

10 June 2025

Dear

ATISN 24773 – In-Work Support Service

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 02 June 2025 relating to the In-Work Support Service and Out of Work Support Service.

You have requested the following for the financial year 2024–25:

- *The total amount of funding allocated to the In-Work Support Service.*
- *The total amount of funding allocated to the Out-of-Work Support Service*

Our Response

For commercial sensitivity reasons we are unable to provide the total amount of funding allocated to deliver both the In-Work Support Service and Out of Work Service in 2024-25. Therefore, this information is exempt under section 43 Commercial Interests. For further information please see Annex 1 of this letter.

When undertaking an exercise inviting tenders to deliver the In-Work Support Service, the Welsh Government indicated its intention to award contracts for up to £9.308m in value to deliver the Service in Wales between April 2023 and March 2025.

When inviting tenders to deliver the Out of Work Support Service, the Welsh Government indicated its intention to award contracts for up to £13.441m in value to deliver the service in Wales for the 31-month period between September 2022 and March 2025.

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,

Annex 1

Engagement of Section 43(2)

Section 43(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Officials have carefully considered all of the information captured by this request and consider that the information in question should be exempt under Section 43(2) of the Freedom of Information Act.

Section 43(2) is a public interest exemption. This means that in order to withhold information under its provisions, it has to be shown that the public interest in withholding the information outweighs that in releasing it. The information you have requested includes commercially sensitive information regarding the suppliers delivering both the In-Work Support Service and Out of Work Support Service in Wales.

Public interest arguments in favour of release

Release of this information would give a complete picture of information held.

We recognise that there is a general public interest in the disclosure of information, as greater transparency makes Welsh Government and decision making more open and accountable. Against this there is a public interest in ensuring that the commercial interests of external companies are not damaged or undermined by disclosure of information which is not common knowledge and which could adversely impact on future business.

Public interest arguments in favour of withholding

The information being withheld contains market sensitive information, which could have a detrimental effect on the commercial interests of the contractor partnership, its commercial standing with suppliers and its ongoing ability to fulfil contractual obligations to provide health services.

It is important that companies are able to share commercially sensitive information with Welsh Government in the confidence that that information will not then enter the public domain and damage their wider commercial interests and opportunities. Three suppliers successfully bid to deliver the seven contracts awarded relating to the In-Work Support Service in Wales and similarly three suppliers successfully bid to deliver the seven contracts awarded relating to the Out of Work Support Service. Disclosure of the requested information in this case would be likely to damage the commercial interests of the suppliers of both the In-Work Support Service and Out of Work Support Service in Wales.

There is significant public interest in Welsh Government's Health department, receiving commercially sensitive information from companies which allows Welsh Government to fulfil its functions more effectively. Disclosure of such commercially sensitive information would limit the amount of information of this nature that we receive in future, limiting the effectiveness of Welsh Government activity, which is not in the public interest.

Conclusion

The commercial sensitivities mean that on this occasion we consider that the public interest would not be served by its release. Whilst recognising that there are public interest arguments for disclosure of the requested information, I consider that the public interest in withholding the information outweighs that in releasing it in this instance.

Whilst recognising that a public interest argument for disclosure on grounds of completeness could be made, we consider that the public interest argument of prevention of detriment on commercial interests in withholding the information, outweighs that in releasing it in this instance