



Llywodraeth Cymru  
Welsh Government

Our ref: ATISN 11395  
Date 5 September 2017

Dear

**Complaint in respect of Request for Information – reference ATISN 11395**

I refer to my letter of 8 August 2017 and can confirm that I have now completed an internal review into the response you received to your initial Freedom of Information request. The response, from David Milner, dated 7 August 2017, stated that no information was held in relation to your three questions:

*From April 1st 2017 to 1st July 2017:*

- 1) How many internal emails were sent from WAG officials to include all non manual staff*
- 2) How many of the emails recorded above were written in Welsh only*
- 3) How many of the emails recorded above were written in English*

I have determined as part of my review that the correct position had been outlined to you and that the Welsh Government does not hold collated data in respect to the number of e-mails sent internally or any data on the language they were written in. I have considered whether the information requested could be acquired from analysis of the existing e-mail data stores but this would require manual inspection of individual e-mail accounts. This task would cost more than the appropriate limit established in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to consider your request and because of this the regulations allow me to refuse to deal with it. The appropriate limit specified for central government in £600.

When calculating whether or not your request exceeds the appropriate limit, I am allowed to consider the time it is likely to take to establish if we hold the information, locate the information, retrieve the information and extract it. If these tasks are estimated to take more than 24 hours of working time, the limit will have been exceeded.

At the end of June 2017 there were 5,377 staff, headcount, working for the Welsh Government. Assuming that at any point in time at least 90% of those staff were at work,

this would equate to 4,480 staff. Estimating that a member of staff would send a minimum of 10 internal emails each day would give a total of 44,800 emails being sent each day. In order to determine if each email was written in Welsh only or in English, every email would need to be reviewed, taking in the region of 10 seconds to read each. In total, therefore, for one day only, this task would take around 124 hours, well in excess of the 24 hour limit for answering requests. On this basis, I am unable to provide the information you have requested.

Your complaint refers to the recruitment policies of the Welsh Government. Any posts advertised by the Welsh Government will only include a requirement for the applicant to possess Welsh language skills if it is a necessary requirement of the post. Many of our posts do not have such a requirement. I am aware that the National Assembly for Wales has announced an intention to require all new staff in that organisation to possess at least basic Welsh language skills by summer 2018. The Welsh Government, however, is a separate organisation and has no plans to introduce such a policy.

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  
Email: [casework@ico.gsi.gov.uk](mailto:casework@ico.gsi.gov.uk)

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](mailto:ask@ombudsman-wales.org.uk)

Yours sincerely

Peter Kennedy  
HR Director