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| <b>Reference:</b>       | FOI.7237.21                     |
| <b>Subject:</b>         | Freedom of Information requests |
| <b>Date of Request:</b> | 26 October 2021                 |

**Requested:**

Please can you tell me how many Freedom of Information requests have been submitted to the health board from January 2020 until now?

And of those, how many were responded to within 20 days, and how many were fully answered, partially answered or refused?

**Response:**

Hywel Dda University Health Board (UHB) confirms that 877 Freedom of Information (Fol) requests were made during the period 1 January 2020 to 31 October 2021, with 787 of these being responded to within 20 working days. A monthly breakdown has been provided within the table overleaf.

Please note:- The information provided for September and October 2021 is provided as held on the day of your request. As at 26 October 2021, not all requests for September 2021 had been completed and therefore, some responses may not be accounted for. Although the requests for October 2021 had begun to be processed, due to the twenty (20) working days permitted under the Act, limited responses had been issued as at this date. Therefore, the information for these two months is incomplete.

| Month          | Number received | Responded to within 20 days |
|----------------|-----------------|-----------------------------|
| January 2020   | 42              | 35                          |
| February 2020  | 48              | 23                          |
| March 2020     | 26              | 6                           |
| April 2020     | 17              | 7                           |
| May 2020       | 33              | 28                          |
| June 2020      | 38              | 37                          |
| July 2020      | 41              | 40                          |
| August 2020    | 31              | 31                          |
| September 2020 | 34              | 33                          |
| October 2020   | 54              | 54                          |
| November 2020  | 48              | 47                          |
| December 2020  | 39              | 37                          |
| January 2021   | 53              | 52                          |
| February 2021  | 38              | 38                          |
| March 2021     | 44              | 44                          |
| April 2021     | 31              | 31                          |
| May 2021       | 41              | 40                          |
| June 2021      | 47              | 45                          |
| July 2021      | 47              | 41                          |
| August 2021    | 41              | 38                          |
| September 2021 | 47              | 43                          |
| October 2021   | 37              | 37                          |

Unfortunately, the UHB is unable to provide you with the number of fully answered, partially answered and refused FoI requests, 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 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 these details, the UHB would need to undertake a manual trawl of all FoI requests received, to identify the information that would fulfil your request.

As indicated, 877 requests were received during the period 1 January 2020 to 31 October 2021. Therefore, conducting the search would far exceed the ‘appropriate limit’, costing the UHB the following:

877 @ 5 minutes per item = 73 hours and 5 minutes  
73 hours and five minutes @ £25 per hour = £1,827.00

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 FoIA. All of the UHB’s FoI requests are published on the UHB’s website, in accordance with the publication scheme and can be accessed via the link below, with all exemptions and refusals being detailed within the published responses:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/foi/disclosure-log)