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Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

**Freedom of Information Act 2000 - Request Reference FoI/21/485**  
**Freedom of Information Requests**

**Information 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 Details:**

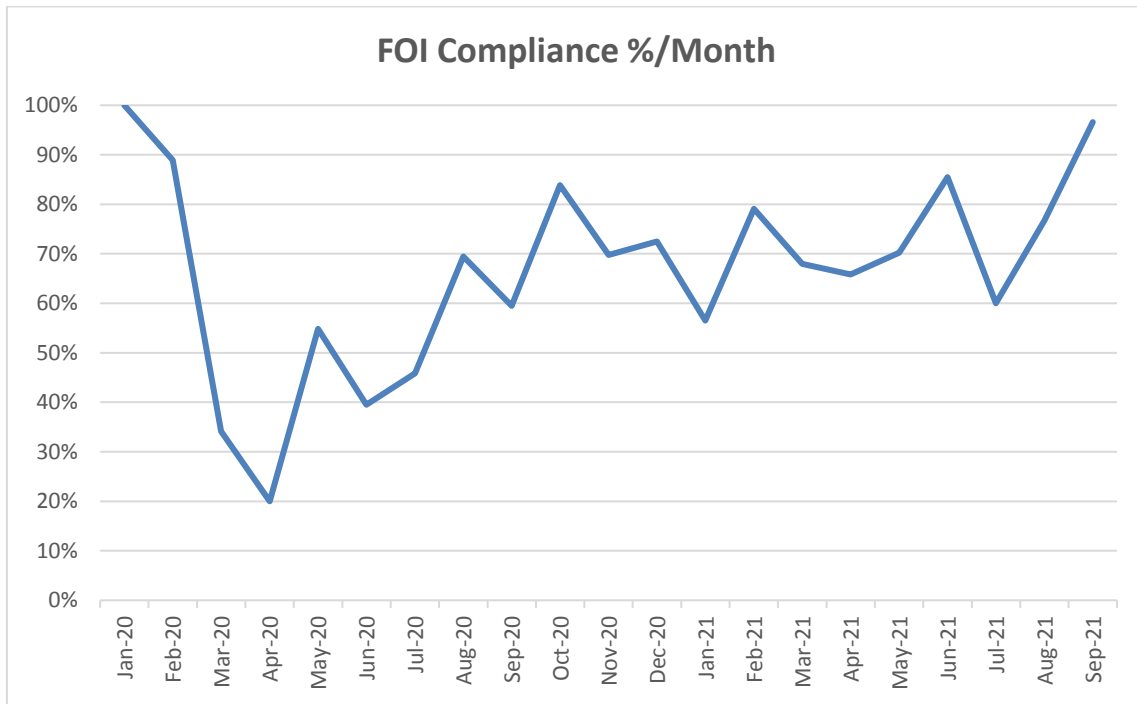
Due to the scale of Cardiff and Vale University Health Board (the UHB) – which has approximately 15,000 staff – information sought under Freedom of Information requests can be held across any of the UHB's many services and systems. Consequently, many of the FOI requests processed by the UHB require information to be retrieved, collated and provided by clinical staff or service leads. As not to hinder the UHB's COVID-19 response, the UHB adopted a pragmatic approach to its processing of FOIs during this time. The Information Commissioner's Office was notified of the UHB's intended approach. This meant that FOIs were processed as usual but that requests to services providing the information were not followed up with the same frequency. This, combined with the additional pressures placed on UHB services, resulted in reduced compliance throughout the pandemic to-date. However, as can be seen from the below graph, since the initial fall in compliance, the UHB has gradually increased compliance to pre-COVID levels.





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Month	Total requests	Compliant requests	Compliance %
Jan-20	51	51	100%
Feb-20	54	48	89%
Mar-20	41	14	34%
Apr-20	20	4	20%
May-20	31	17	55%
Jun-20	38	15	39%
Jul-20	48	22	46%
Aug-20	36	25	69%
Sep-20	37	22	59%
Oct-20	62	52	84%
Nov-20	43	30	70%
Dec-20	40	29	73%





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Month	Total requests	Compliant requests	Compliance %
Jan-21	69	39	57%
Feb-21	43	34	79%
Mar-21	53	36	68%
Apr-21	38	25	66%
May-21	47	33	70%
Jun-21	55	47	85%
Jul-21	45	27	60%
Aug-21	43	33	77%
Sep-21	59	57	97%

Year	Full Disclosure	Partial Disclosure	Withheld
2020	254	130	26
2021	250	114	25

