

Reference:	FOI.20483.26
Subject:	Procurement of external providers
Date of Request:	20 May 2026

Requested:

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:

Due Diligence Processes

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

Evaluation Criteria

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

Regulatory and Compliance Requirements

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

Use of Non-Traditional or Innovative Providers

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

Approved Provider Lists / Frameworks

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

Risk Assessment and Governance

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

Key Decision-Making Roles

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

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

Response:

Hywel Dda University Health Board (UHB) procurement services are managed by the Procurement Team in NHS Wales Shared Services Partnership (NWSSP). We therefore recommend that you contact the Freedom of Information team in NWSSP who may be able to assist you further with your request. Contact details are as follows:

shared.services@wales.nhs.uk or alternatively in writing to: NWSSP, Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

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.

The Terms and Conditions (T&Cs) for the procurement of external services is available on the NWSSP website. Links to the NWSSP Procurement webpage and the T&Cs have been provided below:

[Procurement Services - NHS Wales Shared Services Partnership](#)

[Terms and Conditions - NHS Wales Shared Services Partnership](#)

Additionally, NWSSP works in accordance with The Procurement (Wales) Regulations 2024 set by the UK government. For ease, a link to the relevant webpage has been provided overleaf:

<https://www.legislation.gov.uk/wsi/2024/782/contents>