



North East and North Cumbria

Our Reference North East & North Cumbria
ICB FOI 582

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27 October 2023

By Email

Dear

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 20 October 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

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

Your Request and Our Response

We are keen to understand the digital transformation needs of UK public sector organisations.

1. When was your last networking (LAN, Core & Edge refresh, and when is the next refresh planned? *LAN and Core refresh is underway, Edge is planned for 2024*

1a. What would you like to improve upon in your next refresh? *Key themes are bandwidth/connectivity speeds, resiliency and flexibility.*

1b. Could you please confirm the supplier for your current contract and the vendor that you are using? *LAN and Core is Cisco via multiple resellers, Edge is ITPS*

2. When was your last Wi-Fi refresh, and when is the next refresh planned? *Wi-Fi refresh is currently underway*

2a. What would you like to improve upon in your next refresh? *Connectivity speeds, reliability, coverage.*

2b. Could you please confirm the supplier for your current contract and the vendor that you are using? *Cisco via multiple resellers*

3. When was your last Telephony Hardware refresh, and when is the next refresh planned? *2013-2015, no refresh planned.*

3a. What would you like to improve upon in your next refresh? *N/A*

3b. Could you please confirm the supplier for your current contract and the vendor that you are using? *Lines provided by Aspire, Hardware is Cisco provided by multiple resellers.*

4. When was your last Unified Communications refresh, and when is the next refresh planned? *April 2022, refresh not currently planned.*

4a. What would you like to improve upon in your next refresh? *N/A*

4b. Could you please confirm the supplier for your current contract and the vendor that you are using? *Cisco via multiple resellers*

5. Do you currently use SD-WAN or SASE, if not it this something that you are planning to do? *No, it is under consideration for the future*

5a. If yes, could you please confirm the supplier for your current contract and the vendor that you are using? *N/A*

6. What adoption of asset tracking/real-time asset locating, or RFID has been implemented or is being considered or planned? *None*

6a. Can you confirm contract dates and vendors? *N/A*

7. Do you have an alert/notification solution in place for reducing false alarms or is this being considered or planned? *There are number of monitoring systems in place that issue alerts and notifications.*

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. 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

Pamela Coxon

Pamela Coxon
Information Governance Officer