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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_303_26

You asked:

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:

A. 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

B. Evaluation Criteria

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

C. 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)

D. 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)
6. If so, what additional due diligence or governance considerations were applied

E. Approved Provider Lists / Frameworks

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

F. Risk Assessment and Governance

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

G. Key Decision-Making Roles

10. 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.

Our response:

We can confirm that the Health Board does not hold this specific information as it does not directly commission any non-emergency patient transport services.

Non-Emergency Patient Transport (NEPTS) is undertaken by the Welsh Ambulance Service NHS Trust (WAST) as part of the overall [NEPTS](#) provision for NHS Wales.

In line with our duty to provide advice and assistance under Section 16 of the act, you may therefore wish to redirect your request to WAST to assist you. They can be contacted via the following email address: Amb_FOI@wales.nhs.uk.