

2 March 2026

Dear

ATISN 26580 – Caldey Island and Abbey

I am responding to your email which was received on 05 February 2026, in which you asked us to review the response issued to your request for information under the Freedom of Information Act 2000 (FOIA). This letter is to inform you of the outcome.

In your Freedom of Information request dated 15 January, you requested the following:

1. *Safeguarding Concerns, Reports, or Audits Any safeguarding concerns, referrals, alerts, or reports involving Caldey Island or Caldey Abbey*
 - *Any internal or external safeguarding audits, assessments, or reviews*
 - *Any documents relating to safeguarding risks, incidents, or historical concerns*
2. *Correspondence*
 - *Please provide all correspondence, including emails, letters, memos, meeting notes, Teams/Zoom notes, and internal briefings involving:*
 - *Any third-party safeguarding consultants (including Jan Pickles OBE)*
3. *Decisions, Oversight, and Internal Discussions Any decisions, discussions, or internal deliberations regarding oversight of safeguarding on Caldey Island*
4. *Multi-Agency Meetings*
 - *Minutes, agendas, or notes from any multi-agency meetings where Caldey Island or Caldey Abbey was discussed*
 - *Any communications with the West Wales Safeguarding Board (CYSUR/CWMPAS)*
5. *Complaints or Escalations*
Any complaints received relating to safeguarding or governance on Caldey Island
Any responses, internal handling notes, or outcomes

The timeframe given for this request was to cover all dates, without restriction, unless statutory limits require narrowing.

In our response to your request we informed you that complying with the request would exceed the appropriate limit and as a consequence, in line with s12 of the FOIA, we would not be taking your request forward. Our response went on to suggest that you refine your request to any specific information you want access to and that any such request would be treated as a new request.

In your call for an internal review of our handling of your initial request you indicated that you believe that the time estimate was 'disproportionate and insufficiently justified' and that no breakdown of the estimated time was provided. You also believed your request was already tightly framed and that we had not provided meaningful advice to help you focus any subsequent request.

I acknowledge that there is public interest in accessing information about concerns on safeguarding, governance, oversight, or regulatory involvement concerning Caldey Island, Caldey Abbey, or the Caldey Abbey Trust. Whilst the topic is focusing on a specific area of

interest, the information requested is broad, spanning a date range from 2017 to 2024 and includes a wide range of material some of which would hold personal data and would have been provided in confidence.

As set out in our response to your request of 5 February, initial searches of our electronic files were undertaken by our Safeguarding and Advocacy Team, and they had located potentially 165 documents of various sizes and complexity that might fall into scope of your request.

Each of the documents identified would need to be manually reviewed in full to consider whether they are wholly or partially within scope of your request and will include retrieving the information and extracting the information. It would not be appropriate to part retrieve relevant information without considering all the information held on that subject and dealing with your request.

As part of our preliminary assessment a sample of 20 documents of varying length and complexity were reviewed to determine how long it would take to consider. The result from this assessment assisted in our calculation as follows:

Documents located: 165

Timescale: 60 secs x 9 minutes (mean value) = 540 seconds

Calculation: 165 x 540 seconds = 89,100 seconds

89,100 / 60 = 1,485 minutes 1,485 minutes / 60 = **24.75 hours**

From this calculation, it was determined that it would cost more than the appropriate limit to answer your request.

I agree that under Section 16 of the duty, authorities are required to provide advice and assistance to help requesters bring a request under the cost limit, if requested. However, from reading your request, you have been quite specific in asking for all information held by our organisation relating to safeguarding, governance, oversight or regulatory involvement concerning Caldey Island, Caldey Abbey or the Caldey Abbey Trust, with a timeframe that covers all dates, without restriction unless statutory limits require narrowing. It was difficult for our Safeguarding and Advocacy Team to be able to determine exactly how they could narrow your request down further or determine what you may be looking for.

It may help you to refine any future requests if you were to consider what it is you are looking for. Are there any specific questions you want an answer to? Is there any specific piece of information you are looking for? What is it you want to understand? If you can identify what it is you are looking for, then ask for that information.

By doing this, it would make it easier for our Safeguarding and Advocacy Team to identify what you are looking for and to provide a more focused response.

At this point, it may be helpful for you to consider the outcomes of a further audit undertaken by the Catholic Safeguarding Standards Agency (CSSA). This audit was conducted in response to the publication, in December 2024, of the independent review of Caldey Abbey led by Jan Pickles OBE.

The CSSA serves as the independent professional and regulatory body responsible for overseeing safeguarding within the Catholic Church across England and Wales. Further information about the CSSA can be found at <https://catholicsafeguarding.org.uk/>.

As part of their remit, the CSSA has carried out a separate and independent audit of Caldey Abbey. This process culminated in the release of the first baseline audit, which followed the recommendations and findings of the 2024 independent review. The results of this audit have been made publicly available and can be accessed via the following links:

- [‘Satisfactory progress with more work to be done’: The CSSA publish results of their first safeguarding audit of Caldey Abbey.](#)
- [Search Results caldey abbey audit report](#)

The contents of this audit report may assist in understanding both the current safeguarding position at Caldey Abbey and the consideration of historic events.

In summary, I am satisfied that the information previously provided in response to your Freedom of Information request is accurate.

I have reviewed our response to your FOI request in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet. In my view this was a reasonable response, and therefore I do not uphold your complaint.

If you remain dissatisfied with this response you also have the right to complain to the Information Commissioner at:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Fax: 01625 524 510
[FOI and EIR complaints | ICO](#)

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0845 6010987 (local rate)
Email: ask@ombudsman-wales.org.uk

Yours sincerely,

Chief Social Care Officer for Wales