

Reference:	FOI.21353.25
Subject:	Community Dental Services (CDS)
Date of Request:	17 August 2026

Requested:

Please send data on the number of referrals, by month, made from the General Dental Services to the CDS, from 2018/19 to 2025/26.

Please provide totals, and numbers for children and adults

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of 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.

The UHB does not hold a central record of all the information requested prior the 2022/23 financial year, as a new system was implemented during this time. Therefore, to provide you with all the information requested for the 2018/19 to 2021/22 financial years, the UHB would need to undertake a manual review of historical dental patient records, to identify any information that may fulfil this part of your request.

The CDS team receives approximately ninety-eight (98) referrals per month. It is estimated that a manual search of these records alone would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the estimated number of records for one (1) month, conducting a search, taking a minimum of five (15) minutes per record, would exceed the ‘appropriate limit’, costing the UHB the following:

98 @ 15 minutes per record = 24 hours 30 minutes
24 hours 30 minutes @ £25 per hour = £612.50

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (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, which can include assisting a requestor to further refine their request.

Unfortunately, the UHB is unable to provide advice on how you can refine your request further. This is due to the UHB still requiring a manual trawl of historical dental patient records for the 2018/19 to 2021/22 financial years to be undertaken, to identify any information that would fulfil your request.

However, under Section 16, the UHB provides within the tables below, the number of child and adult referrals received by the CDS from General Dental Services (GDS), by month, during the 2022/23 to 2025/26 financial years and the period 1 April to 30 June 2026

Financial year	2022/23			2023/24			2024/25		
Month	Child	Adult	Total	Child	Adult	Total	Child	Adult	Total
April	9	56	65	4	68	72	19	94	113
May	20	76	96	19	64	83	19	81	100
June	17	50	67	16	69	85	20	76	96
July	14	61	75	7	68	75	20	117	137
August	21	78	99	14	60	74	20	65	85
September	18	82	100	17	53	70	15	89	104
October	15	77	92	13	85	98	13	117	130
November	19	77	96	22	83	105	19	101	120
December	18	53	71	24	73	97	10	85	95
January	14	72	86	20	72	92	22	102	124
February	10	47	57	25	100	125	16	103	119
March	20	60	80	16	89	105	13	115	128
Total	195	789	984	197	884	1,081	206	1,145	1,351

Financial year	2025/26			2026/27		
Month	Child	Adult	Total	Child	Adult	Total
April	11	104	115	16	76	92
May	16	82	98	14	89	103
June	22	89	111	9	76	85
July	28	96	124			
August	12	90	102			
September	22	94	116			
October	27	104	131			
November	14	82	96			
December	11	96	107			
January	19	101	120			
February	17	97	114			
March	10	99	109			
Total	209	1,134	1,343	39	241	280