



Ein cyf/Our ref ATISN 15286

Dear

Llywodraeth Cymru
Welsh Government

Request for Information – ATISN 15286

I write to you on 30 July regarding your complaint dated 27 June.

I have conducted an internal review of your request 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 Welsh Government website.

I note that on 7 July, you asked for the following information in relation to Llangua Terrace on the A465 in Monmouthshire:

Camber issue

1. What reports exist about the camber including attendance and consideration, specific location and decision.

Traffic Calming

2. What requests were there, why was this not progressed, what specific location were they to be cited.

Scheme Monitoring

3. What monitoring of the scheme occurred and the post 02/2011 reports assuming these differ from the 'inspection reports'.
4. What 'monitoring of the network as part of their wider duties' occurred (10/2011).

Road Safety Audit

5. A copy of the post-02/2011 audits.
6. The commentary associated with the ongoing concern that was to be raised.
7. The Road Safety Appraisal, commissioned by SWTRA (04/07/2011) and the recommended topographical survey.

Community Council

8. Correspondence from the Community Council as referred to in an e-mail dated 23-06-2011.



Llywodraeth Cymru /
Welsh Government
Parc Cathays / Cathays Park
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.

Accident Black Spot

9. The categorisation of the location as an 'accident black spot' (10/04/2016) including the evidence in support of this and the information giving rise to such a categorisation.

Bids for two separate programmes

10. The bids.
11. The outcome correspondence.

Recent speed limit review

12. The concerns raised under the speeding review.
13. The responses/outcome of this.

Drainage

14. The investigation of the drainage (11/2020).

Your request was acknowledged on 7 July. Our reply of 26 July refused your request under Section 12 of the Freedom of Information Act, appropriate limit. You were provided with explanations as to why it would take more than 24 working hours to determine whether we hold the information and then to locate, retrieve and extract that information from our records.

In your e-mail of complaint, you stated: *"that no reasonable advice and assistance to refine (change or narrow) your request was given."* You also questioned why a *general iShare search using the search term 'Llangua Terrace' was used* and did not include such request-specific terms as 'camber', 'calming', 'road safety audit' etc.

I have noted your original request, the response that issued and your subsequent complaint.

The Welsh Government is indeed obliged to provide advice and assistance to requestors when submitting requests for information. Section 16 of the FoI Act states:

16 Duty to provide advice and assistance:

(1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.

(2) Any public authority which, in relation to the provision of advice or assistance in any case, conforms with the code of practice under section 45 is to be taken to comply with the duty imposed by subsection (1) in relation to that case.

I note that such advice was not provided to you. I therefore uphold that part of your complaint on the basis that we did not provide you with advice and assistance to narrow the focus of your request to potentially bring it within scope, as is our obligation under s16 of the FoIA. For this I apologise.

I am satisfied, however, that it was correct to refuse your request under s12 of the FoIA given the breadth of the request and the time calculated that it would take to navigate the significant volume of documents required to process your request. It was explained in our reply of 26 July how information is stored on our Electronic Document and Records Management System, iShare. Utilising specific terms such as 'camber', 'calming' and/or 'road safety audit' may have potentially reduced the number of results. That said, it is not necessarily the case that all the information for Llanguna Terrace you requested would have been captured. It is further possible, however, that expanding the search in that way may have captured other documents not relevant to your request. Essentially, there is no single file entitled 'Llanuga Terrace' which can be interrogated in isolation. Additionally, it was identified that on our South Wales Trunk Road Agent database, the time it would take to interrogate all the folders would again far exceed the appropriate limit. This part of your complaint is therefore not upheld in relation to s12 of the FoIA.

To conclude, I uphold your complaint in part for the reasons outlined above.

Turning, then, to the matter of how your request can be reduced to potentially bring it within scope. As explained in our reply of 23 July, our documents are saved on iShare using naming conventions appropriate for our own recording purposes and do not necessarily lend themselves to being easily interrogated for generic requests for information. Given the wide nature of your request, it may be preferable therefore for you to discuss your request with officials in the first instance so that they can have a better understanding of what you are looking for. Please let us know your preferred method of contact and details (email/phone etc.) by e-mailing FOI.EconomyandInfrastructure@gov.wales. An official will then contact you to further discuss your request.

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.org.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

Steve Vincent

