



Llywodraeth Cymru  
Welsh Government

Ein cyf/Our ref ATISN 14350

16 October 2020

Dear

### **Request for Information – ATISN 14350**

I wrote to you on 7 October regarding your request for information.

You asked for details of any correspondence between Ministers or officials in the department for Economy and Transport and the managers of the Wrexham Enterprise Hub and the directors of Town Square Spaces limited.

You also asked for details of financial support from Welsh Government to Town Square Spaces limited in the years 2019/20, 2018/19 and 2017/18

I can confirm that we hold information relating to your request. As noted in my letter of 17 October your request was likely to be very time consuming to deal with and asked that you refine your request. I suggested ways in which you could provide a more focused request. As I have not received any further correspondence from you regarding this matter I have considered your request as noted above.

Requesting a broad scope of information (any correspondence) as described without a specified timeframe makes the search very difficult and time consuming. Not all the correspondence is grouped in the same place as there are numerous departments and members of staff of the Welsh Government that may have dealt with this matter. This would therefore encompass searching individual and team emails/letters/notes etc. across the Welsh Government.

A substantial volume of the information requested is stored on our Electronic Document and Records Management System, known as iShare, and within Outlook e-mail accounts for individual officials. iShare is the corporate repository for the majority of information created and received by Welsh Government Officials in the course of their duties that must be retained for business or historical purposes. Further information about iShare can be found under Section 7 of our Information and Records Management policy, which is available on the Welsh Government [website](#).



**BUDDSODDWYR** | **INVESTORS**  
**MEWN POBL** | **IN PEOPLE**

Llywodraeth Cymru /  
Welsh Government  
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CF10 3NQ

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding .

Documents are saved on iShare using naming conventions appropriate to the effective recording of information for our own purposes. Setting our systems in this way, and in line with our Records Management policy, enables effective delivery and will not necessarily lend themselves to being easily interrogated for generic requests for information. Where the Welsh Government believes providing such information would involve tasks that would be time consuming to deal with, in line with our obligations under the section 45 Code of Practice, we inform the requester of that fact and invite them to narrow down or re-focus their requests.

I asked one member of staff to undertake a general iShare search using search terms such as 'Wrexham Hub' and 'Town Square Spaces'. This search yielded several over 1700 results. At an average estimate of one minute per result to check whether it is relevant to your request and then extracting the relevant information, it would take one official at least 24 hrs to complete the task, but it is very likely the work would extend beyond that timeframe.

Additionally, to provide an estimate for the time it would take to process your request I asked the same member of staff to undertake email searches using similar search terms. Having completed the required searches this one member of staff yielded 300 results. At an average estimate of one minute per result to check whether it is relevant to your request and then extracting the relevant information, it would take one official 5hrs to complete the required work to process the request.

There are many different departments, numerous members of staff and external bodies who would need to undertake similar searches which would extend the timeframe even further.

I have therefore concluded that it will cost more than the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to deal with your request. I have therefore decided to refuse your request under Section 12 of the FoIA as to comply with it would exceed the appropriate limit.

The appropriate limit specified for central government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract it. As outlined above, I estimate it would take at least 1 person over a week to retrieve and extract the information. Additionally, the search cuts across many Welsh Government departments which would involve numerous members of staff, numerous teams and external bodies which would extend the timeframe even further.

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