



22 December 2015

Dear ,

Complaint in respect of Request for Information – reference ATISN9962

As requested in your email on 1 December 2015, I have conducted a review of the original response provided to the FOI concerning the number and cost of journeys conducted by Welsh Government officials between Cardiff and Llandudno.

I can confirm that the estimate of the time taken to respond is reasonable. Information relating to journeys undertaken by Welsh Government staff is not collated within a single report. Welsh Government staff are able to recover the costs incurred on official business through a retrospective claim made via an electronic travel and subsistence (T&S) system. Alternatively staff may pay for costs incurred using pre-existing procurement arrangements, such as, arranging travel via rail or hire car contracts. The costs for these contracts are paid directly by the Welsh Government.

The T&S system requires claimants to record journey details. However, the field is ‘free text’ and, therefore, there is no standard report available to collate this information. Likewise, although, costs incurred on all WPCs are available for review on line, the WPC database does not record location details.

The only way in which the team responsible for managing the T&S and WPC systems could provide the details originally requested is to manually scrutinise every record and in some cases follow up any queries with individual departments. The number of claims processed in the last three financial years averaged 97,000 per annum whereas retrieving and extracting the necessary information from each record takes an individual 60 seconds. It is these numbers that have been used to estimate the total time it would take to provide the information requested; 97,000 claims x 1 minute = 1,617 hrs to retrieve and review the records for each financial year.

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: caserwork@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

Gawain Evans
Director of Finance