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| Reference: | FOI.20070.26 |
| Subject: | Expenditure and commissioning of complex care packages |
| Date of Request: | 31 March 2026 |

Requested:

Under the Freedom of Information Act 2000, please provide the following recorded information relating to NHS-commissioned complex care at home and specialist community nursing services:

1. Total expenditure on complex care packages delivered at home (including NHS Continuing Healthcare (CHC) and non-CHC complex community health packages) for each of the last three full financial years and the current year to date.
 - Please separate adults and children where the data is held.
2. The number of active complex care packages at home as at the most recent date available, broken down by:
 - Adults / Children
 - Broad clinical category where held (e.g. learning disabilities/autism, mental health, tracheostomy/ventilation/airway management, other clinically complex needs)
3. A list of all independent, private or voluntary sector providers commissioned for complex care at home or specialist community nursing packages in the period, including (where recorded):
 - Number of packages per provider
 - Approximate total spend per provider (or top 10 providers by value)
 - Whether provision was via full managed package, spot purchase, framework agreement, or rapid-response/temporary staffing
4. Details of any current framework agreements, block contracts or dynamic purchasing systems for complex home care / specialist nursing / rapid-response staffing, including:
 - Provider names
 - Contract start and end dates (or review/renewal dates)
 - Scope (e.g. 24/7 nursing, paediatric, LD/autism/MH, hospital discharge support)
5. The name, job title and contact details (email/telephone) of the commissioner or team lead responsible for sourcing complex care at home packages and rapid-response nursing support.

Please supply the information in Excel format where possible. If any element is not held in the exact form requested, please provide the nearest equivalent recorded information.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all 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 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 complex care packages for the 2022/23 to 2025/26 financial years as this information is not centrally recorded. The UHB would need to undertake a

manual trawl of all care packages to determine the specific clinical needs of each individual and those classified as complex cases.

The UHB can confirm that it has identified two hundred and seventy-nine (279) active care packages as at 31 March 2026. Therefore, it is estimated that a manual search of these records alone 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 five (5) minutes per record, would exceed the 'appropriate limit', costing the UHB the following:

279 @ 5 minutes per item = 23 hours and 9 minutes
23 hours and 9 minutes hours @ £25 per hour = £578.75

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.

The UHB suggests that you may refine your request by reducing the timeframe requested to a twelve-month period. However, the UHB would still be required to undertake a manual trawl of the care packages within the new timeframe 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.

Additionally, where the figure in the table for question 3 has been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of packages due to the low number of cases (less than 5), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the FoIA. 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.