



Llywodraeth Cymru
Welsh Government

ATISN 15336

13 August 2021

Dear,

ATISN 15336 – COVID-19 tests for travellers

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 19 July. You requested the following information:

- *Over what period did research take place regarding by Welsh Government on the level of service provided by private companies on the UK Government list conducting Covid tests for travel?*
- *What was the methodology used in that research?*
- *How many of the companies on the UK Government list were involved in the research, and of that total how many were found not to provide the level of service expected?*
- *How many users (customers) of the companies researched did Welsh Assembly Government contact to capture their experience to allow Ms Morgan to form her opinion?*

Our Response

1. Over what period did research take place regarding by Welsh Government on the level of service provided by private companies on the UK Government list conducting Covid tests for travel?

Welsh Government has been monitoring the level of service being delivered by private test providers for the purpose of international travel since 17 May, which is the date when non-essential travel to certain countries resumed.

2. What was the methodology used in that research?

Welsh Government has and continually reviews both quantitative and qualitative data in its assessment of private test providers. We receive regular key performance indicator statistics from the Department of Health and Social Care (DHSC), who manage the list of providers on gov.uk. In addition, the Welsh Government's Arriving Travellers Team (ATT) have collated performance and complaint data related to private test providers.

3. How many of the companies on the UK Government list were involved in the research, and of that total how many were found not to provide the level of service expected?

DHSC monitors all companies on the UK Government list which provide international travel tests. According to their figures, between 6 June and 4 July 2021 76% of private providers reported test results within 48 hours of sampling, against a KPI target of 80%. 90% of private providers reported test results within 72 hours of sampling, against a KPI target of 100%. 79% of private providers delivered tests by the day of required testing, against a KPI target of 90%.

In addition, between 1 and 22 June the ATT logged 13 formal complaints in respect of five private test providers.

Welsh Government have also received 40 pieces of official and ministerial correspondence complaining about the service provided by private companies offering international travel tests.

4. How many users (customers) of the companies researched did Welsh Assembly Government contact to capture their experience to allow Ms Morgan to form her opinion?

Welsh Government have received 40 pieces of official and ministerial correspondence from customers of private test providers and the ATT logged 13 formal complaints between 1 and 22 June 2021.

If you have any queries about this request, please do not hesitate to contact me at the address below. Please remember to quote the reference number above in any future correspondence.

Please note: the Welsh Government is facing unprecedented challenges during the coronavirus (COVID-19) pandemic.

As a result resources, both finances and people, are being diverted away from many of our usual activities to deal with the pandemic. This will undoubtedly impact on our ability to comply with the normal requirements for information rights work and as a result you may experience delays when making information rights requests during the pandemic. We thank you for your understanding during this time.

The following is a link to the blog page of the Information Commissioner's web site where you can find an article entitled "FOI and the coronavirus: a measured approach"

<https://ico.org.uk/about-the-ico/news-and-events/icos-blog-on-its-information-rights-work/>

The request you sent me contains personal information about you - for example, your name and address. The Welsh Government will be the controller for this information and, in

accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ
Email: DataProtectionOfficer@gov.wales

The contact details for the Information Commissioner's Office are:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545 745 or 0303 123 1113

Website: www.ico.org.uk

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log (at <https://gov.wales/freedom-of-information-responses>).

Yours sincerely,