

Reference:	FOI.19736.26
Subject:	Mental health treatment
Date of Request:	25 February 2026

Requested:

1. The number of young people (18-24 year olds inclusive) receiving mental health treatment- both community and inpatient.
2. The number of them who have been receiving treatment more than once (not their first time).

I would like the most recent figures you have available, and the same figures from January 2021.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with some of the information requested for question 2, 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 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The Mental Health and Learning Disabilities (MH&LD) team transitioned to a new Patient Administration System (PAS) in 2020. Therefore, in order to provide you with the data requested for the 2021 calendar year in question 2, the UHB would need to undertake a manual trawl of all the patients identified in 2021, and look back through their medical records to see if they had received any prior treatment, to identify any information that would fulfil your request, as this is not recorded centrally.

The UHB can confirm that eight hundred and eighty-one (881) patients received treatment in 2021, as inpatients and/or in the community. It is estimated that a manual search of these records, to identify the information requested for question 2 would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of records identified, conducting a search of records taking a minimum of ten (10) minutes per record, would far exceed the ‘appropriate limit’, costing the UHB the following:

881 @ 10 minutes = 88.1 hours
88 hours @ £25 per hour = £2,202.50

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.

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 those patients identified in 2021, to identify if they have received treatment previously.

1. The UHB provides within the table below, the number of young people receiving mental health treatment, split by inpatients and community patients, during the 2021 and 2025 calendar years.

Year	Inpatients	Community Patients
2021	53	828
2025	36	931

2. Section 12 exemption applied to 2021 data. However, under Section 16 of the FoIA, the UHB provides within the table overleaf, the number of those patients identified in question 1 who received treatment in 2025 that had also previously received treatment from the service between 2020 and 2025.

Year	Inpatients	Community Patients
2021	Section 12 exemption applied.	Section 12 exemption applied.
2025	15	315