

Reference:	FOI.21418.26
Subject:	Certificate of Visual Impairment (CVI)
Date of Request:	21 August 2026

Requested:

How many Certificates of Visual Impairment (CVI) were sent to the following local authorities from 1 April 2024 to 31 March 2025 and 1 April 2025 to 31 March 2026?

Please write your answers in the table below:

Local Authority	2024/25 No. of people with CVI of Sight impaired	2024/25 No. of people with CVI of Severely Sight impaired	2025/26 No. of people with CVI of Sight impaired	2025/26 No. of people with CVI of Severely Sight impaired
Ceredigion				
Carmarthenshire				
Pembrokeshire				

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with all the information requested, the UHB would need to undertake a manual search of all Ophthalmology patient records, for the 2024/25 and 2025/26 financial years, to identify any information that would fulfil your request, as it is not recorded centrally.

The UHB's Ophthalmology Service treated six thousand, four hundred and forty-eight (6,448) new patients and four thousand, two hundred and seventy-one (4,271) follow up patients, during the 2025/26 financial year. It is estimated that a manual search of the follow up patients records for 2025/26 would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of records identified, conducting a search, taking a minimum of five (5) minutes per record, would exceed the ‘appropriate limit’, costing the UHB the following:

4,271 @ 5 minutes per record = 355 hours 55 minutes
355 hours 55 minutes @ £25 per hour = ££8,897.92

The UHB is therefore applying an exemption under Section 12 of the FoIA, which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA, this can include assisting a requestor to further refine their request.

The UHB suggests that you may refine your request by reducing the timeframe requested to a one (1) month period e.g. March 2026. However, the UHB would still be required to undertake a manual trawl of all Ophthalmology patient records for the refined period, to identify the information required to fulfil your request. Therefore, the outcome would be dependent on the number of records identified within a shorter time period.