Adran yr Economi a'r Seilwaith
Department for Economy and Infrastructure

Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref ATISN 10404

Jt Oakley

request-330350-9230aa26@whatdotheyknow.com

13 June 2016

Dear Jt Oakley

Complaint in respect of Request for Information – reference ATISN 10404

I wrote to you on 18 May regarding your request for an internal review. I explained that I would be conducting an internal review of your request for information, in accordance with the procedure outlined in the Welsh Government's Practical Guide for Making Requests for Information, which is available by post on request, or via the internet.

I note in your original request you asked for information relating to the Wales Internet.

In response to your request, you were advised that the information was not held by the Welsh Government.

I have reviewed your request and the reply that you received and have concluded that the omission of household data, part A of your original request was an error. Please accept our apologies for this. I understand you have received a response to this question via a separate request for information, ATISN 10403.

You also sought the following information:

1. I would like to know how many households in Wales are connected to the Internet.

BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

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.

Our reply correctly stated that we do not hold this information and signposted you to Ofcom. I have concluded, however that signposting to the Welsh Government's National Survey for Wales may also have been appropriate. Please see the attached link. http://gov.wales/docs/statistics/2015/151014-national-survey-2014-15-internet-use-access-en.pdf

The remaining questions proved challenging to answer constructively despite officials' attempts to seek clarification from you on key definitions.

2. How many complaints about the Wales' Internet has the Welsh government received in the past year?
3. From which counties - and also areas within counties - have these complaints originated?
4. And the numbers from each county - and area within?

The "Wales internet" is not a recognisable or familiar term - though the individual words, as pointed out by you in clarification, are clearly familiar and meaningful in their own right.

The internet is not bounded by geography with a different internet in Wales to that in Spain or that in Germany - the internet is a global entity. The corresponding clarification received from you is also ambiguous but suggests that your actual line of enquiry may be about connectivity to the internet - i.e. broadband networks.

As stated in our earlier response we don't hold any information about the "Wales internet" so we couldn't therefore identify complaints about it. Had your request asked for copies of correspondence received by the Welsh Government relating to, for example, broadband, then there may have been scope to provide a more informative response. While we can surmise, it was not clear exactly what information you were asking for.

Given the lack of clarity, and given our attempt to clarify the request, I am content that the answer provided to questions 2, 3 and 4 was correct in response to what you actually asked for.

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

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

Yours sincerely

Richard Sewell
Deputy Director - ICT Infrastructure