

Our Reference North East and North Cumbria ICB\
FOI ICB 25–333

North East and North Cumbria ICB
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By Email

3 December 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 18 November 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

Under the Freedom of Information Act, I would like to request the following information request concerning the procurement of your Integrated Urgent Care services. Could you kindly supply the following information:

1. What is the name of the organisation(s) currently providing Integrated Urgent Care (IUC) services for your ICB, including:
 - a. NHS111
 - b. Clinical Assessment Service (CAS)
 - c. GP Out of Hours (OOHs)
2. When were the contract start dates for your above named IUC contracts?
3. What is the duration of the current initial contract term per contract? If contracts include extension clauses, please advise on the duration & frequency.
4. When are the current IUC contracts due to expire? (Including any extension periods which have been confirmed or utilised)
5. What is the estimated total annual contract value or budget allocated for each of your current or future IUC contracts named above?
6. Does the ICB have an anticipated timeline for the procurement of future IUC contracts? If so, please share details.

7. Does the ICB intend to commission future IUC service components (NHS111, CAS & OOHs) separately or together? If separately, please advise on how you will/might separate the lots?
8. Does the ICB intend to introduce additional services or expand the scope compared with the current IUC contract provision?
9. Do your existing IUC providers utilise AI triage within service delivery? If yes, which models are deployed?
10. For future IUC procurements, does the ICB intend to mandate AI triage & if so, is there a specific AI triage model which would be preferred or mandated?
11. Can the ICB confirm which procurement process they intend to use for future IUC procurements (e.g. competitive process, Provider Selection Regime (PSR) regulation)
12. Has the ICB conducted (or intend to conduct) any market engagement exercises or Prior Information Notices (PIN) regarding future IUC contracts? If so, please provide details & any associated documentation from completed market engagement, or advise on anticipated timelines for future IUC market engagement.

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.

ICB wide response for NHS111 and Clinical Assessment Services

1. The service provider is:
 - a. North East Ambulance Service NHS Foundation Trust (NEAS) provides NHS 111 services.
 - b. NEAS provides the clinical assessment service.
2. Contract start dates for NHS 111 and CAS were 1 October 2025.
3. Both NHS111 and CAS contracts are 3 years with the option to extend for a further 2 years.
4. The NHS111 and CAS contracts with NEAS are due to expire on 30 September 2028 (extension to 30 September 2030).
5. NHS111 and CAS is a joint contract. The annual contract value is £15,307,000.
6. NENC ICB does not have an anticipated timeline for the procurement of future NHS111 and CAS contracts.
7. It is unknown at this time whether the ICB will commission future IUC service components separately or together.
8. NENC ICB does not intend to introduce additional services or expand the scope of NHS 111 and CAS.
9. AI triage is not used within NHS111 and CAS.
10. We cannot confirm at this time whether for future IUC procurements, the ICB will mandate AI triage.
11. No, NENC ICB cannot confirm at this time which procurement process will be used for future IUC procurements.
12. The ICB has not conducted or intend to conduct any market engagement at this time for NHS111 and CAS.

ICB place based response for GP OOH Service

1. Please refer to the table below:

Question	1c	1c	2 and 3	3 and 4	5	6
ICB Place	Provider	Awarded	Start Date/ Duration	Extension	2025/26 Contract Value	Potential Procurement

County Durham	South Durham Health	Direct Award	01/04/25/ 1 year	No	£752,937	Unknown
County Durham	Durham Dales Health	Direct Award	01/04/25/ 1 year	No	£346,684	Unknown
County Durham	County Durham and Darlington NHS FT	Direct Award	01/04/24/ 3 years	Yes 2 years	Part of Trust Block payment unable to disaggregate	No
Newcastle	Vocare Ltd / PHL	Competitive Process	01/06/25/ 5 years	Yes 2 years	£1,273,169	No
Northumberland	Vocare Ltd / PHL	Competitive Process	01/06/25/ 5 years	Yes 2 years	£1,906,791	No
North Tyneside	Vocare Ltd / PHL	Competitive Process	01/06/25/ 5 years	Yes 2 years	£645,297	No
South Tyneside, Sunderland	South Tyneside and Sunderland NHS FT	GPOOH/UTC combined service	01/10/25/ 5 years	Yes 2 years	£5,250,000 per annum	No
Tees Valley	North Tees and Hartlepool NHS FT	Competitive Process	01/04/24/ 5 years	Yes 5 years	Part of Integrated Urgent Treatment Centre block unable to disaggregate	No

Please note that North Cumbria ICB place does not have an integrated treatment centre; there are separate contracts with different organisations.

2. Please refer to the table above.
3. Please refer to the table above.
4. Please refer to the table above.
5. Please refer to the table above.
6. Please refer to the table above.
7. It is unknown at this time whether the ICB will commission future IUC service components separately or together.
8. There are no current plans to introduce additional services or expand the scope.
9. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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. However, we have determined that the information is held by the service providers.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI contacts for these NHS providers to for you to make your request to them.

NENC Acute Hospital FTs	Email/Online portal
County Durham and Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
North Tees and Hartlepool NHS FT	nth-tr.foi@nhs.net
South Tees Hospitals NHS FT	stees.foi.admin@nhs.net
South Tyneside and Sunderland NHS FT	stsft@infreemation.co.uk

Other Providers	Website
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Durham Dales Health	https://ddhf.co.uk/
South Durham Health	https://southdurhamhealth.co.uk/
Vocare Ltd / PHL	https://vocare.com/

10. We cannot confirm at this time whether for future IUC procurements, the ICB will mandate AI triage.
11. No, NENC ICB cannot confirm at this time which procurement process will be used for future IUC procurements.
12. The ICB has not conducted or intend to conduct any market engagement at this time for GPOOH.

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**