



28 September 2026

Dear ,

ATISN 27429 – Welsh Gender Services

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 28th August 2026, relating to Welsh gender services.

You requested the following information:

For the period 1 April 2024 to 28 August 2026, please provide copies of recorded correspondence or representations concerning the adult Welsh Gender Service held by:

- 1. the Health Minister or Cabinet Secretary responsible for health and their Private Office; and*
- 2. the office of the Director General for Health and Social Services/NHS Wales Chief Executive.*

I am seeking only correspondence to, from, or substantively referring to the following organisations or individuals:

*Sex Matters
LGB Alliance
Transgender Trend
Merched Cymru
Women's Rights Network Wales
Genspect
Natasha Asghar MS
Nick Wallis*

The request is limited to correspondence concerning:

- a. the Welsh Gender Service;*
- b. its surgical referral rates;*
- c. the appropriateness of its referrals; or*
- d. review, investigation, scrutiny or restriction of the service.*

Please also provide any recorded communication by which such a representation was forwarded to, discussed with, or relied upon in communications with NWJCC, WHSSC, Cardiff and Vale University Health Board or NHS England.

Our Response

The Welsh Government holds information that is captured by your request. However, from my preliminary assessment I estimate that it will cost more than the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to answer your requests.

The appropriate limit specified for central government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract it.

Your date range is 1 April 2024 to 28 August 2026 so any searches would have to be across current file systems and archived file systems of previous administrations.

For our current file systems, we have identified 806 potential files. Each file would need to be reviewed manually. To open and read the records would take at least 2 minutes for each one to determine if they are in scope. This would take 26 hrs and 52 mins. We would then need to search the previous administration's archived systems which are now outside our current systems and need specialist access.

Calculation:

Average number of Documents Located: approximately 806 documents

Average time take to review document = 2 minutes X 806 documents = approximately 26 hours and 52 minutes

Consequently, after considering the regulations and applying the timescales for review, I have decided not to provide you with the information you have requested.

You may wish to refine your requests by being more specific about what information you particularly wish to obtain and include any dates or period of time relevant to the information required. It may help you to refine any future requests if you were to consider which specific policy areas you want information on and include a specific period of time. You may wish to

consider: 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 policy teams to identify what you are looking for and to provide a more focused response.

If you do refine your request in this way, this will be treated as a new request.

Next Steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Re. quests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,