

Reference:	FOI.20468.26
Subject:	Porters in Bronglais General Hospital (BGH)
Date of Request:	19 May 2026

Requested:

1. Please provide the Soft FM management structure for Bronglais hospital site and the pay banding for each role including number of supervisors
2. The number of Bank porters at Bronglais Hospital
3. Number of FTE porters employed at Bronglais Hospital
4. Number of porters employed in Bronglais hospital site above the established compliment and budget
5. Budget for porters in Bronglais hospital site for 2022, 2023,2024, 2025 and for this financial Year
6. Amount of overtime payments and hours worked for the porters in Bronglais Hospital for financial Year 2025/26
7. Amount and number of bank shifts for porters in Bronglais hospital for financial year 2025/26 and payments
8. Is there is separate budget for overtime and bank shifts for the porters at Bronglais Hospital
9. Number of FTE porters at Bronglais Hospital from 2022 to 2026 breakdown of each Year
10. Number of FTE porters at Bronglais during the financial Year 2017/2018 and 2018/2019
11. Please provide the shift systems for porters for all the acute sites in UHB

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with the information requested for question 2, due to the low number of cases (less than 5), as there is a potential risk of identifying individuals if this was disclosed. Therefore, the UHB is withholding these details under Section 40(2) of the Freedom of Information Act 2000 (FoIA).

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations (UK GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

1. The UHB provides within the table below, the Full time Equivalent (FTE) for the Soft Facilities Management (FM) structure in BGH, by job role and pay band.

Job role	Pay band	FTE
Facilities Manager	8a	1.0
Assistant Operations Manager Soft FM	6	1.0
Soft Facilities Management Officer	5	1.0
Soft Facilities Management Supervisor (Senior Porter)	3	1.6
WTE Hotel Services Supervisor (Domestic Supervisor)	3	4.13

- An exemption under Section 40 of the FoIA has been applied.
- The UHB provides the FTE of porters employed at BGH, by pay band, at 30 April 2026.

Job role	Pay band	FTE
Porters	2	19.2
Porters (supervisor)	3	1.6

- The UHB provides within the table below, the budgeted, occupied and vacant FTE of porters by job role and pay band, as recorded on the Electronic Staff (ESR) system, at 27 May 2026.

Job role	Pay band	Budgeted FTE	Occupied WTE	Vacant FTE
Porters	2	24.2	19.2	5.0
Porters (supervisor)	3	2.0	1.6	0.4
Total		26.2	20.8	5.4

- The UHB does not hold all of the requested information as during the 2021/22 to 2023/24 financial years, the Band 3 supervisors covered both porters and domestics, therefore there was no separate budget for Band 3 porters. However, the UHB provides within the table overleaf, the allocated budget for porters in BGH, by A4C pay band, during the 2021/22 to 2026/27 financial years.

Financial year	Band 2 - Porter	Band 3 - Porter (supervisor)
2021/22	£473,361.00	Not held
2022/23	£475,049.00	
2023/24	£693,233.00	
2024/25	£628,654.00	£69,014.00
2025/26	£699,072.00	£74,948.00
2026/27	£747,933.00	£84,807.00

- The UHB provides within the table below, the number of overtime hours worked by porters in BGH and the related spend, by pay band, for the 2025/26 financial year.

Job role	Pay band	Overtime hours	Overtime spend
Porters	2	2,760.67	£59,843.52
Porters (supervisor)	3	227.5	£5,554.00
Total		2,988.17	£65,397.52

- The UHB provides within the table below the number of bank hours worked by porters in BGH and the related spend, by pay band, during the 2025/26 financial year.

Job role	Pay band	Bank hours	Bank spend
Porters	2	1,363.18	£14,136.68
Porters (supervisor)	3	0	£0.00
Total		1,363.18	£14,136.68

8. The UHB confirms that there is no separate budget for overtime and bank shifts for porters in BGH.
9. The UHB provides within the table below, the FTE number of Band 2 porters employed, as at 31 March for the 2021/22 to 2025/26 financial years. Please see response to question 3 for the current WTE.

Financial year	FTE
2021/22	16.00
2022/23	21.10
2023/24	18.50
2024/25	20.20
2025/26	20.80

10. The UHB provides within the table below, the FTE number of Band 2 porters employed, as at 31 March for the 2017/18 and 2018/19 financial years.

Financial year	FTE
2017/18	17.23
2018/19	18.20

11. All four (4) acute hospitals provide a twenty-four (24) hour portering service. BGH and Prince Philip hospital operate 8-hour shifts, while Glangwili General Hospital and Witybush General Hospital operate 12-hour shifts.