



Our ref: IG/FOI/FOI.307.26

25 August 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 29 July 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require. 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):

I am writing to you under the Freedom of Information Act to request the following information. The request relates to The Powys All-Age Eating Disorder Service. Please provide the following aggregate information for the service:

Q1. For the most recent completed 12-month period for which data are available, among people clinically accepted and placed on a treatment waiting list, the number recorded in each existing outcome category before or at the first treatment appointment—for example: attended the first appointment, rescheduled, explicitly declined, did not attend, became unreachable, was redirected or discharged/returned elsewhere, or remained waiting at the end of the period. Please use only categories already held by the Health Board; if these outcomes are not routinely recorded, please state that rather than manually reviewing individual files.

- **Number accepted - 42**
- **Number not accepted - 25**
- **Number of Did Not Attend (DNA) - 1**
- **Number unreachable - 2**
- **Number of referrals redirected to other services - 2**

Q2. Please provide any current waiting-list, engagement, non-attendance, or referral-pathway policy/SOP that describes who is responsible for contact or interim support between clinical acceptance and the first treatment appointment, and the usual steps when someone does not respond or attend. Redacted existing documents and role titles are sufficient. - **Please find**

enclosed FOI.307.26 Attachment 1: Powys All Age Eating Disorder Service Operational Policy. The referral pathway can be found on page 23 and Our 'Was Not Brought' Pathway for DNA's can be found on page 25.

Please note that Powys Teaching Health Board (PTHB) does not have a waiting list. All referrals have an initial contact within 24-72 hours according to urgency and we aim to see urgent referrals for assessment and start of treatment with 7 days. For non-urgent referrals, assessment and treatment are provided within 28 days, in line with national guidelines.

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/>

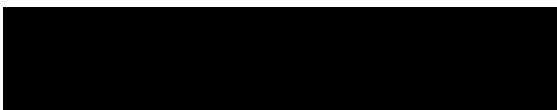
Re-use of Public Sector Information

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



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.