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17 September 2025

Dear [REDACTED]

RE: SCCL-FOI-2025/26-091

Thank you for your FOI request received by the FOI office for the following information. Your request has been handled as a request for information under the Freedom of Information Act 2000 and SCCL are able to provide a response in blue below:

- I'm conducting research into the material efficiency and sustainability of custom orthotic manufacturing within the NHS. As part of this, I'm trying to understand the scale of provision, specifically the number of custom orthotic devices (e.g. insoles, custom footwear, and shoe lasts) provided annually across England.

Could you confirm whether you hold any centralised data on:

- Total volumes of orthotic devices prescribed or provided each year.

FY Sales Occurred	Total Quantity of Bespoke Orthosis Supplied
2023/24	46,552
2024/25	36,975
Grand Total	83,527

- Procurement spend by product category (insoles, orthotic shoes, etc.)
SCCL does not hold this information, custom/bespoke orthotics procurement via NHS Supply Chain do not pass through our transacted sales systems and the level of information we gather for this non-transacted spend is much reduced compared to our transacted sales. We do not capture product category or some other proxy such as product base description when collecting direct sales. You may wish to redirect this question to the individual trusts.
- Any sustainability metrics or NHS Supply Chain data related to orthotics waste or efficiency?
SCCL does not hold this information. We do not capture any sustainability metrics as part of this framework relating specifically to orthotics waste or efficiency, or otherwise.

We hope that this response addresses your request. However, if you are dissatisfied with this response, you may request an independent internal review of our handling of your request by

submitting a complaint within two months to the postal or e-mail addresses above, quoting the reference number above. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the handling of your information request will be reassessed by a member of SCCL staff who was not involved in providing you with this response. If you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

If you require any further information do not hesitate to contact the FOI team.

Yours sincerely

FOI Team

Supply Chain Coordination Limited
Management Function of NHS Supply Chain