

Our Ref: NG/RM/25328  
Date: 1<sup>st</sup> October 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 15<sup>th</sup> September 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 to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:

1. What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc. **Provided as part of the outsourced IT services contract with Staffordshire and Shropshire Health Informatics Service (S&SHIS).**
2. Running costs: Please provide the past 18months (since April 2024) costs against the below line items. **N/A**

	Item	Total
1.1	Implementation (if applicable)	
1.2	Subscription / Licencing	
1.3	Support	
1.4	Professional Services (project work etc)	
1.5	Managed Services (where applicable)	
1.6	Approximate Staff costs ass'c with running the platform	
	<b>And/Or</b>	
1.7	Number of FTE associated to platform operations (if unable to provide answer to 1.6)	

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**