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Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref KS/06293/20

Adam Price MS

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26 October 2020

Dear Adam

Thank you for your letter of 16 October regarding the online Consultation for the A483 Llandeilo and Ffairfach WeITAG Stage 2 transportation study.

My officials have advised that this technical glitch was a result of Welsh Government software. In trying to ensure the Digital Content Delivery Team met with the double A accessibility criteria compliance process, additional steps need to be followed and unfortunately on this occasion there was an oversight which they rectified as soon as they were notified of the problem. The issue was resolved on 5 October, 4 working days after the public consultation went live on 29 September. We were able to create a list of all those who had completed the survey and an email was immediately issued to them on the 7 October. The team have met to discuss how they can prevent future instances like this and have added a new layer in their checking process for future surveys.

In terms of ensuring that there is no duplication in relation to the on line smart survey we are able to remove the original submission by comparing response identification previous submitted via the list of email contacts submitted. This will ensure we are not picking up the same responses twice.

Alternative measure have been put in place to collect responses for those that cannot view the consultation material on line. Printed copies of the consultation material will be delivered to residents, to allow them to complete the questionnaire and send their response via the freepost service provided. All hand written questionnaires will be combined to the online questionnaire / survey.

Yours sincerely

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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.