

Our Reference North East and North Cumbria ICB\
FOI ICB 25–408

North East and North Cumbria ICB
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By Email

22 January 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 6 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 copies of all contracts, service-level agreements, extensions, variations, and associated documentation between NENC ICB (or predecessor CCGs) and Vocare relating to out of hours primary care, NHS 111, or urgent care services. Please supply:

1. The latest contract in place prior to March 2025.
2. Any revised or replacement contract(s) after March 2025.
3. Any contract variations, addendums, or change notices issued between January 2024 and the present.
4. Any financial schedules or pricing appendices.

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. The latest contracts in place prior to March 2025 are attached and listed below:
 - Sunderland GP OOH: Vocare GP OOH Sunderland 24.25 Particulars final signed. There is no contract with Vocare which relates to South Tyneside.

- North Tyneside: GP OOH & Home visiting service: Contract NHS Standard Contract 23-24 (Full Length) – NENC ICB – Vocare 01.10.23 – Final
 - Northumberland: GP OOH & Home visiting service contract; 12-month contract put in place under PSR Direct Award C, see contract QHM-2024-264 – Vocare GP OOHs Northumberland 24_25, NHS Standard Contract 23-24 (Full Length) – NENC ICB – Vocare 01.10.23 – Final and VocareGPOOH.Northumberland.23_24.01.
 - Newcastle: GP OOH & Home visiting service Contract: Please see contract NG 24_25 NHS Standard Contract Particulars Full Length. Newcastle awarded via urgent award.
2. NENC ICB can confirm that for the period 1 April 2025 to 8 June 2025, Sunderland services continued to be delivered and paid for under an implied contract arrangement in line with the NHS Standard Contract. In accordance with the NHS Standard Contract, where services continue to be provided beyond the expiry of a formal written contract and the parties have not yet executed a replacement agreement, the terms and conditions of the most recently agreed NHS Standard Contract apply on an implied basis. The ICB operated on the basis that the terms of the last executed NHS Standard Contract remained in effect, ensuring continuity of service provision and compliance with contractual and regulatory requirements, until the new contract was formally agreed and took effect from 9 June 2025.
- 1 June 2025 covers the patient populations Northumberland, North Tyneside and Newcastle. However, Totally Plc went into administration before the draft contract issued to Vocare could be signed. Please see attached file VoCare OOH and HV 2526 Full length particulars DRAFT, redacted to remove personal data.
3. Contract variations, addendums, or change notices issued between January 2024 and the present are as follows:
- North Tyneside contract variation April 24. Please see contract variation OOH/ Home Visiting/ KM2324/ Vocare
 - Northumberland contract variation Feb 25: Please see contract variation Vocare Northumberland Variation 24-25
 - Letter to Vocare notifying of extension NENC ICB New Contract Letter – Vocare – GP OOHs Service Northumberland
 - Letter confirming extension for GP OOH and Home Visiting Vocare OOH – HV services 20.12.23
 - Contract variation to adopt 24/25 NHS Standard terms and conditions: 20-nhs-standrd-contract-variation-agreement 2425 – Vocare
 - Contract variation to take into account adjustments to the Service Specification for Newcastle Place. Please see CV1 2526 Vocare
4. Please refer to the attached individual contracts for contract values which are subject to annual NHS National Planning Guidance tariff uplift. Please note NENC ICB does not directly commission 111 or Urgent Care services from Vocare.

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**