

Our Ref: PW/TLR/FOI/0625/1337

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

16<sup>th</sup> July 2025

Sent by email

Telephone: 0300 123 1461

Dear

**FOI/0625/1337**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information under the Freedom of Information Act 2000, received on the 26<sup>th</sup> June 2025. We can now confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

**The information that we are requesting below, is for the administrative areas previously known as CCGs that now fall under ICBs.**

**I am writing under the Freedom of Information Act 2000 to request disclosure of the following information relating to the procurement of Adult Audiology Services for every CCG under the ICB:**

**Procurement Process: A detailed description of the process by which audiology services are procured by your organisation.**

NHS Staffordshire and Stoke-on-Trent ICB procures healthcare services in line with the Provider Selection Regime (PSR), which replaced previous procurement rules in 2024. The process ensures that decisions are transparent, fair, and based on patient needs, service quality, integration, and value for money.

The ICB begins by identifying service needs through population health data, national and local priorities, and input from partners and stakeholders. This helps define the scope, outcomes, and aims of the service required.

Once the need is defined, the ICB selects the most appropriate procurement route under the PSR. This may include a Direct Award (where an existing or sole provider continues delivering the service), a Most Suitable Provider process (for limited provider options), or a Competitive Process where multiple providers are available and competition is required.

All procurement decisions are supported by due diligence checks on provider quality, capability, and performance. The decision-making process is documented and published, with notices shared via the PSR platform and Contracts Finder to ensure transparency.

Following selection, the ICB uses the NHS Standard Contract to formalise the agreement, including service specifications, activity levels, reporting requirements, and payment terms.

The final stage involves mobilisation and ongoing contract management. Providers are monitored through regular meetings, performance reporting, and quality reviews to ensure delivery meets expectations and patient needs.

**Contract Details:**

1. **The length of the current contract for adult audiology services, including any extension periods that may apply.**

All Contracts are for 12 Months - October 2024 to 30<sup>th</sup> September 2025.

2. **The expiry date of the current contract, inclusive of the longstop extension date.**

All current Contracts expire on the 30<sup>th</sup> September 2025.

3. **The date designated for the next review of adult audiology services.**

No date has been designated. The current intention is to commence a review, starting Q3 of 2025/26.

**Service Providers:** The names of the current providers of adult audiology services.

- Latus Group Ltd
- Specsavers Hearcare
- Scrivens Ltd
- OutsideClinic Ltd

**Contract Value:** The estimated full-term value of the contract, including any provisions for the longstop extension period.

These are all cost and volume contracts and therefore zero value.

**Service development:** Is the ICB currently in the process of reviewing local NHS audiology provisions or intending to review local NHS audiology provision within the next 12 months.

As above

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; [staffsstokeFOI@staffsstoke.icb.nhs.uk](mailto:staffsstokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)



**Staffordshire and  
Stoke-on-Trent**  
Integrated Care Board

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**