

24 March 2026

Dear

### **ATISN 26758 – Wales Learning Disability Helpline**

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 27 February 2026 regarding the Wales Learning Disability Helpline, currently delivered by Mencap and funded by the Welsh Government.

You requested the following:

1. *The current contract start date and end date for the Wales Learning Disability Helpline service.*
2. *The total contract value and duration (including any extension options).*
3. *Whether any extensions have been applied to the current contract, and if so, the duration of those extensions.*
4. *The anticipated timetable for the next procurement exercise, including:*
  - *Expected publication date of the contract notice (if known),*
  - *Anticipated tender period,*
  - *Expected contract commencement date.*
5. *Confirmation of the procurement route that will be used (e.g., open procedure, framework, direct award, etc.).*
6. *The Sell2Wales reference number for the current contract (if applicable).*

### **Our Response**

Welsh Government does not hold this information. There is no contract in place for the provision of this service. However, it is currently supported by a grant from the Welsh Government. In light of this I am unable to respond directly to the contractual queries raised but I am able to provide further clarification on the funding arrangements.

The Wales Learning Disability Helpline is owned and operated by Mencap Cymru who established the service themselves. Mencap applied to Welsh Government for financial assistance to support the helpline in early 2020. Grant funding was allocated for the 2020-21 financial year in recognition of the value of the helpline.

Grant funding of £138,132 per annum has been awarded from 2020–21 to 2025–26. Following the initial one year grant in 2020–21, funding from 2021–22 was provided on a three year basis (2021–22 to 2023–24), with further annual extensions granted in 2024–25 and 2025–26. The scheme will be extended again in 2026–27 ahead of potential restructuring from 2027–28. Mencap Cymru has been invited to submit updated proposals for the use of funding in 2026–27, which will be considered in line with existing grant criteria.

The funding arrangements outlined above mirror those of other learning disability third sector organisations receiving funding under the Social Services Third Sector Grant Scheme.

## 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](mailto: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,