

Our Ref: NG/RM/25028  
Date: 31<sup>st</sup> January 2025

Nicola Griffiths  
Deputy Director of Governance  
North Staffordshire Combined Healthcare NHS Trust  
Lawton House  
Bellringer Road  
Trentham  
ST4 8HH

Reception: 0300 123 1535

Dear

### Freedom of Information Act Request

I am writing in response to your e-mail of the 20<sup>th</sup> January 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### **Requested information:**

I am writing under the Freedom of Information Act 2000 to request information about North Staffordshire Combined Healthcare NHS Trust's current and future plans for IT service delivery models. I believe this request is in the public interest as it promotes transparency in how public sector bodies manage and procure IT services, ensuring accountability and value for taxpayers.

Specifically, I am seeking information that would help me understand the strategic direction and considerations regarding outsourcing, in-sourcing, multi-sourcing, or optimising existing contracts.

Please provide the following information where available:

- Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service? **The Trust IT service delivery model is a hybrid approach, combining in-house and outsourced services. Most technical services are outsourced to Staffordshire and Shropshire Health Informatics Service (S&SHIS).**
- Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).

#### **S&SHIS Outsourced IT Services**

##### **Scope Overview**

- Service Desk
- IG, Security & Assurance
- R&D/ Innovation
- Software as a Service
- Backup as a Service
- Personal Productivity & Collaboration



Chair: Janet Dawson  
Chief Executive: Dr Buki Adeyemo  
[www.combined.nhs.uk](http://www.combined.nhs.uk)

Follow us on Twitter: @CombinedNHS  
Follow us on Facebook: [www.facebook.com/NorthStaffsCombined](https://www.facebook.com/NorthStaffsCombined)



- Infrastructure as a Service
- Networking Including Monitoring
- Security Operations
- Out of Hours Support

Circa £1.1M

Renewal 31<sup>st</sup> March rolling contract.

- Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing). **There are currently no plans to change the current IT service model, as it works efficiently and provides effective value for IT services to the Trust. Our IT delivery model is designed to meet the needs of our patients, staff, and partners, and the Trust is committed to maintaining its effectiveness.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



**Nicola Griffiths**  
**Deputy Director of Governance**