

6 July 2023

Dear

ATISN 17466 – NHS Invacare Limited

I am responding to your email which was received on 28 June 2023 in which you asked us to review the response issued to your request for information under the Freedom of Information Act 2000 (FOIA). This letter is to inform you of the outcome.

We received your request for information on 09 May 2023 in which you requested the following information:

Please provide under a FOI the following information based on the company Invacare Ltd, or any name used for the same company or Group and the relationship with Welsh Government.

1. *When was Invacare added to the NHS Shared Services provider list?*
2. *Under what procurement arrangement did this occur- open tender, Framework or other method?*
3. *Was the procurement exclusive to NHS contracts or apply across the whole of the Welsh Government Departments?*
4. *Is there any direct linkage between the WG contracting arrangement with Invacare and that which exists between the Local Authorities in Wales and their arrangements?*
5. *How many contracts have been awarded to Invacare since being added to the supplier list?*
6. *What is the value of each contract?*
7. *What organisations were the services of Invacare procured for i.e., which Health Boards or Government Departments?*
8. *Has any review of the services provided by Invacare ever taken place, if so when and by which officials?*
9. *Have any officials or Politicians ever declared any links with Invacare?*
10. *How many of the contracts were of a value that required a Ministerial sign off?*
11. *How many of the contracts should have been signed off by a Minister?*
12. *Has there ever been any concerns about the work undertaken by Invacare, when, which organisation and what action was taken?*
13. *What are the names of any other companies in the same category as the services provided by Invacare?*
14. *Of the total number of contracts awarded for the type of work undertaken by Invacare – how many were awarded to Invacare and a breakdown of the contract value of those awarded to other businesses.*
15. *Does the Welsh Government contract with any other companies of which the Directors of Invacare have an interest?*
16. *What if any are the value of any declared gifts from Invacare to any politician or official?*

It was our intention to provide a response by 07 June and as we had not been able to meet that deadline, you sent an email asking for an internal review on 08 June.

I have spoken with officials and able to assure you that they have been working to provide a response as soon as possible and at that time, felt that they had most of the information requested but needed to check some details.

To ensure that our response was complete and accurate, Officials needed to refer to several departments across the Welsh Government and its unfortunate that it was this that caused much of the delays.

I have reviewed our response to your FOI request in accordance with the procedure stated in my previous letter to you (dated 29 June 2023). I uphold your complaint as whilst this request required consideration across several departments we should have responded to you sooner.

Please accept our apologies for the delay that has occurred.

If you remain dissatisfied with this response you also have the right to complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745

Fax: 01625 524 510

[FOI and EIR complaints | ICO](#)

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0845 6010987 (local rate)

Email: ask@ombudsman-wales.org.uk

Yours sincerely

Hywel Jones
Director of Finance
Health and Social Services Group