



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 44251 under the Freedom of Information Act 2000 regarding: -

BSL/SSE

Your request is set out below:

- 1) BSL/SSE
 - a) How many requests have been made to the Trust for BSL/SSE to English interpreters?
 - b) How many of these requests were confirmed/fulfilled?
 - c) How many were fulfilled by staff and how many by agency staff?
 - d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

Year	Number of Requests	Number Confirmed/ Fulfilled	Number fulfilled by Staff or Agency Staff	Reasons for Unfulfilled Requests
2020	39	39	10	N/A
2021	49	45	13	Interpreters unavailable
2022	25 (incl 1 deaf relay)	22	7	Interpreters unavailable despite 2wks notice of booking
2023	38	28	6	Lack of interpreters and too little notice provided by requestor (KMPT)
2024(Jan-May)	61 (incl 2 deaf relay)	58	14	Lack of interpreters and too little notice provided by requestor (KMPT)

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

2) Deaf Blind

- a) How many requests have been made to the Trust for deaf blind interpreters?
- b) How many of these requests were confirmed/fulfilled?
- c) How many were fulfilled by staff and how many by agency staff?
- d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

Year	Number of Requests	Number Confirmed/ Fulfilled	Number fulfilled by Staff or Agency Staff	Reasons for Unfulfilled Requests
2020	Fewer than 5	Fewer than 5	Fewer than 5	
2021	Fewer than 5	Fewer than 5	N/A	Short notice - unable to book an interpreter
2022	0	N/A	N/A	
2023	0	N/A	N/A	
2024(Jan-May)	0	N/A	N/A	

- 3) Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full time staff basis?

No

- 4) Does the Trust have a contract with a video relay service?

No

KMPT has a long-standing service level agreement in place with Kent Deaf Interpreting Service (KDIS) to ensure we are an inclusive organisation and meet the needs of our deaf and deaf/blind patients.

A number of requests were cancelled or withdrawn during the year which explains the difference between the number of requests received and number of requests fulfilled.

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