



North East and North Cumbria

Our Reference PA\ North East & North
Cumbria ICB\ICB266

Your Reference ICB266

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21 March 2023

By Email

Dear

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 6 March 2023 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 in bold and response in italics

Please could you provide answers to the following questions for NHS North East and North Cumbria Integrated Care Board:

Public Facing Website

- 1. What CMS/software and version does your public facing website use? (e.g. In-house, Sharepoint, Jadu, Drupal 7)**

Umbraco

- 2. Is your public facing website hosted and supported by a third party IT partner or on-premise? If a third party, when does your current contract expire?**

Current contract expires in January 2024

- 3. When was your public facing website launched?**

August 2021

- 4. What are your separate budgets for hosting/supporting and development for your public facing website?**

£460 per month covering hosting, support and website development.

The hosting cost is £60+VAT per month and the support cost is £400+VAT per month (4 hours of support).

- 5. Which team/department/individual is responsible for maintaining your public facing website?**

Communication team

Digital Accessibility

- 1. When was your public facing website last audited for accessibility compliance?**

The site as a whole was checked when it went live, in August 2021 and any new design work / new pages we check during development.

- 2. Which team/department/individual is responsible for maintaining accessibility compliance across your public facing websites?**

Communication team

Website Content

- 1. Do you work with external marketing/communications suppliers to create content for your public facing services?**

No

- 2. When was the last time you conducted a content audit on your website to remove outdated content?**

Pages are reviewed and updated regularly as per business need, with review planned in July 2023.

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

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

Paul Atkinson

Paul Atkinson
Information Governance Officer