

Our Ref: NG/RM/25173
Date: 3rd June 2025

Nicola Griffiths
Deputy Director of Governance
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Lawton House
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ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 9th May 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'd like to request the information below under the Freedom of Information Act. Please email if possible.

1. Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) and if so which one?
 - Eastern Shires Purchasing Organization (ESPO)
 - London Procurement Partnership (LPP)
 - NHS SBS
 - North-East Purchasing Organization (NEPO)
 - NOECPC
 - Health Trust Europe (HTE)
 - Crown Commercial Services (CCS)

If you are not on any of the above frameworks, please confirm how you are accessing services. **Services are procured via our supplies department.**

2. What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation? **30th June 2025**
3. Who is your current provider for each of these services? **Language line. Service has recently been out to tender and awaiting decision to award to new provider.**
4. What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service
 - Telephone Interpreting
 - Face to Face Interpreting

- British Sign Language
- Translation

Translation Services	2023/24 £000	2024/25 £000
Total	37	46

Split by type of translation service is not available as all services are coded to one subjective.

- Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?
 - **Head of Facilities for day-to-day management.**
 - **Chief Nursing Officer is the Executive Lead.**

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