

Grŵp Addysg, Diwylliant a'r Gymraeg
Education, Culture and Welsh Language Group



Llywodraeth Cymru
Welsh Government

Mark Isherwood
Chair
Public Accounts and Public Administration Committee
Senedd Cymru
SeneddPAPA@senedd.wales

30 January 2026

Dear Mark

Thank you for the opportunity to give evidence to the Committee about covering teacher absence on 22 January 2026.

I am writing to provide the additional information we agreed to supply:

1. How the rebate received by the Welsh Government from expenditure under the National Procurement Service Supply Teacher Framework is used

The Supply Teacher framework is one of over thirty such agreements operated on behalf of the Welsh public sector by the Welsh Government. Schools use and benefit from a number of frameworks in the Programme including to procure Energy & Utilities, ICT Products & Services, Furniture Solutions, PPE, Stationery & Paper, Cleaning Materials and Legal Services. As a collection, these frameworks are subsidised and supported by the Welsh Government. Overall, the frameworks generate rebate sufficient to cover approximately 50% of the costs of running the programme with the balance covered by Welsh Government subsidy. The Supply Teacher framework if viewed in isolation generates sufficient rebate to cover its individual running costs, however this offsets the overall subsidy requirement to run the Programme. The rebate levels reflect the success in increasing its use.

A number of recommendations from previous committees and audit reports have had a significant impact on the growth of this framework and in turn, the rebate received. Most notably, these include the introduction and annual increase of the minimum supply teacher pay rate and the expansion from a single supplier to multi-supplier model. Additional requirements placed on agencies to provide professional learning opportunities, NQT support, robust safeguarding and qualification checks, industry accreditation and auditing and minimum pay rate compliance have enhanced the offer to staff employed through the

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agencies. These changes have seen framework spend grow considerably, along with the associated framework management duties

It is also worth noting the rebate charge for the Supply Teacher framework of 0.5% is significantly less than the 1% rebate within the current UK Government Supply Teacher framework.

2. The background to the Welsh Language Commissioner's investigation of a complaint about the National Supply Pool booking platform

Teacher Booker Ltd were successful, following a full procurement process, in securing the contract to deliver the bilingual booking platform for the National Supply Pool. Thorough checks of the system were made by a fluent Welsh speaking member of the Welsh Government team ahead of deployment. All parts of the system were checked from initial application through to interview and vetting and being accepted ready for placement. Thorough checks were also made of all site pages by Cyngor Sir Ynys Môn officers. Officials were content that the site was fully functional in both languages prior to its launch on 06 November 2023.

During the contract period, Teacher Booker Ltd appointed a new subcontractor to support vetting, and this affected the bilingual functionality of the platform. We would have expected to have been informed about this change and the implications but received no communications – though we could have made our expectations clearer.

At the point that we became aware of this issue, 10 January 2025, applications to join the system had been paused owing to a review of the pilot. No immediate action was therefore required to amend the system.

As of August 2025, Cyngor Sir Ynys Môn has undertaken all recruitment processes and checks internally. All officers responsible for these processes are fully bilingual in Welsh and English and will communicate with supply teachers and provide any documentation in their preferred language.

I hope that the above information is of assistance to the Committee.

Your sincerely



Emma Williams
Interim Director General
Education, Culture and Welsh Language Group

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