



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Eich cyf/Your ref
Ein cyf/Our ref

Dyddiad / Date: 22/05/2017

Dear

ATISN 11259

Thank you for your requests. You have asked:

1. how many contacts CSSIW receives in Welsh annually and the same for English language?;
2. how many web-page hits on the English and Welsh index pages between 01/01 and 31/12 last year?; and
3. how many services have requested Welsh Language inspections and inspection reports?

The information you requested is as follows:

1. Unfortunately, we are unable to provide a figure for the number of people who contact us through these different methods in English or Welsh.
2. Between 1 January to 31 December 2016 our Welsh language pages received 2,521 unique views. This does not include those people who may have visited our Welsh pages more than once. Our English pages received over 138,299 unique page views. This does not include those people who visited our English pages more than once.
3. CSSIW undertakes to inspect and produce inspection reports in the language specified by the inspected service. As at 5 May 2017, there are 500 services that have requested a Welsh Language inspection, a further 109 services are content to be inspected by English or Welsh speaking inspectors and 1,198 services will have their reports published in English and Welsh.

AGGCC
Swyddfeydd Cenedlaethol
Llywodraeth Cymru
Adeiladau'r Llywodraeth
Parc Busnes Rhydycar
Merthyr Tudful CF48 1UZ
www.aggcc.org.uk
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.

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✉ cssiw@cymru-wales.gsi.gov.uk

CSSIW
National Office
Welsh Government
Government Buildings
Rhydycar Business Park
Merthyr Tydfil CF48 1UZ
www.cssiw.org.uk

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.

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: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

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.

Yours sincerely