



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Maidstone
Kent
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Sent via email

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Email: kmpt.infoaccess@nhs.net
Website: www.kmpt.nhs.uk

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 52219 under the Freedom of Information Act 2000 regarding: -

Translation Costs and Agencies

Your request is set out below:

- Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)

1617

- Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)

All information requested is not routinely collected outside normal record keeping for interpretation services. The requested information is not held centrally and is contained within the individual invoices which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review invoices and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

- Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025)

85

- Spend on BSL interpreting last 12 months (July 2024 to June 2025)

£18,476.48

- Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)

891

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)

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- What are the top 10 languages requested in the last 12 months (July 2024 to June 2025)

Slovak, Polish, Punjabi, Bengali, Cantonese, Arabic, Russian, Romanian, Tamil and Mandarin.

- Are you currently engaged in a contract with a language service agency/multiple agencies?

Yes

- What is the name of those agencies?

Word 360 & KDIS

- If a contract for language services/interpreting is in place, what date does this end on?

Please use the following link to access contract dates - <https://www.kmpt.nhs.uk/about-us/freedom-of-information/contracts-register/contract-register/>

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely
On Behalf of
The Information Governance Department