25 November 2026

Dear

ATISN 26-0154 – In Work Support Services

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 31 October 2026, relating to In-Work Support Service (IWS), particularly the original 2022/2023 procurement (reference C151/2022/2023), the current contractual arrangements and the future commissioning of the service.

You requested the following:

Original Procurement (2022/2023)

1. *The names of all organisations that submitted tenders for each of the seven regional lots, including unsuccessful bidders.*
2. *Details of which lots each organisation submitted a bid for.*
3. *The final evaluation scores and rankings for each bidder, including the breakdown of quality and pricing scores.*
4. *The evaluation criteria and weightings used to assess the tenders.*
5. *The number of compliant and non-compliant bids received for each lot.*

Contract Awards and Extensions

6. *The original commencement and expiry dates for each of the seven regional contracts.*
7. *Details of all contract extensions granted since the original awards, including the dates, duration and revised contract values.*
8. *The current expiry date of each regional contract.*
9. *Whether any further extension options remain available under the existing contracts.*
10. *Details of any significant contract variations, including changes to service requirements, funding or geographical coverage.*

CASE-UK C.I.C. – Contract Performance and Funding

In relation to the three IWS contracts awarded to CASE-UK C.I.C. for Gwent, Cwm Taf and Cardiff & Vale:

11. *The original and current contract values for each region, including any additional funding awarded since April 2023.*
12. *The total payments made to CASE-UK for each region, broken down by financial year.*
13. *The number of referrals received, participants supported and completed interventions for each region, broken down by financial year.*
14. *The contractual performance targets and actual performance achieved by CASE-UK for each region and financial year.*
15. *Whether CASE-UK has received any formal performance improvement notices, contract breach notices or financial penalties since April 2023.*
16. *Copies of any formal contract performance reviews, contract monitoring summaries or audit findings relating to CASE-UK.*

17. *Whether Welsh Government has undertaken any formal assessment of CASE-UK's service quality, delivery capacity or value for money, and copies of any resulting reports.*
18. *The final evaluation scores and rankings achieved by CASE-UK in the original 2023 procurement for its three successful lots, including the scores of competing bidders where these can be disclosed.*

Future of the In-Work Support Service

19. *Whether Welsh Government has made a formal decision to re-tender the IWS contracts following their current expiry dates.*
20. *Any confirmed or indicative timetable for the next procurement, including expected tender publication, contract award and commencement dates.*
21. *Whether Welsh Government intends to retain the existing seven regional lots or has considered changes to the geographical arrangements.*
22. *Whether any formal decisions have been made regarding the continuation or future funding of IWS beyond 31 March 2027.*
23. *Whether any transitional arrangements or further extensions are being considered to maintain service continuity during a future procurement.*
24. *Copies of any published or disclosable commissioning plans, decision records or procurement planning documents concerning the future of IWS.*

Our Response

For commercial sensitivity reasons we are unable to provide the value of the contracts *for Case-UK* to deliver the service in Gwent, Cwm Taf Morgannwg and Cardiff and Vale. Therefore, this information is exempt under section 43 Commercial Interests and for further information please see **Annex 1** of this letter.

Original Procurement (2022/2023)

1. This information is considered commercially sensitive and is being withheld under Section 43 of the Freedom of Information Act 2000 – for further information regarding this, please see annex 1. The disclosure of information could adversely impact on future business.
2. As above
3. As above
4. Details of the evaluation criteria and weightings used to assess the tenders are included within the Invitation to Tender and the Technical Response Template - *Doc 1a Technical Response Template* and *Doc 1b ITT attached*.
5. We can confirm that one bid was received in Lot 1, two bids were received in Lots 2, 3, 4 and 6 and three bids were received in Lot 5 and 7.

Contract Awards and Extensions

6. The contracts awarded for the 7 Lots all originally commenced on 1 April 2023 and were awarded for a 2-year period to 31 March 2025. For ease of reference, the table below indicated Lot numbers and regions:

Lot number and name:

1 – North Wales
2 – Gwent
3 – Dyfed
4 – Swansea Bay
5 – Cwm Taf Morgannwg
6 – Powys
7 – Cardiff and Vale

7. Letters were issued to the 3 In-Work Support (IWS) delivery providers in Wales delivering the 7 contracts on 17 January 2025 extending the contracts by 2 years to 31 March 2027. The contract values are commercially sensitive and are being withheld under Section 43 of the Freedom of Information Act 2000 – for further information regarding this, please see annex 1 of this letter.
8. Contracts to deliver the IWS services end on 31 March 2027.
9. Details on the functional/technical requirements of the IWS are included in the specification for the service attached – Doc 1.
10. With regard funding, we refer to the response above (Q7). There have not been any changes to service requirements or geographical coverage.

CASE-UK C.I.C. – Contract Performance and Funding

In relation to the three IWS contracts awarded to CASE-UK C.I.C. for Gwent, Cwm Taf Morgannwg and Cardiff & Vale:

11. The value of the contracts awarded to Case-UK are commercially sensitive and are being withheld under Section 43 of the Freedom of Information Act 2000 –see annex 1.
12. As above, this information is considered commercially sensitive and is being withheld under Section 43 of the Freedom of Information Act 2000 –see annex 1.
13. Details on the number of participants supported and the number of completed interventions by region and by financial year are attached – see Doc 2. Details on the numbers of referrals received by Case-UK are not held by Welsh Government. You may wish to contact Case-UK for this information.
14. Information regarding the performance targets can be found in Section 7 of the specification attached – Doc 2.
15. This information is considered commercially sensitive and is being withheld under Section 43 of the Freedom of Information Act 2000 – see annex 1.
16. As above, this information is considered commercially sensitive and is being withheld under Section 43 of the Freedom of Information Act 2000 –see annex 1.
17. Details on the contract and performance management in respect of the delivery of the IWS is included at Part 4 of the Specification – Doc 1.
18. This information is considered commercially sensitive and is being withheld under Section 43 of the Freedom of Information Act 2000 –see annex 1.

Future of the In-Work Support Service

19. No decision has yet been taken by Welsh Government Ministers on the funding of the In-Work Support Service beyond March 2027.
20. Welsh Government does not hold this is information at present.

21. Welsh Government can confirm that no decisions have been made on a specification for any potential successor service at this time.
22. See response to question 19 above.
23. See response to question 19 above.
24. None.

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
4th Floor
No. 3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Telephone: 0303 123 1113
Website: www.ico.org.uk

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 received from Case-UK in respect of the delivery of the In-Work Support Service in Gwent, Cwm Taf Morgannwg and Cardiff & Vale.

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.

As you or an associate may have an interest in bidding to deliver the In-Work Support Service in any future procurement exercise, we would consider releasing details on Bidders, the geographical areas they had tendered for, their evaluation scores and the value of the contracts to deliver the service in any region of Wales to potentially be damaging to those bidders and provide a competitive advantage.

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. Disclosure of the requested information in this case would be likely to damage the commercial interests of those Bidders.

There is significant public interest in Welsh Government's Health, Care and Prevention Group, 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.