NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–307

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 535 4288
E-mail: nencicb.foi@nhs.net

By Email

24 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 17 September 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 I would like to request the following information held by NHS North East and North Cumbria Integrated Care Board.

A list of current contracts for ICT services, and programme or project management services. For each contract, please give the supplier's name, a short description, the start date, the end date, any extension options, the annual or total value and the job title of the contract owner.

If this information is published in the organisation's contracts register under the Local Government Transparency Code, a link to the current register is a complete answer.

If the request would exceed the appropriate cost limit, please limit it to contracts with an annual value over GBP 50,000 or tell me how to narrow it.

I would prefer to receive the response by email as a spreadsheet.

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.

This response has been provided on behalf of the ICB and reflects an organisation-wide position from the Digital Technology function.

The requested areas were reviewed in relation to network and connectivity services, telephony and unified communications, data centre and hosting services, and enterprise software systems, including finance, HR, housing, social care and similar applications.

It is important to note that the majority of the ICB's Corporate IT and GP IT services are not procured or managed through separate contracts held directly by the ICB for each technology component. Instead, these services are provided through an integrated managed service arrangement under the ICB's 2026/27 GP IT and Corporate IT Service Level Agreement (SLA). This arrangement is contracted through Northumbria Healthcare NHS Foundation Trust and is currently delivered operationally by North of England Commissioning Support (NECS).

As a result, the ICB does not routinely hold detailed information such as individual supplier names, component-level contract start and end dates, extension provisions or contract values for the underlying technology services. These details are not maintained as separate contracts by the ICB because they form part of the wider managed service arrangement.

Where such information exists, it is typically held and administered by the service delivery organisation as part of its management of the underlying third-party supplier contracts and commercial agreements. Consequently, the ICB may not hold all of the specific information requested in its own right, as responsibility for maintaining those records rests with the delivery organisation.

Requested category	Position held by Digital Technology
Network and connectivity	Included within the managed GP IT and Corporate IT service. This includes managed network/connectivity and associated support. Separate component contracts and values are not held in the Digital Technology contract record.
Telephony and unified communications	Corporate telephony and collaboration services are supported through the managed service and Microsoft enterprise arrangements. The Digital Technology record does not contain a complete standalone contract schedule covering all telephony and unified communications services.
Data centre or hosting	Hosting, storage, backup, infrastructure and support are substantially bundled within the managed service. The Digital Technology record does not identify a complete set of separate ICB data-centre or hosting contracts.
Enterprise software: finance and HR	These systems are not owned or contract-managed by the Digital Technology function and are not itemised within the available Digital Technology contract record. For example, the HR system we use is ESR, which is a nationally developed application used across the NHS.
Enterprise software: housing, social care or similar	The ICB is an NHS commissioning body and the Digital Technology function does not hold a contract register for housing or local-authority social-care enterprise systems. Some specialist commissioning or care-related systems may be held by other ICB functions.

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 Northumbria Healthcare NHS Foundation Trust and NECS, below:

Public Authority	Email/Online portal
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
NHS North of England Commissioning System Support	england.contactus@nhs.net Please write "Freedom of Information" in the subject line (NECS FOIs are managed by NHSE)

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