

Date: 6 March 2025

Dear

**ATISN 24449**

Thank you for your request which I received on 25 February 2025. You asked for the following information:

- 1. The number of government-owned telephones a) handed back to the department by former employees on their departure from employment by the department, b) unaccounted for by former employees on their departure in 2024 and January and February 2025. Break this down by month.*
- 2. The number of government-owned laptops a) handed back to the department by former employees on their departure from employment by the department, b) unaccounted for by former employees on their departure in 2024 and January and February 2025. Break this down by month.*

**Our response**

I have reached the conclusion that it will cost more than the appropriate limit established in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to consider your request. The appropriate limit specified for central government is £600. When calculating whether or not your request exceeds appropriate limit, I am allowed to consider the time it is likely to take to establish if we hold the information, locate the information, retrieve the information and extract it. If these tasks are estimated to take more than 24 hours of working time, the limit will have been exceeded.

An initial search has identified 885 leavers in the timeframe specified. To collate the information requested, we would need to review each leavers ticket individually and then track through IT Service Management Systems and Asset Management systems.

At an estimate of taking 30 seconds to investigate each ticket to see if it contains any relevant information and to then extract it would take in excess of 24 hours for this exercise alone.

Because this exceeds the appropriate limit established in the Freedom of Information and Data Protection (Appropriate limit and Fees) Regulations 2004, I have decided not to process your request. You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. If you do refine your request in this way, this will be treated as a new request, please be as specific and focused as possible.

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.

Requests 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 e-mail: [Freedom.of.information@gov.wales](mailto:Freedom.of.information@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

Telephone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

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

Yours sincerely