

## Email 1

**From:** (REDACTED – S40)@gov.wales>

**Sent:** 29 June 2021 14:02

**To:** (REDACTED – S40)@dhsc.gov.uk>; (REDACTED – S40)@dhsc.gov.uk>;

(REDACTED – S40)@dhsc.gov.uk>

**Cc:** (REDACTED – S40)@gov.wales>

**Subject:** Summary of Issues with Private Providers

Hi All

Thanks very much for taking the time earlier to walk us through the data flows from private test providers, it was really useful to get a clear picture of the issues and plans to address them. As suggested by (REDACTED – S40), below is a list of the main issues with private providers that we and the other DAs are keen to see resolved so we can provide assurances to our respective Ministers.

1. The nature of the published list of approved/accredited providers - further work is needed to ensure the list of 'approved providers':
  - clearly states what stage of accreditation the provider is at;
  - includes information on customer service performance;
  - presents prices in a more transparent manner;
  - Ideally the list of approved providers would not be hosted by Government, but by UKAS, the national accreditation body who undertakes the assessment of the providers.
  
2. Enforcement of KPIs and removal of underperforming providers - we are concerned the recently developed KPIs are not currently enforced. Providers who fail to meet the KPIs are not rapidly removed from the list. Reassurance is needed both regarding the process of enforcement and the quality of performance monitoring, along with a commitment to sharing this data with DAs. We also need clarity as to when the KPIs will be added to Regulations in England so they can be legally enforced.
  
3. Data flow of test and sequencing results from DHSC to DAs: We continue to experience issues with the timeliness of data transfer from private labs via DHSC/PHE, including concerns about the quality and completeness of data coming through. Timely data flow including sequencing data must be reliable.

Thanks very much

(REDACTED – S40)

## Email 2

**From:** (REDACTED – S40)@gov.wales>

**Sent:** 19 May 2021 16:40

**To:** (REDACTED – S40)@dhsc.gov.uk>

**Subject:** KPI Dashboard for Private Providers

Hi (REDACTED – S40)

At last Friday's meeting you mentioned that a dashboard showing compliance with KPIs from private test providers was almost ready for sharing. Are you able to share initial compliance rates? We're considering Welsh Government's position on private providers and it would be really valuable to understand what issues there still are with non-compliance and how quickly these are being resolved. Anonymised data is fine to protect commercially sensitive data.

Thanks very much

(REDACTED – S40)

### Email 3

**From:** (REDACTED – S40)@gov.wales

**Sent:** 10 September 2021 13:47

**To:** (REDACTED – S40)@dhsc.gov.uk

**Subject:** Another question - sorry

Hi (REDACTED – S40)

Apologies but I have another quick question if that's okay. There's a provision in your International Travel Regs that requires private providers to report sales data on a daily basis as follows:

(ii) in relation to each test sold on that day—

(aa) the date of the arrival in England of the person in respect of whom the test was sold, **F1**...

(bb) whether the person in respect of whom the test was sold is a category 1 arrival or not; **F2**...

(cc) **F3** whether the person in respect of whom the test was sold is an eligible category 2 arrival or not; **F4** and

(dd) the test reference number given to P in accordance with sub-paragraph (5) of paragraph 10 (required circumstances for undertaking a day 2 test or a day 8 test)];

Can I just check what the rationale is for date of arrival into England versus the UK? I'm just wondering how providers would know if e.g. an English resident flew into Scotland and then on to England.

Also, as I mentioned at this week's DA meeting we are still discussing the possible legal changes that would be needed here if we opened up to private testing. If we included a similar provision to report sales data, would DHSC be content for this to be reported to SoS?

Thanks very much

(REDACTED – S40)