

Our Reference North East and North Cumbria ICB\
FOI ICB 25–371

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

23 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 9 December 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

Please could we request the below information through the Freedom of information process.

1. For each contract, if more than one is managed, when does the current Non-Emergency Patient Transport Service (NEPTS) expire?
2. Have you used the extensions(s) available within each contract? If so, are there any remaining extension periods that can be used and when will the contract then end? Please advise for each contract.
3. Who is your main NEPTS provider for each contract?
4. Do you fund any other NEPTS providers within the ICS, including Acute Trust direct contracts with private ambulance services (PAS)?
5. What was the FY 24/25 contract value for each of the primary NEPTS provider contact?
6. What is the current 25/26 contract value for each of the primary NEPTS provider contact?
7. What was the annual total activity for Financial Year 24/25 by mobility for each of your primary NEPTS provider?
8. What is the FY 25/26 contract value for each of the ICS PAS NEPTS providers?
9. What is the current 25/26 contract value for each of the ICS PAS NEPTS providers?
10. What was the annual total activity for Financial Year 24/25 by mobility for each of the ICS PAS NEPTS providers?

11. Did your primary NEPTS provider achieve their contractual KPIs consistently in FY24/25 for each contract?
12. Have they met them consistently in Q1 & Q2 of FY25/26 for each contract?
13. Does the existing contract and commissioning intentions for the NEPTS re-procurement meet the criteria for the Provider Selection Regime Direct Award C for each contract?
14. When is the ICB planning on publishing their intentions, either through market engagement for a procurement, or direct award notice for each contract?
15. What was the FY24/25 value of your secure mental health transport spend across the ICS?
16. Do you have a primary contract for your secure mental health transport, if so, who is the provider?
17. If you do not have a primary contract with a secure mental health transport provider, how do you select the provider(s)?
18. Does the ICB intend to commission a secure mental health transport provider to close a commissioning gap under the new cluster ICB, if so, what is the expected timeline for this?
19. Who is responsible within the ICB for secure mental health transport?

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. Contracts and expiration dates:
 - North East Ambulance Service NHS Foundation Trust (NEAS) Core PTS contract is expected to expire 31 March 2027 with the option to extend for a further 2 years.
 - North East Ambulance Sunderland discharge PTS is expected to expire 31 August 2026
 - EMED – Sunderland discharge PTS (day and night vehicle) is expected to expire 31 March 2026.
2. The only contract with an extension is North East Ambulance Core PTS; please refer to the response to question 1 above for the details.
3. Please refer to the response to question 1.
4. 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 acute hospital NHS foundation trusts (FTs) within the North East and North Cumbria region.

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 those foundation trusts to make your request.

NENC Acute Hospital FTs	Email/Online portal
County Durham and Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees and Hartlepool NHS FT	nth-tr.foi@nhs.net
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	stees.foi.admin@nhs.net
South Tyneside and Sunderland NHS FT	stsft@infreemation.co.uk

The Newcastle upon Tyne Hospitals NHS FT	https://www.newcastle-hospitals.nhs.uk/help/foi/
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5. Contract values information is below:

Provider	Contract	2024/25
NEAS	Core	£29,466,000
Specialist Medical Transport	Sunderland	£196,992
EMED	Sunderland	£343,045

6. Expected costs in 2025/26:

Provider	Contract	2025/26	Note
NEAS	Core	£30,099,000	
Specialist Medical Transport	Sunderland	£81,451	Ended 29 August 2025
NEAS	Sunderland	£93,057	Started 30 August 2025
EMED	Sunderland	£353,620	

7. 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 for North East Ambulance Service NHS FT.

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 North East Ambulance Service NHS FT – freedom.of.information.requests@neas.nhs.uk – to allow you to redirect your questions.

Activity	EMED 2024/25	Specialist Medical Transport 2024/25
Stretcher	861	671
Walker	65	894
Wheelchair	3851	2103
Bariatric	3	0
Other	6	4

8. Please refer to the response to question 4.
9. Please refer to the response to question 4.
10. Please refer to the response to question 4.
11. Most KPIs were met for 2024/25. To note, demand on the service has been very high during 2024/25.
12. Most KPIs were met for 2025/26 to date. To note, demand on the service has been very high during 2025/26.
13. The NEAS contract is awarded under Direct Award A as this is a full 999 and PTS service. The other PTS contracts currently have previously met the criteria for PSR Direct Award C.
14. NENC ICB has not yet determined when the intentions will be published.
15. The spend by NENC ICB was £586,869.

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 all 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 for the full Integrated Care System (ICS). However, we have determined that further information is held by the mental health hospital NHS foundation trusts (FTs) within the North East and North Cumbria region.

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 those foundation trusts to make your request.

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

16. EMED is the current provider for

- County Durham and Tees Valley Place (South Contract)
- Newcastle, Gateshead, North Tyneside, South Tyneside, Northumberland and Sunderland Place (North Contract).

17. Please refer to the response to question 16.

18. The ICB is currently reviewing their current contracts and are looking to tender for this contract in 2026/27.

19. The Contract Manager within the Contract Management Team is responsible within the ICB for secure mental health transport. Please direct all queries to the ICB's generic mailbox nencicb-sun.reception@nhs.net marked for the Contract Management Team's attention. Alternatively, please telephone the ICB's Switchboard on 0191-512-8484.

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**