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Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
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Our ref: IG/FOI/FOI.207.26

5 June 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 20 May 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does not hold the information that you require. For ease of reference your request is set out below and the Health Board's response follows.

Your Freedom of Information (FOI) Request:

I am writing to request information under the Freedom of Information Act 2000 in relation to your organisation's due diligence and decision-making processes when selecting external providers to support services within health and care settings. Specifically, for non-emergency and specialist patient transport, (excluding 999) I would be grateful if you could provide the following:

Q1. Due Diligence Processes

- Details of the standard due diligence process undertaken when onboarding new suppliers or system partners.
- Name / and blank templates of any frameworks, checklists, or policies used to assess provider suitability.

Q2. Evaluation Criteria

- The criteria used to assess and select providers (e.g. clinical governance, safety, training, cost, social value, experience, etc.)

3. Regulatory and Compliance Requirements

- The minimum statutory and regulatory requirements expected of providers (e.g. registration with relevant bodies such as Healthcare Inspectorate Wales or equivalent).

4. Use of Non-Traditional or Innovative Providers

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661



- a. Whether your organisation has engaged with providers operating outside traditional models (e.g. specialist behavioural support, crisis response, or alternative transport/support services)
- b. If so, what additional due diligence or governance considerations were applied.

Q5. Approved Provider Lists / Frameworks

- a. Details of any approved provider lists, dynamic purchasing systems, or frameworks used for:
 - patient transport
 - mental health support services
 - security or safety services within all healthcare settings

Q6. Risk Assessment and Governance

- a. How risks associated with external providers are assessed and managed
- b. Any requirements for ongoing monitoring, audit, or review of providers

Q7. Key Decision-Making Roles

- a. The roles or departments typically involved in approving or rejecting new
- b. providers (e.g. procurement, clinical governance, safeguarding leads)

If possible, please provide copies of any relevant policies, guidance documents, or templates.

If the cost of compliance with this request exceeds the appropriate limit, I would be grateful if you could advise how the request may be refined. I look forward to your response within the statutory timeframe.

Powys Response:

Q1 – Q7. I can confirm that Powys Teaching Health Board (PTHB) does not hold any information that falls within the scope of this request. The information requested will be held by the Welsh Ambulance Services University NHS Trust (WAST). You may wish to contact them directly to obtain this information. Email: Amb_FOI@wales.nhs.uk

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: <https://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.