

Our ref: IG/FOI/FOI.063.26

16 February 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 12 February 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does not hold the information that you require.

For ease of reference your request is set out below and the Health Board's response follows.

Your Freedom of Information (FOI) Request:

I am writing to you under the Freedom of Information Act to request the following information:

Q1. Please state how many deceased were collected by Pure Cremations in the 2025 calendar year from your mortuary site(s)?

Q2. Does your hospital trust mortuary service have any rules on how quickly bodies must be collected by funeral directors?

Q3. If so, please state on how many occasions in the 2025 calendar year Pure Cremations exceeded this.

Q4. What were the ten longest delays in these collections in the calendar year 2025? (in days)

Q5. Have you made any written complaints from your head of mortuary services to Pure Cremations?

Q6. If so, can you provide a copy of these complaints?

I would like the above information to be provided to me in a table format on a searchable document or spreadsheet.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

Likewise, if this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

Powys Response:

Q1 – Q6. I can confirm that Powys Teaching Health Board (PTHB) does not operate body store or mortuary facilities; therefore this is a nil response.

If you have queries or any concerns, contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications. If you are dissatisfied with the handling or response to your request and wish to ask for a review of this, please contact us and we will arrange for this to be done.

Further information is available from the Information Commissioner's Office who 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 Wayne Tannahill.

Wayne Tannahill
Associate Director of Capital, Estates and Property

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.