



Our Reference:
Your Reference:

Sent via email

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 31726 under the Freedom of Information Act 2000 regarding:-

Cost of Interpreters

Your request is set out below in italics:

1. total cost in the last 2 years and the number of requests made
20/21 - £63,905
21/22 - £128,347

Please note we do not hold the financial data broken down into the requested categories as this information the information is not held centrally and is contained within the individual financial records which cannot be extracted as a stand-alone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review financial 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.

2. I would also be grateful if you could provide us with information that includes:
3. Hourly cost of face to face interpreting services
Cost per minute of telephone interpreting services
Cost per minute of spoken video interpreting services
Cost per minute of non-spoken (BSL) video interpreting services

This information is exempt under section 43 (commercial interests) of the Freedom of Information Act (FOIA), as the information would be likely to prejudice the commercial interests. KMPT has considered the public interest in disclosing this information and has determined that the prejudice arising from disclosure outweighs the benefit to the public; It has determined that disclosure could result in a competitive disadvantage to the supplier, could damage the supplier's and the Trust's commercial interests and could damage the Trust's financial interests.

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Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

4. Please can you list the languages that your suppliers were unable to supply in the last 6 months?

Thai

Krio

Spanish

Provider can offer one session per language only

5. Can you please provide details of your current provider(s) (company name, date contract was awarded)?

Kent Deaf Interpreting Services (contract awarded September 2019)

On Call Interpreting

Language Line Limited (t/a Language line solutions) (contract awarded 01/05/2021)

6. When are your current language service contract(s) with your incumbent(s) due to end?

31/04/2025

7. Please can you provide the name, job title, email address and contact number for the person(s) responsible

For awarding any contracts relating to these services

Jo Newton – Smith kmpt.procurement@nhs.net

For managing the day to day running of the services

There is not a team or individual within KMPT who manages this, each team contact when required.

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