

Reference:	FOI.20866.26
Subject:	Portering, task dispatch and location systems
Date of Request:	28 June 2026

Requested:

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.

1. 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.
2. 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.
3. 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?
4. 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).
5. Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date.
6. 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.
7. The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above.

Response:

Hywel Dda University Health Board (UHB) has applied an exemption under Section 43 of the FoIA to the contract value and annual spend requested for question 4, as they relate to a third party and disclosure would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors

- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the supplier, as it would disclose their pricing and products/services provided to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: The UHB has considered that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the suppliers' competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

Therefore, the public interest in withholding the contract value and annual spend is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the company to which this information concerns.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the information it holds below.

1. The UHB confirms its Facilities service uses Helpdesk by Synbiotix on three (3) out of its four (4) sites. For the remaining one (1) site, portering requests are received via telephone, pager or email.
2. The Synbiotix system uses WiFi to allocate tasks to the nearest porter at the time of the request, based on location information the porter has input to the system.
3. The UHB confirms where the digital system is used, the task requester inputs a portering request onto the digital system. Task requests are allocated to the nearest porter at the time and are sent to a mobile device, which the porter carries with them displaying the details of the task. Porters can then accept the request and indicate on the device when they have started the task and when it is completed. Where the digital system is not utilised, task allocation is managed locally by Senior Porters through the use of telephone calls, pagers/bleeps, email requests and direct assignment of routine duties.

4. A Section 43 exemption has been applied to the contract value and annual spend. However, the UHB provides the remainder of the information within the table below:

Contract start date	1 April 2022
Contract end date	31 March 2027
Extension/break option	24 month extension option
Procurement framework	HTW, Framework reference: 2023/S 000-007857

5. The UHB confirms portering services are delivered in-house.
6. The UHB confirms it currently employs 144.41 Whole Time Equivalent (WTE) Porters, with 126.92 WTE employed within the Facilities portering service. The remaining 17.49 WTE are employed outside of the Facilities service and work within specific departments, for example, Radiology and Theatres.

The UHB does not hold the requested information for the one (1) site that has no digital system in place. However, for the three (3) sites that do, the UHB confirms eleven thousand, three hundred and ninety (11,390) tasks were recorded for the Facilities managed portering service, during May 2026.

7. For the Facilities Department only, the Facilities Manager is responsible for the portering service and for the system utilised.