



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

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Sent via email

Dear [REDACTED]

**Request for Information**

I write further to your request FOI ID 44481 under the Freedom of Information Act 2000 regarding: -

DNA Policy, Covid Policy, CMHT Policy and CPA Policy

Your request is set out below:

Our adviser has requested the following items:

- DNA (did not attend) policy
- Covid policy on appointments/face to face/telephone at the time
- CMHT standard operational policy
- CPA (care programme approach policy at the time)

**Please find copies of the requested policies attached.**

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

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Sheila Stenson