

Reference:	FOI.18749.25
Subject:	Continuing Healthcare (CHC) packages
Date of Request:	4 November 2025

Requested:

I would like to request the following information regarding NHS Continuing Healthcare (CHC) packages for adults aged 18+ within your local Health Board, except for questions 1, 2, 5 and 8 where information is required for both adults aged 18+ and children aged 0-18 years old.

For clarity, CHC refers to the NHS Continuing Healthcare funding pathway. For further information please see: <https://www.england.nhs.uk/healthcare/>.

Homecare refers to packages of care delivered in the individuals' own homes (not in care homes or residential facilities).

Please provide data for the following financial years: 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25 (projected) except questions 6 and 7 which require a current snapshot (instead of projections for 2024/25), and question 8 which only requires data for 2023/24. If any data for 2023/24 is not available, please provide budgeted figures for the year or the latest snapshot data that is available.

Where possible, please kindly include responses on the attached spreadsheet.

1. Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of CHC funded home care for
 - a. adults aged 18+ and
 - b. children aged 0-18 years old.
2. Please provide the number of people in receipt of CHC funded home care packages (all active packages during the year including those which started prior) for
 - a. adults aged 18+ and
 - b. children aged 0-18 years old.
3. Please provide the total number of CHC funded home care hours delivered for adults aged 18+.
4. Please provide the Health Board's total gross expenditure on CHC funded packages for adults aged 18+.
5. Please provide the Health Board's total gross expenditure on CHC funded home care packages for
 - a. adults aged 18+ and
 - b. children aged 0-18 years old.
6. Please provide the lowest, mean and highest hourly rate for CHC funded home care packages for adults aged 18+ for 2020/21 to 2023/24, as well as a current snapshot.
7. Please provide the lowest, mean and highest weekly fee for CHC funded home care packages for children aged 0-18 for 2020/21 to 2023/24, as well as a current snapshot.
8. Please provide a list of the top 10 providers who received the greatest amount of funding from CHC funded home care packages. Please provide data for the last financial year 2023/24 for both

- a. adults aged 18+ and
- b. children aged 0-18 years old.
 - i. For each provider, please provide the number of CHC funded home care packages in 2023/24 (all active packages during the year including those which started prior).
 - ii. For each provider, please provide total expenditure in 2023/24 related to CHC funded home care.

Response:

Hywel Dda University Health Board (UHB) has applied an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA), to the costs requested for questions 8a(ii) and 8b(ii), as they relate to third parties and would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the suppliers as it would disclose their pricing, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: It has therefore been decided that the individual costing information being requested is commercially confidential in nature and releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB is also unable to provide you with all the information requested for question 3, as it is estimated that the cost of answering your request would exceed the "appropriate limit" as stated in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. The "appropriate limit" represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the number of CHC funded home care hours for the 2020/21 financial year, the UHB would need to undertake a trawl of the CHC packages it had at this time and manually calculate the information requested, as this information is not centrally recorded and easily accessible.

The UHB can confirm that it has identified seventy-eight (78) adult CHC funded packages during the 2020/21 financial year. Therefore, it is estimated that a manual search of these records would exceed the 18 hours stipulated within the FoIA. Based on the number of records identified, conducting a search of records taking a minimum of fifteen (15) minutes per record, would exceed the 'appropriate limit', costing the UHB the following:

78 @ 15 minutes per item = 19.5 hours
19.5 hours @ £25 per hour = £487.50

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, 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 for question 3 further. This is due to the UHB still requiring a manual trawl of adult CHC packages for the 2021/22 financial year to be undertaken to identify the information requested, this is in addition to the information already provided which exceeds the 18 hours allowed.

Additionally, where the figures in the tables have been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of patients due to the low number of cases (5 or less), as there is a potential risk of identifying individuals if this was disclosed. The UHB has also replaced a number which could be used to calculate the redacted figure with a double asterisk (**). The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act. This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations (UK GDPR) as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

Under Section 16 of the FoIA, the UHB has a duty to provide advice and assistance and provides the accessible information it holds within the spreadsheet as requested, at Attachment 1.