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GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

Our ref: FOI 23-678

Monday 15 January 2024

Thank you for your request to Aneurin Bevan University Health Board for information under the Freedom of Information Act (2000) received on 18<sup>th</sup> December 2023.

### Your request

You requested the following:

FOI compliance month by month for 2021, 2022 and 2023 (to end of November 2023).

Complaint compliance for same period

### Our Response

I can confirm that the Health Board has completed a search of its records and has established that it does hold information in relation to your request, as provided below:

### FOI compliance month by month for 2021, 2022 and 2023 (to end of November 2023):

#### 2021

We are unable to provide information regarding compliance rates for the period to March 2021. During this time there was a significant change in staffing, together with some staff being redeployed to support the response to the COVID-19 pandemic. There were also changes to the way in which we record FOIs. It was therefore not possible to capture the number responded to within 20 working days at this time. However, I can confirm that the Health Board remained committed to ensuring responses to FOIs during this time

2021	
Month	%Compliance
January	--
February	--
March	--
April	100
May	100
June	100
July	95
August	89

Bwrdd Iechyd Prifysgol Aneurin Bevan

Pencadlys, Ysbyty Sant Cadoc

Ffordd Y Lodj, Caerllion, Casnewydd NP18 3XQ

☎ 01633 436 700 📘 BwrddIechydPrifysgol 🐦 BIPAneurinBevan

Rydym yn croesawu gohebiaeth yn Gymraeg a byddwn yn ymateb yn Gymraeg heb oedi.

Bwrdd Iechyd Prifysgol Aneurin Bevan yw enw gweithredol Bwrdd Iechyd Lleol Prifysgol Aneurin Bevan.

Dyfodol Clinigol  
Clinical Futures

Aneurin Bevan University Health Board

Headquarters, St Cadoc's Hospital

Lodge Road, Caerleon, Newport NP18 3XQ

☎ 01633 436 700 📘 AneurinBevanHealthBoard 🐦 AneurinBevanUHB

We welcome correspondence in Welsh and we will respond in Welsh without delay.

Aneurin Bevan University Health Board is the operational name of Aneurin Bevan University Local Health Board.

<b>September</b>	68
<b>October</b>	60
<b>November</b>	64
<b>December</b>	65
<b>2022</b>	
<b>Month</b>	<b>%Compliance</b>
<b>January</b>	90
<b>February</b>	85
<b>March</b>	88
<b>April</b>	98
<b>May</b>	100
<b>June</b>	98
<b>July</b>	100
<b>August</b>	99
<b>September</b>	99
<b>October</b>	94
<b>November</b>	91
<b>December</b>	90
<b>2023</b>	
<b>Month</b>	<b>%Compliance</b>
<b>January</b>	86
<b>February</b>	87
<b>March</b>	71
<b>April</b>	85
<b>May</b>	78
<b>June</b>	67
<b>July</b>	51
<b>August</b>	44
<b>September</b>	42
<b>October</b>	46
<b>November</b>	32

**Complaint compliance for same period - PTR (Putting Things Right)**

<b>2021</b>	<b>Managed through PTR</b>	<b>Early resolution</b>
<b>Month</b>	<b>%</b>	
<b>January</b>		
<b>February</b>		
<b>March</b>		
<b>April</b>	78	
<b>May</b>	69	

<b>June</b>	75	
<b>July</b>	86	
<b>August</b>	77	
<b>September</b>	76	
<b>October</b>	100	95
<b>November</b>	94	95
<b>December</b>	84	97
<b>2022</b>	Managed through PTR	Early resolution
<b>Month</b>	%	
<b>January</b>	74	75
<b>February</b>	55	83
<b>March</b>	47	58
<b>April</b>	52	59
<b>May</b>	61	65
<b>June</b>	48	61
<b>July</b>	57	57
<b>August</b>	36	47
<b>September</b>	51	60
<b>October</b>	55	84
<b>November</b>	70	72
<b>December</b>	59	70