

Our Reference North East and North Cumbria ICB\ FOI ICB 25-478

North East and North Cumbria ICB
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By Email

27 February 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 19 February 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, please could I request the following information:

1. Payroll and Pensions Outsourcing

Does your organisation outsource its payroll and pension function? If yes, please provide:

- a. The name of the outsourced service provider
- b. The contract duration (in years)
- c. The contract end date

	Outsourced Payroll and Pension (yes/no)?	Name of the outsourced service provider?	Contract duration (in years)?	Contract end date?
Payroll and Pension Services				

2. Workforce and HR processes

- a. Does your organisation outsource any other workforce and HR processes?
- b. If yes, please confirm which workforce and HR services your organisation outsources, to which supplier(s).

3. Smartcard production and management.

- a. Does your organisation outsource smartcard production and management?
- b. If yes, please provide the name of the outsourced service provider.
- c. If no, please confirm:
 - Which department is responsible for providing the service.
 - Whether you provide this service to other organisations.

If you require any clarification, please feel free to contact me. I would appreciate it if you could email your response at your earliest convenience.

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. Payroll and Pensions Outsourcing

- a. NENC ICB outsources payroll services to Northumbria Healthcare NHS Foundation Trust.
- b. The contract has been in place since 2013.
- c. The contract is reviewed and renewed on a rolling 12-month basis.

2. Workforce and HR processes

- a. Yes, NENC ICB does outsource other workforce and HR processes.
- b. NENC ICB outsources the recruitment function to Northumbria Healthcare NHS Foundation Trust. Occupational Health services are outsourced to PAM Group.

3. Smartcard production and management.

- a. Yes, NENC ICB does outsource smartcard production and management.
- b. The provider is North of England Care System Support (NECS).
- c. Please refer to the response to question 3b.

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**