



Llywodraeth Cymru
Welsh Government

16 October 2020

Dear Mr Perkins,

Thank you for your e mail to my colleague Tom Cleaver dated 23 September.

We cannot escalate your complaint about the First Minister's use of Welsh during the press conferences, as this does not fall under our Complaints Policy's remit, which deals with complaints about the Welsh Government's administrative actions.

In terms of your request for "which care homes in Neath Port Talbot that the assembly/SENEDD have assisted with electronic questions" I can confirm that the Welsh Government does not hold recorded information of that description.

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

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.

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.

Further to your question, I can confirm that in response to the pandemic, the Minister for Health and Social Services provided additional funding to our Digital Communities Wales programme, which enabled them to procure and distribute tablet devices for use in care homes. This enables residents to maintain family connections, access vital health services and develop their digital confidence. Through our Digital Communities Wales programme we have provided 71 devices (a mix of iPads and Samsung tablets) to 38 care homes across Neath Port Talbot. This has also included providing training to 19 front line staff from within the care homes on how to support residents to use the devices and access certain services.

Freedom of information requests aside, any further correspondence on these matters will be filed but will not be responded to.

Yours sincerely,

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