

Our Ref: NG/RM/26170
Date: 21st July 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 29th June 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 request information under the Freedom of Information Act 2000 regarding your organisation's expenditure on translation and interpretation services, including those provided by companies such as Language Line Solutions, thebigword, DA Languages, Prestige Network, Word360, and Capita Translation and Interpreting, among others.

Please provide the following information for the last six financial years in the format as below:

1. Please provide the total annual expenditure on translation and interpretation services for each financial year.

Financial Year	Total Expenditure (£)	Notes
2019/20	£35k	
2020/21	£33k	
2021/22	£43k	
2022/23	£47k	
2023/24	£46k	
2024/25	£41k	

2. For each financial year, please provide a breakdown of the above expenditure by service type.
 - Spoken (Face-to-Face) Interpretation.
 - Written Translation Services.
 - Telephone Interpretation Services.
 - Other.

The Trust does not hold the level of detail required to answer the above question.

3. For each financial year, please provide the total spend with each individual provider/supplier of translation and interpretation services.

Please list each provider separately. If you used multiple providers in a given year, add one row per provider for that year. If a cell does not apply, please leave it blank.

Please see Appendix 1 attached

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

Total Expenditure (£000)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Grand Total
BROOME AND WELLINGTON	0	0	0	0	1	0	1
BROOMWELL HEALTHWATCH LIMITED	0	0	0	0	1	0	1
CAPITA TRANSLATION & INTERPRETING	19	27	32	30	19	0	127
DDEAFLINKS STAFFORDSHIRE	5	4	7	7	8	10	42
DEAF4DEAF LIMITED	0	0	0	7	0	0	7
INSPIRED FILM & VIDEO	0	0	1	0	0	0	1
KATHRYN GREEN	0	0	0	1	0	0	1
LANGUAGE LINE TI LIMITED	0	0	0	0	13	27	40
RECITE ME LTD	1	0	0	0	0	0	1
SARAH DE COSTOBADIE	1	1	0	0	0	0	2
STAFFORDSHIRE COUNTY COUNCIL	6	0	1	2	4	4	18
STOKE CITY COUNCIL	2	1	0	0	0	0	4
Total	35	33	43	47	46	41	246