

Reference:	FOI.19592.26
Subject:	Mortuary collections
Date of Request:	12 February 2026

Requested:

1. Please state how many deceased were collected by Pure Cremations in the 2025 calendar year from your mortuary site(s)?
2. Does your hospital trust mortuary service have any rules on how quickly bodies must be collected by funeral directors?
3. If so, please state on how many occasions in the 2025 calendar year Pure Cremations exceeded this.
4. What were the ten longest delays in these collections in the calendar year 2025? (in days)
5. Have you made any written complaints from your head of mortuary services to Pure Cremations?
6. If so, can you provide a copy of these complaints?

I would like the above information to be provided to me in a table format on a searchable document or spreadsheet.

Response:

Hywel Dda University Health Board (UHB) provides the information within the attached spreadsheet as requested, at Attachment 1.