



GIG
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WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
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Our ref: IG/FOI/FOI.258.26

21 July 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 June 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds 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):

Under the Freedom of Information Act 2000, I request the following recorded information about how the Health Board dispatches and manages portering tasks, and about any systems used to track the real-time location of staff, patients, or assets.

Q1. Does the Health Board use any software system or mobile application to dispatch, manage, or track the real-time tasks of porters (for example TeleTracking, MyPorter, Navenio, or similar)? If so, please give the system name and the supplier. **PTHB does not use a software system or mobile application to dispatch, manage, or track the real-time tasks of porters.**

Q2. Does the Health Board use any Real-Time Location System (RTLS) or indoor-positioning technology — including GPS, Bluetooth/BLE, Wi-Fi, RFID, or infrared — to track the real-time location of staff, patients, or assets/equipment? If so, please give the system name and the supplier. **PTHB does not use a Real-Time Location System or indoor-positioning technology to track the real-time location of staff, patients, or assets/equipment.**

Q3. Regardless of any system named above, how are portering tasks currently requested and allocated to porters day to day — for example paper/job sheets, telephone, two-way radio, pager/bleep, or a software application? **Portering staff work from scheduled worksheets and generally follow consistent daily routines. Depending on the site, staff carry either a phone or radio and can be contacted by their managers to undertake ad hoc or urgent**

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tasks as required. As the portering team does not transfer patients within community hospital settings, the impact of unplanned requests is reduced, allowing work schedules to be planned and organised in advance.

Q4. For each system named in response to questions 1 or 2, please provide: the total contract value or annual spend; the contract start and expiry dates, including any extension or break options; and the procurement framework or contract reference used (for example NHS SBS or Crown Commercial Service).

Not applicable, as no systems have been identified in response to questions 1 or 2.

Q5. Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date. **Portering services are delivered in-house.**

Q6. If held in an easily retrievable form, please also provide the number of porters employed or contracted (in WTE) and the approximate number of portering tasks handled per day or per month. **Powys Teaching Health Board employs approximately 20 WTE porters. The number of individual portering tasks is not held in an easily retrievable form, as portering work is managed through daily work schedules and varies depending on the size of each site and team.**

Q7. The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above. **The Head of Facilities & Support Services within the Facilities Department is responsible for portering services. No systems have been identified in response to questions 1 or 2.**

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: <http://ico.org.uk/>

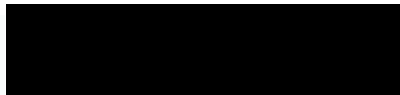
Re-use of Public Sector Information

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



Wayne Tannahill
Associate Director of Capital, Estates and Facilities

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.