

<b>Reference:</b>	FOI.19988.26
<b>Subject:</b>	Racial discrimination and abuse incidents
<b>Date of Request:</b>	23 March 2026

**Requested:**

Under the Freedom of Information Act, I would like to request the following information which relates to nursing staff experiences of racial discrimination and racial abuse. Please include all nursing staff (all Agenda for Change Bands 2-9).

1. The number of racial discrimination or racial abuse incidents reported by nursing staff in your NHS Board broken down by each full calendar year 2022, 2023, 2024 and 2025, from:
  - a. patients,
  - b. patient's relatives
  - c. the public,
  - d. in total (from patients, relatives and the public)
  
2. The number of racial discrimination or racial abuse incidents reported by nursing staff from patients, relatives or members of the public in your NHS Board broken down by each full calendar year 2022, 2023, 2024 and 2025, by ethnic group of member of nursing staff.

Please categorise the incidents by the main ethnic groups recorded in the NHS Wales Staff Survey - White, Asian/Asian British, Black/African/Caribbean/Black British, Mixed/Multiple ethnic groups, Other ethnic groups, Not stated, Missing data.

Please provide your response in Microsoft Excel format where possible.

**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 Act 2000 and the 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.

The UHB's Datix Incident and Risk Reporting System does not have mandatory fields to capture all the information requested. Therefore, in order to provide you with the data requested for questions 1a, 1b, 1c and 2 for the 2022 to 2025 calendar years, the UHB would need to undertake a manual trawl of each racial abuse related incident recorded and scrutinise each record to identify any information that would fulfil these parts of your request, as the information requested is not easily identifiable.

The UHB can confirm that upon searching its Datix Incident and Risk Reporting System eighty-three (83) racial abuse related incidents were identified for the 2022 to 2025 calendar years. It is estimated that a manual search of these records would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of records identified, conducting a search, taking a minimum of fifteen (15) minutes per record, would exceed the 'appropriate limit', costing the UHB the following:

83 @ 15 minutes per record = 20 hours and 45 minutes

20 hours and 45 minutes @ £25 per hour = £518.75

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, this 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 six- or twelve-month period. However, the UHB would still be required to undertake a manual trawl of all racial abuse related incidents to identify the information required to fulfil your request. Therefore, the outcome would be dependent on the number of incidents identified within a shorter time period.

1d. The UHB provides within the table below, the number of all racial abuse related incidents reported by staff, patients, relatives and the public, recorded on its Datix Incident and Risk Reporting System, during the 2022 to 2025 calendar years.

<b>Calendar year</b>	<b>Number</b>
2022	13
2023	22
2024	12
2025	36
<b>Total</b>	<b>83</b>