



# North East and North Cumbria

Our Reference      North East & North Cumbria  
ICB FOI 476

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10 August 2023

By Email

Dear Sir or Madam

## **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 by North of England Commissioning Support (NECS) on 31 July 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

### **Your Request and Our Response**

North Cumbria place only:

- 1. What date is/was your current NEPTS contract due to end (outside of any available extension periods) and what extension periods are available?**  
*31st March 2022 plus two year extension to March 2024.*
- 2. For how many years was the NEPTS contracted awarded?**  
*5 Years plus option to extend for 2 years*
- 3. Which organisation was awarded the NEPTS contract?**  
*North West Ambulance Service NHS trust was awarded the NEPTS contract for NHS Cumbria CCG*

**4. What was the total value of the awarded NEPTS contract excluding any extension periods?**

*c. £21m over 7 years but not able to provide an exact figure due to the block payment arrangement covering 999, 111 and NEPTS.*

**5. What was the additional spend on NEPTS over and above the awarded contracted value for the year to December 31st, 2022? Please confirm the split of this overspend by provider.**

*No additional spend as included within overarching financial amount provided to Nwas to cover NEPTS, 999 and 111.*

**6. What has been, both in terms of numbers and %, the two largest KPI failure(s) of the NEPTS contract for the year to December 31st 2022?**

Cumbria				
Metric	Definition	Target	Achieved since Contract year started Jul 2022	
Call Answering	% of calls to Provider answered by human being within 20 seconds	75%	18%	Avg YTD Jul - Dec
Call Handling - Average Waiting Time	Average length of time taken for Provider personnel to answer inbound calls	1 minute	535 seconds	Avg YTD Jul - Dec

**7. Which Hospitals does this cover for your ICB area?**

*Cumberland Infirmary, Carlisle*

*West Cumberland Hospital, Whitehaven*

*All community hospital sites*

*Any hospital out of ICB area for which a North Cumbria patient is eligible to qualify for NEPTS transport*

**8. Who is the main contact person for NEPTS at the ICB and the respective hospitals in your area.**

*Senior responsible officer for NEPTS is the Executive Chief of Strategy and Operations for NHS North East and North Cumbria ICB. They can be contacted on [emma.harris66@nhs.net](mailto:emma.harris66@nhs.net).*

*Commissioning Lead for NEPTS for NHS North East and North Cumbria ICB (North Cumbria Place) is Head of Commissioning they can be contacted on [Sharon.kelly25@nhs.net](mailto:Sharon.kelly25@nhs.net).*

*Contact person for NEPTS at North Cumbria Integrated Care NHS FT is Paul Carruthers (Transfer of Care Hub)*

In line 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 make a complaint or request a review of our decision, you should write to the Senior 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 complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner

cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[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 sincerely

*Pamela Coxon*

**Pamela Coxon**  
**Information Governance Officer**