

**Business Assurance**  
Information  
Compliance

1<sup>st</sup> Floor  
Somerset House East Wing  
Strand  
London  
WC2R 2LS



Tel: 020 7848 7816  
Email: [info-compliance@kcl.ac.uk](mailto:info-compliance@kcl.ac.uk)

[REDACTED]

[REDACTED]

29 July 2022

Dear [REDACTED]

### **Request for information under the Freedom of Information Act 2000 (“the Act”)**

Further to your recent request for information held by King’s College London, I am writing to confirm that the requested information is held by the university.

#### **Your request**

We received your information request on 11 July 2022 and have treated it as a request for information made under section 1(1) of the Act.

You requested the following information:

I am writing to you under the Freedom of Information Act 2000 to request some information.

*The total number of Students enrolled at the University during 2021/22?*

*The total number of Students enrolled who are registered Deaf and Hard of hearing?*

*Who is the person who procures inclusion services for these students their: name and role?*

*Do you currently use external contractors and individuals for support ie company name?*

*What is the total expenditure spent commercially on Deaf and Hard of hearing services for 2021/2022?*

#### **Our response**

*The total number of Students enrolled at the University during 2021/22?*

Total number of students = 47,165

*The total number of Students enrolled who are registered Deaf and Hard of hearing?*

Total number of students as of February 2022 = 78

*Who is the person who procures inclusion services for these students their: name and role?*

Overall responsibility lies with Barry Hayward, Head of Disability Support & Inclusion.

*Do you currently use external contractors and individuals for support ie company name?*

Students who receive Deaf and Hard of Hearing services via Disabled Students Allowances (DSA) may exceed DSA maximums and Disability Support & Inclusion will cover the excess costs. In such cases we follow the same procurement as identified by the external DSA Assessment of Needs.

PhD Postgraduate researchers who are funded by Research Councils receive Deaf and Hard of Hearing services via DSA and procurement is identified by an external DSA Assessment of needs and then implemented by DS&I.

In the case of students who do not receive DSA funding the individual Disability Adviser in DS&I will procure required services. We will firstly approach Clear Voice which has a framework agreement with King's as described at:

<https://internal.kcl.ac.uk/about/ps/procurement/suppliers/language-services-translation-transcription-interpreting>

If Clear voice cannot meet the requirements we will approach other providers known to the team.

Students that are deaf and hard of hearing may also require note taking services and in some cases technology aids. There are a limited range of providers of such services and we usually reach out to at least two providers to find out who can meet the needs of the student.

*What is the total expenditure spent commercially on Deaf and Hard of hearing services for 2021/2022?*

Total expenditure = £82,790

This completes the university's response to your information request.

### **Your right to complain**

If you are unhappy with the service you have received in relation to your information request or feel that it has not been properly handled you have the right to complain or request a review of our decision by contacting the Assistant Director of Business Assurance (Information Compliance) within 60 days of the date of this letter.

Further information about our internal complaints procedure is available at the link below:

[http://www.kcl.ac.uk/college/policyzone/assets/files/governance\\_and\\_legal/Freedom\\_of\\_Information\\_Policy\\_updated\\_Oct\\_%202011.pdf](http://www.kcl.ac.uk/college/policyzone/assets/files/governance_and_legal/Freedom_of_Information_Policy_updated_Oct_%202011.pdf)

In the event that you are not content with the outcome of your complaint you may apply to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the internal complaints procedure provided by King's College London.

The Information Commissioner can be contacted at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely



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