



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 44005 under the Freedom of Information Act 2000 regarding:-

Translation and interpretation services

Your request is set out below:

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:
 - a. 2021-22
£109,205.80
 - b. 2022-23
£94,607.33
2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?
Word 360
3. If you have a separate British Sign Language/non-spoken supplier, who is this?
KDIS
4. If you have a separate transcription supplier, who is this?
N/A – provided by Word 360 and KDIS
5. Do you have any in-house interpreters/translators?
No
6. When is your current language services contract(s) due to expire?
 - a. without extensions and
30th August 2027
 - b. with all possible extensions?
2029

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Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?
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 [KMPT | Contact us](#)
8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?
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 [KMPT | Contact us](#)
9. Could you please provide the following data for 2023:
The Trust do not hold the information requested as this is held centrally by the previous supplier of services, Onecall. The Trust are able to provide data for the period dated 1st October 2023 to March 2024, this is from the start of our new contract with Word360.
- a. Total number of face-to-face interpreting assignments (spoken language) and hours completed
447 appointments, we are unable to break this down to number of hours.
 - b. Total number of face-to-face interpreting assignments (non-spoken language) and hours completed
N/A
 - c. Total number of telephone interpreting calls and minutes completed
256 appointments, we are unable to break this down to number of hours.
 - d. Total number of video interpreting calls (spoken language) and minutes completed
176 appointments, we are unable to break this down to number of hours.
 - e. Total number of video interpreting calls (non-spoken language) and minutes completed
N/A
 - f. Total number of document translations and words translated
6
 - g. Total number of audio transcriptions and total audio duration
0
10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?
The Trust only hold data for the top ten highest volume languages as below –
**Slovak
Arabic
Polish
Bengali
Tamil
Nepalese
Turkish
Punjabi
Romanian
Cantonese**
11. Can you please provide the fill rate % you received for the following services in 2023:
- a. Face-to-face interpreting

98%

- b. Telephone interpreting

98%

- c. Video interpreting

98%

- d. Document translation

100%

- e. Audio transcription

N/A

12. What languages has your provider been unable to source in the last 12 months?

None

13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?

No

14. What social value has been delivered as part of this contract in the last 12 months?

We have not yet collated the data from the supplier as the contract has been in place for less than 12 months.

15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?

The tender process was conducted on the Trust's behalf by NHS Shared Business Services, information relating to this tender process is available via [Contracts Finder](#)

16. What are your contracted rates for each of the following services?

- a. Spoken face-to-face interpreting: hourly rate

£25.15

- b. Non-spoken face-to-face interpreting: hourly rate

N/A

- c. Telephone interpreting: per minute rate

£0.41

- d. Spoken video interpreting: per minute rate

£0.51

- e. Non-spoken video interpreting:

N/A

- f. Document translation: per word rate

Adhoc

- g. Audio transcription: per audio minute rate

Adhoc

17. Has your provider of language services increased their charge rate to you in the last 12 months?

No

18. What is the Authority's typical route to market?

Competition under a framework

19. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.

No

20. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

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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