

Freedom of Information Request	FOI 22-122-01	12 th May 2022
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Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

8. Number of Sites; please can you provide me with the number of sites the contact centre covers. All main Health Board sites

Please specify the number of sites for Insight direct

I can confirm that the Health Board holds information that you have requested. However, the Health Board believes that releasing this detailed information creates a security risk and is likely to prejudice the prevention or detection of crime (section 31(1)(a)) so in this case we will not be providing it to you as it is exempt from disclosure.

In line with the terms of this exemption in the Freedom of Information Act, we have also considered whether it would be in the public interest for us to provide you with the information, despite the exemption being applicable. In this case, we have concluded that the public interest favours withholding the information.