

**Cyfarwyddwr Cyffredinol Grŵp Iechyd, Gofal Cymdeithasol a'r
Blynyddoedd Cynnar / Prif Weithredwr GIG Cymru**

**Director General Health, Social Care & Early Years Group / NHS
Wales Chief Executive**



**Llywodraeth Cymru
Welsh Government**

Abigail Harris
Chief Executive
Swansea Bay University Health Board

Our Ref: JP/MR/SB

15 July 2025

Dear Abi

NHS Oversight and Escalation Arrangements

In line with the NHS oversight and escalation framework, escalation levels are considered at least twice a year. This includes an assessment of each health organisation against the six escalation domains, and discussions with partners around the current issues, concerns and progress since the last review.

Following the publication of the Independent Maternity and Neonatal Review published today, and the issues raised by families and the recent Llais report, a decision has been taken to escalate the maternity and neonatal services within the health board to level 4 (targeted intervention). All other areas will remain unchanged.

To summarise, the health board escalation levels are now:

- Level 4 for finance, strategy and planning.
- Level 4 for performance and outcomes relating to cancer, urgent and emergency care and quality of care related to HCAs
- Level 4 for maternity and neonatal services
- Level 3 for performance and outcomes relating to planned care and CAMHS

Welsh Government colleagues will be in contact to agree the details of the revised escalation framework and the requirements from the health board and will continue to provide the necessary support and advice, including regular escalation, JET and IQPD meetings with subject specific discussions as and when considered necessary.

Yours sincerely

Judith Paget CBE