

**Freedom of Information Act 2000 - Request Reference Fol/20/119**  
**Reported Incidents**

**Request details**

**Please can I request the following under the Freedom of Information Act, for the years 2017, 2018, 2019, and 2020 so far.**

**1. The number of reported incidents of hate crime towards hospital staff by patients.**

Incidents by Incident Code Tier 3 and Date Reported (Year)

	2017	2018	2019	2020
Sexual (including harassment and indecent exposure)	34	37	27	1
Verbal abuse with disability content	0	2	1	0
Verbal abuse with gender content	8	8	11	2
Verbal abuse with racial content	30	26	30	34

**2. Please detail what sort of hate crime, gender based, transphobic, homophobic, racist, etc – and which hospital or department this occurred in? For example A&E, maternity, children’s ward, out patients.**

Please refer to the above table.

**3. If possible please detail what area the staff member worked in – such as admin, reception, doctor, consultant, or nurse, or paramedic.**

Please refer to the attached spreadsheet. The incident dates have not been provided on the spreadsheet as the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

**4. Please detail if the police were called, and if any action was taken.**

In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.