

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25-323

North East and North Cumbria ICB  
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E-mail: [nencicb.foi@nhs.net](mailto:nencicb.foi@nhs.net)

By Email

13 November 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 12 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**

I would like to make a request under the Freedom of Information Act 2000.

Some or all of the information previously provided may now be out of date, so I would be grateful if you could provide updated responses to the following questions. Please address each section individually and, where multiple suppliers exist, provide information separately for each.

**Wide Area Network (WAN) Services (Including HSCN)**

1. **WAN Provider(s)**

Please confirm the main supplier(s) for your WAN services. If this information is not available, please explain why.

- a. *Contract Expiry Date:* Please provide the expiry date for each WAN contract (DD/MM/YYYY or MM/YYYY acceptable). If rolling, please state the terms.
- b. *Contract Description:* Please provide a brief summary of the scope of each WAN contract.
- c. *Number of Sites Covered:* Please indicate the number of sites supported by the WAN. An approximation is acceptable.
- d. *Annual Average Spend:* What is the annual average spend for WAN services? Please break this down by provider if more than one.

- e. *Procurement Route*: Please provide details of how each WAN contract was procured. If a framework was used, please include the framework name and reference number.
2. **Responsible Contact Person(s)**  
Please provide the full contact details for the person(s) responsible for each of the above contracts, including:
  - a. Full name
  - b. Job title
  - c. Direct phone number
  - d. Email address

If full details cannot be provided, the job title alone is acceptable.

## **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.

1. **WAN Provider(s)**
  - a. NENC ICB WAN services are supplied by North of England Commissioning Support (NECS) who sub-contract to an ISP. The ICB does not hold a contract for this service.  
  
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 contact for NECS – [england.contactus@nhs.net](mailto:england.contactus@nhs.net) – should you wish to redirect your request. Please write “Freedom of Information” in the subject line.
  - b. Please refer to the response to question 1a.
  - c. There are circa 350 sites across the estate, or 450 if including branch sites.
  - d. WAN services are provided as part of a larger service wrapper by NECS; an average annual spend for the WAN alone is not available.
  - e. NENC ICB did not procure a WAN service.

2. **Responsible Contact Person(s)**  
NENC ICB does not hold a contract for WAN services. Please redirect your request for the responsible contact to NECS, using the email in our response to question 1a.

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](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 faithfully

*Information Governance Support Officer*

**Information Governance Support Officer**  
**North East and North Cumbria Integrated Care Board**