

Our Reference North East and North Cumbria ICB\
FOI ICB 24–362

[NECS – John Snow House](#)
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Durham
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By Email

23 December 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 17 December 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 and Our Response

In relation to the delivery of GP IT services as specified in the NHS England GP IT operating model and your corporate ICB IT support and provision services, I would appreciate it if you would answer the questions below for both.

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.

Question	ICB Corporate IT Services	GP as defined in the GP IT operating model
1. Inhouse services delivered with service provider name	NENC ICB does not in house any IT services.	NENC ICB does not in house any IT services.
2. Outsourced services delivered with service provider name	North of England Commissioning Support and North Cumbria Integrated Care NHS Foundation Trust	North of England Commissioning Support and North Cumbria Integrated Care NHS Foundation Trust

3. Cost of any inhouse service broken down by service / provider	Please refer to the response to question 1.	Please refer to the response to question 1.
4. Cost of any out sourced services broken down by provider	Granular detail not known as part of a wider Service level Agreement.	Granular detail not known as part of a wider Service level Agreement.
5. Contract renew date for each of the above	Ongoing	Ongoing
6. Total number of sites supported	13	Circa 483 across NENC
7. Total number of users supported	730	Circa 26,000+ AD accounts
8. Annual number of Help desk / Service Desk tickets handled in total	Circa 7,000	Circa 72,500

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 sincerely

S Davies

S Davies
Information Governance Officer