



# North East and North Cumbria

Our Reference North East & North Cumbria  
ICB\096

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17<sup>th</sup> October 2022

By Email

## **Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board.**

Thank you for your request received by North of England Commissioning Support (NECS) on 7<sup>th</sup> October 2022 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This 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.

### **Request**

- 1. Who is your social media management and monitoring tool supplier?**
- 2. Start date & duration of framework/contract with supplier**
- 3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date**
- 4. Who is the senior officer (outside of procurement) responsible for this contract?**

### **Response**

- 1. Across the North East and North Cumbria Integrated Care Board there are a number of current social media channels in current use, including Facebook and*

*Twitter accounts for the ICB as a region, and the ICB in each locality i.e. NHS Tees Valley, NHS County Durham, NHS Sunderland, NHS South Tyneside, NHS North Tyneside, NHS Newcastle Gateshead, NHS Northumberland and NHS North Cumbria. All of these channels are managed by NHS employees, including Communications teams based in the ICB, North of England Commissioning Support and Northumbria Healthcare NHS Foundation Trust. Both social media management and social media monitoring are delivered internally to the NHS and currently no external suppliers are providing support.*

2. *Not applicable.*
3. *Not applicable.*
4. *Not applicable.*

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.gov.uk](http://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](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

**Information Governance Officer**