

22 February 2023

Dear

**ATISN 17103 – Welsh Vaccine Certification Service (WVCS)**

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 30 January 2023. You have requested as follows:

- 1. How much funding has been provided to Swansea Council since 2021 for the management of the Welsh Vaccine Certification Service phone line service (via 0300 303 5667) for those wishing to obtain hard-copies of their COVID-19 vaccine certificates or 'paper vaccine passports'.*
- 2. How many staff employees are employed by the Welsh Vaccine Certification Service at Swansea Council as at January 2023 and what is the staff cost total for Swansea Council staff working on the Welsh Vaccine Certification Service.*
- 3. How many calls are received on average by the Welsh Vaccine Certification Service since December 2022.*
- 4. As the phone service can cost up to 40p per minute, how much revenue has been generated from the Welsh Vaccine Certification Service phone line since its inception in 2021 for Welsh Government.*
- 5. Why does Wales have this phone line service, but England does not have an equivalent and only has a digital service.*
- 6. Did Swansea Council tender to provide the Welsh Vaccine Certification Service. Outline the tender process undertaken.*

**Our response**

1. Swansea Council has received £2,505,770 since March 2021 for its full delivery of WVCS.
2. 43 staff have been employed by Swansea Council; staff costs have totalled £2,316,000.
3. In January 2023 there were 2,884 calls received from citizens requesting a COVID Pass.
4. No such revenue has been received by Welsh Government or Swansea Council.
5. The Welsh Government initially developed the service to provide Welsh citizens with a paper COVID pass for International Travel, whilst the digital pass was being developed. Once developed the service provided those Welsh citizens, unable to obtain a digital pass, with a paper COVID pass and, subsequently, a general customer service to address any queries relating to the COVID pass. The UK Government has provided equivalent services to citizens in England via its 119 service.
6. An arrangement was entered into under section 83 of the Government of Wales Act 2006. This provides that the Welsh Ministers may make arrangements with any relevant authority, which includes a local authority, for any of their functions to be

exercised by that authority, or for the provision of administrative, professional or technical services on behalf of the Welsh Ministers.

### **Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,