

**Information Governance Department**

Rothwell Road

Kettering

Northants

NN16 8UZ

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Web: [www.kgh.nhs.uk](http://www.kgh.nhs.uk)

Our Ref: 29446

22 September 2021

Dear Requestor,

Thank you for your Freedom of Information request which was received within the Trust. In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that the Trust holds information relevant to your request.

I have a series of questions in relation to your Trust policies and approach on the NHS Accessible Information Standard (AIS) and particularly how this impacts on blind and partially sighted patients and service users.

- 1) Do you currently have:
  - a) A specific local AIS policy? **Yes.**
  - b) An accessibility policy which references the AIS? **Yes.**

(2) How many of the following have you received since 1st April 2019 regarding provision of accessible information:

- (a) complaints?
- (b) compliments?

The information requested is not routinely collected. The Trust has established that it would take more than 18 hours to locate all the information you have asked for, because a manual audit of 1262 records of probable relevance to the specified timeframe would be required. Therefore, the Trust applies the exemption in Section 12 of the FOIA and Regulation 3 of the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 relating to the cost of compliance, as

the cost of answering this request would exceed the statutory 18 hour and £450 cost limit. This amounts to a maximum of 18 hours of search and retrieval time, charged at £25 per hour, the hourly rate also specified in the regulations. As you will be aware this is not an exemption which requires us to consider the application of the public interest test.

(3) How many of the following items have you issued to patients since 1st April 2019 under an AIS request?

- (a) large print letters
- (b) braille letters
- (c) audio files
- (d) email letters
- (e) text messages

No requests were received. However, the Trust does provide the following upon request.

- Braille
- Large print patient information leaflets
- Audio files relating to information leaflets
- Emails in large print where applicable.

(4) What engagement do you have with people with a visual impairment regarding your implementation of the AIS?

None as yet.

(5) What proportion of your staff has received formal accessibility training in the last year?

No formal accessibility training was received during the last 12 months due to Covid restrictions within the Patient Experience team.

(6) What percentage of current online material has been officially checked for compliance with the Government's Digital Accessibility Regulations?

All, the Trust's website includes a built in Accessibility Checker. This means that before anything is uploaded on online, the system checks it and provides the author with messages, prompts and warnings to guide them towards publishing Accessible content.

Yours sincerely,

*Adam Brown*  
*IG and DP Specialist*

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If you are not satisfied with the Trust's response you may ask for an independent internal review by writing to the:-

Information Governance Manager  
Kettering General Hospital NHS Foundation Trust  
Rothwell Road  
Kettering  
Northants  
NN16 8UZ

If you remain dissatisfied after this internal review of the Trust's decision you may wish to make an approach to the Information Commissioner.

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire,  
SK9 5AF

<http://www.ico.gov.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. They will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 have been complied with. He can issue an enforcement notice to the Trust ordering it to comply with your request.