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Eich cyfeirnod  
Your reference

Ein cyfeirnod  
Our reference

ATISN12251

Dyddiad  
Date

17 May 2018

Llinell uniongyrchol  
Direct line

E-bost  
Email:

Dear ,

### **Request for Information – reference ATISN 12251; Harlech Castle, High Level Walkways**

Thank you for your request which we received on 18 April 2018 about Harlech Castle. You asked for information held by us relating to:

- (1) Copies of all internal and external communications (concerns and complaints) raised in relation to the low height of the walls and the high level walkways.
- (2) A copy of the risk assessment that deems the current situation to be satisfactory and acceptable (tolerable).

In response to the first part of your request, I have made enquires with colleagues within Cadw and have checked our electronic data systems. As a result, I can confirm that we have no record of having received any communication (concerns or complaints) which relate to the low height of the walls on the high level walkways.

With regard to the second part of your request, I enclose a copy of a risk assessment recently carried out at Harlech Castle.

As additional information, I can confirm that Cadw have a clear set of criteria that are followed when assessing the safety of our monuments. These would have been referred to when assessing the hazards at Harlech.

Visitor safety is very important to us and as such all our monuments are regularly inspected by our staff. They carry out checks and ensure that the monuments are as safe as can reasonably be expected bearing in mind the nature and type of structure we are dealing with.

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

Cadw yw gwasanaeth amgylchedd hanesyddol Llywodraeth Cymru. Ein nod yw hyrwyddo gwaith cadwraeth ar gyfer amgylchedd hanesyddol Cymru a gwerthfawrogiad ohono.

Cadw is the Welsh Government's historic environment service. Our aim is to promote the conservation and appreciation of Wales's historic environment.

Rydym yn croesawu gohebiaeth yn Gymraeg ac yn Saesneg.  
We welcome correspondence in both English and Welsh.



BUDDSODDWR MEWN POBL  
INVESTOR IN PEOPLE



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: [FreedomOfInformationOfficer@wales.gsi.gov.uk](mailto:FreedomOfInformationOfficer@wales.gsi.gov.uk)

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,