

Reference:	FOI.19884.26
Subject:	Code of conduct letters
Date of Request:	20 February 2026

Requested:

1. I would like a FOI on how many threatening letters like this you have sent out over the past 5 years.
2. How many warning letters have you sent out to mental ill patients over the last 5 years?
3. Is it acceptable for managers to send handwritten envelope's out to patients?

Response:

1. & 2. Hywel Dda University Health Board (UHB) confirms that it does not send threatening letters. However, code of conduct letters are sent in accordance with the UHB's Violence and Aggression (V&A) Policy, which is available on the UHB's policies and written control documents webpage. Links to the webpage and relevant policy have been provided below:

[Policies and written control documents - Hywel Dda University Health Board](#)

hduhb.nhs.wales/about-us/governance-arrangements/policies-and-written-control-documents/policies/violence-and-aggression-policy/?ts=1773241877725

Code of conduct letters are assessed and issued based on the individual circumstances of the incident report and the persons involved. However, the UHB does not record whether the recipients are mentally ill.

Whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides within the table below, the number of code of conduct stage 1 and 2 letters that have been issued during the period 1 April 2021 to 11 March 2026.

Period	Number
1 April to 31 December 2021	41
1 January to 31 December 2022	31
1 January to 31 December 2023	33
1 January to 31 December 2024	28
1 January to 31 December 2025	34
1 January to 11 March 2026	8

3. The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings. The FoIA does not cover information on estimates, opinions or recommendations. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a question. Therefore, these questions have not been responded to.

However, the UHB can confirm that in some circumstances envelopes may be handwritten, this may be due to no availability of window envelopes or where there is no ability to print envelopes.