

05/02/2026

NN-ICB/26-1489

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 27 January 2026, regarding the commissioning of NHS 111 services. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Context

NHS 111 services for Nottingham and Nottinghamshire are delivered through more than one commissioning arrangement, reflecting differences in commissioning footprints and patient flows.

For the majority of the Nottingham and Nottinghamshire population, NHS 111 services are delivered as part of a wider Integrated Urgent Care (IUC) model. These services are jointly commissioned, with Derby and Derbyshire Integrated Care Board (ICB) acting as the lead commissioner and contracting authority on behalf of a number of Midlands ICBs, including Nottingham and Nottinghamshire ICB.

In addition, NHS 111 services for the Bassetlaw population are commissioned through a separate arrangement as part of the Yorkshire and Humber 111 / IUC contract. In this arrangement, West Yorkshire ICB is the lead commissioner and contracting authority. Nottingham and Nottinghamshire ICB is an associate commissioner to this contract, reflecting cross-boundary patient flows. Nottingham and Nottinghamshire ICB is not the contracting authority for this arrangement.

As Nottingham and Nottinghamshire ICB is not the lead commissioner for either arrangement, we hold only limited, high-level information. Detailed contractual and financial information is held by the respective lead commissioning ICBs.

Our response to your request:

1. Does your ICB commission 111 services:
 - a. independently from other ICBs, or
 - b. do you commission for a larger area jointly with other ICBs
 - c. if b), please list other ICBs which you jointly commission with.

NHS 111 services are commissioned through joint commissioning arrangements.

For the majority of the Nottingham and Nottinghamshire population, services are commissioned as part of a wider IUC arrangement, with Derby and Derbyshire ICB acting as the lead commissioner on behalf of Midlands ICBs, including Nottingham and Nottinghamshire ICB.

For the Bassetlaw population, services are commissioned through the Yorkshire and Humber 111 / IUC contract, with West Yorkshire ICB acting as the lead commissioner. Nottingham and Nottinghamshire ICB is an associate to this contract.

2. When did your current contract to for these services commence (month/ year)?
3. What is the duration of the current contract, or when does the contract end?
4. Are there potential extension periods to this contract?
5. Is this contract part of a larger contract, which for example includes operating urgent care centres? If yes, please list the other service categories included in the contract?

For questions 2 to 5, Nottingham and Nottinghamshire ICB does not hold this information.

The detailed contractual arrangements for NHS 111 services, including contract start and end dates, duration, extension provisions and contract scope, are held by the relevant lead commissioning ICBs:

- Derby and Derbyshire ICB (for the Midlands IUC contract), and
- West Yorkshire ICB (for the Yorkshire and Humber 111 / IUC contract covering the Bassetlaw population).

In accordance with section 1(1)(a) of the Freedom of Information Act 2000, Nottingham and Nottinghamshire ICB does not hold this information.

In line with section 16 of the Freedom of Information Act 2000, you may wish to contact the relevant lead commissioners directly. Information on how to submit a Freedom of Information request can be found on their websites.

6. Who is the current provider?

Based on high-level information held by Nottingham and Nottinghamshire ICB:

- Derbyshire Health United (DHU) Community Interest Company (CIC) is a provider currently delivering NHS 111 services for the majority of the Nottingham and Nottinghamshire population;
- For the Bassetlaw population, NHS 111 services are provided by Yorkshire Ambulance Service NHS Trust.

What was the value of the contract (to the nearest 10% - we are not seeking commercially sensitive information) during the NHS financial year 2024/25?

Nottingham and Nottinghamshire ICB does not hold information on the total value of either NHS 111 contract. Contract values are held by the respective lead commissioning ICBs in their role as contracting authorities.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.