

Our Reference North East and North Cumbria ICB\
FOI ICB 26–272

North East and North Cumbria ICB
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By Email

8 September 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 26 August 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

Under the Freedom of Information Act 2000, please provide the recorded information set out below regarding digital mental health services commissioned or funded by your ICB.

By "digital mental health service" I mean any service whose purpose includes supporting mental health or emotional wellbeing, and which is delivered to service users wholly or partly through digital means such as a website, app, online platform or digitally delivered therapy.

Please include services for all age groups (CYP and adults).

Please include services commissioned directly by the ICB, commissioned jointly with other organisations, and services used in the delivery of an ICB-commissioned pathway or contract by a provider or subcontractor, for example within NHS Talking Therapies, CAMHS or a provider collaborative.

For each such service, please provide:

1. Service name and provider.
2. Contract start and end dates, and any extension options.
3. The annual contract value, if this has been published.

4. The funding route, for example recurrent ICB baseline, non-recurrent transformation or pilot funding, or joint funding with a local authority.
5. Any recorded decision or stated intention to extend, recommission or discontinue the service at the end of the contract.
6. Any recorded anticipated procurement route, for example a Provider Selection Regime process or competitive procurement.
7. Eligible age range.
8. Delivery modalities, for example live text-based counselling, video or telephone therapy, peer support forums, or self-directed digital content.
9. Whether support is available outside normal working hours and at weekends.
10. Whether a referral is required.

Please identify where arrangements differ between Places within the ICB.

Where a digital service is used within an ICB-commissioned pathway, but the ICB does not hold the detail requested, please state this and identify the organisation that holds the information.

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.

Children and young people

1. Kooth digital mental health platform is commissioned by NENC ICB for children and young people (CYP). This covers the areas of County Durham, Northumberland, North Tyneside, South Tyneside and Sunderland.
2. The contract with Kooth (Durham, Northumberland, North Tyneside and Sunderland) ends March 2027. The Kooth South Tyneside is in place until 31 December 2026, with the option to extend for a further 12 months

The Tellmi contract in South Tyneside and Sunderland is due to expire in October 2026 – this was a pilot project non recurrent.

In Tees Valley, the digital offer is an integral part of the Getting help offer and is commissioned as part of a wider offer of support and contracted from 1 January 2026 for a period of 5 years, plus 2-year option to extend.

3. The total annual contract for Kooth is £630,000.
4. The funding is within the ICB baseline, however, all contracts are reviewed on a regular basis and evaluated.
5. A decision has not yet been taken around future funding or the most appropriate procurement pathway
6. Please refer to the response to question 5.
7. The eligible age range is 12-18 years old.
8. Delivery modalities include telephone, peer support, Digital content and peer support forums.
9. Yes, support is available outside normal working hours and at weekends.
10. No referral is needed.

Talking Therapies:

1. NENC ICB does not hold the detail requested because the talking therapies providers directly hold contracts for digital front door and/ or digital therapeutic technology which is part of ICB-commissioned talking therapy pathways. Not all providers listed have subcontracts for technology supporting delivery.

Service Name	Provider
North Cumbria Talking therapies	Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)
Northumberland Talking therapies	Mental Health Matters (through subcontract held by CNTW)
North Tyneside Talking therapies	Northumbria Healthcare NHS Foundation Trust
Newcastle Talking therapies	Vita Health Solutions
Gateshead Talking therapies	South Tyneside and Sunderland NHS Foundation Trust (STSFT)
South Tyneside Talking therapies	STSFT
Sunderland Talking therapies	CNTW
Durham and Darlington Talking therapies	Tees Esk and Wear Valleys NHS Foundation Trust (TEWV)
Teesside Talking therapies	Alliance

2. 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 providers named in response to question 1.

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 public authorities listed.

NENC Acute Hospital FTs	Email/Online portal
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tyneside and Sunderland NHS FT	stsft@infreemation.co.uk

NENC Mental Health Hospital FTs	Email
Cumbria, Northumberland, Tyne and Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk and Wear Valleys NHS FT	tewv.foi@nhs.net

3. Please refer to the response to question 2.
4. Please refer to the response to question 2.
5. Please refer to the response to question 2.
6. Please refer to the response to question 2.
7. Please refer to the response to question 2.
8. Please refer to the response to question 2.
9. Please refer to the response to question 2.
10. Please refer to the response to question 2.

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**