - b. Contract type (e.g. NHS Standard Contract / APMS)
 - c. Contract start date
 - d. Contract end date
 - e. Whether any contract extension options exist (Yes / No)
3. Where this information is readily available within existing records, please also provide current annual contract value or contract value band (if used)
4. If multiple service components are delivered under a single IUC contract, please provide the information at contract level only.

To clarify, I am interested in the following types of services:

www.northeastnorthcumbria.nhs.uk 

NorthEastandNorthCumbriaNHS 

NENC_NHS 

- NHS111
- CAS – Clinical Advisory Services – Linked to 111 and separate local services
- UTCs
- WIC
- Minor injury / illness hubs
- GP Out of Hours (GP OOH's)
- Acute Visiting Services
- Home Visiting services linked to Urgent Care
- Ambulance or ED validation schemes

If possible, I would prefer the information to be provided in Excel or CSV format.

If providing the optional financial information would cause the request to exceed the Section 12 cost threshold, please provide the non-financial information only and advise accordingly.

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.

County Durham place

1. Live Integrated Urgent Care (IUC) contracts are:
 - Accident and Emergency
 - Integrated Minor Injuries Unit (MIU) and Out of Hours (OOH) Service – Durham Dales, Easington and Sedgfield localities
 - Integrated Urgent Care Service (incorporating GP OOH Services) – North Durham locality
 - Darlington Integrated Urgent Care.
2. For these contracts:
 - a. County Durham and Darlington NHS Foundation Trust
 - b. NHS Standard Contract
 - c. 1 April 2024
 - d. 31 March 2027
 - e. Yes, by up to two years
3. The trust is paid via a block payment therefore it is not possible to breakdown to service level for the above.
4. Please refer to the responses to questions 1 to 3.

Newcastle Gateshead place

1. Live Integrated Urgent Care (IUC) contracts are:
 - Gateshead – GP Out of Hours
 - Newcastle – Urgent Treatment Centres
2. For each live IUC contract:

Gateshead – GP Out of Hours

 - a. Community Based Care Health Federation Ltd
 - b. NHS standard contract (full length)

- c. 1 June 2019
- d. 31 May 2024
- e. Yes

Newcastle – Urgent Treatment Centres

- a. The Newcastle-upon-Tyne Hospitals Foundation Trust
- b. NHS standard contract (full length)
- c. 1 April 2025
- d. 31 March 2027
- e. Yes

3. Current annual contract value or contract value band:

Gateshead – GP Out of Hours: £3,136,501.23
 Newcastle – Urgent Treatment Centres: £6,045,885

4. Please refer to the responses to questions 1 to 3.

North Tyneside and Northumberland place

1. Live IUC contracts are:

- Gateshead Health NHS Foundation Trust provides urgent treatment centres and minor injury units in Gateshead.
- Northumbria Healthcare NHS Foundation Trust in Northumberland and North Tyneside.
- PHL Group deliver GP OOHs and Home Visiting Service in Newcastle, Northumberland and North Tyneside (North of Tyne)

2. For each live IUC contract:

Gateshead Health NHS Foundation Trust

- a. Gateshead Health NHS Foundation Trust
- b. NHS standard Contract (Full Length)
- c. 1 April 2024
- d. 31 March 2027
- e. Yes

Northumbria Healthcare NHS Foundation Trust (NHCFT)

- a. Northumbria Healthcare NHS Foundation Trust (NHCFT)
- b. NHCFT: NHS standard Contract (Full Length)
- c. NHCFT: 1 April 2024
- d. NHCFT: 31 March 2027
- e. Yes

PHL Group (PHL)

- a. PHL Group (PHL)
- b. NHS standard Contract (Full Length)
- c. 1 June 2025
- d. 31 May 2030
- e. Yes, 22 months

3. Current annual contract value or contract value band:

Gateshead: The trust is paid via a block payment therefore it is not possible to breakdown to service level for the above.

Northumbria: The trust is paid via a block payment therefore it is not possible to breakdown to service level for the above.

PHL Group: £3,825,257

4. Please refer to the responses to questions 1 to 3.

Gateshead Health NHS Foundation Trust also provide a 2 Hours Urgent Care Response service as part of the community services contract the hold with the ICB. This is paid as part of the overall Gateshead Community Services Block contract. The contract started 1 October 2024 and expires 30 September 2026, with no extension option.

South Tyneside and Sunderland place

1. Integrated Urgent Treatment Centres and GP Out of Hours Service are provided in South Tyneside and Sunderland.
2. For each live IUC contract:
 - a. Provider organisation: South Tyneside and Sunderland NHS Foundation Trust
 - b. Contract type: NHS Standard contract
 - c. Contract start date: 1 October 2025
 - d. Contract end date: 30 September 2030
 - e. Contract extension options do exist
3. Current annual contract value or contract value band is £5,251,740.
4. Please refer to the responses to questions 1 to 3.

Tees Valley place

1. The live IUC contract is GP OOH for North Tees.
2. For this IUC contract:
 - a. North Tees and Hartlepool NHS Foundation Trust (the trust was awarded the contract across the Tees area)
 - b. NHS Standard Contract
 - c. 01/04/24 / 5 years
 - d. 31 March 2029
 - e. Yes, 5 years
3. The 2025/26 contract value is £17,870,211.
4. Please refer to the responses to questions 1 and 2.

NENC ICB (North East places only, not North Cumbria)

1. The live IUC contract is NHS111 Services
2. For this IUC contract:
 - a. North East Ambulance NHS Foundation Trust
 - b. NHS Standard Contract
 - c. 1 October 2025
 - d. 30 September 2028
 - e. Yes, optional 2 years.

3. Contract value is £15,138,557 recurrent.
4. Please refer to the responses to questions 1 and 2/

North Cumbria place

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.

There is no IUC service in North Cumbria Integrated Care NHS Foundation Trust.

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**