

31 August 2022

Dear

Reference - ATISN 16572 - Request for Information

Thank you for your information request received on 12 August 2022. A response to your information request is provided below:

1. *The number and subject of complaints received by HIW*
 - a. *Split by provider type (NHS or independent)*
2. *The number of regulation 30 and 31 notices received by HIW*
 - a. *Split by the following categories: serious injury, unauthorised absence of a patient, Allegation of staff misconduct, Death of a patient deprivation of liberty, Outbreak of infectious disease*
 - b. *Further split by provider type*

In order to provide you with the information in relation to complaints and notifications in mental health settings for the financial years 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22, we have evaluated that it would require a significant amount of time to undertake as we would need to conduct searches of our databases and review all individual concerns. This equates to over 1,900 records.

From our preliminary assessment we estimate that it will cost more than the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to provide you with the information. The appropriate limit specified for central government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract it.

On this basis, we will not be providing the information, as dealing with it would exceed the appropriate limit. You may wish to consider reviewing your request by narrowing its scope. For example, reducing the number of years requested.

3. *The total number of mental health inpatient bed days for each period*
 - a. *split by provider type*

As HIW does not hold this information, it is recommended you contact the health boards for NHS provision and the [NHS Collaborative Commissioning Unit](#) for those placed with independent providers via the framework.

4. *Does HIW record the following demographic information in relation to patient complainants:*
 - a. *Age*
 - b. *Gender reassignment*
 - c. *Disability*
 - d. *Ethnicity*
 - e. *Sex*
 - f. *Sexual orientation*
 - g. *Religion*

In March 2022, a new database was rolled across HIW and as part of the process for recording a concern onto the new system, we now request and record the Ethnicity, Age and Gender of the patient when provided.

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedomofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely