



GIG
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WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
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Bronllys Hospital
Bronllys
Brecon
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Our ref: IG/FOI/FOI.335.26

8 October 2026

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 11 August 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly hold(s) the information that you require, but have applied an exemption to elements of this request. For ease of reference your request is set out below and the Health Board's response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

Under the Freedom of Information Act 2000, please provide the following information relating to Powys residents accessing Adult Mental Health Services and Child and Adolescent Mental Health Services (CAMHS) for each financial year from 2021/22 to 2025/26.

To help with this request, where information is already published in Board papers, reports, audits or other public documents, I am happy to receive links, document references or summaries instead of duplicate copies.

Adult Mental Health Services (Powys Residents Only)

Q1. Waiting Times for Initial Assessment

Please provide:

- Number of referrals received.
- Number of assessments completed.
- Average waiting time.
- Longest recorded waiting time.
- Number of patients waiting more than:
 - 3 months
 - 6 months
 - 12 months
 - 18 months

Please see attached FOI.335.26 Attachment 1.

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Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661

Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Q2. Waiting Times for Treatment

Please provide waiting-time information for:

- Psychological therapies.
- Counselling services.
- Psychiatry appointments.
- Community Mental Health Teams.
- Crisis intervention services.
- Other specialist mental health services.

For each service, please provide:

- Average waiting time.
- Longest recorded waiting time.
Number exceeding target times.
- Number waiting more than 6, 12 and 18 months.

Please see attached FOI.335.26 Attachment 1 in relation to psychological therapies and counselling. In relation to the other types of appointments, these are not recorded on Welsh Patient Administration System (WPAS) and therefore this information is not centrally recorded.

In order to answer your question this would require a manual trawl of associated records for the period requested. Any review of individual clinical records would also need to be undertaken by appropriately authorised staff and in accordance with applicable confidentiality and data protection requirements. We estimate that the cost of complying with your request would exceed the fees limit of £450 set by the Freedom of Information Act. We estimate that one person would need to spend 3½ working days to determine whether the Health Board holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Health Board is therefore not obliged to comply with this part of your request.

Q3. Mental Health Crisis Intervention

Please provide:

- The number of Powys residents requiring crisis intervention each year.
- The number requiring emergency mental health assessment.
- The number of mental health-related emergency admissions.
- The number presenting through A&E in mental health crisis.

Please see attached FOI.335.26 Attachment 1 in relation to the number of mental health-related emergency admissions. PTHB does not have A&Es and therefore information is not held in relation to numbers presenting through A&E in mental health crisis. Such information may be available from health boards and NHS Trusts that provide A&E services for Powys residents.

Q4. Harm Associated with Delays

Please provide details of any recorded clinical harm assessments relating to delays in mental health assessment or treatment.

Where recorded, please provide the number of cases involving:

- Deterioration in mental health.
- Self-harm.
- Suicide attempts.
- Emergency admission.
- Increased crisis intervention.
- Safeguarding concerns.
- Requirement for more intensive treatment.

I can confirm that during the requested period there were 33 reported incidents associated with delays in care and treatment. None were recorded or reported as causing harm.

PTHB does not hold the requested breakdown in full. To determine whether relevant information is held and to locate, retrieve and extract it, a manual review of approximately 4000 records for the requested period would be required. We estimate that this work would exceed 18 hours, equivalent to the £450 appropriate limit set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. Section 12(1) of the Freedom of Information Act 2000 therefore applies, and PTHB is not obliged to comply with this part of the request.

Q5. Longest Recorded Waiting Times

Please provide details of the longest recorded wait experienced by a Powys resident on any adult mental health pathway during the period covered by this request

The longest recorded wait for a first appointment was 54 weeks is for Local Primary Mental Health Support Service (LPHMSS).

CAMHS (Children and Young People) – Powys Residents Only

Q6. Waiting Times for Initial CAMHS Assessment

Please provide:

- Number of referrals received.
- Number accepted for assessment.
- Average waiting time.
- Longest recorded waiting time.
- Number exceeding target times.

Please see attached FOI.335.26 Attachment 1. The Health Board does not hold information relating to the average waiting time, longest recorded waiting time.

Q7. Waiting Times for CAMHS Treatment

Please provide waiting-time information for:

- CAMHS therapy services.
- Psychiatry appointments.
- Psychology services.
- ADHD assessments.
- Autism assessments.
- Neurodevelopmental services.

- Other specialist CAMHS services.

For each service, please provide:

- Average waiting time.
- Longest recorded waiting time.
- Number exceeding target times.
- Number waiting more than 6, 12 and 18 months.

Please see attached FOI.335.26 Attachment 1 for information relating to CAMHS therapy services (including Child Psychiatry), and ADHD and Autism assessments.

For CAMHS therapy services, the Health Board does not hold information relating to the average waiting time, longest recorded waiting time, or the number of patients waiting more than 6, 12 or 18 months. However, we do hold data showing the number of patients waiting under 28 days, over 28 days, and over 57 days.

Please note that Powys Teaching Health Board does not provide a dedicated Under-18 Psychology Service.

The Paediatric Neurodevelopment Service is an assessment-only service. Any ongoing follow-up care is provided through Community Paediatrics. Historical waiting time data for follow-up care is not centrally recorded and cannot be provided. The current position for Neurodevelopment assessments is as follows:

- **Average waiting time – 97 weeks**
- **Longest recorded waiting time - 134 weeks – this related to a child who moved into Powys – their previous waiting time was acknowledged**
- **Number exceeding target time – 4**
- **Number waiting more than 6, 12 and 18 months:**
 - **No waiting 18 to 25 weeks: 110**
 - **No waiting 26 to 35 weeks: 86**
 - **No waiting 36 to 51 weeks: 77**
 - **No waiting 52 to 103 weeks: 328**

Q8. CAMHS Crisis Intervention

Please provide:

- The number of children and young people requiring crisis intervention.
- The number requiring emergency mental health assessment.
- The number admitted for mental health reasons.
- The number presenting through emergency care services.

Data is not held prior to 2024 as this was a new service:

The number of children and young people requiring crisis intervention.	2024/2025: 316 2025/2026: 265
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The number requiring emergency mental health assessment.	2024/2025: 316 2025/2026: 265
The number admitted for mental health reasons.	<5
The number presenting through emergency care services.	2023-2026: 95 – This figure cannot be broken down into financial years

PTHB is unable to provide these exact numbers due to the low numbers of individuals involved (5 or less). PTHB believes there is a potential risk of individuals being able to be identified, when considered with other information already available within the public domain, if this was disclosed. Therefore, the data is classed as personal data as defined under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of UK GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

Q9. Harm Associated with Delays

Please provide details of any recorded assessments relating to delays in CAMHS services.

Where recorded, please provide the number of cases involving:

- Self-harm.
- Mental health deterioration.
- School absence or educational disruption.
- Crisis intervention.
- Emergency admission.
- Safeguarding concerns.
- Requirement for more intensive support.

Please see response to Q4 above.

Q10. Longest Recorded CAMHS Waiting Times

Please provide details of the longest recorded wait experienced by a Powys resident on any CAMHS pathway during the period covered by this request.

Mental Health Safety, Staffing and Governance

The longest wait for a first CAMHS appointment was 12 weeks. The longest wait for a Neurodevelopment appointment was 207 weeks.

Q11. Incident Reports and Service Reviews

Please identify any relevant:

- Serious incident reviews.
- Clinical harm reviews.
- Patient safety reviews.
- Internal audits.
- Service reviews.

relating to delays in Adult Mental Health Services or CAMHS.
Please provide links, references, summaries or copies where available.

PTHB does not have a central database that holds this information. To respond to this would require a manual trawl of records held in our concerns team, incidents, commissioning and Mental Health Services. We estimate that this work would exceed 18 hours, equivalent to the £450 appropriate limit set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. Section 12(1) of the Freedom of Information Act 2000 therefore applies, and PTHB is not obliged to comply with this part of the request. You may however wish to consider information held within our Annual Quality Report and in Integrated Quality Reports and other relevant reports considered at meetings in public of the Health Board and its Committees:

- [Annual Reports, Annual Accounts and Annual Quality Statements - Powys Teaching Health Board](#)
- [Duty of Quality - Powys Teaching Health Board](#)
- [Board Meetings - Powys Teaching Health Board](#)
- [Patient Experience, Quality and Safety Committee - Powys Teaching Health Board](#)

12. Staffing Levels and Vacancies

Please provide annual information on staffing levels within Adult Mental Health Services and CAMHS, including:

- Staffing establishments.
 - Staff in post.
 - Vacancies.
 - Vacancy rates.
 - Agency staffing usage.
 - Bank staffing usage.
- Where possible, please provide a breakdown by:
- Psychiatrists.
 - Psychologists.
 - Mental health nurses.
 - CAMHS practitioners.
 - Therapists.
 - Support workers.
 - Administrative staff.

Please see FOI.335.26 Attachment 1.

Q13. Risk Registers

Please provide details of significant risk register entries relating to:

- Adult Mental Health Services.
- CAMHS.
- Waiting lists.
- Workforce shortages.
- Patient safety.

- Access to treatment.
- Crisis provision.

Where available, please provide links, references, summaries or copies.

Please provide links, references, summaries or copies where available.

PTHB does not have a central database that holds this information. To respond to this would require a manual trawl of records held in our concerns team, incidents, commissioning and Mental Health Services. We estimate that this work would exceed 18 hours, equivalent to the £450 appropriate limit set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. Section 12(1) of the Freedom of Information Act 2000 therefore applies, and PTHB is not obliged to comply with this part of the request.

However some of the requested information can be found within:

Risk Register: pthb.nhs.wales/about-us/the-board/1/strategic-risk-register-march-2026/

Annual Quality Reports:

- [Annual Reports, Annual Accounts and Annual Quality Statements - Powys Teaching Health Board](#)
- [Duty of Quality - Powys Teaching Health Board](#)

Integrated Quality Reports and other reporting on quality matters to the Board and its Committees:

- [Board Meetings - Powys Teaching Health Board](#)
- [Patient Experience, Quality and Safety Committee - Powys Teaching Health Board](#)

Q14. Risk Assessments and Service Reviews

Please provide details of any:

- Risk assessments.
- Clinical risk reviews.
- Equality Impact Assessments.
- Service reviews.
- Safeguarding reviews.

relating to Adult Mental Health Services or CAMHS during the period covered by this request.

Please provide links, references, summaries or copies where available.

The [Better Together Pre-Consultation Business Case](#) is accompanied by a suite of supporting impact assessments including:

- Equality Impact Assessment.
- Integrated Impact Assessment.
- Travel and Transport Assessment.

These documents include Socio-economic and community impact considerations.

In addition, relevant information can be found within:

Risk Register: pthb.nhs.wales/about-us/the-board/1/strategic-risk-register-march-2026/

Annual Quality Reports:

- [Annual Reports, Annual Accounts and Annual Quality Statements - Powys Teaching Health Board](#)
- [Duty of Quality - Powys Teaching Health Board](#)

Integrated Quality Reports and other reporting on quality matters to the Board and its Committees:

- [Board Meetings - Powys Teaching Health Board](#)
- [Patient Experience, Quality and Safety Committee - Powys Teaching Health Board](#)

Q15. Performance Against National Targets

Please provide details of performance against Welsh Government or NHS Wales targets relating to:

- Mental health assessment waiting times.
- CAMHS waiting times.
- Access to treatment.
- Crisis intervention services.

Please identify areas where targets were not achieved.

Please see FOI.335.26 Attachment 1 for information in relation to performance against national targets.

Information about the performance of mental health services is also publicly available within performance reports to the Board and its Committees:

- [Board Meetings - Powys Teaching Health Board](#)
- [Finance and Performance Committee \(previously Delivery and Performance Committee\) - Powys Teaching Health Board](#)

Q16. Legacy Issues

Please provide details of any workforce, operational, financial, contractual or governance issues originating during 2019–2020 that continued to affect Adult Mental Health Services or CAMHS between 2021 and 2026.

This should include:

- Staffing shortages.
- Recruitment difficulties.
- Service backlogs.
- Funding pressures.
- Service redesigns.
- Previously identified risks.

PTHB does not maintain a single central record of issues originating in 2019–2020 that continued to affect Adult Mental Health Services or CAMHS. Any such matters recorded as part of formal governance arrangements would be contained in the relevant Board or committee papers and published via our website.

- [Board Meetings - Powys Teaching Health Board](#)
- [Powys Teaching Health Board Committees - Powys Teaching Health Board](#)

If you are seeking information about a particular issue, contract, service or programme, please provide further details so that PTHB can identify whether relevant recorded information is held.

Q17. Supporting Information

Please identify any relevant:

- Board papers.
- Committee reports.
- Audit reports.
- Performance reports.
- Risk register entries.
- Improvement plans.
- Independent reviews.

Relevant published information is available through the links provided above. Section 21 applies to this published information. PTHB has not identified any additional centrally held document falling within the categories listed beyond the sources referenced in this response.

If you are dissatisfied with the handling or response to your request, you have the right to ask for an internal review. Should you wish an internal review, please quote the reference number and send your correspondence to the above address.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421

Complaints Portal: www.ico.org.uk/foicomplaints

Web site: <https://ico.org.uk/>

Re-use of Public Sector Information

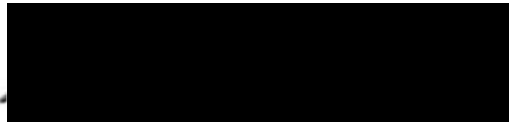
All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other

than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at Open Government Licence.

Yours sincerely

A black rectangular box redacting the signature of Louisa Kerr.

Louisa Kerr

Assistant Director for Mental Health and Learning Disabilities

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.