4 September 2013

Dear Lisa Dando-Ellis,

**Investigation into the new automated phone system**

As you will know the Welsh Language Commissioner received a letter from Alison Ward on 2 September in response to the above investigation’s initial queries. It was noted in the letter that you would be the point of contact on behalf of the Council.

In order to complete the investigation we have some further questions.

1. The letter (2 September) explains that the original intention was to launch the service in Welsh and English at the same time. It is also explained that a decision was made during the process to launch the service in English only as a pilot. It is not clear to us precisely when this decision was taken. To avoid any uncertainty, provide the following information:
   
   a. When was the decision taken to launch the service in English before it was launched in Welsh? Please provide dates.
   
   b. Explain the reasons for the decision.

2. It was explained that the task of recording the Welsh scripts was resource intensive as it was one member of staff undertaking the recording. Were any other arrangements considered to speed up the process?

3. When were the English scripts recorded?
4. The letter explained that the English service was launched as a pilot. Provide any evidence that you have concerning how this was explained to the public when launching the service.

5. Appendix A of the letter refers to the supplier’s costs and a specific cost has been assigned to setting up and running the Council’s Welsh language revenues and benefits line.
   a. What are the costs that are specific to the Welsh line?
   b. The document also refers to minimising the cost of the Welsh language service by not collecting data from customers. What does this mean to users of the service?

We would appreciate receiving this information within ten days of the date of this letter. Once we have the information that we require we will be able to complete a draft report of the investigation. Having done so, we will share a draft with you to enable you to check the draft for factual accuracy. At this point we would be happy to meet with you, should you have any further queries. In the meantime, you are welcome to contact me at – dyfan.sion@cyg-wlc.org – or Gareth Smith – gareth.smith@cyg-wlc.org – should you have any questions.

Yours sincerely

Dyfan Sion

On behalf of the Welsh Language Commissioner

Cc: Vincent James, Equality
    Alan Vernon-Jones, Welsh Language Officer