



Ref: ATISN 24677

23 May 2025

Dear ,

ATISN 24677 – In-Work Support Service

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 28 April 2025 relating to In-Work Support Service.

You requested the following:

- 1. Please provide a list of all current service providers delivering In-Work Support Service interventions, including their business names and registered addresses.*
- 2. What formal process was followed to select service providers under the current In-Work Support Service framework (e.g., public tender, open application, direct award)? Please provide copies of any relevant procurement notices, tenders, or invitations to apply issued since 2020.*
- 3. Are there any policies or contractual safeguards in place to prevent conflicts of interest where a regional delivery partner (such as Case-UK C.I.C.) is linked to, owns, or shares ownership with a service provider (such as OH-One / Health 2 Employment Ltd)?*
- 4. Was the Welsh Government made aware of any direct ownership or operational links between Case-UK C.I.C. and OH-One / Health 2 Employment Ltd at the time contracts were awarded?*
- 5. What monitoring or oversight is undertaken by the Welsh Government to ensure that delivery partners subcontract services fairly and transparently, and that public funding is not preferentially awarded to related parties?*
- 6. Specifically, what requirements must regional delivery partners (such as Case-UK C.I.C.) follow when awarding contracts to service providers, to ensure compliance with Welsh Government policies on transparency, conflict of interest management, and preventing monopolistic or non-competitive ownership structures?*

Our Response

1. There are three providers delivering the In-Work Support Service in Wales. These are:-

1. Case-UK,



Triangle Building Centre,
Triangle Business Park,
Merthyr Tydfil CF48 4TQ.

2. Rhyl City Strategy,
69-71 Wellington Road,
Rhyl,
Denbighshire LL18 1BE.
3. Mid and North Powys Mind,
Crescent Chamber,
South Crescent,
Llandrindod Wells LD1 5DH.

2. An open tender exercise was undertaken. The tender was advertised on 13 December 2022 on the Find a Tender Service (FTS) of the Official Journal of the European Union (OJEU) at <https://op.europa.eu/en/home> and Sell2Wales (<https://www.sell2wales.gov.wales/>). A copy of the Specification and Invitation to Tender are attached. See Document 1 attached

3. Guidance on Conflicts of Interest are included at para 21 of the Invitation to Tender (ITT). See Document 2 attached

4. Case-UK advised the Welsh Government of their partnership with Health 2 Employment in accordance with the Terms and Conditions of contract to deliver the In-Work Support Service. This was post award of contract.

5. Bids were invited from organisations to deliver In-Work Support Service following an open Tender exercise. Collaborative bids were welcome. The Specification and the Welsh Government's Standard Conditions of Contract set out the requirements in respect of sub-contracting. The monitoring and delivery of the contract is managed in accordance with the Conditions within these documents.

6. The attached Specification for the In-Work Support Service and Invitation to Tender set out the requirements of the service and Terms of Conditions.

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

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,