



Llywodraeth Cymru
Welsh Government

28 September 2026

Dear ,

Complaint in respect of ATISN 27356

I have considered your complaint 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.

My findings are set out below against the matters raised in your review request.

1. The opening assertion that the Welsh Government holds no information

Having reviewed the original response, I agree that the opening statement, "We do not hold the information requested" was inaccurate and potentially misleading.

It is true that the Emergency Alert system is non-devolved and its operation is the responsibility of the UK Government Cabinet Office. This includes decisions about whether alerts are issued, the languages in which they are issued, the timing of alerts and any sequencing arrangements.

However, the Welsh Government did hold some information falling within the scope of your request. This information related primarily to Welsh language translation support provided to the Cabinet Office and communications associated with that support. That information was identified and disclosed as part of the response.

The response should therefore have explained that Welsh Government did not hold 'all' of the information requested, particularly where responsibility for the matters concerned rested with the Cabinet Office, but that some information within scope was held and was being disclosed. I apologise for this error.

Having reviewed the searches undertaken and the information disclosed, I do not consider that this error reflects any broader misunderstanding of the scope of your request. The relevant searches were undertaken and the information identified through those searches was disclosed. I have found no evidence that the wording of

the opening paragraph affected the searches conducted or resulted in information being overlooked.

2. The reference to "our response to the WLC"

I have reviewed the email disclosed at Annex 1 to the response containing the statement "I have also checked our response to the WLC and we stated that HMG and WG preference was Welsh language first followed by English one minute later." I can understand why this wording led you to conclude that a Welsh Government response to the Welsh Language Commissioner may exist and fall within the scope of your request.

Having reviewed the matter, I have established that the reference was not intended to refer to a Welsh Government response relating specifically to the emergency alert issued on 14 August 2026. Rather, it referred to a response held by the Cabinet Office concerning broader engagement with the Welsh Language Commissioner on Emergency Alerts. The disclosed email was included because it recorded language preferences that had previously been communicated.

As the underlying record is not a Welsh Government document and is not held by Welsh Government, there is nothing further for Welsh Government to disclose in response to this point. Any request for that information would need to be directed to the Cabinet Office. I note that details of how to contact the Cabinet Office were provided in the original response.

I hope this clarification resolves the confusion arising from the wording in the disclosed email.

3. Question 5: Communications following transmission

I agree that the information disclosed at Annex 1 consists of communications created before transmission of the alert. I also accept that your request under Question 5 was expressly seeking communications created following transmission of the alert concerning the matters listed in parts (a) to (e).

Having reviewed the original handling of the request, I believe the responder was attempting to assist by providing the pre-transmission communications which discussed the proposed sequencing arrangements. However, those communications did not in themselves constitute post-transmission communications.

To ensure this matter was fully considered, I instructed all relevant officials involved in communications with the Cabinet Office to undertake fresh searches for communications created after the alert was transmitted. Those searches have been completed and no records have been identified. Welsh Government does not hold any post-transmission communications concerning:

the Welsh-language version being received before the English-language version;

- the interval between the two alerts;
- reports or concerns about sequencing;
- one version replacing or ceasing to display after another version was received; or

- accessibility or safety concerns arising from the language sequencing.

Accordingly, whilst I accept that the original response could have explained the position more clearly, the outcome remains that Welsh Government holds no post-transmission communications falling within the scope of Question 5.

4. Adequacy of searches for Questions 4, 5 and 6

I have reviewed the searches undertaken in relation to Questions 4, 5 and 6.

As explained above, the Emergency Alert system is operated by the UK Government Cabinet Office and not by Welsh Government. As Welsh Government did not own or operate the system, Welsh Government did not undertake any Equality Impact Assessment, accessibility assessment, Public Sector Equality Duty assessment or other recorded assessment concerning the language arrangements for the alert. Similarly, Welsh Government did not undertake the incident review referred to in Question 6.

I have also considered whether further searches should be undertaken in light of the concerns raised in your review request. Additional checks have been undertaken with the relevant officials and no further information has been identified.

I therefore conclude that the relevant information is not held by Welsh Government. I do not agree that information is "now known to have been held". As explained above, the issue is not one of inadequate searches, but rather that responsibility for these matters rested with the Cabinet Office and the information requested is not held by Welsh Government.

5. Completeness of searches for Questions 1 to 3

I have reviewed the searches undertaken for Questions 1 to 3.

In relation to Question 1, the final version of the alert was provided as part of the original response. The review has identified one earlier version of the text. The difference between that version and the final version was limited to a single word amended by the Cabinet Office. The amendment made no material difference to the substance of the alert and was therefore not included in the disclosure.

In relation to the specific questions raised in your review request:

16 - There was one earlier version of the text in addition to the final version disclosed. The only difference was a single word amended by the Cabinet Office.

17 - The emails disclosed represent the complete relevant email chains held by Welsh Government.

18 - There were no attachments associated with the disclosed emails.

19 - Searches have not identified any further responsive documents, drafts, submissions or recorded messages held elsewhere.

20 - This point arises from the misunderstanding regarding the reference to the "response to the WLC". As explained above, this does not relate to a Welsh Government document held for the purposes of your request.

21 - One further Cabinet Office email has been identified which states that the message "will be delivered firstly in Welsh, followed by a separate alert in English." The email does not contain any information regarding intervals, timings or rationale beyond that statement. I have included this email at Annex 1. No additional responsive information has been identified.

6. Exemptions

You state that no exemption was identified for any information requested.

My review has found that no information was withheld through the application of a Freedom of Information Act exemption. The information that was not provided was not held by Welsh Government; no information was withheld.

7. Conclusion

I have undertaken a fresh review of the handling of your request.

I have concluded that the original response contained an inaccurate and potentially misleading opening statement. The response should have explained that Welsh Government held some of the information falling within the scope of your request and that this information was being disclosed, while also making clear that responsibility for the Emergency Alert system rests with the UK Government Cabinet Office.

Having reviewed the searches undertaken and conducted additional enquiries where appropriate, I am satisfied that:

- the searches undertaken were reasonable and proportionate;
- the information held by Welsh Government and identified through those searches was disclosed;
- no post-transmission communications are held by Welsh Government;
- the assessments, reviews and incident documentation sought in Questions 4 and 6 are not held by Welsh Government.

I have included at Annex A the other communication that could have been provided.

I hope that this explanation clarifies the issues raised in your review request, particularly the misunderstanding regarding the reference to the Welsh Language Commissioner and the inaccurate wording in the opening paragraph of the original response.

Next steps

If you remain dissatisfied with this response you 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

Website: www.ico.org.uk

Yours sincerely

Emma Spear

Annex A

Sent: 14 August 2026 18:51

Hi

Confirming that the FSoS has agreed to send the EA to all areas of England and Wales.

We expect the EA to be sent in the next ten minutes and for those handsets in Wales, will be delivered firstly in Welsh, followed by a separate alert in English as per the text below.

Many thanks again for the rapid translation and everything else this afternoon.

Best wishes,