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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Mark Hackett**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 18<sup>th</sup> March 2021  
Ein Cyf / Our Ref: 21-B-027

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

██████████  
████████████████████

Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

Dear ██████████

I refer to your Freedom of Information Act Request acknowledged by ourselves on 16<sup>th</sup> February 2021. Your request sought information relating to Hafal and the Sanctuary Project.

**1. Can you tell me how much Swansea Bay Health Board have paid Hafal (mental health charity) to use/access their services?**

You clarified on 16th February 2021 that you would like the information for the period 2017 to current date.

The overall cost paid to Hafal has been withheld. Section 43 of the Act sets out an exemption for the right to know if release of the information is likely to prejudice the commercial interests of any person (a person may be an individual, a company, the public authority itself or any other legal entity). Section 43 is a qualified exemption. That is, it is subject to the public interest test.

The contract referred to is due for renewal and therefore the tendering process is imminent. Therefore although there is a public interest in the scrutiny of how public money is spent, the timing of the release of this information in a commercial environment is of critical importance. Releasing this information at this present time could be disadvantageous to the Health Board. To disclose the expenditure would give unfair advantage to potential bidders/competitors and could lead to distorted pricing in the market. In addition to the pricing sensitivities, disclosure may compromise the delivery of value for money, when the contract is renewed. In conclusion we feel we feel that the public interest in withholding the information outweighs the public interest in releasing at this time.



**Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR**

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

Please see attached Appendix 1 for contract costs for the Sanctuary Service.

**2. Can you please tell me the breakdown of the bid/commissioning service presented by Hafal to SBHB regarding the Sanctuary Project (out of hours mental health support)**

I can confirm that the information you are seeking is already available online. Under Section 21 of the Freedom of Information Act (information accessible by other means), we are not required to provide information in response to a request if the information is already reasonably accessible to you. May I therefore recommend that you look at this link to the below website, which contains details of the procurement of the Sanctuary Service:

<https://ted.europa.eu/udl?uri=TED:NOTICE:530193-2019:TEXT:EN:HTML>

**3. Can I please be told the bid proposal by Hafal to SBHB, in particular**  
**a. Who would manage/run the service?**

The Sanctuary service is managed/run by Hafal.

**b. Is the Sanctuary Project run in conjunction with any mental health service in SBHB eg - Community Mental Health Team, Crisis Team?**

The sanctuary service works in close partnership with Single Point of Access (SPOA), Crisis Team and Community Mental Health Teams (CMHTs) - all refer into the service.

**c. The bid amount (total money) that Hafal bid**

Please see question 1

**d. The operational model proposed by Hafal to SBHB, as to how the service would be run, by who (qualified nurses or not), or staffed solely by staff employed by Hafal.**

The Sanctuary is staffed solely by Hafal employees.

**4. How many services do Hafal provide to SBHB?**

Hafal provides 3 services to Swansea Bay Health Board as well as the Sanctuary Service.

- Hafal SUCPO.
- Hafal Swansea Carers Service
- Hafal Port Talbot Pontardawe/Cwmtawe/Hyder Project LMHGS & Hafal Early Intervention Support Workers (both services are now integrated).

**5. How much does SBHB pay Hafal in order to access their services?**

You clarified on 16<sup>th</sup> February 2021 that you would like this information provided per year.

Please see question 1.

**6. How often are services reviewed by SBHB?  
(All I want is, how often commissioned services by Hafal are reviewed) to ensure that they are providing the service promised.**



Contract monitoring reports are received on a quarterly basis.

**7. Do Swansea Bay health board's mental health crisis team jointly work with Hafal to manage the Sanctuary Project?**

The Sanctuary Service is governed by a multi-agency steering group, comprised of key stakeholders, partners and service user and carer representatives. This group meets monthly and monitors the performance of the Sanctuary Service and the pathway via the Single Point of Access for Mental Health. Access to the Sanctuary Service is via this SPOA, where referrals are triaged by Mental Health staff, before being passed to the Sanctuary Service. A fast track system was recently implemented for those "trusted referrers" that are appropriately qualified mental health staff, who have built knowledge and a relationship with the Sanctuary Service. Fast track referrals can be made directly to the Sanctuary Service, with no requirement to be triaged by the SPOA staff.

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger  
**Director of Corporate Governance**

