

Our Reference

HM\ North East & North
Cumbria ICB\ FOI ICB403

NECS - Riverside House
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

Your Reference

20 June 2023

Tel: (0191) 217 2625
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Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board (ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 08 June 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).

Details of Request

Dear North East and North Cumbria Integrated Care System, Hello, can you please kindly provide the following languages service information under freedom of information:

- 1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier.
- 2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?
- 3) If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?
- 4) Separately by inhouse and outsourced:
 - total number of face-to-face, in person assignment and hours completed in 2022
 - total number of face-to-face, in person assignment not fulfilled in 2022
 - total number of telephone interpreting, minutes completed in 2022
 - total number of video interpreting assignment and hours completed in 2022
 - total number of BSL, in person or remote assignments and hours completed 2022
- 5) Who is the senior responsible person for language services at the Trust.

Response

NENC ICB are not the holders of this information. NHSE are the commissioners so you may want to redirect your request to them – england.foicrm@nhs.net however it will be

the providers/users of the service who will be best placed to answer your questions i.e. the acute hospital trusts within the North East and North Cumbria locality.

Acute Trust	FOI email
County Durham & Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequests@ncic.nhs.uk
North Tees & Hartlepool NHS FT	foi@nth.nhs.uk
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	foi@stees.nhs.uk
South Tyneside and Sunderland NHS FT	stsft.freedomofinformation@nhs.net
The Newcastle Upon Tyne Hospitals NHS FT	nuth.freedom.information@nhs.net

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.gov.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

Hilary Murphy

Hilary Murphy
Information Governance Officer