



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 48555 under the Freedom of Information Act 2000 regarding: -

Spiritual, religious, and / or chaplaincy service(s)

Your request is set out below:

1. How many whole-time equivalents are employed in the spiritual, religious, and / or chaplaincy service(s) and what are their bandings? Please differentiate between staff on substantive and temporary contracts, as well as staff working in the service on bank or agency contracts.

X1 WTE Band 7 – substantive contract

X1.8 WTE Band 6 Chaplains – substantive contract

2. What are the typical core hours of the spiritual, religious, and / or chaplaincy service(s) on offer? How are these service(s) provided over the week (i.e. weekdays only, seven days a week, etc)?

Core hours are Monday – Friday from 9am until 5pm.

3. What type of support (such as regular activities, events, or gatherings) is offered by the spiritual, religious, and / or chaplaincy service(s)? Please differentiate this between support offered to patients, support offered to family / friends, and support offered to staff members.

Individual support is offered to patients, families / friends and staff. The chaplains can provide support to staff and patients after serious incidents have taken place on the inpatient wards. They also offer pastoral support to staff as requested. The chaplains are linked to specific inpatient hubs meaning that they are accessible to staff, patients and families within that locality. The Chaplains also provide oversight for the multi-faith spaces across the organisation which are open to staff, patients and families / friends. They also provide input into a number of trust forums / meetings to ensure that spiritual, religious and pastoral needs are considered.

4. What on-call or out-of-hours provisions are made by the spiritual, religious, and / or chaplaincy service(s) at your Trust? Please differentiate between provisions offered by staff members employed by the Trust, and provisions offered by external contractors / arrangements.

There is currently no on-call or out-of-hours provision for chaplaincy within the Trust.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

5. What support is offered to the spiritual, religious, and / or chaplaincy services(s) by external organisations? For instance, what contracts are held by the Trust for this / these service(s) and who are these contracts with? **There are no contracts in place around this. Over the past 4 months, connections have been made with Chaplaincy services in other mental health Trusts across the country. The chaplains have now been linked into the quarterly national chaplains in mental health forum, there is also local area chaplaincy forum that they attend.**

6. On average, how many service users are supported by the spiritual, religious, and / or chaplaincy service(s) in a week? Please take an average of service users supported between January and December 2024. **The requested information is not held centrally and is contained within the individual clinical records and archive systems 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 clinical records 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.**

7. What is the overall satisfaction for the spiritual, religious, and / or chaplaincy service(s) offered by your Trust? Please provide the overall satisfaction for the period January 2024 to December 2024. **The Trust has not captured feedback from patients around satisfaction / experience of working with this team.**

8. What supervision, if any, is provided to staff working in the spiritual, religious, and / or chaplaincy service(s)? Please identify whether this is provided by your Trust or by an external provider, and the average annual cost for this provision. **The band 6 Chaplains are provided with supervision by the band 7 Chaplain. As of November 2024, the band 7 Chaplain is provided with line management supervision and appraisal by the trust Strategic Lead for Allied Health Professions.**

9. Please provide a contact name and contact email address if there should be any additional queries relating to this Freedom of Information request. **Rachael Sanderson – Trust Strategic Lead for Allied Health Professions**
In order to ensure that staff are able to fully meet their organisational public duties, personal contact details for individuals are exempt from release under section 36 (conduct of public affairs) Freedom of Information Act 2000, and both the public interest test, and prejudice test enable the organisation to engage this exemption in this instance. For further information about how to contact the organisation please see our website at <https://www.kmpt.nhs.uk/contact-us/>

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