

Our Reference North East and North Cumbria ICB\
FOI ICB 25-330

North East and North Cumbria ICB
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By Email

17 November 2025

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 November 2025 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

I am writing to request information under the Freedom of Information Act 2000 please.

1. What are the IT on-call arrangements in your organisation? E.g. are staff on a rota? Is there a separate set of staff for on call? Are staff mandated to take part? Is this in a policy or SOP that is available to see please?
2. What are the hours of operation for your IT on call service?
3. What is the scope of your IT on-call? i.e. does it allow for staff to contact about any issue or just urgent, patient-safety related issues?
4. Does your IT on-call provision exclude support for systems where there is a self-service password facility in place, if the enquiry was a password reset request?
5. Are there any restrictions placed on IT on-call staff? e.g. are they required to always be contactable and respond within a certain timeframe? Do they have to stay within a certain radius of a trust premises?
6. What is the standby rate of pay for IT on-call staff?
7. What is the callout rate of pay for IT on-call staff?
8. Is there a Compensatory rest policy in place for your IT on-call staff? If so, is that available to see please?
9. What are your average call/ticket volumes for IT on-call per month?
10. Do you operate a 24-hour Service desk?

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested. NENC ICB commissions a service desk and out of hours IT provision from NHS North of England Commissioning Support (NECS).

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 contact email for NECS – england.contactus@nhs.net – to make your request. Please write “Freedom of Information” in the subject line.

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**