

Our Reference North East and North Cumbria ICB\
FOI ICB 25-440

North East and North Cumbria ICB
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By Email

5 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 27 January 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

Please provide responses to the following questions.

1. Does your ICB commission 111 services:
 - a. independently from other ICBs, or
 - b. do you commission for a larger area jointly with other ICBs
 - c. if b., please list other ICBs which you jointly commission with
2. When did your current contract to for these services commence (month/ year)?
3. What is the duration of the current contract, or when does the contract end?
4. Are there potential extension periods to this contract?
5. Is this contract part of a larger contract, which for example includes operating urgent care centres? If yes, please list the other service categories included in the contract.
6. Who is the current provider?
7. What was the value of the contract (to the nearest 10%, we are not seeking commercially sensitive information) during the NHS financial year 2024/25?

Our Response

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

1. Yes, NENC ICB commissions 111 services.
 - a. For the North East of the ICB region (Northumberland, Newcastle, Gateshead, South Tyneside, Sunderland, County Durham and Tees Valley) we solely commission the 111 service with North East Ambulance NHS Foundation Trust.
 - b. For North Cumbria patients the service is commissioned with other ICBs. The North West NHS 111 service is jointly commissioned by Lancashire and South Cumbria ICB, North East and North Cumbria ICB (North Cumbria ICB place), Greater Manchester ICB, Derby and Derbyshire ICB, and Cheshire and Merseyside ICB.
2. Contract commencement:
 - a. North East: 1 October 2025
 - b. North Cumbria: 1 October 2015
3. Duration/end date:
 - a. North East: duration is 3 years
 - b. North Cumbria: The contract ends 31 March 2026
4. Potential extension periods:
 - a. North East: Option to extend for a further 2 years.
 - b. North Cumbria: No extension
5. The contract is not part of a larger contract in either North East or North Cumbria.
6. Current provider
 - a. North East: North East Ambulance NHS Foundation Trust (NEAS)
 - b. North Cumbria: North West Ambulance NHS Foundation Trust (NWAS)
7. Contract value:
 - a. North East: £14,720,000
 - b. North Cumbria: the North West contract value for 2024/25 was £37,838,000.

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**