



Kent and Medway
NHS and Social Care Partnership Trust
Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID OP 168 under the Freedom of Information Act 2000 regarding:-

Language Services

Your request is set out below:

Can you please kindly provide the following languages service information under freedom of information:

- 1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier?

The interpreting services are outsourced with the contract currently with OnCall.

- 2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?

The contract is due to expire at the end of June however there is a two-month extension whilst the contract goes out to tender.

- 3) If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?

The tender process has commenced using the Trust's procurement processes.

- 4) Separately by inhouse and outsourced:

- a. total number of face-to-face, in person assignment and hours completed in 2022 -

There have been 1423 in person assignments.

The reports received from the supplier do not state hours completed therefore in order to provide the hours completed we would need to complete a manual exercise to review

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Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

individual records to determine length of appointments and this 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.

- b. total number of face-to-face, in person assignment not fulfilled in 2022 –

There have been 327 face-to-face, in person assignments not fulfilled in 2022.

- c. total number of telephone interpreting, minutes completed in 2022 –

There have been 194 telephone interpreting appointments completed in 2022. The reports received from the supplier do not state minutes completed therefore, in order to provide the hours completed we would need to complete a manual exercise to review individual records to determine length of appointments and this 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.

- d. total number of video interpreting assignment and hours completed in 2022 –

There have been 329 video interpreting assignments completed in 2022. The reports received from the supplier do not state hours completed therefore in order to provide the hours completed we would need to complete a manual exercise to review individual records to determine length of appointments and this 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.

- e. total number of BSL, in person or remote assignments and hours completed 2022 -

There have been 25 BSL assignments. The reports received from the supplier do not state hours completed therefore in order to provide the hours completed we would need to complete a manual exercise to review individual records to determine length of appointments and this 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.

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