26 October 2026

Dear

**Complaint in respect of ATISN 27424 – NHS Governance**

I am responding to your email which was received on 05 October and acknowledged on 07 October 2026. In your e-mail you asked us to review the response issued to your request for information under the Freedom of Information Act 2000 (FOIA). This letter is to inform you of the outcome.

I have now completed the internal review which undertaken by officials independent of the original handling of your request. The review considered your original request, the subsequent clarification correspondence, the substantive response provided, and the concerns raised in your request for an internal review.

The review has concluded that Welsh Government handled your request appropriately and that the substantive response was issued on the basis of the scope of your request as originally framed and subsequently clarified. No procedural errors have been identified that would require Welsh Government to issue a revised response.

**Scope Applied to the Request**
You asked what wording of your request was treated as the operative scope for searches and decision-making.

The review has confirmed that Welsh Government processed the request using the wording contained within your original request together with any clarification subsequently provided by you. The request was not redefined, expanded or altered during the clarification process. You have raised concerns regarding references contained within the clarification letter to examples such as modelling, forecasting, incident reports, ministerial advice and a number of external organisations. The review has established that these references were included as examples intended to illustrate the potential breadth of records that may need to be considered when assessing the scope of a request, and the effort required to determine what information may be held. They were not presented as additional categories of information requested by you.

**Searches and Scoping Activity**
You asked whether the illustrative examples referred to within the clarification correspondence formed part of any search or scoping exercise.

The review has found that Welsh Government's handling of the request was based upon the scope of the request itself. The examples included within the clarification correspondence were not intended to redefine the subject matter of the request but to explain the range of records that could potentially require consideration when determining how information falling within the request might be identified.

**Costs and Redactions**
You asked whether any time or cost estimates, or any redactions, were applied solely in relation to the illustrative examples referred to in the clarification correspondence.
The review has found no evidence that the examples contained within the clarification letter were treated as separate categories of requested information, or that they altered the basis upon which the request was considered. Any assessment undertaken in handling the request related to information considered relevant to the scope of the request itself.

Similarly, the review has found no evidence that information was redacted solely because it fell within any of the illustrative examples referred to within the clarification correspondence. Any redactions applied were made in accordance with the provisions of the Freedom of Information Act 2000 and were based upon the information identified as falling within the scope of the request

**Clarification Correspondence**
You state that specific questions regarding the inclusion of the illustrative examples were not fully answered before the substantive response was issued.

The review recognises that you sought a more detailed explanation regarding the purpose of those examples. However, it is the review's conclusion that the clarification correspondence did not alter the scope of your request and that Welsh Government was entitled to proceed with consideration of the request based upon the wording of the request and the clarification provided.

The subsequent explanation provided by Welsh Government confirmed that the references were intended to illustrate potential categories of records that may require consideration when interpreting a request and assessing the likely effort required to identify information. Welsh Government did not regard those references as additional categories of information requested by you.

**Substantive Response**
You asked why Welsh Government considered the response provided to be a substantive response.

The review has concluded that the response constituted a substantive response because Welsh Government had completed its consideration of the request, undertaken the necessary searches and assessments, and provided its position regarding the information held within the scope of the request. The fact that you remained dissatisfied with aspects of the clarification correspondence did not prevent Welsh Government from completing its consideration of the request and issuing a substantive response.

**Conclusion**
Having reviewed the handling of ATISN 27424, I am satisfied that:

- the request was considered on the basis of its original wording and subsequent clarification;
- the illustrative examples included within the clarification correspondence did not redefine or expand the scope of the request;
- the substantive response was issued on the basis of the scope of the request as understood by Welsh Government; and
- no procedural failings have been identified that would require the response to be revisited.

Accordingly, the review upholds the original handling of the request.

**Next Steps**
If you remain dissatisfied with this response you also have the right to complain to the Information Commissioner at:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Fax: 01625 524 510
FOI and EIR complaints | ICO

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0845 6010987 (local rate)
Email: ask@ombudsman-wales.org.uk

Yours sincerely,

Director of Strategic Planning