

21 July 2026

Dear [REDACTED]

I am writing in response to your request under the Freedom of Information Act (FOIA) to be provided with information on the questions listed in your email dated 30 June 2026.

- 1) How many SAR requests do you receive in a typical year?
- 2) How do you currently handle them - in-house, outsourced, or using a automation tool like fisar.co.uk or Bromcom?
- 3) If in-house: roughly how many hours does one SAR take from start to finish?
- 4) If outsourced: what's the average cost per SAR?

Under FOIA, Estyn is required to:

- (i) confirm or deny whether it holds the information of the description specified in the request
- (ii) communicate the information requested to the applicant

In response to your queries, I confirm the following responses:

- 1) How many SAR requests do you receive in a typical year?

During the 2025–2026 financial year, Estyn received four subject access requests (SARs). Formal records of subject access requests (SARs) have only been maintained since 2025. Prior to this, SARs were managed on a case-by-case basis and, although some records may exist within our SharePoint system, they were not recorded in a central log. As a result, Estyn cannot confirm that any figures for the period before 2025 would be complete or accurate. The figures provided are therefore based on the period for which reliable records are available.

- 2) How do you currently handle them - in-house, outsourced, or using a automation tool like fisar.co.uk or Bromcom?

Estyn handles subject access requests (SARs) using a combination of in-house resources and external legal support. Depending on the nature and complexity of the request, SARs may be managed internally by Estyn staff or outsourced to external solicitors.

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www.estyn.llyw.cymru

Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.

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Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.

3) If in-house: roughly how many hours does one SAR take from start to finish?

Under section 1(1) of the Freedom of Information Act 2000, this information is not held. This is because Estyn does not record the amount of time officers spend processing individual subject access requests (SARs). Consequently, we are unable to provide an estimate of the average number of hours taken to process a SAR from start to finish.

4) If outsourced: what's the average cost per SAR?

Within the 2025-2026 timeframe, Estyn outsourced one SAR. As only one SAR was outsourced during this period, an average cost cannot be meaningfully calculated. The cost of that SAR was approximately £931 (excluding VAT).

I hope that this information is helpful to you.

If you are not satisfied with the response Estyn has made regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow

Cheshire

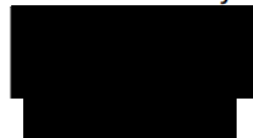
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Tel: 01625 545 745

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Yours sincerely



Governance Manager