

Our Ref: NG/RM/26110
Date: 7th May 2026

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 13th April 2026. 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 you under the Freedom of Information Act 2000 to request the following information:

- 1) Do you have an active language service (Interpreting) contract? What is the value of this contract? **Yes, Approx £120k incl VAT.**
- 2) Are services accessed via a framework or independent of a framework? If a framework, what framework(s) is it? **SBS Framework for Interpretation and Translation Services.**
- 3) When does the existing contract(s) expire? When is the next tender or procurement review expected? **30/06/2028 with an option to extend for a further 2 years in 12 month periods. Review will be taken at least 6 months in advance of the potential extension option.**
- 4) Who are your current suppliers by service type i.e. BSL, telephone, spoken, video?
 - **Language Line for Interpretation and BSL.**
 - **DdeafLinks for BSL Face to Face.**
- 5) Do you procure spoken and non-spoken (BSL) interpreting together? **Yes**
- 6) Do you consider non-spoken interpreting a specialist service? If yes and you do not procure this service separately. Why do you not procure this service separately? **Yes, the service is procured separately.**

- 7) What is your organisations language services procurement policy. i.e. do you undertake pre-market engagement, do you run a competitive tender process or direct award? **There is no specific procurement policy around the procurement of language services. Any procurement is individual in its approach depending on the requirement, all are conducted in compliance with relevant regulations and Trust standing financial instructions.**
- 8) Are language services on the procurement plan in 2026, if so, can you please give an indicative timeline? **No**
- 9) Who is the senior responsible person for Language Services in your organisation? Please provide contact details and job title. **Head of Facilities. Staff names and email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act).**
- 10) Can you please provide historical use for each service for the previous year. Please highlight if you are referring to number of assignments or hour/ minutes this response.
 - a. On-site spoken. **616**
 - b. Onsite non-spoken (for e.g. BSL). **0**
 - c. Telephone interpreting. **1995**
 - d. Video spoken. **0**
 - e. Video non-spoken. **0**
- 11) How many bidders submitted a completed tender response for the current contract? **Not applicable, the current contract was a direct award.**
- 12) Name, addresses and contact point(s) for your Procurement Department responsible for awarding contracts. **Procurement is outsourced and provided by University Hospital of North Midlands (UHNM) <https://www.uhnm.nhs.uk/>**
- 13) Please share the link for the last Tender Notice and the contract value for the last and current tender. **Tender notice not applicable as awarded via framework agreement to Language Line. Tender notice not applicable to BSL as value is below threshold.**

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