

Our Reference North East and North Cumbria ICB\
FOI ICB 24–230

[NECS – John Snow House](#)
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By Email

13 September 2024

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 by North of England Commissioning Support (NECS) on 5 September 2024 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, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

Your Request

Would you kindly provide me with the following information regarding your Finance/HR contracts.

1. Which ERP (Enterprise Resource Management)/Finance Provider is used as your financial solution?
2. Which provider is used as your HR and Payroll solution?
3. What are the total and annual contract values for each of your systems?
4. When do your contracts expire?
5. Do you have any planned upgrades of the software? If so, when?
6. Are you planning to go to market for a different HR or Finance system? If so, when?
7. Who is the person responsible for your HR or Finance system? Please provide: Full name, job title and contact information, if possible.

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. All ICBs are mandated to use the Integrated Single Financial Environment (ISFE), currently provided by NHS Shared Business Services.
2. The HR service is a service purchased through North of England Commissioning Support Unit. Management of HR related matters is conducted through the Employee Service Record (ESR) developed by the NHS Business Services Authority. The payroll function is a purchased service through Northumbria Healthcare Foundation Trust and payroll processing is conducted through ESR.
3. The ICB does not hold the contract for the ISFE and has no information on annual contract values. This would need to be requested from NHS England. In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, the FOI address for NHSE is england.contactus@nhs.net Please write "Freedom of Information" in the subject line. HR and payroll services are provided as part of a wider contract which is not broken down by individual service.
4. Please refer to the response to question 3. HR and payroll services are part of annual contracts.
5. Please refer to the response to questions 3 and 4.
6. For finance, please refer to the response to question 1. The ICB is not planning to go to market for a different HR system.
7. Finance system responsible officer is Richard Henderson, Director of Finance (Corporate), richardhenderson1@nhs.net HR system responsible officer is Leanne Furnell, Deputy Chief of People & Culture, leanne.furnell@nhs.net

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 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 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 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

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

S Davies

S Davies
Information Governance Officer