



Ein cyf/Our ref ATISN 10629

5 October 2016

Dear ,

Complaint in respect of Request for Information – reference ATISN 10629

I wrote to you on 26 August regarding your request for an internal review. I have conducted an internal review 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 what is the additional cost of producing bilingual road signs in Wales, rather than just in English? In our reply dated 26 August, we explained that we do not hold information relating to your request. We also confirmed that we do not have any comparison costs for producing signs in English only but in general that bilingual signs are more expensive as they are usually larger than their monolingual equivalent.

In your complaint dated 26 August you asked us to conduct an internal review. I have reviewed your request and have concluded that the original response provided was indeed correct.

As explained in our original reply it is a requirement that all road signs in Wales are produced bilingually and this has been the case for decades. As it is a requirement for all road signs to be produced bilingually the transport department has no need for comparison costs for monolingual signs therefore I do not consider there is any further information which could've been supplied in this instance.

It is worth noting that larger signs will be subject to greater wind loading, therefore, the size of posts and foundations will have to increase to resist the larger forces. This is



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

E&I FOI Team
Welsh Government
Treforest - QED Centre
Main Avenue
Treforest Industrial Estate
Pontypridd
CF37 5YR

EconomyandInfrastructureFOI@wales.gov.uk
www.gov.wales

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.

where the cost difference generally lies. Design costs would be similar for monolingual and bilingual signs.

For new road schemes, firms have to bid for the scheme and the one deemed to provide the best package when assessed against the selection criteria will be selected. The cost of sign design, manufacture and installation is included in the overall scheme cost.

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

Sheena Hague
Deputy Director, Network Management.