Agenda – Culture, Welsh Language and Communications Committee

Meeting Venue:	For further information contact:
Committee Room 2 – Senedd	**Steve George**
Meeting date: 26 October 2017	Committee Clerk
Meeting time: 09.30	0300 200 6565
	SeneddCWLC@assembly.wales

1 Introductions, apologies, substitutions and declarations of interest

2 General Scrutiny: Welsh Language Commissioner – Annual Report

(09:30 – 10:15) (Pages 1 – 103)

Meri Huws, Welsh Language Commissioner

Dyfan Sion, Strategic Director

Break (10:15 – 10:25)

3 General Scrutiny: Welsh Language Commissioner – Assurance Report

(10:25 – 11:10) (Pages 104 – 150)

Meri Huws, Welsh Language Commissioner

Gwenith Price, Strategic Director

Guto Dafydd, Senior Compliance Officer

4 Paper(s) to note

4.1 Letter from Department for Digital, Culture Media and Sport

(Pages 151 – 152)

5 **Motion under Standing Order 17.42 to resolve to exclude the public from the meeting for the following business:**

6 **Private debrief**

(11:10 - 11:30)

7 **News Journalism in Wales: Key Issues Paper**

(11:30 - 12:00) (Pages 153 - 167)

Document is Restricted

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Annual Report

Comisiynydd y Gymraeg
Welsh Language Commissioner

Cynnwys

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Rhagair

Rwy'n teimlo bod y drafodaeth gyhoeddus am y Gymraeg wedi newid. Bellach nid 'pam' yw'r cwestiwn a ofynnir wrth drafod cynyddu defnydd o'r iaith, ond 'sut'. Gosodwyd y cyfeiriad i raddau helaeth gyda tharged Llywodraeth Cymru o filiwn o siaradwyr Cymraeg. Fe gydiodd y ffigur yn nychymyg pobl ac fe ddaeth sefydliadau, mudiadau a chymdeithasau ynghyd i gydweithio er mwyn ei gyrraedd. Rwyf innau'n croesawu'r uchelgais yn y targed, ac yn edrych ymlaen at gyfrannu at gyrraedd y nod.

Does dim gwadu bod dyblu'r niferoedd sy'n gallu'r iaith erbyn 2050 am fod yn fynydd serth i'w ddringo. Mae'n hollbwysig, felly, fod yna gynllunio gofalus a phwrpasol yn digwydd ar gyfer y daith, a bod cerrig milltir yn cael eu gosod ar hyd y ffordd. Mae'r ffigurau diweddaraf yn dangos bod pedwar allan o bump plentyn bellach yn dysgu'r iaith yn yr ysgol. Mae'n amlwg felly bod twf y Gymraeg yn ddibynnol i raddau helaeth iawn ar dwf addysg Gymraeg. Serch hynny, ychydig iawn o gynnydd a fu yn y ddarpariaeth addysg Gymraeg dros y blynyddoedd diwethaf.

Mae angen edrych ar y darlun cyflawn a chynllunio i gryfhau'r ddarpariaeth addysg Gymraeg o'r blynyddoedd cynnar hyd at ddysgu gydol oes. Rwy'n croesawu ymateb cadarnhaol y Llywodraeth i'm pryderon am ddiffyg uchelgais mwyafrif y cynlluniau addysg Gymraeg a baratowyd gan yr awdurdodau lleol. Dylid parhau i ddatblygu'r cyrsiau Cymraeg yn ein prifysgolion, ac ni ddylid anghofio am rôl y colegau addysg bellach. Mae addysg bellach yn rhan hollbwysig o'r daith addysgol, ac o'r economi'n ehangach, ond mae bwlch sylweddol yn y ddarpariaeth Gymraeg ar hyn o bryd. Mae angen mynd ati fel mater o frys i gynllunio i gynyddu'n sylweddol y cyfleoedd i ddilyn cyrsiau drwy gyfrwng y Gymraeg yn y sector hwn.

Yr un pryd â datblygu'r ddarpariaeth addysg, mae angen hefyd creu cyd-destun cymdeithasol i'r iaith. Wrth edrych yn ôl ar 2016-17, ni allwn beidio â sôn am bêl-droed. Yng nghystadlaethau'r Ewros haf diwethaf, rhoddwyd lle amlwg i'r Gymraeg, a gwelwyd cwmnïau mawr yn defnyddio Cymreictod a'r iaith i hyrwyddo'u nwyddau a'u gwasanaethau. Roedd yn fraint gen i gyfrannu at hyn drwy gydweithio â'r Gymdeithas Bêl-droed yn eu paratoadau. Yn ystod y flwyddyn fe wnaethom lansio canllaw i gymdeithasau chwaraeon a hyfforddwyr i ddefnyddio'r Gymraeg mewn sesiynau hyfforddi er mwyn sicrhau defnydd o'r iaith mewn gweithgareddau chwaraeon llawr gwlad yn ogystal.

Foreword

I feel that there has been a shift in the public debate on the Welsh language. Now, in discussions on increasing the use of Welsh, the question asked is not 'why' but 'how'. The direction has been set, to a great extent, by the Welsh Government's target of one million Welsh speakers. That figure captured people's imagination, and organisations, societies and associations came together to work together to reach this target. I too welcome the ambition inherent in this target, and look forward to contributing to reaching the aim.

One cannot deny that doubling the numbers of people who can speak Welsh by 2050 is going to be a steep mountain to climb. It is vital, therefore, that careful and purposeful planning is undertaken during this journey, and that milestones are put in place on the way. The latest figures show that four out of five children are now learning the language at school. It is apparent therefore that the growth of the Welsh language is dependant to a large extent on the growth of Welsh-medium education. Despite this, there has been very little increase in the provision of Welsh-medium education over recent years.

There is a need to look at the broader picture and put plans in place to strengthen the Welsh-medium provision from early years through to lifelong learning. I welcome the positive response by the Government to my concerns regarding the lack of ambition that was all too apparent in the majority of the local authority Welsh in Education Strategic Plans. Our universities should continue to develop their Welsh-medium courses, and the role of the further education colleges should not be overlooked. Further education is a crucial part of the educational journey, and of the wider economy, but there is a significant lack of Welsh-medium provision at present. Urgent steps must be taken to plan a significant increase in the opportunities available to study courses through the medium of Welsh in this sector.

Alongside the development of the education provision, we must also create a social context for the language. Looking back over 2016-17, it is impossible not to mention football. In the European Championships last summer, the Welsh language was given prominence and we saw large companies using pride in Wales and the Welsh language to promote their goods and services. I had the honour of contributing to this by working with the Football Association in their preparations. During the year, we launched a guide for sports associations and coaches on using Welsh in training sessions in order to ensure the language is also used in sports activities at the grass roots level.

Ar 30 Mawrth 2016 daeth hawliau newydd i ddefnyddio'r Gymraeg yn sgil gosod safonau ar y 26 sefydliad cyntaf. Ers hynny, rwyf wedi gosod safonau ar 52 sefydliad arall, ac mae'r rheoliadau a basiwyd gan y Cynulliad yn ddiweddar yn golygu fy mod yn y broses o gyflwyno hysbysiadau cydymffurfio i sefydliadau addysg bellach ac addysg uwch. Bydd hawliau'r cyhoedd i ddefnyddio'r iaith yn cryfhau'n sylweddol pan gaiff safonau eu gosod ar y sefydliadau iechyd; ac rwy'n edrych ymlaen at weld y Llywodraeth yn bwrw ymlaen i gyflwyno rheoliadau'r sector pwysig hwn yn fuan.

Cwestiwn sy'n cael ei ofyn i mi yn aml yw a oes yna wahaniaeth gwirioneddol rhwng y gyfundrefn safonau a'i rhagflaenydd, y cynlluniau iaith, ac a yw'r gwahaniaeth yn cael ei adlewyrchu ym mhrofiad y defnyddiwr. Yn sicr, mae'r newid yn fwy na newid enw. Rwy'n gweld awydd ymysg sefydliadau i sicrhau eu bod yn cydymffurfio â safonau'r Gymraeg erbyn hyn. Mae yna arwyddion cynnar fod profiad y defnyddiwr o ddefnyddio gwasanaethau Cymraeg yn gwella. Mae ffordd bell i fynd eto i wireddu'n nod o greu Cymru lle na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg a lle gall pobl ddewis byw eu bywydau trwy gyfrwng y Gymraeg, ond credaf ein bod yn camu i'r cyfeiriad cywir gyda'r gyfundrefn safonau.

Rwy'n ysgrifennu'r geiriau hyn ym mlwyddyn hanner canmlwyddiant Deddf yr Iaith 1967. Mae pen-blwyddi o'r fath yn gyfle i edrych yn ôl ac ystyried y cynnydd a wnaed. Ar ddiwedd y 60au doedd yna fawr ddim defnydd swyddogol o'r Gymraeg ac roedd Cymru lle byddai gennym ein Senedd ein hun fyddai'n gweithredu ac yn deddfu yn ddwyieithog yn rhywbeth y tu hwnt i ddirnadaeth llawer. Wrth i'r Llywodraeth baratoi dros y misoedd nesaf i adolygu Mesur y Gymraeg, un neges yr wyf yn awyddus i ni i gyd ei chadw mewn cof yw pa mor bell yr ydym wedi dod, a sut y mae deddfu yn cyfrannu at hybu defnydd o'r iaith a chadarnhau hawliau ei siaradwyr. Esblygu a datblygu'r ddeddfwriaeth sydd ei hangen ac adeiladu ar y sylfeini cadarn sydd eisoes yn eu lle.

Meri Huws

Meri Huws

Comisiynydd y Gymraeg

On 30 March 2016, new rights to use the Welsh language came into force following the imposition of standards on the first 26 organisations. Since then, I have imposed standards on another 52 organisations, and the regulations passed by the Assembly recently mean that I am in the process of issuing compliance notices to further and higher education institutions. The public's rights to use Welsh will strengthen substantially when standards will be imposed on health organisations, and I look forward to seeing the Government moving forward to introduce standards to this important sector soon.

A question I am asked regularly is whether there is a genuine difference between the standards regime and the preceding language schemes system, and whether this difference is reflected in the experience of service users. Without doubt, the change has been more than simply a change in name. I am witnessing a desire amongst organisations to ensure that they are complying with the Welsh language standards. There are early indications that the experience of Welsh language service users is improving. There is quite a way to go yet before we achieve the aim of ensuring that the Welsh language is treated no less favourably than the English language in Wales and that people are able to choose to live their lives through the medium of Welsh, but I believe that we are moving in the right direction with the standards.

I write these words fifty years since the enactment of the Welsh Language Act 1967. These anniversaries are an opportunity to look back and consider the progress we have made. At the end of the 60s, there was very little use of the Welsh language in official spheres and envisaging a Wales where we had our own Senedd with its own bilingual proceedings and laws would have been beyond many people's imagination. With the Government preparing to review the Welsh Language Measure over the next few months, I am keen that we all remember how far we have come, and how legislation contributes to the promotion of the language and the affirmation of the rights of its speakers. We need to evolve and develop our legislation, building on the strong foundations already in place.

Meri Huws

Meri Huws

Welsh Language Commissioner

Cipolwg ar y flwyddyn

85%

yn credu bod y Gymraeg yn rhywbeth i fod yn falch ohono

Cyflwyno tystiolaeth ysgrifenedig a llafar i bwyllgorau'r Cynulliad ac eraill **26** o weithiau

Agor **83** ymchwiliad i gydymffurfiaeth â dyletswyddau iaith

Y Comisiynydd wedi gosod safonau ar **52** sefydliad newydd

76%

o siaradwyr Cymraeg yn cytuno bod gwasanaethau Cymraeg sefydliadau cyhoeddus yn gwella

68%

yn hoffi gweld y Gymraeg yn cael ei defnyddio gan archfarchnadoedd yng Nghymru

NEWYDDION

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o gyfeiriau at y Comisiynydd yn y wasg brint ac ar lein

Snapshot of the year

85%

believe that the Welsh language is something to be proud of

Written and oral evidence presented to Assembly committees and others on **26** occasions

83 investigations opened into compliance with Welsh language duties

The Commissioner placed standards on **52** new organisations

76%

of Welsh speakers agree that public organisations' Welsh language services are improving

68%

people like to see Welsh being used by supermarkets in Wales

NEWS

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references to the Commissioner in the printed press or online

Nod, gweledigaeth a gwerthoedd

Nod

Prif nod Comisiynydd y Gymraeg yw hybu a hwyluso defnyddio'r Gymraeg. Wrth wneud hynny bydd y Comisiynydd yn ceisio cynyddu defnydd o'r Gymraeg yng nghyswllt darparu gwasanaethau, a thrwy gyfleoedd eraill. Yn ogystal, bydd y Comisiynydd yn rhoi sylw i statws swyddogol y Gymraeg yng Nghymru ac i ddyletswyddau i ddefnyddio'r Gymraeg sydd wedi'u gosod drwy gyfraith, a'r hawliau sy'n deillio o allu gorfodi'r dyletswyddau hynny. Mae dwy egwyddor yn sail i'r gwaith, sef yr egwyddor na ddylid trin y Gymraeg yn llai ffafriol na'r Saesneg yng Nghymru ac y dylai personau yng Nghymru allu byw eu bywydau drwy gyfrwng y Gymraeg os ydynt yn dymuno gwneud hynny. Mae Cynllun Strategol Comisiynydd y Gymraeg 2015-17 yn egluro sut yn union y bwriedir gweithio tuag at gyflawni nod cyffredinol y Comisiynydd.

Gweledigaeth a gwerthoedd

Dros amser, dyhead Comisiynydd y Gymraeg yw gweld:

- Y Gymraeg wrth galon polisi yng Nghymru
- Defnydd o'r Gymraeg yn cynyddu
- Gwell profiad i ddefnyddwyr y Gymraeg yn sgil gwaith rheoleiddio
- Mynediad at gyfiawnder i unigolion mewn perthynas â'r Gymraeg
- Arloesi wrth hybu a hwyluso isadeiledd y Gymraeg.

Wrth gyflawni ei swyddogaethau statudol a gwireddu camau cychwynnol y weledigaeth, bydd y Comisiynydd a'i swyddogion yn gweithredu ar sail gwerthoedd craidd. Wrth ffurfio barn bydd y Comisiynydd yn gadarn gan roi sicrwydd i'r defnyddiwr. Bydd yn defnyddio pob cyfle i fod yn rhagweithiol ac i dorri tir newydd er mwyn ysgogi newid a gwella parhaus. Er mwyn cyfrannu at gynyddu defnydd o'r Gymraeg, bydd yn llais dros siaradwyr Cymraeg. I feithrin amgylchedd gweithio iach sy'n cefnogi ei weithwyr ac yn ceisio eu barn, ac er mwyn bod yn sefydliad sy'n dysgu o brofiad, bydd yn agored ac yn deg.

Aim, vision and values

Aim

The principal aim of the Welsh Language Commissioner is to promote and facilitate the use of the Welsh language. In so doing, the Commissioner will try to increase the use of Welsh in the provision of services, and through other opportunities. The Commissioner will also highlight the Welsh language's official status in Wales and duties to use the Welsh language which have been imposed by law, and rights emanating from the enforcement of such duties. Two principles underpin the work namely the principle that in Wales the Welsh language should be treated no less favourably than the English language and that persons in Wales should be able to live their lives through the medium of Welsh if they wish to do so. The Welsh Language Commissioner's Strategic Plan 2015-17 explains how the work towards attaining the Welsh Language Commissioner's general aim will be carried out.

Vision and values

Over time, it is the Welsh Language Commissioner's desire to see:

- The Welsh language at the heart of policy in Wales
- Use of the Welsh language increasing
- A better experience for Welsh language users as a result of regulation
- Access to justice for individuals in respect of the Welsh language
- Innovation in promoting and facilitating the infrastructure of the Welsh language

In carrying out statutory functions and implementing the initial stages of the vision, the Commissioner and officers will operate on the basis of core values. In forming an opinion the Commissioner will be firm, providing assurance to the user. The Commissioner will take every opportunity to be proactive and to break new ground in order to encourage continuous change and improvement. In order to contribute towards increasing the use of the Welsh language, the Commissioner will be a voice on behalf of Welsh speakers. In order to develop a healthy working environment that supports and seeks the opinions of its workers, and in order to be an organisation that learns from experience, the Commissioner will be open and fair.

Cyd-destun y Gymraeg 2016-17

Adroddiad 5-mlynedd ar sefyllfa'r Gymraeg

Ar 3 Awst 2016, cyhoeddodd Comisiynydd y Gymraeg yr adroddiad 5-mlynedd cyntaf ar sefyllfa'r Gymraeg. Mae cyhoeddi'r adroddiad yn un o swyddogaethau statudol y Comisiynydd o dan Adran 5 Mesur y Gymraeg (Cymru) 2011.

Astudiaeth ystadegol ac ymchwil am y Gymraeg a'r defnydd ohoni yw'r adroddiad, ac mae'n canolbwyntio ar dri maes, sef adrodd ar ganlyniadau Cyfrifiad 2011, creu siaradwyr Cymraeg a defnyddio'r Gymraeg.

Mae canfyddiadau'r adroddiad yn seiliedig ar ddata a gwybodaeth sy'n dod o nifer o ffynonellau, gan gynnwys y Cyfrifiad, Arolwg Defnydd Iaith 2013-2015, arolygon omnibws ac ymchwil sefydliadau eraill.

Dyma rai o brif ganfyddiadau ffeithiol yr adroddiad:

- Mae canran y plant 5-15 oed sy'n medru siarad Cymraeg wedi dyblu ers 1981.
- Bu gostyngiad o dros 20,000 yn nifer y siaradwyr Cymraeg rhwng 2001 a 2011 (ond cynnydd o 20,000 ers 1971).
- Mae nifer y cymunedau lle mae 70% yn siarad Cymraeg wedi gostwng o 53 yn 2001 i 39 erbyn 2011.
- Mae 13% o bobl Cymru'n defnyddio'r Gymraeg bob dydd.
- Mae 85% yn credu bod y Gymraeg yn rhywbeth i fod yn falch ohono, ac mae 86% yn credu bod yn yr iaith yn bwysig i'r diwylliant Cymreig.
- Mae nifer sylweddol o blant yn cael eu haddysg trwy gyfrwng y Gymraeg mewn ysgolion, ond ni welwyd cynnydd gwirioneddol dros y blynyddoedd diwethaf.
- Ni fu cynnydd dros y blynyddoedd diwethaf yn y niferoedd o blant sy'n derbyn addysg a gofal blynyddoedd cynnar drwy gyfrwng y Gymraeg ac mae'r niferoedd sy'n astudio drwy gyfrwng y Gymraeg mewn addysg bellach ac uwch yn parhau i fod yn isel.

The context of the Welsh language 2016-17

5-year report on the position of the Welsh language

On 3 August 2016, the Welsh Language Commissioner published the first 5-year report on the position of the Welsh language. Publishing this report is one of the Commissioner's statutory functions under Section 5 of the Welsh Language (Wales) Measure 2011.

The report consists of a statistical and research-based study of the language and its use, and focuses on three areas: reporting on the 2011 Census results, creating Welsh speakers and the use of the Welsh language.

The findings of the report are based on data and information from a number of sources, including the Census, the 2013-2015 Language Use Survey, omnibus surveys and research by other organisations.

Some of the main factual findings of the report are as follows:

- The percentage of children aged 5-15 able to speak Welsh has doubled since 1981.
- There was a decrease of over 20,000 in the number of Welsh speakers between 2001 and 2011 (but an increase of 20,000 since 1971).
- The number of communities where 70% of the population speaks Welsh has fallen from 53 in 2001 to 39 in 2011.
- 13% of the population of Wales use Welsh every day.
- 85% believe that the Welsh language is something to be proud of, and 86% believe that the language is important to Welsh culture.
- A significant number of children are educated through the medium of Welsh in schools, but no real increase has been seen in recent years.
- There has been no increase over recent years in the number of children receiving early years education and nursery care through the medium of Welsh, and the numbers studying through the medium of Welsh in further and higher education continue to be low.

Heriau sylweddol sy'n wynebu'r sefydliad

Mae'r Comisiynydd yn cadw cofrestr o risgiau strategol sy'n amlinellu'r prif heriau sy'n wynebu'r sefydliad. Prif ddiben y gofrestr yw adnabod tebygolrwydd ac effaith risgiau er mwyn gallu cymryd camau i'w rheoli neu eu lliniaru. Caiff y gofrestr hon ei diweddaru'n gyson.

Mae'r risgiau yn cynnwys materion mewnol, megis sicrhau trefniadau llywodraethiant a gweinyddu da, a sicrhau gweithredu yn unol â gofynion cyfreithiol. Mae risgiau eraill yn delio gyda materion sy'n deillio o benderfyniadau a datblygiadau allanol.

Er enghraifft, mae cyllideb y Comisiynydd yn parhau i fod yn her sylweddol. Fel amlygwyd mewn adroddiadau blaenorol, mae lefel ariannu swyddfa'r Comisiynydd wedi gostwng o £4,100,000 i £3,051,000 ers ei sefydlu yn 2012. Mae hynny'n doriad o dros 25% mewn termau ariannol ac er na fu toriad yng nghyllideb y Comisiynydd ar gyfer 2017-18, nid oes sicrwydd ar gyfer y dyfodol. Mae'r Comisiynydd eisoes wedi gorfod gwneud arbedion i'w chyllideb ac wedi ceisio gwneud hynny heb gael effaith andwyol ar ei swyddogaethau. Byddai parhau i wneud hynny gyda thoriadau pellach i'r gyllideb yn heriol iawn ac yn ymarferol byddai'n rhaid peidio â gwneud rhai gweithgareddau pwysig nad ydynt yn ofynion statudol. Enghraifft o hynny yw gwaith ymchwil. Mae'r Comisiynydd wedi buddsoddi neu gyfrannu tuag at waith ymchwil sylweddol yn y blynyddoedd diwethaf, gan gynnwys Arolwg Defnydd Iaith 2015 a'r ymholiad i ofal sylfaenol drwy gyfrwng y Gymraeg. Nid yw'n bosibl buddsoddi mewn ymchwil o'r fath heb gyllideb ddigonol a sgil effaith hynny fyddai cyfyngu ar ein dealltwriaeth o ddefnydd y Gymraeg a phrofiadau unigolion.

Yn ystod y flwyddyn ddiwethaf, fe gyhoeddodd y Llywodraeth ei bod yn paratoi ar gyfer Bil newydd ar y Gymraeg. Byddai hynny'n golygu adolygu Mesur y Gymraeg 2011, sef y ddeddfwriaeth a sefydlodd y Comisiynydd. Wrth adolygu'r Mesur, mae'r Llywodraeth wedi cyhoeddi ei bod yn bwriadu ystyried y gyfundrefn safonau, swyddogaethau rheoleiddio'r Comisiynydd a chyfrifoldebau am hybu a hyrwyddo'r Gymraeg. Mae'r Llywodraeth hefyd wedi datgan yn gwbl glir bod y safonau yma i aros, ac mai'r broses yn hytrach na'r egwyddor a fydd o dan ystyriaeth wrth adolygu'r ddeddfwriaeth.

Significant challenges facing the organisation

The Commissioner maintains a register of strategic risks outlining the main challenges facing the organisation. The main aim of the register is to identify the likelihood and impact of risks in order to control those risks or to take mitigating action. This register is updated regularly.

The risks include internal issues, such as good governance and administrative arrangements, and ensuring the organisation acts in accordance with legal requirements. Other risks relate to issues arising from external decisions and developments.

For instance, the Commissioner's budget continues to be a significant challenge. As outlined in previous reports, the funding level of the office of the Commissioner has decreased from £4,100,000 to £3,051,000 since its establishment in 2012. This is a decrease of over 25% in financial terms and although there has been no cut to the Commissioner's budget for 2017-18, the future remains uncertain. The Commissioner has already had to make savings to her budget and has sought to do so without detriment to her functions. Continuing in this way, with further budget cuts, would be highly challenging and in practical terms it would mean not doing some important activities that are not statutory requirements. An example of this is research work. The Commissioner has invested or contributed towards substantial research over the last few years, such as the Language Use Survey 2015 and the inquiry into primary care through the medium of Welsh. It is not possible to invest in research of this nature without adequate resources and the impact will be to limit our understanding of the use of Welsh and the experiences of individuals.

During the past year, the Government has announced that it is preparing for a new Welsh Language Bill. This would mean revising the Welsh Language Measure 2011, the legislation that established the Commissioner. In revising the Measure, the Government has announced that it intends to consider the standards regime, the Commissioner's regulatory functions and responsibilities for the promotion of the Welsh language. The Government has also made clear that the standards are here to stay, and it is the process rather than the principle that is under consideration in revising the legislation.

Heriau sylweddol sy'n wynebu'r sefydliad

Mae newid fel hyn yn cynnig heriau a chyfleoedd i'r sefydliad. Yr her gyntaf fydd yn wynebu'r Comisiynydd fydd sicrhau nad oes colli momentwm gyda'r gwaith pwysig sydd wedi digwydd hyd yma o dan Fesur y Gymraeg. Mae nifer sylweddol o sefydliadau yn gweithredu safonau erbyn hyn ac mae tystiolaeth gynyddol bod darpariaeth gwasanaethau Cymraeg yn gwella. Mae'n bwysig nad yw'r momentwm hwn yn cael ei golli. Mae'n ddyddiau cynnar o hyd ar gyfer y gyfundrefn newydd ac mae'n bwysig bod newidiadau mewn deddfwriaeth yn gwella ac yn atgyfnerthu'r gyfundrefn sy'n bodoli gan osgoi'r risg o arafu'r cynnydd sydd wedi bod.

Y cam cyntaf ffurfiol yn y broses o ddatblygu'r Bil newydd fydd Papur Gwyn Llywodraeth yn cynnig opsiynau ar gyfer y ffordd ymlaen. Bydd y Comisiynydd yn cyfrannu mor llawn ac mor adeiladol â phosibl yn y trafodaethau. Disgwylir i'r Llywodraeth wneud cyhoeddiad ar y Papur Gwyn yn ystod yr haf.

Significant challenges facing the organisation

Such a change presents challenges and opportunities for the organisation. The first challenge to face the Commissioner will be to ensure that no momentum is lost with the important work already carried out under the Welsh Language Measure. A significant number of organisations are now implementing standards and there is increasing evidence that Welsh language provision is improving. It is important that this momentum is not lost. The new regime is still in its infancy and it is important that legislative changes improve and strengthen the existing system and avoids the risk of slowing the progress that has been made.

The first formal step in the process of developing a new Bill is a Government White Paper outlining options for the way forward. The Commissioner will contribute as fully and as constructively as possible to the debate. We expect the Government to make an announcement on the White Paper during the summer.

Gweithgareddau a chyflawniadau

Mae Cynllun Strategol Comisiynydd y Gymraeg 2015-17 yn gosod seiliau gwaith a blaenoriaethau'r Comisiynydd.

Amcanion strategol:

1. **Dylanwadu ar yr ystyriaeth a roddir i'r Gymraeg mewn datblygiadau polisi**
2. **Sicrhau cyfiawnder i ddefnyddwyr y Gymraeg**
3. **Gosod dyletswyddau statudol a'u rheoleiddio**
4. **Annog, hybu a hwyluso defnydd o'r Gymraeg ar sail wirfoddol**
5. **Gweithredu a chyfathrebu'n briodol ac effeithiol**

Activities and achievements

The Welsh Language Commissioner's Strategic Plan 2015-17 lays the foundations for the Commissioner's work and priorities.

Strategic objectives:

1. **To influence the consideration given to the Welsh language in policy developments**
2. **To ensure justice for Welsh language users**
3. **To impose statutory duties and regulate them**
4. **To encourage, promote and facilitate the use of the Welsh language on a voluntary basis**
5. **To operate and communicate appropriately and effectively**

Amcan strategol 1: Dylanwadu ar yr ystyriaeth a roddir i'r Gymraeg mewn datblygiadau polisi

Mae gan bolisi a deddfwriaeth rôl allweddol i'w chwarae mewn cynyddu nifer y siaradwyr Cymraeg, yn enwedig polisi ar addysg Gymraeg. Maent hefyd yn allweddol i sicrhau defnydd yr iaith, er enghraifft defnydd o wasanaethau Cymraeg, defnydd o'r Gymraeg yn y gweithle a'i defnydd yn gymdeithasol. O'r herwydd mae dylanwadu ar bolisi yn rhan hanfodol o waith y Comisiynydd.

Mae'r Comisiynydd yn cynnal ac yn comisiynu gwaith ymchwil, llunio a chyhoeddi adroddiadau, gwneud argymhellion i Weinidogion Cymru a chyflwyno sylwadau neu roi cyngor i bersonau. Mae'r rhain oll yn ffyrdd o ddylanwadu ar bolisi.

Tystiolaeth a roddwyd

Darparwyd tystiolaeth ysgrifenedig a llafar ar 26 achlysur i bwyllgorau'r Cynulliad ac eraill, er mwyn sicrhau ystyriaeth briodol i'r Gymraeg.

Pwyllgor Diwylliant, y Gymraeg a Chyfathrebu'r Cynulliad

- Rhaglen waith y pwyllgor
- Bil Cymru 2016
- Strategaeth y Gymraeg ddrafft Llywodraeth Cymru
- Dyfodol S4C
- Cynllun Ieithoedd Swyddogol y Cynulliad
- Adroddiad 5-mlynedd Comisiynydd y Gymraeg
- Adroddiad Blynyddol Comisiynydd y Gymraeg

"Mae angen gwyrdroi cyfrwng iaith addysg a hyfforddiant yng Nghymru, gan roi'r gorau i baratoi mwyafrif llethol ein pobl ifanc ar gyfer y byd gwaith trwy gyfrwng y Saesneg yn unig."

Meri Huws, Tystiolaeth ar Strategaeth y Gymraeg ddrafft Llywodraeth Cymru, 14 Rhagfyr 2016.

"Yr her i'r gwasanaeth iechyd yw cynllunio gwasanaeth lle mae'r claf wrth y canol ac wedyn os oes angen neu awydd i gyfathrebu drwy gyfrwng y Gymraeg, bod hynny'n rhan o'r pecyn gofal."

Meri Huws, Tystiolaeth ar yr Adroddiad Blynyddol, 14 Rhagfyr 2016.

Strategic Objective 1: To influence the consideration given to the Welsh language in policy developments

Policy and legislation play a key role in increasing the number of Welsh speakers, in particular policy on Welsh-medium education. They are also vital in ensuring language use, for instance, the use of Welsh language services, Welsh in the workplace and social use of the language. As a result, a crucial part of the Commissioner's work is influencing policy.

The Commissioner conducts and commissions research, drafts and publishes reports, and makes recommendations and provides advice to Welsh Ministers and others. These are all ways of influencing policy.

Evidence given

Written and oral evidence was provided on 26 occasions to Assembly committees and others, in order to ensure appropriate consideration of the Welsh language.

The Culture, Welsh Language and Communications Committee

- The committee's programme of work
- The Wales Bill 2016
- The Welsh Government's draft Welsh Language Strategy
- The future of S4C
- The Assembly's Official Languages Scheme
- The Welsh Language Commissioner's 5-year Report
- The Welsh Language Commissioner's Annual Report

"There is a need to overhaul the language of education and training in Wales, thus reversing the current practice of preparing the vast majority of our young people for work through the medium of English only."

Meri Huws, Evidence on the Welsh Government's draft Welsh Language Strategy, 14 December 2014.

"The challenge for the health service is planning a service where the patient is at the centre and then if there is a need or a desire to communicate through the medium of Welsh, that that is part of the care package."

Meri Huws, Evidence on the Annual Report, 14 December 2016.

Pwyllgor Plant, Pobl Ifanc ac Addysg y Cynulliad

- Blaenoriaethau'r Pwyllgor
- Addysg a Dysgu Proffesiynol Athrawon
- Y Bil Anghenion Dysgu Ychwanegol a'r Tribiwnlys Addysg

"Dylai'r Bil drafft fanteisio ar unrhyw gyfleoedd posib i osgoi risg o wahaniaethu yn erbyn siaradwyr Cymraeg sydd ag anghenion dysgu ychwanegol o ganlyniad i ddiffyg darpariaeth gwasanaethau Cymraeg ar eu cyfer."

Meri Huws, Tystiolaeth ar y Bil Drafft Anghenion Dysgu Ychwanegol a'r Tribiwnlys Addysg, 2 Mawrth 2017.

Pwyllgor Iechyd, Gofal Cymdeithasol a Chwaraeon y Cynulliad

- Blaenoriaethau'r Pwyllgor
- Bil Iechyd y Cyhoedd

Pwyllgor Deisebau'r Cynulliad

- Adolygiad o system ddeisebau Cynulliad Cenedlaethol Cymru

Y Pwyllgor Materion Cyfansoddiadol a Deddfwriaethol

- Bil Cymru 2016

Tystiolaeth i eraill ar faterion amrywiol

- Adolygiad o weithgareddau'r Coleg Cymraeg Cenedlaethol
- Cynllun Ieithoedd Swyddogol Cynulliad Cenedlaethol Cymru
- Adolygiad o Gynlluniau Strategol y Gymraeg Mewn Addysg
- Cynllun Datblygu Lleol Gwynedd a Môn
- Iaith, Gwaith a Gwasanaethau Dwyieithog

The Assembly's Children, Young People and Education Committee

- The Committee's priorities
- Teachers' Professional Learning and Education
- The Additional Learning Needs and Education Tribunal Bill

"The draft Bill should take advantage of any possible opportunities to avoid the risk of discriminating against Welsh speakers who have additional learning needs as a result of the lack of provision of Welsh language services for them."

Meri Huws, Evidence on the Additional Learning Needs and Education Tribunal Draft Bill, 2 March 2017.

The Assembly's Health, Social Care and Sports Committee

- The Committee's priorities
- The Public Health Bill

The Assembly's Petitions Committee

- Review of the National Assembly for Wales' petitions system

The Constitutional and Legislative Affairs Committee

- The Wales Bill 2016

Evidence to others on various matters

- Review of the activities of the Coleg Cymraeg Cenedlaethol
- The National Assembly for Wales' Official Languages Scheme
- Review of Welsh in Education Strategic Plans
- Gwynedd and Môn Local Development Plan
- Language, Work and Bilingual Services

Ymateb i ymgynghoriadau

Mae llywodraethau a sefydliadau eraill yn cyflwyno polisïau newydd yn gyson, un ai fel rhan o waith sydd wedi ei gynllunio ymlaen llaw, er enghraifft o fewn rhaglenni llywodraethu, neu'n bolisïau a gyflwynir mewn ymateb i amgylchiadau ar y pryd. Mae'r Comisiynydd yn chwilio am gyfleoedd i ddylanwadu ar benderfyniadau polisi fel hyn, ac un ffordd o ddylanwadu yw drwy gyflwyno tystiolaeth ac ymateb i ymgynghoriadau.

Ymatebwyd i ymgynghoriadau ar 33 o achlysuron yn ystod 2016-17. Dyma rai ohonynt:

Llywodraeth Cymru

- Strategaeth y Gymraeg ddrafft
- Diwygio llywodraeth leol
- Casglu data am y gweithlu ysgolion
- Is-ddeddfwriaeth o dan Ddeddf yr Amgylchedd Hanesyddol (Cymru) 2016
- Gwasanaeth gofal llygaid ar gyfer disgyblion ysgol
- Bil Anghenion Dysgu Ychwanegol a'r Tribiwnlys Addysg
- Strategaeth Dementia i Gymru

Ymateb i ymgynghoriadau eraill ar faterion amrywiol

- Cynlluniau Strategol y Gymraeg Mewn Addysg (22)
- Arolwg o Etholaethau Seneddol yng Nghymru
- Rhaglen Diwygio'r Gyfraith Comisiwn y Gyfraith
- Datblygu Strategaeth Addysg Uwch i Gymru
- Llesiant Cenedlaethau'r Dyfodol
- Cwricwlwm Cenedlaethol Cymraeg i Oedolion

Caiff ymatebion i ymgynghoriadau eu cyhoeddi ar wefan y Comisiynydd.

Cyfarfodydd â gweinidogion a gwleidyddion

Mae cynnal trafodaeth barhaus â Gweinidogion Cymru a gwleidyddion eraill yn ffordd o sicrhau bod y Gymraeg a negeseuon y Comisiynydd yn dod yn ystyriaeth gyson mewn penderfyniadau polisi. Yn ystod y flwyddyn, bu'r Comisiynydd yn cynnal cyfarfodydd cyson a rheolaidd â Gweinidogion Cymru ac â Swyddfa Ysgrifennydd Gwladol Cymru, yn ogystal â gyda llefarwyr y pleidiau ar yr iaith Gymraeg. Roedd y trafodaethau'n ymhél ag amrywiol bynciau cyfredol, gan gynnwys iechyd a gofal cymdeithasol, chwaraeon, addysg, cofrestru sifil a darlledu ymysg eraill.

Responding to consultations

Governments and other organisations regularly introduce new policy, either as part of a planned programme of work, for instance within programmes of government, or policies introduced in response to emerging situations. The Commissioner seeks opportunities to influence such policy decisions, and one means of influence is to submit evidence and respond to consultations.

The Commissioner provided 33 responses to consultations during 2016-17. Here are some examples:

Welsh Government

- Draft Welsh Language Strategy
- Local government reform
- School workforce data collection in Wales
- Secondary legislation under the Historic Environment (Wales) Act 2016
- School pupil eye care service
- The Additional Learning Needs and Education Tribunal Bill
- Dementia Strategy for Wales

Responses to other consultations on various matters

- Welsh in Education Strategic Plans (22)
- Review of Parliamentary Constituencies in Wales
- The Law Commission's Programme of Law Reform
- Development of a Higher Education Strategy for Wales
- Well-being of Future Generations
- Welsh for Adults National Curriculum

Responses to consultations are published on the Commissioner's website.

Meetings with ministers and politicians

Conducting continuous dialogue with Welsh Ministers and other politicians is a way of ensuring that the Welsh language and the Commissioner's messages become a regular consideration in policy decisions. During the year, the Commissioner has held regular meetings with Welsh Ministers and with the Office of the Secretary of State for Wales, as well as with the parties' Welsh language spokespersons. The discussions covered a variety of current topics, including health and social care, sports, education, civil registration and broadcasting.

Mesur effaith y gwaith dylanwadu ar bolisi

Cefnogwyd sylwadau'r Comisiynydd ar y Bil Cymru drafft gan wleidyddion a rhoddwyd sylw iddynt gan bwyllgorau yn y Cynulliad ac yn San Steffan, ac ar lawr y Tŷ Cyffredin.

> "Throughout the scrutiny of the Bill, we have tabled amendments following concerns expressed to us by the Welsh Language Commissioner regarding the Bill's potential effect on the National Assembly's power to legislate on matters pertaining to the Welsh language."
>
> **Hywel Williams AS wrth drafod Bil Cymru, 27 Ionawr 2017.**

Cafodd gwaith y Comisiynydd ar Gynlluniau Strategol y Gymraeg Mewn Addysg gryn sylw gan bwyllgorau'r Bae ac ar lawr y Senedd.

> "[…] byddwch chi'n gwybod cystal â minnau bod Comisiynydd y Gymraeg […] wedi mynegi […] pryderon am ansawdd a diffyg uchelgais cynlluniau strategol y Gymraeg mewn addysg sydd wedi cael eu llunio gan awdurdodau lleol ar draws y wlad."
>
> **Darren Millar AC wrth drafod Cynlluniau Strategol y Gymraeg mewn Addysg, 14 Mawrth 2017.**

Derbyniodd Comisiwn y Gyfraith gynigion y Comisiynydd am yr angen i adolygu'r gyfraith ynghylch priodi yn Gymraeg a'u cynnwys yn eu Rhaglen Diwygio'r Gyfraith.

Roedd gwaith monitro'r Comisiynydd yn dangos bod oddeutu 8 cyfeiriad y mis at y Comisiynydd yn nhrafodaethau'r Cynulliad (sampl Ionawr – Mawrth 2017).

Measuring the impact of the work on influencing policy

The Commissioner's representations on the Draft Wales Bill were supported by politicians and given due regard in committees at the Assembly and Westminster, and on the floor of the House of Commons.

> "Throughout the scrutiny of the Bill, we have tabled amendments following concerns expressed to us by the Welsh Language Commissioner regarding the Bill's potential effect on the National Assembly's power to legislate on matters pertaining to the Welsh language."
>
> **Hywel Williams MP during the debate on the Wales Bill, 27 January 2017.**

The Commissioner's work on the Welsh in Education Strategic Plans was given significant attention by the Committees in Cardiff Bay and on the floor of the Senedd.

> "[...] you will know as well as I do that [...] the Welsh Language Commissioner [...] have expressed concerns about the quality and lack of ambition of the Welsh in education strategic plans that have been produced by local authorities across the country."
>
> **Darren Millar AM in the debate on the Welsh in Education Strategic Plans, 14 March 2017.**

The Commissioner presented her proposals on the need to review the law on marriage in Wales to the Law Commission and they were included in their Programme of Law Reform.

The Commissioner's monitoring work showed that there were around 8 references a month to the Commissioner in Assembly proceedings (sample January – March 2017).

Cyhoeddi Adroddiad 5-mlynedd

Cyhoeddwyd yr adroddiad 5-mlynedd cyntaf ar faes yr Eisteddfod Genedlaethol yn y Fenni ar 3 Awst 2016. Cynhaliwyd dau sesiwn i gyflwyno'r prif ganfyddiadau, y naill yn yr Eisteddfod a'r llall mewn digwyddiad yn y Pierhead ym Mae Caerdydd ar 6 Hydref 2016.

Derbyniodd yr adroddiad sylw ar y cyfryngau, cyhoeddwyd erthygl ar wefan y Sefydliad Materion Cymreig, a chafodd ei drafod ar lawr y Senedd ar 27 Medi 2016 a 9 Tachwedd 2016 a'i ystyried gan y Pwyllgor Diwylliant, y Gymraeg a Chyfathrebu ar 14 Rhagfyr 2016.

Mae canfyddiadau'r adroddiad wedi arwain at brosiectau penodol gan y Comisiynydd e.e. ymchwil i ofal plant cyfrwng Cymraeg, ar sail canfyddiad yr adroddiad bod diffyg tystiolaeth ar gael.

Ceir crynodeb o brif ganfyddiadau'r Adroddiad 5-Mlynedd yn adran "Cyd-destun y Gymraeg" yr adroddiad hwn.

Ymchwil a gomisiynwyd

Gofal plant cyfrwng Cymraeg

Mae tystiolaeth yn dangos bod cyflwyno'r Gymraeg i blentyn o oed cynnar yn cael dylanwad mawr ar ei ruglder a'i ddefnydd o'r iaith am weddill ei oes.

Wrth gomisiynu gwaith ymchwil i'r sector, penderfynodd y Comisiynydd ganolbwyntio ar dri maes allweddol sy'n cael effaith ar yr iaith Gymraeg, sef cynnig Llywodraeth Cymru i ddarparu 30 awr o ofal plant am ddim, tyfu'r sector gofal cyfrwng Cymraeg a'r cynllun Dechrau'n Deg.

Bydd y Comisiynydd yn cyhoeddi nodyn briffio ar y maes hwn yn ystod 2017-18, ond gellir cyhoeddi bod y canlyniadau'n amlygu:

- heriau i sicrhau darpariaeth Gymraeg yn y cynnig 30 awr
- angen newid diwylliannol yn y modd y caiff y sector gofal cyn ysgol ei gynllunio a'i hyrwyddo os oes unrhyw dwf i fod mewn darpariaeth gofal plant cyfrwng Cymraeg
- colli cyfle i gynyddu mynediad at ofal cyfrwng Cymraeg drwy Dechrau'n Deg, hyrwyddo manteision dwyieithrwydd ac annog rhieni i ddewis llwybr addysg Gymraeg i'w plant.

Publishing the 5-year Report

The first 5-year report was published at the National Eisteddfod in Abergavenny on 3 August 2016. Two sessions were held to present the main findings, one at the Eisteddfod and the other at an event at the Pierhead in Cardiff Bay on 6 October 2016.

The report attracted media coverage, an article was published on the website of the Institute of Welsh Affairs, and it was aired on the floor of the Senedd on 27 September 2016 and 9 November 2016, and considered by the Culture, Welsh Language and Communications Committee on 14 December 2016.

The report's findings have led to specific projects conducted by the Commissioner, e.g. research on Welsh language childcare based on the finding in the report that there was a lack of evidence.

A summary of the main findings of the 5-year Report is given in the section "Context of the Welsh Language" within this report.

Commissioned research

Welsh-medium childcare

Evidence shows that introducing the Welsh language to a child at an early age has a huge influence on the child's fluency and their use of the language throughout their life.

In commissioning research into this sector, the Commissioner decided to focus on three key areas that impact on the Welsh language: the Welsh Government's offer to provide 30 hours of free childcare; growth of the Welsh-medium childcare sector; and the Flying Start scheme.

The Commissioner will publish a briefing note on this during 2017-18, but can announce that the results highlight:

- challenges to ensuring Welsh-medium provision in the 30 hours offer
- a need for a culture change in the way in which the pre-school childcare sector is planned and promoted if there is to be any increase in the Welsh-medium childcare provision
- a missed opportunity in terms of increasing access to Welsh-medium childcare through Flying Start, the promotion of the benefits of bilingualism, and encouraging parents to choose a Welsh language education path for their children.

Anghenion dysgu ychwanegol

Yn 2016, cytunodd Comisiynydd y Gymraeg a Chomisiynydd Plant Cymru i gasglu gwybodaeth gan awdurdodau lleol Cymru ar addysg cyfrwng Cymraeg mewn ysgolion. Gwnaed hynny yn sgil cwynion oedd wedi eu cyflwyno i'r ddau sefydliad yn amlygu diffygion o ran argaeledd llefydd digonol mewn rhai ysgolion cyfrwng Cymraeg a diffyg cymorth trwy gyfrwng y Gymraeg ar gyfer plant ag anghenion addysgol ychwanegol.

Paratowyd holiadur a'i anfon at awdurdodau lleol ym mis Hydref 2016 i gasglu gwybodaeth am y graddau y mae awdurdodau lleol yng Nghymru wedi llwyddo i ymateb i'r galw am addysg cyfrwng Cymraeg. Derbyniwyd ymatebion gan 17 awdurdod.

Defnyddiodd y Comisiynydd yr ymchwil fel sail wrth ymateb i'r ymgynghoriad ar y Bil Anghenion Dysgu Ychwanegol.

> "Mae ymchwil a gynhaliwyd ar y cyd rhyngof i a Chomisiynydd Plant Cymru yn dangos anghysondeb yn y ddarpariaeth cymorth dysgu ychwanegol y mae awdurdodau lleol Cymru yn medru ei gynnig drwy gyfrwng y Gymraeg."
>
> **Meri Huws, mewn tystiolaeth i'r Pwyllgor Plant, Pobl Ifanc ac Addysg, 20 Chwefror 2017.**

Ymchwil arall

Mae Prifysgol Aberystwyth wrthi'n trefnu a chynnal cyfres o ddigwyddiadau ar effaith newidiadau cymdeithasol ar y Gymraeg ac ieithoedd lleiafrifol eraill. Mae'r Comisiynydd yn bartner yn y prosiect ac yn cyfrannu at y digwyddiadau.

Cynhaliwyd ymchwil ar agweddau cwsmeriaid at ddefnydd o'r Gymraeg gan archfarchnadoedd. Ceir cyfeiriad pellach at y gwaith hwn ar dudalen 74.

Hefyd cynhaliwyd arolwg ffôn drwy Arolwg Omnibws Siaradwyr Cymraeg Cwmni Ymchwil Beaufort. Ceir cyfeiriad pellach at y gwaith hwn ar dudalen 64.

Additional learning needs

In 2016, the Welsh Language Commissioner and the Children's Commissioner agreed to gather information from Welsh local authorities on Welsh-medium education in schools. This was undertaken following complaints made to both organisations that highlighted deficiencies in the availability of sufficient places in some Welsh-medium schools and a lack of support through the medium of Welsh for additional learning needs pupils.

A questionnaire was prepared and sent to local authorities in October 2016 to gather information on the extent to which local authorities in Wales have succeeded in responding to the need for Welsh-medium education. Seventeen authorities responded.

This research was the basis for the Commissioner's response to the consultation on the Additional Learning Needs Bill.

> "Research conducted by myself and the Children's Commissioner for Wales shows the inconsistency in the additional learning needs provision that local authorities in Wales are able to offer through the medium of Welsh."
>
> **Meri Huws, in evidence to the Children, Young People and Education Committee, 20 February 2017.**

Other research

Aberystwyth University are in the process of organising and conducting a series of events on the effects of social change on the Welsh language and other minority languages. The Commissioner is a partner in the project and contributes to the events.

Research was undertaken into the attitudes of customers towards the use of Welsh by supermarkets. Further reference is made to this work on page 75.

Also, a telephone survey was conducted through the Welsh Speakers Omnibus Survey conducted by Beaufort Research. Further reference is made to this work on page 65.

Amcan strategol 2: Sicrhau cyfiawnder i ddefnyddwyr y Gymraeg

Yn ystod y flwyddyn daeth 52 o sefydliadau o dan ddyletswydd i gydymffurfio â safonau'r Gymraeg, gan ddod â chyfanswm y sefydliadau sy'n gweithredu safonau i 78. Hwn, felly, yw'r Adroddiad Blynyddol cyntaf i adrodd ar weithrediad y pwerau gorfodi a roddwyd i'r Comisiynydd ym Mesur y Gymraeg ers iddynt ddod i rym.

Roedd mwyafrif sefydliadau cyhoeddus mawr Cymru yn parhau i weithredu cynlluniau iaith Gymraeg yn ystod y flwyddyn, ac felly hefyd cyrff y Goron, gyda'r Comisiynydd yn ymdrin â chwynion am weithrediad y cynlluniau hynny yn unol â gofynion Deddf yr Iaith Gymraeg 1993.

Safonau'r Gymraeg

Dadansoddiad cwynion safonau'r Gymraeg

Cyfeiriwyd 151 cwyn o dan y drefn safonau at y Comisiynydd yn ystod y flwyddyn.

Mae adran 93 Mesur y Gymraeg yn diffinio cwyn statudol fel un sydd:

- Wedi ei chyflwyno yn ysgrifenedig gan berson y mae'n ymddangos bod y methiant honedig effeithio'n uniongyrchol arno
- Yn ei gwneud yn hysbys pwy sy'n destun y gŵyn ac yn ei gwneud yn hysbys beth yw'r methiant honedig
- Yn rhoi cyfeiriad lle caiff y Comisiynydd gysylltu â'r person

Tabl 1: Safonau'r Gymraeg: cwynion a dderbyniwyd

Safonau'r Gymraeg – cwynion 30 Mawrth 2016 – 31 Mawrth 2017[1]	
Cyfanswm y cwynion a dderbyniwyd	151
Cyfanswm y cwynion dilys	124
Cyfanswm y cwynion annilys	27

Mae'r 151 yn gynnydd o 54 yn nifer y cwynion a dderbyniwyd o'i gymharu â'r 97 cwyn a gyflwynwyd i'r Comisiynydd ynghylch yr un sefydliadau yn 2015-16 (o dan drefn cynlluniau iaith).

[1] Mae nifer cwynion safonau'r Gymraeg yr adroddir arnynt yn cynnwys y cwynion a dderbyniwyd ar 30 a 31 Mawrth 2016. Nid adroddwyd ar y cwynion hyn yn adroddiad blynyddol 2015-16 oherwydd mai dim ond am ddau ddiwrnod yn unig yr oedd gweithdrefn safonau'r Gymraeg wedi bod yn weithredol.

Strategic Objective 2: To ensure justice for Welsh language users

During the year, the duty to comply with Welsh language standards was imposed on 52 organisations, bringing the number of organisations implementing standards to 78. Therefore this is the first Annual Report to report on the implementation of the Commissioner's enforcement powers as granted by the Welsh Language Measure since coming into force.

During the period in question, the majority of the large public organisations in Wales continued to implement their language schemes, together with Crown bodies, and the Commissioner dealt with complaints regarding the implementation of those schemes in accordance with the requirements of the Welsh Language Act 1993.

Welsh language standards

Analysis of complaints in relation to Welsh language standards

A total of 151 complaints were referred to the Commissioner during the year under the standards procedures.

Section 93 of the Welsh Language Measure defines a statutory complaint as one that:

- Has been submitted in writing by a person who appears to have been directly affected by the alleged failure
- Identifies the subject of the complaint and identifies the alleged failure
- Gives an address at which the Commissioner may contact the person

Table 1: Welsh Language Standards: complaints received

Welsh Language Standards – complaints 30 March 2016 – 31 March 2017[1]	
Total number of complaints received	151
Total number of valid complaints	124
Total number of invalid complaints	27

The 151 is an increase of 54 in the number of complaints received, compared with the 97 complaints submitted to the Commissioner regarding the same organisations in 2015-16 (under language schemes procedures).

[1] The number of complaints in relation to the Welsh language standards reported on include complaints received on 30 and 31 March 2016. These complaints were not reported on in the 2015-16 annual report as the Welsh language standards procedures had only been in place for two days.

Ymchwiliadau cydymffurfio â safonau

Agorwyd 66 ymchwiliad o ganlyniad i gwynion y cyhoedd yn 2016-17.

Tabl 2: Safonau'r Gymraeg: agor ymchwiliadau

Safonau'r Gymraeg – ymchwiliadau 30 Mawrth 2016 – 31 Mawrth 2017[2]	
Nifer y penderfyniadau a wnaed gan y Comisiynydd i agor ymchwiliad i gŵyn ddilys	66
Nifer y penderfyniadau a wnaed gan y Comisiynydd i beidio â chynnal ymchwiliad i gŵyn ddilys	54
Nifer y cwynion oedd yn parhau dan ystyriaeth ar ddiwedd y cyfnod adrodd	4
Penderfyniadau a wnaed gan y Comisiynydd i agor ymchwiliad i amheuon o fethiant i gydymffurfio â safonau'r Gymraeg lle nad oedd yr amheuaeth yn deillio o gŵyn	17
Ymchwiliadau a derfynwyd cyn dyfarnu	14

Yn yr achosion hynny lle penderfynodd y Comisiynydd beidio â chynnal ymchwiliad i gŵyn ddilys, roedd hynny oherwydd nad oedd y gŵyn yn creu amheuaeth o fethiant i gydymffurfio â safon am i) nad y sefydliad y cwynwyd amdano oedd yn gyfrifol am y methiant honedig, ii) nad oedd y sefydliad y cwynwyd amdano dan ddyletswydd statudol i gydymffurfio â safon berthnasol, neu iii) na ddarparwyd gwybodaeth ddigonol am y methiant honedig.

[2] Mae nifer cwynion safonau'r Gymraeg yr adroddir arnynt yn cynnwys y cwynion a dderbyniwyd ar 30 a 31 Mawrth 2016. Nid adroddwyd ar y cwynion hyn yn adroddiad blynyddol 2015-16 oherwydd mai dim ond am ddau ddiwrnod yn unig yr oedd gweithdrefn safonau'r Gymraeg wedi bod yn weithredol.

Analysis of investigations into compliance with standards

A total of 66 investigations were opened following complaints by the public in 2016-17.

Table 2: Welsh Language Standards: investigations opened

Welsh Language Standards – investigations 30 March 2016 – 31 March 2017[2]	
The number of decisions made by the Commissioner to open an investigation into a valid complaint	66
The number of decisions made by the Commissioner not to conduct an investigation into a valid complaint	54
The number of complaints still under consideration at the end of the reporting period	4
Decisions made by the Commissioner to open an investigation into suspected failures to comply with Welsh language standards that did not arise from a complaint	17
Investigations discontinued before determination	14

In the cases where the Commissioner decided not to conduct an investigation into a valid complaint, this was because the complaint did not create suspicion of a failure to comply with a standard because i) the organisation complained about was not responsible for the alleged failure, ii) the organisation complained about was not under a statutory duty to comply with the relevant standard or iii) there was not adequate information about the alleged failure.

[2] The number of complaints in relation to the Welsh language standards reported on include complaints received on 30 and 31 March 2016. These complaints were not reported on in the 2015-16 annual report as the Welsh language standards procedures had only been in place for two days.

Natur y cwynion a dderbyniwyd ac yr ymchwiliwyd iddynt

Gall llythyr o gŵyn ymwneud â mwy nag un mater ac felly ni ddylid dehongli bod nifer y cwynion ddaeth i law, a'r ymchwiliadau, yn cyfateb i nifer y safonau gafodd sylw mewn ymchwiliad gan y Comisiynydd. O'r safonau a ystyriwyd yn yr ymchwiliadau gafodd eu hagor roedd pob un ond dau yn ymwneud â methiannau i gydymffurfio â safonau cyflenwi gwasanaethau, un yn ymwneud â safon llunio polisi ac un yn ymwneud â safonau gweithredu.

Tabl 3: Safonau'r Gymraeg: Gweithgareddau yr ymchwiliwyd iddynt

Gohebiaeth	37
Cyhoeddiadau	15
Gwefannau	20
Arwyddion	12
Gwasanaeth ffôn	25
Cyfarfodydd wyneb yn wyneb	10
Ffurflenni	9
Cyrsiau a gynigir	32
Codi ymwybyddiaeth o wasanaethau Cymraeg	18
Arall	14

Mae'r natur y cwynion am gydymffurfiaeth â safonau'n dilyn yr un patrwm â chwynion a dderbyniwyd am gydymffurfiaeth â chynlluniau iaith Gymraeg. Dylid nodi mai gwybodaeth yn seiliedig ar gwynion yr ymchwiliwyd iddynt yn unig sydd yn y tabl hwn.

The nature of the complaints received and investigated

A letter of complaint can refer to more than one matter and therefore one should not conclude that the number of complaints received, and the investigations, correspond with the number of standards considered by the Commissioner in an investigation. Of the standards considered in the investigations opened, all but two related to failures to comply with service delivery standards, one related to policy making standards and one related to operational standards.

Table 3: Welsh Language Standards: Activities investigated

Correspondence	37
Publications	15
Websites	20
Signs	12
Telephone services	25
Face to face meetings	10
Forms	9
Courses offered	32
Raising awareness of Welsh language services	18
Other	14

The nature of the complaints regarding compliance with standards follow the same pattern as complaints received regarding compliance with Welsh language schemes. It should be noted that only information based on complaints investigated are in this table.

Tabl 4: Safonau'r Gymraeg: Dyfarnu ar dor safon:

Dyfarniadau mewn perthynas ag ymchwiliadau a gynhaliwyd	
Nifer yr ymchwiliadau y dyfarnodd y Comisiynydd arnynt	15
Nifer y dyfarniadau a wnaed mewn perthynas â safonau oedd dan ystyriaeth yr ymchwiliadau	61
O'r safonau y dyfarnwyd arnynt, y nifer lle dyfarnwyd y bu methiant i gydymffurfio	53
Nifer a natur y camau gorfodi a osodwyd	
Ei gwneud yn ofynnol i gymryd camau er mwyn atal methiant i gydymffurfio â safonau rhag parhau neu gael ei ail-adrodd[3]	44
Paratoi cynllun gweithredu	2
Rhoi cyhoeddusrwydd gan y Comisiynydd	0
Rhoi cyhoeddusrwydd gan y sefydliad	0
Gosod cosb sifil	0
Peidio â gweithredu ymhellach	5
Nifer o weithiau y rhoddwyd cyngor neu argymhellion	
Rhoi argymhellion	2
Rhoi cyngor	0
O'r safonau y dyfarnwyd arnynt, y nifer lle dyfarnwyd na fu methiant i gydymffurfio	8
Nifer o weithiau y rhoddwyd cyngor neu argymhellion	
Rhoi argymhellion	5
Rhoi cyngor	0
Peidio â gweithredu ymhellach	3

Cyhoeddwyd gwybodaeth am bob dyfarniad a wnaed yn y gofrestr gorfodi sydd ar gael ar wefan y Comisiynydd.

[3] Er enghraifft, rhoi cyfarwyddyd ynghylch trefnu gwasanaeth derbynfa; rhoi cyfarwyddyd ynghylch cyhoeddi gwybodaeth ar wefan; rhoi cyfarwyddyd ynghylch gosod arwyddion newydd.

Table 4: Welsh Language Standards: Determination regarding breach of standards

Determinations in relation to investigations conducted	
The number of investigations determined by the Commissioner	15
The number of determinations made in relation to standards under consideration in the investigations	61
Of the standards determined, the number of determinations made in relation to a breach of standards	53
The number and nature of the enforcement actions imposed	
Requiring steps to be taken in order to prevent the continuation or repetition of the failure to comply[3]	44
Preparation of an action plan	2
Publicity by the Commissioner	0
Publicity by the organisation	0
Imposition of a civil penalty	0
No further action	5
The number of instances where advice was given or recommendations made	
Making recommendations	2
Giving advice	0
Of the standards determined, the number of determinations where there was no breach of standards	8
The number of instances where advice was given or recommendations made	
Making recommendations	5
Giving advice	0
No further action	3

Information on each determination made was published on the enforcement register available on the Commissioner's website.

[3] For instance, giving directions regarding the arrangements for services at reception; giving directions with regard to publishing information on a website; giving directions regarding placing new signage.

Cynlluniau iaith Gymraeg

Dadansoddiad cwynion cynlluniau iaith Gymraeg

Cyfeiriwyd 112 cwyn o dan y drefn cynlluniau iaith am sefydliadau yn y sector cyhoeddus a chyrff y Goron at sylw'r Comisiynydd yn ystod y flwyddyn.

Mae adran 18 Deddf yr Iaith Gymraeg yn diffinio cwyn statudol fel un sydd:

- Wedi ei chyflwyno yn ysgrifenedig gan berson sy'n honni bod methiant gan gorff cyhoeddus i gyflawni ei gynllun iaith wedi effeithio'n uniongyrchol arno
- Wedi ei gwneud i'r Comisiynydd o fewn deuddeg mis o ddyddiad y methiant
- Wedi ei chyfeirio at sylw'r corff cyhoeddus y cwynid amdano er mwyn rhoi cyfle rhesymol iddo ystyried ac ymateb

Tabl 5: Cynlluniau Iaith Gymraeg: cwynion a dderbyniwyd

Cynlluniau Iaith Gymraeg – cwynion 1 Ebrill 2016 – 31 Mawrth 2017	2016/17[4]	2015/16[5]
Cyfanswm y cwynion a dderbyniwyd	112	151
Cwynion dilys yn erbyn cyrff cyhoeddus yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg	11	21
Cwynion dilys yn erbyn cyrff y Goron yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg	15	18
Cwynion dilys yn erbyn cyrff cyhoeddus heb fod yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg	58	52
Cwynion dilys yn erbyn cyrff y Goron heb fod yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg	28	60

Gwelwyd gostyngiad sylweddol (29%) yn nifer y cwynion a gyflwynwyd yn erbyn sefydliadau sy'n gweithredu cynlluniau iaith Gymraeg o'i gymharu â 2015-16. Gwelwyd y gostyngiad mwyaf mewn perthynas â chyrff y Goron (45%).

[4] Cwynion a dderbyniwyd rhwng 1 Ebrill 2016 a 31 Mawrth 2017
[5] Cwynion a dderbyniwyd rhwng 1 Ebrill 2015 a 31 Mawrth 2016

Welsh language schemes

Analysis of complaints in relation to Welsh language schemes

A total of 112 complaints made under language scheme procedures in relation to public sector organisations and Crown bodies were referred to the Commissioner during the year.

Section 18 of the Welsh Language Act defines a statutory complaint as one that has been:

- Submitted in writing by a person who claims to have been directly affected by a failure of a public body to carry out its language scheme
- Made to the Commissioner within twelve months of the date of the failure
- Referred to the public body that is the subject of the complaint in order to provide it with a reasonable opportunity to consider and respond

Table 5: Welsh Language Schemes: complaints received

Welsh Language Schemes – complaints 1 April 2016 – 31 March 2017	2016/17[4]	2015/16[5]
Total number of complaints received	112	151
Valid complaints against public bodies meeting the criteria of section 18 of the Welsh Language Act	11	21
Valid complaints against Crown bodies meeting the criteria of section 18 of the Welsh Language Act	15	18
Valid complaints against public bodies not meeting the criteria of section 18 of the Welsh Language Act	58	52
Valid complaints against Crown bodies not meeting the criteria of section 18 of the Welsh Language Act	28	60

A significant decrease (29%) was seen in the number of complaints submitted against organisations that implement Welsh language schemes compared with 2015-16. The largest decrease was in relation to Crown bodies (45%).

[4] Complaints received between 1 April 2016 and 31 March 2017
[5] Complaints received between 1 April 2015 and 31 March 2016

Ymchwiliadau cynlluniau iaith

Tabl 6: Cynlluniau Iaith Gymraeg: agor ymchwiliadau

Cynlluniau Iaith Gymraeg – ymchwiliadau 1 Ebrill 2016 – 31 Mawrth 2017	
Nifer y penderfyniadau a wnaed gan y Comisiynydd i agor ymchwiliad i gwynion dilys	4
Nifer yr achosion y deliwyd â nhw heb gynnal ymchwiliad	22
Penderfyniadau a wnaed gan y Comisiynydd i ymchwilio i amheuon o fethiant i gydymffurfio â chynllun iaith Gymraeg lle nad oedd yr amheuaeth yn deillio o gŵyn	1

O'r cwynion dilys a gyflwynwyd, agorwyd 4 ymchwiliad statudol a dyfarnwyd ar 1 ohonynt yn derfynol, ac roedd y broses ymchwilio'n parhau gyda'r tri achos arall.

Yn ogystal, dyfarnwyd ar 3 ymchwiliad a agorwyd yn ystod 2015-16.

Parhaodd nifer yr ymchwiliadau statudol a gynhaliwyd i fethiannau i gydymffurfio â chynlluniau iaith Gymraeg yn gyson â'r nifer a gynhaliwyd dros y blynyddoedd diwethaf.

Welsh language scheme investigations

Table 6: Welsh Language Schemes: opening investigations

Welsh Language Schemes – investigations 1 April 2016 – 31 March 2017	
The number of decisions made by the Commissioner to open an investigation into valid complaints	4
The number of cases dealt with without carrying out an investigation	22
Decisions made by the Commissioner to investigate suspected failures to comply with a Welsh language scheme that did not arise from a complaint	1

From the valid complaints submitted, four statutory investigations were opened, and one has been determined. The investigation process was ongoing with the other three.

In addition, three investigations opened during 2015-2016 were determined during this year.

The number of statutory investigations conducted into failures to comply with Welsh language schemes remained consistent with the number conducted during recent years.

Natur y cwynion cynlluniau iaith a dderbyniwyd

Tabl 7: Cynlluniau iaith Gymraeg: Cwynion a dderbyniwyd

Gohebiaeth	44
Cyhoeddiadau	2
Gwefannau	14
Arwyddion	2
Gwasanaeth ffôn	10
Cyfarfodydd wyneb yn wyneb	10
Ffurflenni	7
Arall	27

Gwelwyd mai'r mater y cwynwyd amdano amlaf o ddigon yw gohebiaeth gan sefydliadau, gyda gwefannau, gwasanaethau ffôn a chyfarfodydd wyneb yn wyneb yn gwynion a dderbynnir yn aml hefyd. Dylid nodi bod rhai cwynion yn ymwneud â mwy nag un mater a bod yr wybodaeth yn y tabl hwn yn seiliedig ar bob mater y cyfeiriwyd ato mewn cwyn a dderbyniwyd.

The nature of Welsh language schemes complaints received

Table 7: Welsh language schemes: complaints received

Correspondence	44
Publications	2
Websites	14
Signs	2
Telephone services	10
Face to face meetings	10
Forms	7
Other	27

It became apparent that the issue subject to the most complaints by far was correspondence by organisations, with websites, telephone services and face to face meetings also the subject of regular complaints. It should be noted that some complaints concern more than one issue and that the information in this table is based on all matters referred to in a complaint.

Adolygu penderfyniad y Comisiynydd

Gall achwynydd wneud cais am adolygiad o benderfyniad y Comisiynydd i beidio ag ymchwilio i gŵyn, a gall apelio, yn dilyn ymchwiliad, i ddyfarniad na fu methiant i gydymffurfio â safon. Cyflwynwyd 5 cais am adolygiad o benderfyniad y Comisiynydd i beidio ag ymchwilio i gŵyn ac un apêl yn erbyn dyfarniad y Comisiynydd gan achwynwyr.

Gall sefydliad hefyd apelio yn erbyn dyfarniad y Comisiynydd o fethiant i gydymffurfio â safon ac yn erbyn camau gorfodi sydd yn eu barn nhw'n afresymol neu'n anghymesur. Ni chyflwynwyd yr un apêl gan sefydliad yn erbyn dyfarniadau a chamau gorfodi yn dilyn ymchwiliad.

Pryderon

Er mwyn gwahaniaethu rhwng cwynion statudol am ddarpariaeth Gymraeg gan sefydliadau sy'n gweithredu safonau neu gynlluniau iaith a chwynion yn erbyn darpariaeth Gymraeg busnesau a sefydliadau nad oes dyletswydd arnynt i ddefnyddio'r Gymraeg, mae'r Comisiynydd yn cyfeirio at yr ail grŵp o gwynion fel 'pryderon'. Er nad oes pwerau gorfodi yn achos pryderon, mae'r Comisiynydd yn gwahodd unigolion i gysylltu â hi i rannu eu profiadau wrth dderbyn gwasanaethau gan y sefydliadau hyn. Drwy berswâd, eir ati i geisio gwella profiad unigolion a datrysiad problemau.

Cedwir cofnod o'r holl bryderon a chânt eu defnyddio i lywio'r gwaith hybu a hwyluso a cheisio newid polisi ac arferion sefydliadau sector preifat a thrydydd sector.

Derbyniwyd 131 pryder yn ystod y flwyddyn. Roedd y pryderon yn ymwneud â'r sectorau canlynol:

Ariannol	31
Trafnidiaeth	14
Manwerthwyr ac Archfarchnadoedd	11
Cyfleustodau	9
Arall	66

Adroddir ar y gwaith o hybu defnydd o'r Gymraeg gyda'r sector ariannol a'r manwerthwyr ar dudalennau 74 a 76 yr Adroddiad hwn. Cyfeirir at y gwaith o baratoi'r sectorau trafnidiaeth a chyfleustodau ar gyfer cydymffurfio â safonau'r Gymraeg ar dudalen 58 yr Adroddiad.

Reviewing the Commissioner's decision

A complainant may apply for a review of the Commissioner's decision not to investigate a complaint, and may appeal, following an investigation, against a determination that there has been no failure to comply with a standard. Five applications were made by complainants for a review of the Commissioner's decision not to investigate a complaint and one appeal was made against the Commissioner's determination.

An organisation may also appeal against the Commissioner's determination of a failure to comply with a standard and against enforcement action that is unreasonable or disproportionate in their view. No appeal was made by any organisations against any determinations or enforcement action following an investigation.

Concerns in 2016-17

In order to differentiate between statutory complaints regarding Welsh language provision by organisations implementing standards or language schemes and complaints regarding the Welsh language provision of businesses and organisations that are not under an obligation to use Welsh, the Commissioner refers to the second group of complaints as 'concerns'. Although there are no enforcement powers in relation to concerns, the Commissioner invites individuals to contact her to share their experiences of services received by these organisations. It is by persuasion that individuals' experiences are improved and problems solved in such cases.

A record of all the concerns raised is kept and used to steer the work of promoting, facilitating and attempting to change the policies and practices of private sector and third sector organisations.

A total of 131 concerns were received during the year. The concerns related to the following sectors:

Financial	31
Transport	14
Retail and Supermarkets	11
Utilities	9
Other	66

The work of promoting the use of Welsh with the financial sector and retailers is outlined on pages 75 and 77 of this Report. The work of preparing the transport and utilities sector for compliance with the Welsh language standards is referred to on page 59 of this Report.

Rhyddid i ddefnyddio'r Gymraeg

Mae Mesur y Gymraeg yn datgan y gall unigolyn wneud cais i'r Comisiynydd os yw'n teimlo bod unigolyn, neu sefydliad, wedi ymyrryd â'i ryddid i gyfathrebu ag unigolyn arall yn y Gymraeg.

Roedd un achos yn parhau'n agored ers 2015-16. Terfynwyd yr ymchwiliad oherwydd nad oedd tystiolaeth oedd yn ddigonol nac yn ddibynadwy wedi ei chyflwyno i'r Comisiynydd er mwyn ei galluogi i ddyfarnu a fu ymyrraeth â rhyddid unigolyn i ddefnyddio'r Gymraeg.

Derbyniwyd 3 chais o'r newydd yn ystod y flwyddyn. Ystyriwyd y tri, ac mae pob achos bellach wedi eu cau. Agorwyd ymchwiliad i un achos oedd yn cwrdd â gofynion adran 111 y Mesur a therfynwyd yr achos cyn dyfarnu a fu ymyrraeth â rhyddid yr unigolyn i ddefnyddio'r Gymraeg. Fodd bynnag, o ganlyniad i agor yr ymchwiliad, derbyniodd yr achwynydd ymddiheuriad gan y sefydliad y cwynwyd amdano, ac fe adolygodd y sefydliad ei weithdrefnau a'i ddogfennaeth er mwyn sicrhau nad oes sefyllfa debyg yn codi eto. O ran y ceisiadau eraill, nid oedd tystiolaeth ddigonol gydag un o'r ceisiadau ac nid oedd cais arall yn cwrdd â gofynion adran 111 y Mesur.

O'r 18 o geisiadau perthnasol a dderbyniwyd ers sefydlu'r Comisiynydd yn 2012 noder nad yw 14 cais yn cyd-fynd â diffiniad adran 111 Mesur y Gymraeg. Ers ei sefydlu mae'r Comisiynydd wedi cynnal ymchwiliad a dyfarnu ar ddau achos o dan adran 111 y Mesur.

Freedom to use Welsh

The Welsh Language Measure states that an individual may apply to the Commissioner if they are of the view that an individual, or organisation, has interfered with their freedom to communicate in Welsh with another individual.

One case was still open from 2015-16. The investigation was discontinued as no sufficient or reliable evidence was presented to the Commissioner to enable her to determine whether there had been an interference with the freedom of an individual to use Welsh.

Three new applications were received during the year. All applications received were considered and each case is now closed. An investigation was opened into one case that met the requirements of section 111 of the Measure and the case was discontinued before determining whether there was an interference with an individual's right to use Welsh. However, as a result of opening the investigation, the complainant received an apology from the organisation in question, and that organisation undertook a review of its procedures and documentation in order to ensure that a similar situation does not arise in future. With regard to the other applications, there was not sufficient evidence with one, and the other did not meet the requirements of section 111 of the Measure.

In respect of the 18 relevant applications received since the establishment of the Commissioner in 2012, 14 applications do not meet the defined requirements of section 111 of the Welsh Language Measure. Since being established, the Commissioner has conducted one investigation and determined two cases under section 111 of the Measure.

Amcan strategol 3: Gosod dyletswyddau statudol a'u rheoleiddio

Mae'r gwaith o osod safonau wedi ei rannu rhwng y Comisiynydd, y Llywodraeth a'r Cynulliad. Y Llywodraeth sy'n llunio cynnwys y safonau, mewn rheoliadau drafft. Mae dadl a phleidlais ar eu cymeradwyo yng nghyfarfod llawn y Cynulliad Cenedlaethol. Mae pleidlais i gymeradwyo'r rheoliadau yn gwneud y safonau'n benodol gymwys i'r sefydliad, ac yn galluogi'r Comisiynydd i roi hysbysiad cydymffurfio iddynt.

Ar ôl ymgynghori â'r sefydliad, mae'r Comisiynydd yn rhoi hysbysiad sy'n ei gwneud yn ofynnol iddynt gydymffurfio â safonau ac erbyn pa bryd.

Ar ôl gosod y safonau, y Comisiynydd sy'n gyfrifol am reoleiddio cydymffurfiaeth â nhw. Mae Fframwaith Rheoleiddio'r Comisiynydd, a ddaeth yn weithredol ar 1 Ebrill 2016, yn egluro sut mae'n cynnal y gwaith o reoleiddio safonau'r Gymraeg.

Gosod safonau

Er mwyn rhoi trefn ar y broses, lluniodd y Comisiynydd raglen cyflwyno safonau, gan rannu sefydliadau i wahanol gylchoedd. Yn ystod 2014-15 a 2015-16, fe gynhaliodd ymchwiliadau safonau gyda sefydliadau yn y cylchoedd hyn. Gan nad yw'r gwaith o gyflwyno rheoliadau wedi digwydd yn yr un drefn, eleni, yn wahanol i'r blynyddoedd blaenorol, adroddir ar gynnydd yn ôl y rheoliadau a sectorau yn hytrach na chylchoedd.

Rheoliadau Rhif 1 (cymeradwywyd gan y Cynulliad ar 22 Mawrth 2015)

26 sefydliad: cynghorau sir a chynghorau bwrdeistref sirol Cymru ac awdurdodau parciau cenedlaethol.

- **30 Mawrth 2016: y safonau cyntaf yn dod i rym**
- **rhagor o safonau yn dod i rym yn ystod 2016-17**
- **5 sefydliad yn cyflwyno cais i herio yn ystod 2016-17**
- **31 Mawrth 2017: y broses ddyfarnu yn parhau**

Strategic Objective 3: To impose statutory duties and regulate them

The work of imposing standards is shared between the Commissioner, the Government and the Assembly. The Government produces the contents of the standards in draft regulations. A debate and vote on approval of the draft regulations is held in the National Assembly's plenary session. A vote to approve the regulations makes the standards specifically applicable to the organisation, and allows the Commissioner to issue them with a compliance notice.

After consultation with the organisation, the Commissioner issues them with a notice requiring them to comply with standards and by which date or dates.

After imposing the standards, the Commissioner is responsible for regulating compliance with them. The Commissioner's Regulatory Framework, which came into force on 1 April 2016, explains how the Commissioner carries out Welsh language standards regulation.

Imposition of standards

In order to bring order to the process, the Commissioner drew up a programme of standards imposition, grouping organisations into different rounds. During 2014-15 and 2015-16, standards investigations were held with organisations in these rounds. As the regulations have not been introduced in the same way this year as in previous years, progress is reported according to regulations and sectors rather than rounds.

Regulations Number 1 (approved by the Assembly on 22 March 2015)

26 organisations: county councils and county borough councils in Wales and national park authorities.

- **30 March 2016: the first standards come into force**
- **further standards come into force during 2016-17**
- **5 organisations make applications to challenge during 2016-17**
- **31 March 2017: determination process continues**

Rheoliadau Rhif 2 (cymeradwywyd gan y Cynulliad ar 9 Chwefror 2016)

32 o sefydliadau: cyrff cenedlaethol Cymreig, sy'n cynnwys Cyfoeth Naturiol Cymru, y Llyfrgell Genedlaethol, Estyn, BBC a'r Swyddfa Gyfathrebiadau (Ofcom).

- **31 Mawrth – 26 Mai 2016: ymgynghori ar hysbysiadau cydymffurfio drafft**
- **25 Gorffennaf a 30 Medi 2016: rhoi hysbysiad cydymffurfio terfynol**
- **25 Ionawr a 30 Mawrth 2017: safonau'n dod yn weithredol**
- **9 sefydliad yn cyflwyno cais i herio**
- **31 Mawrth 2017: y broses ddyfarnu yn parhau**

Rheoliadau Rhif 4 a 5 (cymeradwywyd gan y Cynulliad ar 15 Mawrth 2016)

6 sefydliad yn Rheoliadau Rhif 4: tribiwnlysoedd Cymru a'r Cyngor Gweithlu Addysg.

16 sefydliad yn Rheoliadau Rhif 5: Heddluoedd, Comisiynwyr yr Heddlu, Awdurdodau'r Heddlu ac Awdurdodau Tân ac Achub.

- **1 Mehefin – 29 Gorffennaf 2016: ymgynghori ar hysbysiadau cydymffurfio drafft**
- **30 Medi 2016: rhoi hysbysiadau cydymffurfio terfynol**
- **30 Mawrth 2017: safonau'n dod yn weithredol**
- **12 sefydliad yn cyflwyno cais i herio**
- **31 Mawrth 2017: y broses ddyfarnu yn parhau**

Regulations Number 2 (approved by the Assembly on 9 February 2016)

32 organisations: national bodies of Wales, including Natural Resources Wales, the National Library of Wales, Estyn, the BBC and the Office of Communications (Ofcom).

- **31 March – 26 May 2016: consultation on draft compliance notices**
- **25 July and 30 September 2016: final compliance notices issued**
- **25 January and 30 March 2017: standards come into force**
- **9 organisations make applications to challenge**
- **31 March 2017: determination process continues**

Regulations Numbers 4 and 5 (approved by the Assembly on 15 March 2016)

6 organisations in Regulations Number 4: Tribunals in Wales and the Education Workforce Council.

16 organisations in Regulations Number 5: Police forces, Police Commissioners, Police Authorities and Fire and Rescue Authorities.

- **1 June – 29 July 2016: consultation on draft compliance notices**
- **30 September 2016: final compliance notices issued**
- **30 March 2017: standards come into force**
- **12 organisations make applications to challenge**
- **31 March 2017: determination process continues**

Rheoliadau Rhif 6 (cymeradwywyd gan y Cynulliad ar 31 Ionawr 2017)

27 sefydliad: sefydliadau a chorfforaethau addysg bellach, sefydliadau a chorfforaethau addysg uwch, Career Choices Dewis Gyrfa Cyfyngedig a Chyngor Cyllido Addysg Uwch Cymru.

- **Mis Mawrth 2017: cynnal sesiynau briffio ar gyfer y sefydliadau**
- **Mai – Mehefin 2017: bwriad cychwyn ymgynghori ar hysbysiadau cydymffurfio drafft am gyfnod o 8 wythnos**
- **Mis Medi 2017: bwriad rhoi hysbysiadau cydymffurfio terfynol i'r sefydliadau**

Safonau cyrff iechyd a chyrff proffesiynau iechyd

14 Gorffennaf – 14 Hydref 2016: Llywodraeth Cymru'n ymgynghori ar reoliadau drafft ar gyfer sefydliadau oedd yn cynnwys byrddau iechyd lleol GIG Cymru, ymddiriedolaethau'r GIG, y Cynghorau Iechyd Cymuned, Bwrdd Cynghorau Iechyd Cymuned Cymru ac Awdurdod Gwasanaethau Busnes y GIG.

Ymgynghorwyd ar yr un pryd ar y bwriad i ddiwygio Rheoliadau Safonau'r Gymraeg (Rhif 4) i gynnwys y cyrff canlynol: Cyngor Gofal Cymru, y Cyngor Ceiropractig Cyffredinol, y Cyngor Deintyddol Cyffredinol, y Cyngor Meddygol Cyffredinol, y Cyngor Optegol Cyffredinol, y Cyngor Osteopathig Cyffredinol, y Cyngor Fferyllol Cyffredinol, y Cyngor Proffesiynau Iechyd a Gofal, yr Awdurdod Safonau Proffesiynol ar gyfer Iechyd a Gofal Cymdeithasol, y Cyngor Nyrsio a Bydwreigiaeth.

Cyflwynodd y Comisiynydd ymateb i'r ymgynghoriad hwn. Mae'r ymateb wedi ei gyhoeddi ar wefan y Comisiynydd.

Regulations Number 6 (approved by the Assembly on 31 January 2017)

27 organisations: further education institutions and corporations, higher education institutions and corporations, Career Choices Dewis Gyrfa Limited and the Higher Education Funding Council for Wales.

- **March 2017: hold briefing sessions for organisations**
- **May – June 2017: start consultation on draft compliance notices for a period of 8 weeks**
- **September 2017: issue final compliance notices to organisations**

Standards for health bodies and health professions bodies

14 July – 14 October 2016: the Welsh Government consulted on draft regulations for organisations including local health boards, NHS Wales, NHS trusts, Community Health Councils, the Board of the Community Health Councils in Wales and the NHS Business Services Authority.

At the same time they consulted on the intention of amending the Welsh Language Standards Regulations (Number 4) to include the following bodies: the Care Council for Wales, the General Chiropractic Council, the General Dental Council, the General Medical Council, the General Optical Council, the General Osteopathic Council, The General Pharmaceutical Council, the Health and Care Professions Council, the Health and Social Care Professional Standards Authority, the Nursing and Midwifery Council.

The Commissioner published her response to this consultation. The response is published on the Commissioner's website.

Sefydliadau eraill

Ymgynghorodd y Llywodraeth ar reoliadau drafft ar gyfer cwmnïau dŵr a charthffosiaeth rhwng 25 Tachwedd 2016 – 17 Chwefror 2017. Cyflwynodd y Comisiynydd ymateb i'r ymgynghoriad hwn. Mae'r ymateb wedi ei gyhoeddi ar wefan y Comisiynydd.

Yn dilyn cynnal ymchwiliad safonau i'r sectorau bysiau a threnau a gwasanaethau cysylltiedig yn 2015-16, fe gyhoeddodd y Comisiynydd yr adroddiadau safonau ar 1 Gorffennaf 2016. Roedd 125 o gwmnïau bysiau yn rhan o'r ymchwiliad i ddarparwyr gwasanaeth bysiau. Roedd 4 cwmni yn rhan o'r ymchwiliad safonau i ddarparwyr gwasanaethau rheilffyrdd. Derbyniwyd ymatebion gan 42 cwmni bws a 4 cwmni trenau. Derbyniwyd ymatebion gan 264 aelod o'r cyhoedd.

Yn yr un modd, yn dilyn ymchwiliad safonau'r Comisiynydd i'r sectorau nwy a thrydan a gwasanaethau cysylltiedig fe gyhoeddwyd yr adroddiadau safonau ar 24 Chwefror 2017. Roedd 189 o sefydliadau yn rhan o'r ymchwiliadau a gynhaliwyd i'r sectorau ynni. Derbyniwyd ymatebion gan 22 cwmni nwy a 25 cwmni trydan yn ogystal â 21 aelod o'r cyhoedd.

Disgwylir cyhoeddiad gan y Llywodraeth am y camau nesaf.

Rheoleiddio safonau

Mae'r Comisiynydd yn gweithredu rhaglen reoleiddio er mwyn deall sut mae sefydliadau'n perfformio er mwyn eu cefnogi i gydymffurfio'n dda. Mae'n fodd o weithio ar ran defnyddwyr ac adrodd ar eu profiadau iaith ac yn gyfle i'r Comisiynydd roi barn annibynnol ar y pethau hyn i gyd heb i hynny ddigwydd yn sgil camau gorfodi.

Other organisations

The Government consulted on draft regulations for water and sewerage companies between 25 November 2016 and 17 February 2017. The Commissioner published her response to this consultation. The response is published on the Commissioner's website.

Following a standards investigation into the bus and train sectors and related services during 2015-16, the Commissioner published the standards reports on 1 July 2016. A total of 125 bus companies were part of the investigation into bus service providers. Four companies were part of the standards investigation into rail service providers. Responses were received from 42 bus companies and four train companies. Responses were received from 264 members of the public.

Similarly, following the Commissioner's standards investigation into the gas and electricity sector and related services, the standards report was published on 24 February 2017. A total of 189 organisations were part of the investigations conducted into the energy sectors. Responses were received from 22 gas companies and 25 electricity companies, as well as from 21 members of the public.

The Government's announcement on the next steps is expected.

Standards regulation

The Commissioner implements a regulatory programme in order to gain an understanding of how organisations are performing to support good compliance. It is a way of working on behalf of service users and reporting on their language experiences, and it is also an opportunity for the Commissioner to give an independent opinion on these issues without taking any enforcement action.

Gweithredu ar ganfyddiadau Adroddiad Sicrwydd 2016

Cyhoeddodd y Comisiynydd ei hail adroddiad sicrwydd, 'Amser gosod y safon' yn y Senedd ar 6 Hydref 2016, dan nawdd y Llywydd, Elin Jones AC. Sail yr adroddiad oedd canlyniadau cyfres o arolygon profi gwasanaethau ac arolygon thematig a sesiynau ymgysylltu â defnyddwyr.

Bwriad yr adroddiad sicrwydd yw rhoi cymorth i sefydliadau cyhoeddus ddeall beth yw realiti profiad y bobl y maent yn eu gwasanaethu. Y nod yw bod y canfyddiadau'n eu sbarduno i sianelu eu hymdrechion yn effeithiol er mwyn gwella profiad siaradwyr Cymraeg.

Barn y Comisiynydd yn yr adroddiad oedd bod angen i sefydliadau:

- wneud mwy i ddarparu gwasanaethau o ansawdd yn y Gymraeg
- cymryd cyfrifoldeb dros gynnig dewis iaith yn rhagweithiol
- mynd ati o ddifrif i gynllunio'r gweithlu er mwyn gallu diwallu anghenion cymdeithas â dwy iaith.

Yn dilyn cyhoeddi'r adroddiad sicrwydd, cynhaliwyd cyfres o weithdai gyda sefydliadau i ymateb i'r canlyniadau. Yn benodol, trafodwyd pwysigrwydd gwybod pa sgiliau sy'n bodoli o fewn gweithlu sefydliad, deall sut orau i ofyn am sgiliau Cymraeg wrth recriwtio, a datblygu sgiliau Cymraeg gweithlu presennol. Cynhaliwyd chwe gweithdy ym Mangor, Caerdydd a Chaerfyrddin yn ystod misoedd Hydref 2016 ac Ionawr 2017. Mynychodd 145 o swyddogion o 81 sefydliad cyhoeddus y gweithdai.

Ar 12 Hydref 2016, ymddangosodd y Comisiynydd a swyddogion o flaen y Pwyllgor Diwylliant, y Gymraeg a Chyfathrebu i drafod cynnwys a phrif ganfyddiadau'r adroddiad sicrwydd, a chafodd ei drafod ar lawr y Senedd ar 15 Hydref 2016.

"Mae'r Adroddiad […], 'Amser gosod y safon', gan Gomisiynydd y Gymraeg, yn un pwysig […], ac mae'r Comisiynydd yn hwnnw yn dweud bod angen i sefydliadau newid gêr a darparu gwasanaethau cyhoeddus o ansawdd da a fydd yn galluogi siaradwyr Cymraeg i gynyddu eu defnydd o'r iaith yn eu bywydau pob dydd."

Siân Gwenllian AC wrth drafod Adroddiad Blynyddol y Comisiynydd, 18 Hydref 2016.

Action following the findings of the 2016 Assurance Report

The Commissioner published her second assurance report 'Time to set the standard' in the Senedd on 6 October 2016, in a meeting sponsored by the Llywydd, Elin Jones AM. The report was based on a series of reviews to test services and thematic reviews together with user engagement sessions.

The purpose of the assurance report is to assist public organisations in understanding the reality of the experiences of the people to whom they deliver services. The aim is that the findings prompt organisations to channel their efforts effectively in order to improve the experience of Welsh speakers.

In the report, the Commissioner outlined her view that organisations needed to:

- do more to provide services of a high standard through the medium of Welsh
- take responsibility for actively offering language choice
- conduct rigorous workforce planning in order to meet the needs of a bilingual society.

Following the publication of the assurance report, a series of workshops was held with organisations in response to the results. Specifically, the workshops dealt with the importance of knowing which skills were available within an organisation's workforce, understanding how best to specify Welsh language skills when recruiting staff, and developing the skills of the existing Welsh-speaking workforce. Six workshops were held in Bangor, Cardiff and Carmarthen between October 2016 and January 2017. A total of 145 officers from 81 public organisations attended the workshops.

On 12 October 2016, the Commissioner and her officers appeared before the Culture, Welsh Language and Communications Committee to discuss the main findings of the assurance report. It was also the subject of debate on the floor of the Senedd on 15 October 2016.

"Time to set the standard', by the Welsh Language Commissioner, is another important report, and the Commissioner in that report states that institutions need to change gear and to provide public services of a high quality that would enable Welsh speakers to increase their use of the Welsh language in their daily lives."

Siân Gwenllian AM, while discussing the Commissioner's Annual Report, 18 October 2016.

Gwella profiad defnyddwyr

Yn ystod 2016-17, bu'r Comisiynydd yn parhau â'r gwaith o ganfod beth yw realiti profiad defnyddwyr y Gymraeg. Y nod y tro hwn oedd canfod a yw'r profiadau wedi gwella wrth dderbyn gwasanaethau gan sefydliadau cyhoeddus.

Aed ati i gasglu'r wybodaeth drwy gynnal arolygon i brofi gwasanaethau, cynnal astudiaethau thematig, ymgysylltu â defnyddwyr a thrwy dderbyn adroddiadau blynyddol safonau ac adroddiadau monitro gweithrediad cynlluniau iaith gan sefydliadau.

Arolygon i brofi gwasanaethau

Gosododd y Comisiynydd ei hun yn esgidiau'r defnyddwyr drwy gynnal cyfres o arolygon siopwr cudd. Canolbwyntiodd yr arolygon ar y meysydd canlynol:

- Defnydd cyrff o gyfryngau cymdeithasol
- Galwadau ffôn i sefydliadau
- Gohebiaeth a anfonir at sefydliadau
- Gwefannau

Astudiaethau thematig a gynhaliwyd

Er mwyn bod â darlun manwl ac eang o'r ffordd y caiff gwasanaethau Cymraeg eu cyflenwi, ac i fod mewn sefyllfa i gynnig argymhellion i sefydliadau am sut i gryfhau a gwella eu darpariaeth Gymraeg, cynhaliwyd tair astudiaeth thematig. Roeddent yn canolbwyntio ar y meysydd canlynol:

- Codi ymwybyddiaeth o wasanaethau Cymraeg
- Llunio a chyhoeddi strategaeth pum mlynedd sy'n esbonio sut mae sefydliadau'n bwriadu mynd ati i hybu'r Gymraeg ac i hwyluso defnyddio'r Gymraeg yn ehangach yn eu hardal
- Gofynion ieithyddol swyddi gwag a newydd

Mynd i'r afael â phroblemau systemig

Gweithiwyd gyda deg sefydliad i gynnal awdit mewn cysylltiad â chofnodi dewis iaith ar rai systemau electronig mewn amgylchiadau lle roedd hynny yn peri anhawster oedd y tu hwnt i reolaeth y sefydliadau hynny. Bydd y gwaith yn parhau a'r Comisiynydd yn ceisio cefnogi sefydliadau wrth iddynt geisio atebion ar y cyd.

Improving the user experience

During 2016-17, the Commissioner continued to investigate the reality of Welsh-speaking users' experience. The aim this time was to find whether people's experiences of the provision of public sector services had improved.

Information was gathered through reviews of service provision, thematic studies, user engagement and via annual reports on standards and Welsh language scheme annual monitoring reports from organisations.

Surveys of service provision

With a series of mystery shopper exercises, the Commissioner placed herself in the shoes of service users. The surveys focused on the following areas:

- The use of social media by organisations
- Telephone calls to organisations
- Correspondence sent to organisations
- Websites

Thematic studies undertaken

In order for the Commissioner to gain a detailed and wide-ranging view of the way in which Welsh language services are delivered, and to be in a position to provide recommendations to organisations on how to strengthen and improve their Welsh medium provision, three thematic studies were conducted. The studies focussed on the following areas:

- Raising awareness of Welsh language services
- Producing and publishing a five-year strategy setting out how organisations propose to promote the Welsh language and to facilitate the use of Welsh more widely in their area
- Language requirements of vacancies and new posts

Dealing with systemic problems

The Commissioner worked with ten organisations to conduct an audit in relation to recording language choice on certain electronic systems in instances where this was problematic and beyond the control of organisations themselves. This work will continue and the Commissioner will continue to support organisations as they seek solutions together.

Ymgysylltu â defnyddwyr

Mae gwrando ar brofiadau defnyddwyr yn rhan ganolog o'r gwaith rheoleiddio. Er mwyn gwrando ar brofiadau defnyddwyr, cynhaliwyd grwpiau trafod ym mis Gorffennaf 2016 a mis Rhagfyr 2016. Cynhaliwyd y sesiynau yng Nghaernarfon, Wrecsam, Caerdydd, Caerfyrddin, Rhuthun, Llangefni, Merthyr Tudful ac Aberteifi, gan ddenu tua 60 o fynychwyr i'r sesiynau.

Yn ystod gwanwyn 2016 a 2017, gofynnodd y Comisiynydd nifer o gwestiynau am wasanaethau Cymraeg cyrff cyhoeddus drwy Arolwg Omnibws Siaradwyr Cymraeg Beaufort Research. Mae'r arolwg ffôn yn holi 500 o bobl sy'n cynrychioli trawstoriad o siaradwyr Cymraeg. Diben gofyn cwestiynau drwy'r arolwg ffôn oedd sicrhau bod gan y Comisiynydd ddata meintiol ynghylch barn a phrofiadau sampl cynrychioladol o siaradwyr Cymraeg. Drwy wneud hynny'n flynyddol, gellir adnabod tueddiadau dros amser. Roedd y cwestiynau'n ymwneud â'r cyfleoedd i ddefnyddio'r Gymraeg gyda chyrff cyhoeddus, argaeledd ac ansawdd gwasanaethau Cymraeg, ac agweddau at wasanaethau Cymraeg. Wrth ymateb i'r arolwg, dywedodd 76% o siaradwyr Cymraeg eu bod yn cytuno bod gwasanaethau Cymraeg sefydliadau cyhoeddus yn gwella.

Casgliadau

Caiff yr wybodaeth ei chyhoeddi yn Adroddiad Sicrwydd 2017 yn ystod tymor yr hydref, ond gellir cyhoeddi mai'r prif ganfyddiadau yw:

- bod profiadau pobl sy'n defnyddio gwasanaethau Cymraeg wedi gwella
- bod angen gwneud newidiadau pellach i sicrhau nad yw profiadau pobl sy'n defnyddio gwasanaethau Cymraeg yn llai ffafriol
- bod angen i gyrff wneud mwy i hybu eu gwasanaethau Cymraeg

Annog arfer da

Er mwyn cynorthwyo sefydliadau i wella eu darpariaeth mae'r Comisiynydd yn rhannu arfer da ac yn cynnal digwyddiadau addysgol, ac fel rhan o'r gwaith hwn mae wedi ymuno â fforwm Arfer Da Cymru. Cynhaliwyd cyfres o ddigwyddiadau addysgol am ddarparu gwasanaethau drwy gontract yn ystod y flwyddyn.

Engagement with users

Listening to user experience is a central part of the regulatory activities. To listen to the experiences of users, focus groups were held during July 2016 and December 2016. The sessions were held in Caernarfon, Wrexham, Cardiff, Carmarthen, Ruthin, Llangefni, Merthyr Tydfil and Cardigan, attracting around 60 people to the sessions.

During spring 2016 and 2017, through the Omnibus Survey of Welsh Speakers conducted by Beaufort Research, the Commissioner asked a number of questions regarding the Welsh language services of public bodies. The telephone survey seeks the views of 500 people representing a cross-section of Welsh speakers. The purpose of the questions asked via the telephone survey was to ensure that the Commissioner has quantitative data on opinions and the experiences of a representative sample of Welsh speakers. In conducting this survey annually, it will be possible to identify trends over time. The questions related to opportunities to use the Welsh language with public bodies, the availability and quality of Welsh language services and attitudes towards Welsh language services. Responding to the survey, 76% of Welsh speakers agreed that public organisations' Welsh language services are improving.

Conclusions

The information will be published in the 2017 Assurance Report during the autumn, but the main findings can be revealed as follows:

- Welsh language service users' experiences have improved
- further changes are needed to ensure that the experience of those using Welsh language services are no less favourable
- bodies need to do more to promote their Welsh language services

Encouraging good behaviour

To support organisations to improve their Welsh language provision, the Commissioner shares good practice and holds educational events, and as part of this work has joined the Good Practice Wales forum. A series of educational events relating to contracted service provision were held during the year.

Cyngor ar osod contractau gwasanaethau cyhoeddus

Ym mis Ionawr 2017 cyhoeddodd y Comisiynydd fersiwn diwygiedig o'i dogfen gyngor, 'Gosod Contractau Gwasanaethau Cyhoeddus'. Pwrpas y ddogfen yw cynnig cyngor a chymorth i sefydliadau sy'n darparu gwasanaethau'n ddwyieithog am sut i ystyried anghenion siaradwyr Cymraeg ym mhob agwedd ar gontractio gwasanaethau cyhoeddus a nwyddau. Yn ystod misoedd Chwefror a Mawrth 2017, cynhaliwyd gweithdai oedd yn mynd i'r afael â chynnwys y ddogfen, dan ofal un o gyfreithwyr cwmni Eversheds.

- 84 o swyddogion o 58 sefydliad yn mynychu'r sesiynau
- 96.5% o'r mynychwyr yn dweud bod cynnwys y sesiwn yn dda neu'n dda iawn
- 93.1% yn dweud bod cynnwys y sesiynau'n berthnasol iawn neu'n eithaf perthnasol i'w gwaith
- 100% yn dweud eu bod yn deall y ddogfen gyngor yn well o ganlyniad i fynychu'r gweithdai

Gwaith Ymatebol

Adroddiad Etholiadau

Yn dilyn cyhoeddi Adroddiad Etholiad Cyffredinol 2015, cynhaliodd y Comisiynydd arolwg pellach yn ystod Etholiadau Cynulliad Cenedlaethol Cymru a Chomisiynwyr Heddlu a Throsedd 2016. Sail yr arolwg oedd craffu ar wefannau awdurdodau lleol, Gwasanaeth Digidol y Llywodraeth, y Comisiwn Etholiadol a gwefannau unigol Comisiynwyr Heddlu a Throsedd Cymru. Gwiriwyd hefyd y cyhoeddiadau llafar cyhoeddus a wnaed ar ganlyniadau'r etholiadau ar draws etholaethau a rhanbarthau drwy gyfrwng darllediad BBC Cymru.

Roedd yr adroddiad yn dod i'r casgliadau canlynol:

- cynnydd yn yr ystod o ddogfennau ar gael yn Gymraeg
- pob ffurflen gofrestru wedi eu cynhyrchu yn Gymraeg, ond eu hargaeledd a hygyrchedd yn annigonol
- gwybodaeth gyffredinol neu gyfarwyddiadau ddim ar gael yn Gymraeg ar bob achlysur
- anghysondeb wrth gyhoeddi'r canlyniadau'n ddwyieithog

Advice on contracting out public service contracts

In January 2017, the Commissioner published a revised version of the advice document, 'Contracting out Public Service Contracts'. The purpose of this document is to offer advice and assistance to organisations that provide services bilingually on how to consider the needs of Welsh speakers in all aspects of contracting public services and goods. During February and March 2017, the Commissioner arranged workshops focusing on the contents of the document, held by a solicitor from Eversheds.

- 84 officers from 58 organisations attending the sessions
- 96.5% of the attendees said the content of the session was good or very good
- 93.1% said the content of the sessions was very relevant or fairly relevant to their work
- 100% said they better understood the advice document as a result of attending the workshops

Responsive Work

Elections Report

Following the publication of the General Election Report 2015, the Commissioner conducted a further review during the 2016 Elections of the National Assembly for Wales and the Police and Crime Commissioners. The review was based on scrutiny of the local authority websites, the Government's Digital Services, the Electoral Commission and the individual websites of the Police and Crime Commissioners in Wales. A review was also held of the public declarations of the election results across the constituencies and regions via BBC Wales broadcasting.

The report found:

- an increase in the range of documents available in Welsh
- each registration form was published in Welsh but their availability and accessibility was insufficient
- general information or instructions were not available in Welsh on every occasion
- inconsistency in declaring the results bilingually

Seminarau Briffio Safonau

Cynhaliwyd tair seminar briffio safonau gyda'r sefydliadau sy'n ddarostyngedig o'r newydd i Reoliadau Safonau'r Gymraeg Rhifau 2, 4 a 5. Pwrpas y seminarau hyn oedd cyflwyno gwybodaeth am Fframwaith Rheoleiddio a Pholisi Gorfodi'r Comisiynydd.

- 59 o swyddogion o 47 sefydliad yn mynychu
- 94.8% yn dweud bod y seminarau'n dda neu'n dda iawn
- 100% yn dweud bod cynnwys y seminarau naill ai'n eithaf perthnasol neu'n berthnasol iawn i'w gwaith

Standards Briefing Seminars

Three standards briefing seminars were held with organisations subject to the new Welsh Language Standards Regulations Numbers 2, 4 and 5. The purpose of these seminars was to present information on the Commissioner's Regulatory Framework and Enforcement Policy.

- 59 officers from 47 organisations attended
- 94.8% said that the seminars were good or very good
- 100% said that the content of the seminars was either fairly relevant or very relevant to their work

Amcan strategol 4: Annog, hybu a hwyluso defnydd o'r Gymraeg ar sail wirfoddol

Mae'r Comisiynydd yn annog, hybu a hwyluso'r cyfleoedd i ddefnyddio'r Gymraeg mewn pob agwedd ar fywyd. Mae hyn ar sail wirfoddol gyda'r rhan fwyaf o sefydliadau yn y sector preifat a'r trydydd sector. Gwna hyn drwy ddangos gwerth y Gymraeg i'r sefydliadau, a'u cefnogi i gynyddu defnydd o'r iaith.

Mae hefyd yn gweithio i sicrhau bod yr isadeiledd, sef yr adnoddau addas, ar gael i unigolion a sefydliadau ddefnyddio'r iaith. Mae hyn yn cynnwys technoleg gwybodaeth, adnoddau ieithyddol fel geirfa ac enwau lleoedd safonol.

Cynllun Hybu'r Gymraeg

Cynllun sy'n galluogi busnesau a sefydliadau trydydd sector i gynllunio eu defnydd o'r Gymraeg gyda phwyslais ar geisio cynyddu'r defnydd hwnnw dros amser.

Mae pedwar cam i'r cynllun, sef:

CAM 1
Holiadur i asesu defnydd presennol o'r Gymraeg

CAM 2
Yn seiliedig ar atebion i'r holiadur, bydd y system yn creu cynllun hybu gyda syniad o'r lefel o ddarpariaeth bresennol (o 1 i 3) ym mhob maes

CAM 3
Gall sefydliadau osod targedau yn eu cynllun hybu ar gyfer cyrraedd y lefel nesaf, a gwella'u darpariaeth

CAM 4
Cyflwyno'r cynllun gweithredu i swyddogion y Comisiynydd

Yn 2016-17 roedd 183 sefydliad wedi llenwi'r holiadur.

Ar ddiwedd y cyfnod adrodd roedd 90 sefydliad yn y broses o baratoi cynllun hybu a 33 wedi rhannu fersiwn terfynol o'u cynllun hybu gyda'r Comisiynydd.

Strategic Objective 4: To encourage, promote and facilitate the use of the Welsh language on a voluntary basis

The Commissioner encourages, promotes and facilitates opportunities to use Welsh in all aspects of life. This is done on a voluntary basis for the majority of organisations in the private sector and third sector. The Commissioner highlights the value of the Welsh language to organisations and supports them in increasing their use of the language.

She also works to ensure that the infrastructure, i.e. the necessary resources, is available for individuals and organisations to use the language. This includes information technology, language resources such as vocabularies and standardised place names.

Welsh language Progress Plan

This is a plan to enable third sector organisations and businesses to plan their use of the Welsh language with the emphasis on seeking to increase that use over time.

There are four steps to the plan:

STEP 1
A questionnaire to assess current use of Welsh

STEP 2
Based on the responses to the questionnaire, the system will create an action plan with an idea of the current level of provision (from 1 to 3) in each area

STEP 3
Organisations can set targets in the plan to aim for the next level, improving the provision

STEP 4
Present the progress plan to the Commissioner's officers

In 2016-17, 183 organisations had completed the questionnaire.

At the end of the reporting period, 90 organisations were in the process of preparing a progress plan and 33 had shared the final version of their progress plan with the Commissioner.

Rhoi arweiniad i sefydliadau

Defnyddio'r Gymraeg mewn chwaraeon

Lansiwyd pecyn 'Y Gymraeg: Amdani' ym Mharc y Ddraig (Canolfan Ymddiriedolaeth Bêl-droed Cymru) ar 25 Mai 2016. Mae'r pecyn yn arweiniad ymarferol i glybiau a chymdeithasau chwaraeon ar ddatblygu gweithgareddau yn Gymraeg neu'n ddwyieithog. Cafodd ei ddatblygu ar y cyd â Chwaraeon Cymru ac yn sgil trafodaethau â gwahanol gymdeithasau chwaraeon dros gyfnod.

Gweithiodd y Comisiynydd gyda chymdeithasau unigol i deilwra'r pecyn i'w campau nhw, a chynhaliwyd digwyddiadau rhanbarthol yng Nghaerfyrddin, Caerdydd a Bangor i godi ymwybyddiaeth o'r pecyn ymysg clybiau lleol ac unigolion sy'n ymwneud â chwaraeon.

Criced

- Datblygwyd cardiau fflach penodol ar gyfer y gamp

Rygbi

- Hwyluso digwyddiad yn y Sioe Fawr i roi cyfle i URC gyflwyno eu syniadau a'u cynlluniau o ran datblygu'r defnydd o'r Gymraeg
- Cydweithio ar ddatblygiadau a gaiff eu cyhoeddi yn 2017-18

Pêl-droed

- Helpu'r Ymddiriedolaeth a Chymdeithas Bêl-droed Cymru i lunio sloganau Cymraeg i'w defnyddio ar gyfer pencampwriaethau'r Ewros yn haf 2016

Hyfforddiant

Mae swyddogion y Tîm Hybu'n cynnal hyfforddiant i sefydliadau trydydd sector ar sut i ddatblygu defnydd o'r Gymraeg.

Cyflwynir ystadegau perthnasol am yr iaith, y cyd-destun cyfreithiol, arferion da, ymchwil defnyddiol, ac yna ceir cyfle i'r mynychwyr drafod mewn grwpiau sut i roi pethau ar waith yn eu sefydliadau nhw.

- Cynhaliwyd 8 sesiwn hyfforddiant
- Mynychodd dros 50 o sefydliadau
- 69% yn dweud bod y sesiynau'n ardderchog
- 79% yn dweud bod cynnydd yn eu gwybodaeth ar ôl mynychu'r sesiwn

Guidance for organisations

The use of Welsh in sport

The pack 'Welsh: Give it a go!' was launched at Dragon Park (the Welsh Football Trust's Centre) on 25 May 2016. The pack gives practical guidance for sports clubs and societies on developing activities in Welsh or bilingually. It was developed in association with Sport Wales and following discussions with various sports associations.

The Commissioner worked with individual associations to tailor the package for their disciplines, and regional events were held in Carmarthen, Cardiff and Bangor to raise awareness of the pack with local sports clubs and individuals.

Cricket

- Specific flash cards were developed for the sport

Rugby

- An event was facilitated at the Royal Welsh Show to give the WRU an opportunity to present their ideas and plans for the development of the use of Welsh
- Collaboration on developments to be announced in 2017-18

Football

- The Football Association of Wales and the Trust were supported with the work of developing Welsh slogans to be used for the European championship in the summer of 2016

Training

Officers in the Promotion Team provide training for third sector organisations on how to develop their use of Welsh.

They are presented with relevant statistics on the language, the legal context, good practice, useful research, and attendees are given an opportunity in group discussions to talk about how to put things into practice in their own organisations.

- 8 training sessions were held
- Over 50 organisations attended
- 69% said that the sessions were excellent
- 79% said their knowledge had increased after having attended the session

Gwasanaeth prawfddarllen

Un math o gymorth ymarferol mae'r Comisiynydd yn ei gynnig i fusnesau a sefydliadau trydydd sector yw gwasanaeth prawfddarllen yn rhad ac am ddim. Gall sefydliadau anfon testun Cymraeg hyd at 1,000 o eiriau at y Comisiynydd i'w brawfddarllen, a chaiff y gwaith ei gywiro a'i anfon yn ôl gyda sylwadau neu awgrymiadau. Nod y cynllun yw datblygu sgiliau dwyieithog y gweithlu a magu hyder i ddefnyddio'r Gymraeg gan roi sicrwydd ar yr un pryd bod y gwaith yn gywir cyn argraffu.

- Dros 100 o fusnesau a sefydliadau'n defnyddio'r gwasanaeth
- Prawfddarllen bwydlenni, hysbysebion, arwyddion, trydariadau, a phosteri ymysg eraill

Ymchwil

Defnydd o'r Gymraeg gan archfarchnadoedd

Cyhoeddodd y Comisiynydd adroddiad ymchwil i agweddau cwsmeriaid i ddefnydd o'r Gymraeg gan archfarchnadoedd yn y Senedd ar 2 Chwefror 2017. Noddwyd y digwyddiad gan Jeremy Miles AC ac roedd cynrychiolwyr o'r archfarchnadoedd a Chonsortiwm Manwerthu Cymru'n bresennol.

Dyma'r prif ganfyddiadau:

- 68% yn hoffi gweld y Gymraeg yn cael ei defnyddio gan archfarchnadoedd yng Nghymru
- 83% yn cytuno â'r gosodiad bod defnydd o'r Gymraeg yn dangos cefnogaeth tuag at ddiwylliant Cymraeg

Un canlyniad i'r adroddiad oedd sefydlu fforwm ar gyfer penaethiaid yr archfarchnadoedd yng Nghymru i drafod sut gallant gynyddu eu darpariaeth Gymraeg a chyflwyno'r Gymraeg fwyfwy yn eu siopau ac ar wefannau ac apiau siopa ar-lein. Y bwriad yw cynnal dau gyfarfod y flwyddyn o'r fforwm.

Proofreading service

One method of practical support given by the Commissioner to businesses and third sector organisations is a free proofreading service. Organisations may send Welsh language text of up to 1,000 words to the Commissioner for proofreading, and the work is checked and returned with comments or suggestions. The aim of this scheme is to develop bilingual skills in the workplace and to raise confidence in the use of Welsh, but at the same time giving assurance that the work is correct before being published.

- Over 100 businesses and organisations use this service
- Proofreading menus, adverts, signage, tweets, and posters amongst other items

Research

The use of Welsh by supermarkets

The Commissioner published a research report into the attitudes of customers to the use of Welsh by supermarkets at the Senedd on 2 February 2017. The event was sponsored by Jeremy Miles AM and representatives from the supermarkets and the Welsh Retail Consortium were present.

The main findings were:

- 68% of people liked to see Welsh being used by supermarkets in Wales
- 83% agreed with the statement that using Welsh showed support for Welsh culture

As a result of the report, a forum was established for the heads of the supermarkets in Wales to discuss how they could increase their Welsh language provision and to introduce more Welsh into their shops, websites and shopping apps. The intention is for the forum to meet twice a year.

Cysylltiadau strategol

Dros y blynyddoedd a fu, creodd y Comisiynydd gysylltiadau strategol gyda gwahanol sectorau a sefydliadau. Parhaodd y gwaith gyda'r sefydliadau hyn yn ystod 2016-17.

Y sector ariannol a banciau'r stryd fawr

Yn ystod 2015-16 cyhoeddodd y Comisiynydd adolygiad statudol o wasanaethau Cymraeg banciau'r stryd fawr, ac un o ganlyniadau'r adolygiad oedd sefydlu fforwm o uwch-swyddogion y banciau er mwyn trafod camau gweithredu a heriau. Cyfarfu'r fforwm ddwywaith yn ystod 2016-17.

Cyhoeddodd y Comisiynydd adroddiad cynnydd ym mis Gorffennaf 2016. Roedd yn casglu bod peth cynnydd wedi bod wrth ddatblygu gwasanaethau Cymraeg, ond bod ffordd bell iawn i fynd gan rai eto, ac yn sicr bod ffordd bell i fynd o ran rhoi cyhoeddusrwydd i'r gwasanaethau sydd yn bodoli.

Chwaraeon Cymru

Cyfrannodd Chwaraeon Cymru at y pecyn Amdani! trwy gasglu'r sail ystadegol sy'n dangos y galw ymysg pobl ifanc am gyfleoedd i gymryd rhan mewn chwaraeon trwy gyfrwng y Gymraeg. Mae Chwaraeon Cymru wedi cyfrannu at ledaenu negeseuon yr ymgyrch Amdani! gyda chymdeithasau, e.e. trwy eu rhwydweithiau a'u gwefannau.

Cyngor Gweithredu Gwirfoddol Cymru

Cyngor Gweithredu Gwirfoddol Cymru sy'n marchnata a threfnu llety ar gyfer y sesiynau hyfforddiant, gan alluogi'r Comisiynydd i gyrraedd sefydliadau trydydd sector yn effeithiol.

Cynhaliwyd digwyddiad llwyddiannus yn yr Eisteddfod Genedlaethol ar y cyd â'r corff ymbarél i drafod yr heriau a'r cyfleoedd o ran denu gwirfoddolwyr yn yr oes ddigidol.

Strategic links

During past years, the Commissioner has established strategic links with various sectors and organisations. Work with these organisations continued during 2016-17.

The financial sector and high street banks

During 2015-16, the Commissioner published a statutory review of high street banks' Welsh language services and as a result of the review, a forum of senior officials from the banks was established in order to discuss actions and challenges. The forum met twice during 2016-17.

The Commissioner published a progress report in July 2016. The report concluded that there had been some progress in the development of Welsh language services but some still had a long way to go in terms of publicising their existing services.

Sport Wales

Sport Wales contributed to the Give it a Go! pack by putting together the statistical basis showing the demand amongst young people for opportunities to participate in sports through the medium of Welsh. Sports Wales has contributed to the dissemination of the Give it a Go! campaign messages with associations, e.g. via their networks and websites.

Wales Council for Voluntary Action

Wales Council for Voluntary Action is responsible for marketing and hosting the training sessions, enabling the Commissioner to reach third sector organisations effectively.

A successful event was held at the National Eisteddfod in collaboration with the umbrella body on the challenges and opportunities in attracting volunteers in the digital age.

Cefnogi isadeiledd iaith

Cronfa Enwau Lleoedd

Mae'r Comisiynydd yn gyfrifol am argymell ffurfiau safonol enwau lleoedd yng Nghymru ac wedi cynnull panel o arbenigwyr ar orgraff y Gymraeg ac enwau lleoedd Cymru sy'n darparu cyngor arbenigol ac annibynnol am y maes. Cynhaliwyd 3 chyfarfod o'r panel yn ystod 2016-17, ac mae'r panel wedi rhoi argymhellion ar enwau lleoedd i 21 awdurdod lleol.

Ar ddiwedd y cyfnod adrodd roedd gwaith yn mynd rhagddo i rannu'r argymhellion yn ehangach drwy eu cyhoeddi mewn cronfa ddata chwiliadwy y bydd modd i asiantaethau eraill lawrlwytho data ohoni.

Mae'r Comisiynydd yn aelod cyswllt o Grŵp Llywio Enwau Lleoedd Hanesyddol Cymru, sy'n cynghori'r Comisiwn Henebion wrth iddynt fynd i'r afael â'r dasg o lunio a chyhoeddi rhestr o enwau lleoedd hanesyddol ar ran Gweinidogion Cymru. Bu hefyd yn trafod â Dai Lloyd AC wedi i'w enw gael ei ddewis drwy bleidlais ar hap i ddatblygu syniad yn fesur Cynulliad, a'i gynnig i ddiogelu enwau lleoedd hanesyddol.

Canllaw Cyfieithu

Yn ystod y flwyddyn, fe aed ati i ddiwygio'r canllaw cyfieithu i sefydliadau. Roedd y diwygiadau'n ymhél â chynorthwyo sefydliadau i wneud y defnydd gorau o adnoddau cyfieithu er mwyn ateb gofynion y safonau, a rhoddwyd pwyslais ar wneud defnydd cynyddol ond cyfrifol o dechnoleg.

Supporting language infrastructure

Database of Place-Names

The Commissioner is responsible for recommending the standard forms of place-names in Wales, and the Commissioner has convened a panel of experts on the orthography of the Welsh language and place-names in Wales who provide specialist and independent advice. Three meetings of the panel were held during 2016-17, and the panel has given recommendations on place-names to 21 local authorities.

Towards the end of the reporting period, work was underway to share the recommendations with a wider audience via publication on a searchable database from which other agencies may download data.

The Commissioner is an associate member of the Wales Historical Place-Names Steering Group who advise the Monuments Commission as they undertake the work of drawing up and publishing a list of historical place-names on behalf of the Welsh Ministers. The Commissioner had also been in discussion with Dai Lloyd AM after his name had been drawn in a ballot to develop an idea into an Assembly measure, and his proposal to preserve historical place-names.

Translation Guidelines

During the year, the translation guidelines for organisations were revised. The revisions related to supporting organisations in making the best use of translation resources in order to meet the requirements of the Welsh language standards, placing an emphasis on making increasing but responsible use of technology.

Amcan strategol 5: Gweithredu a chyfathrebu'n briodol ac effeithiol

Er mwyn cefnogi ei holl weithgareddau o ddylanwadu, ymchwilio, gosod dyletswyddau, rheoleiddio a hybu, mae'r Comisiynydd yn rhoi pwyslais mawr ar weithredu'n effeithiol ac yn effeithlon.

Cyfathrebu allanol

Ymgyrch Hawliau i ddefnyddio'r Gymraeg

I gyd-fynd â gosod y safonau cyntaf ar sefydliadau yn niwedd 2015-16 datblygwyd ymgyrch gyhoeddusrwydd 'Hawliau i Ddefnyddio'r Gymraeg'. Roedd yr ymgyrch yn canolbwyntio ar y manteision i'r dinesydd, yn hytrach na bod y drafodaeth gyhoeddus yn cylchdroi o amgylch y sefydliadau'n unig.

Crëwyd tudalen ymgyrch ar y wefan, a chynhyrchu fideo gyda gwahanol leisiau'n datgan bod ganddynt hawliau. Darlledwyd y fideo fel hysbyseb ar S4C rhwng Ebrill a Mehefin 2016.

Drwy gydol yr wythnos, ar faes Eisteddfod yr Urdd yn Sir y Fflint, bu'r Comisiynydd a Chomisiynydd Plant Cymru yn gweithio gyda'i gilydd i wrando a chasglu barn gan blant a phobl ifanc am eu profiadau yn defnyddio iaith. Drwy wahodd plant a phobl ifanc i ddweud eu dweud, nod y Comisiynwyr oedd dysgu am realiti profiadau, dyheadau a rhwystredigaethau, ac adnabod cyfleoedd a bylchau er mwyn sianelu egnïon i wella'r profiad yn y dyfodol. Cyhoeddwyd casgliadau'r ymarferiad mewn cynhadledd i'r wasg a chyfweliadau ar y cyfryngau.

Yn ystod haf 2016 bu'r Comisiynydd yn tynnu lluniau'r cyhoedd yn dal posteri Hawliau i Ddefnyddio'r Gymraeg a defnyddiwyd yr hashnod #hawliau.

Dyma ystadegau'r ymgyrch:

- Darlledu'r hysbyseb 110 o weithiau ar S4C
- Yr hysbyseb yn cyrraedd cynulleidfa o 1,051,450 o oedolion yng Nghymru
- 73,718 o argraffiadau i negeseuon am yr ymgyrch ar Twitter y Comisiynydd
- 2,856 o ymwneud pellach i'r negeseuon Twitter

Strategic Objective 5: To operate and communicate appropriately and effectively

The Commissioner places great emphasis on effective and efficient action as a basis for all her activities in relation to extending influence, research, imposing duties, regulation and promotion.

External communication

Rights to use the Welsh Language campaign

To correspond with the imposition of the first set of standards on organisations at the end of 2015-16, a public campaign was developed on the 'Rights to use the Welsh language'. The campaign focused on the benefits for the citizen, rather than conducting a public debate centred only on organisations.

A campaign page was set up on the website, and a video was produced with different voices stating their rights. The video was broadcast as an advert on S4C between April and June 2016.

Throughout the week on the Urdd Eisteddfod field in Flintshire, the Commissioner and the Children's Commissioner for Wales worked in collaboration to listen and gather opinions from children and young people on their experiences in using the language. In inviting children and young people to voice their opinion, the aim of the Commissioners was to learn about the reality of their experiences, aspirations and frustrations, and identify opportunities and gaps so that energies may be channelled effectively to improve their experiences in the future. The findings of this exercise were announced in a press conference and in interviews with the media.

During the summer of 2016, the Commissioner photographed members of the public holding the Rights to use the Welsh Language posters using the hashtag #hawliau.

The statistics of the campaign are as follows:

- The advert was broadcast 110 times on S4C
- The advert reached an audience of 1,051,450 adults in Wales
- 73,718 impressions to messages about the campaign on the Commissioner's Twitter feed
- 2,856 further interactions to the messages on Twitter

Ymgyrch hawl i gwyno

Rhwng Ionawr a Mawrth 2017 fe weithiwyd ar yr ymgyrch 'Hawl i gwyno'. Darlledwyd hysbyseb yn dangos profiad ffuglennol mam a phlentyn yn methu â derbyn gwasanaeth Cymraeg mewn ysbyty, yn cwyno i'r sefydliad ac yna i'r Comisiynydd.

- Darlledwyd yr hysbyseb 110 o weithiau
- Cyrhaeddodd yr hysbyseb 1,197,005 o oedolion yng Nghymru

Sioeau

Roedd gan y Comisiynydd stondin yn Eisteddfod yr Urdd, y Sioe Fawr a'r Eisteddfod Genedlaethol.

Fel nodwyd eisoes, yr ymgyrch Hawliau i Ddefnyddio'r Gymraeg oedd y brif neges yn Eisteddfod yr Urdd, lle cydweithiwyd yn agos â Chomisiynydd Plant Cymru.

Yn y Sioe Fawr, y Gymraeg a chwaraeon oedd y brif neges, a threfnwyd digwyddiad cyhoeddus er mwyn rhoi'r cyfle i Undeb Rygbi Cymru amlinellu eu cynlluniau o ran cynyddu defnydd o'r Gymraeg. Ar y stondin, bu swyddogion yn casglu profiadau pobl ar gyfer yr ymchwil archfarchnadoedd (gweler tud 74).

Yn yr Eisteddfod Genedlaethol yn y Fenni, cyhoeddwyd yr Adroddiad 5-mlynedd ar sefyllfa'r Gymraeg (gweler tudalennau 14 a 30) a rhannwyd gwybodaeth am yr ymgyrch Hawliau i Ddefnyddio'r Gymraeg ar y stondin. Cynhaliwyd dau ddigwyddiad arall, sef trafodaeth banel am wirfoddoli a'r iaith Gymraeg ar y cyd â Chyngor Gweithredu Gwirfoddol Cymru a'r llall am y Gymraeg o fewn y diwydiannau cynhyrchu bwyd ac amaeth ar y cyd ag Undeb Amaethwyr Cymru.

Y wasg

Parhaodd y gwaith o gyfathrebu â rhanddeiliaid a'r cyhoedd drwy'r wasg a'r cyfryngau ac ymateb yn amserol a phriodol i ymholiadau yn ystod y flwyddyn.

- 258 o gyfeiriadau at y Comisiynydd yn y wasg brint neu ar-lein
- 36 o gyfweliadau ar y cyfryngau
- 26 o ymatebion ysgrifenedig i geisiadau gan y cyfryngau darlledu

Right to complain campaign

Between January and March 2017, the right to complain campaign was developed. An advert highlighting a fictional account of a mother and child's experience of failing to receive a Welsh language service in a hospital, her complaint to the organisation and then to the Commissioner.

- The advert was broadcast 110 times
- The advert reached an audience of 1,197,005 adults in Wales

Shows

The Commissioner had a stand at the Urdd Eisteddfod, the Royal Welsh Show and the National Eisteddfod.

As previously noted, the main message of the Urdd Eisteddfod was the Right to use the Welsh language, with close collaboration with the Children's Commissioner for Wales.

At the Royal Welsh Show, the focus was on the Welsh language in sport, and a public event was arranged to give the WRU an opportunity to outline their plans to increase their use of Welsh. On the stand, officers gathered people's experience for the research conducted on supermarkets (see page 75).

At the National Eisteddfod in Abergavenny, the 5-year Report on the Position of the Welsh Language was published (see pages 15 and 31) and information on the campaign on the Rights to Use Welsh was shared at the stand. Two other events were held: a panel discussion on volunteering and the Welsh language in collaboration with the Wales Council for Voluntary Action, and the other on Welsh in the food manufacturing industries and agriculture, in collaboration with the Farmers' Union of Wales.

The press

Work continued in communications with stakeholders and the public via the press and media, with timely and appropriate responses to enquiries during the year.

- 258 references to the Commissioner in the printed press or online
- 36 interviews with the media
- 26 written responses to requests by the broadcast media

Twitter

Cynhaliwyd prif gyfrif @ComyGymraeg i rannu negeseuon rhagweithiol â dilynwyr yn ogystal ag i ymateb i ymholiadau cyffredinol ac fel y man cyntaf i ddefnyddwyr Twitter gyfeirio cwynion at y Comisiynydd.

Dyma'r ffigurau ar gyfer y gweithgarwch ar Twitter

- 411 o drydariadau
- 434,605 o argraffiadau
- 11,689 ymwneud
- 676 o ddilynwyr newydd

Mae cyfrif Twitter @Hybu_Cymraeg yn tynnu sylw at waith y tîm sy'n gweithio ar hybu a hwyluso defnyddio'r Gymraeg gyda busnesau a sefydliadau trydydd sector.

Dyma'r ffigurau ar gyfer y gweithgarwch ar Twitter

- 249 o drydariadau
- 214, 877 o argraffiadau
- 3,442 ymwneud
- 817 o ddilynwyr ar 31 Mawrth 2017

Gwaith Rhyngwladol

Meri Huws yw Cadeirydd Cymdeithas Ryngwladol y Comisiynwyr Iaith, sef fforwm o gomisiynwyr sydd â chenhadaeth debyg o wledydd ar draws y byd. Swyddfa Comisiynydd y Gymraeg hefyd sy'n cynnal ysgrifenyddiaeth y gymdeithas ac sy'n gyfrifol am arwain y rhaglen waith a hwyluso rhannu gwybodaeth rhwng yr aelodau.

Cynhaliwyd cyfarfod rhwng aelodau'r gymdeithas ar 15 Rhagfyr 2016 lle cafwyd diweddariadau gan y Comisiynwyr a'r Ombwdsmyn presennol. Ffarweliwyd hefyd â Graham Fraser, Comisiynydd Ieithoedd Swyddogol Canada, ac yntau'n ymddeol wedi degawd yn y swydd.

Twitter

The Commissioner's main account @ComyGymraeg continued to share proactive messages with followers, in addition to responding to general enquiries and as the first point of contact for Twitter users to refer complaints to the Commissioner.

Twitter activity was as follows:

- 411 tweets
- 434,605 impressions
- 11,689 engagements
- 676 new followers

The Twitter account @Hybu_Cymraeg publicises the work of the team responsible for the promotion and facilitation of the use of Welsh with business and third sector organisations.

Twitter activity was as follows:

- 249 tweets
- 214,877 impressions
- 3,442 engagements
- 817 followers on 31 March 2017

International work

Meri Huws is the Chair of the International Association of Language Commissioners, a forum of commissioners tasked with a similar mission in countries around the world. The office of the Welsh Language Commissioner is also responsible for the secretariat of the association and for leading the programme of work to facilitate the sharing of information between members.

A meeting of the association's members was held on 15 December 2016, where updates were provided by the Commissioners and the Ombudsmen present. After ten years in office, Graham Fraser, Canada's Commissioner of Official Languages was bid a warm farewell on his retirement.

Cynhaliwyd dau weminar rhyngwladol er mwyn hwyluso rhannu profiadau a syniadau rhwng swyddfeydd y gwahanol gomisiynwyr.

Trefniadau a hoeliodd gryn sylw yn ystod 2016-17 oedd trefniadau ar gyfer cynnal cynhadledd flynyddol y gymdeithas yng Nghaerdydd ym mis Mai 2017. Adroddir ar y gynhadledd hon yn Adroddiad Blynyddol 2017-18.

Ym mis Rhagfyr 2016 bu'r Comisiynydd ynghlwm â chynllunio taith ymwelwyr o Nunavut i Gymru. Croesawyd dau aelod ar bymtheg o bwyllgor iaith yr Inuit Tapiriit Kanatami i'r swyddfa a fu'n mwynhau bod yn rhan ganolog o'r trafodaethau ynghylch safoni, gwarchod a hyrwyddo ieithoedd lleiafrifol.

Two international webinars were held in order to facilitate the sharing of good practice and ideas between the commissioners' different offices.

During 2016-17, the association's annual conference at Cardiff in May 2017 was the main focus. The 2017-18 Annual Report will include an account of this conference.

In December 2016, the Commissioner was involved in planning a tour of Nunavut visitors to Wales. Seventeen members of the Inuit Tapiriit Kanatami language committee were welcomed to the office and enjoyed being a central part of discussions regarding standardisation, the preservation and promotion of minority languages.

Canlyniadau a chyfeddiant

Corfforaeth undyn yw Comisiynydd y Gymraeg a ariennir gan Weinidogion Cymru. Y cyllid a ddyrannwyd gan Weinidogion Cymru ar gyfer y flwyddyn 1 Ebrill 2016 hyd 31 Mawrth 2017 oedd £3,051,000 (2015-16: £3,540,000 yn cynnwys £150,000 ychwanegol wedi ei ddyrannu ym mis Chwefror 2016). Y gwariant net ar ôl llog yn ystod y flwyddyn oedd £3,055,000 (2015-16: £3,400,000), a'r gwariant ar gyfalaf oedd £18,000 (2015-16: £21,000). Ar 31 Mawrth 2017 roedd £699,000 yn y gronfa gyffredinol (31 Mawrth 2016: £703,000).

	2015-16 Alldro £000	2016-17 Alldro £000	2016-17 [1] Cyllideb £000	2017-18 [1] Cyllideb £000
Costau swyddogion	2,196	2,112	2,220	2,460
Gweinyddu				
Llety : Rhent	118	119	119	120
Llety : costau eraill	172	172	174	142
Dadfeiliadau swyddfa	12	6	-	-
Teithio a chynhaliaeth	93	68	84	74
Hyfforddiant a recriwtio	61	33	19	23
Cyfreithiol a phroffesiynol	136	114	111	114
Technoleg gwybodaeth	145	141	111	141
Cyfathrebu	43	32	39	37
Archwilwyr allanol	15	15	16	15
Gweinyddu arall	50	48	48	48
	845	748	721	714
Grantiau	60	-	-	-
Rhaglenni	233	221	147	115
Cyfalaf a dibrisiant	67	44	50	50
Gwariant arall	-	-	26	-
Gwariant Net	3,401	3,125	3,164	3,339
Incwm	-	(69)	(69)	(63)
Llog a dderbyniwyd	(1)	(1)	-	-
Gwariant net ar ôl llog	3,400	3,055	3,095	3,276

[1] Cyllideb fewnol y cytunwyd arni cyn dechrau'r flwyddyn ariannol

Results and appropriations

The Welsh Language Commissioner is a corporation sole funded by Welsh Ministers. The funding allocated by Welsh Ministers for the year 1 April 2016 to 31 March 2017 was £3,055,000 (2015-16: £3,540,000 including an additional £150,000 allocated in February 2016). The net expenditure after interest for the year was £3,055,000 (2015-16: £3,400,000), with capital expenditure of £18,000 (2015-16: £21,000). At 31 March 2017 the general reserve was £699,000 (31 March 2016: £703,000).

	2015-16 Outturn £000	2016-17 Outturn £000	2016-17 [1] Budget £000	2017-18 [1] Budget £000
Officers' costs	2,196	2,112	2,220	2,460
Administration				
Accommodation : Rent	118	119	119	120
Accommodation : other costs	172	172	174	142
Office dilapidations	12	6	-	-
Travel and subsistence	93	68	84	74
Training and recruitment	61	33	19	23
Legal and professional	136	114	111	114
Information technology	145	141	111	141
Communication	43	32	39	37
External audit fee	15	15	16	15
Administration other	50	48	48	48
	845	748	721	714
Grants	60	-	-	-
Programme costs	233	221	147	115
Capital and depreciation	67	44	50	50
Other expenditure	-	-	26	-
Net Expenditure	3,401	3,125	3,164	3,339
Income	-	(69)	(69)	(63)
Interest receivable	(1)	(1)	-	-
Net expenditure after interest	3,400	3,055	3,095	3,276

[1] Internal budget approved at the beginning of the financial year

Sylwadau ar yr Amcangyfrif, y gyllideb a'r alldro yn y cyfnod

Fel Swyddog Cyfrifyddu mae'n ofynnol i mi, yn unol â Mesur y Gymraeg (Cymru) 2011, i gyflwyno amcangyfrif o wariant i Weinidogion Cymru. Yn dilyn nifer o flynyddoedd lle derbyniwyd toriadau olynol i'r gyllideb, ar 06/10/2016 cyflwynwyd Amcangyfrif 2017-18 am £3.239m yn adlewyrchu'r adnoddau ariannol sydd eu hangen er mwyn i'r sefydliad weithredu ei strategaeth a'i gynllun gweithredu ac i gyflawni ei swyddogaethau a'i dyletswyddau .

Cymeradwywyd cyllideb Llywodraeth Cymru gan Gynulliad Cenedlaethol Cymru, dyrannwyd cyllideb o £3.051m ar gyfer 2017-18, sef cyllideb ar yr un lefel â 2016-17. Gan ystyried cyd-destun cyllideb 2017-18, rhagolwg ar gyfer alldro'r flwyddyn ariannol 2016-17 a lefel y cronfeydd cyffredinol wrth gefn; lluniwyd cyllideb fanwl ar gyfer 2017-18. Cymeradwywyd cyllideb fanwl ar gyfer 2017-18 gan y Tîm Rheoli, sydd yn rhagweld gorwariant o £225,000 ar gyfer y flwyddyn ariannol.

Mae'r gorwariant a gynlluniwyd yn gam ystyrlon sy'n gwneud defnydd pwrpasol o'r cronfeydd wrth gefn dros y tymor canolig. Mae'r cynllun hwn yn mynd i'r afael â'r bylchau yn y strwythur sefydliadol a ddigwyddodd yn 2016-17 o ganlyniad i drosiant staff, drwy flaenoriaethu adnoddau ar staff i sicrhau bod y strwythur yn cael yr adnoddau llawn. Mae hyn yn allweddol i alluogi'r sefydliad i gyflawni ei strategaeth ac i gyflawni ei ddyletswyddau.

Rhagwelir bydd lefel y cronfeydd wrth gefn dros y tymor canolig yn gyson ag egwyddor y Comisiynydd ei bod yn ddarbodus cadw cronfa wrth gefn o £150,000, sy'n hafal â 5% o wariant, ar gyfer gwariant annisgwyl yn ogystal â £100,000 ar gyfer costau cyfreithiol at bwrpas amddiffyn neu gefnogi achosion yn y llysoedd neu'r Tribiwnlys.

Costau swyddogion

Roedd costau cyflogaeth ar gyfer y flwyddyn ariannol 2016-17 yn sylweddol llai na'r gyllideb yn ogystal â'r flwyddyn flaenorol. Y prif reswm dros yr arbedion yn erbyn y gyllideb a'r flwyddyn flaenorol oedd effaith niferoedd llai o swyddogion cywerth y pen yn 2016-17, hyn o ganlyniad i swyddi yn y strwythur fod yn wag am gyfnodau yn ystod yn flwyddyn oherwydd cynydd mewn trosiant staff. Roedd gwir gost cyflog y pen yn gyson o flwyddyn i flwyddyn ac ychydig yn is na'r gyllideb , hyn oherwydd penodi swyddogion ar raddfa isaf y bandiau cyflog mewn cyfnod lle bu cynnydd mewn trosiant staff.

Commentary on the Estimate, budget and outturn for the period

As Accounting Officer I am required, in accordance with the Welsh Language Measure (Wales) 2011, to submit an estimate of expenditure to Welsh Ministers. Following a number of years where successive cuts to the budget were received, the 2017-18 Estimate was submitted on 06/10/2016 for £3.239m which reflected the financial resources required for the organisation to implement its strategy and operating plan and to fulfil its functions and duties.

The Welsh Government's budget was approved by the National Assembly for Wales, a budget of £3.051m was allocated for 2017-18, being a budget at the same level as 2016-17. Having regard to the context of the 2017-18 budget, the forecast for the outturn for the 2016-17 financial year and the level of general reserves; a detailed budget was drawn up for 2017-18. The detailed budget for 2017-18 was approved by the Management Team, which forecasts overspend of £225,000 for the financial year.

This planned overspend is a considered action which makes appropriate use of the reserves over the medium term. This plan addresses the gaps in the organisational structure which occurred in 2016-17 due to staff turnover, by prioritising resources on staff to ensure that the structure is fully resourced. This is key to enabling the organisational to deliver its strategy and to fulfil its duties.

It is forecast that the level of reserves over the medium term is consistent with the Commissioner's principle that it is prudent to maintain a reserve of £150,000, equal to 5% of expenditure, for unforeseen expenditure plus £100,000 for legal costs relating for the purpose of defending or supporting cases in the courts or Tribunal.

Officers' costs

Employment costs for the financial year 2016-17 were significantly lower than budget and the prior year. The primary reason for the savings against budget as well as prior year was the impact of full time equivalent staff numbers being lower in 2016-17, this being as a result of roles in the structure being vacant for periods due to increase staff turnover. Actual salary costs per head were consistent year on year and were slightly lower than budget due to the appointment of officers at the lower end of pay bands in a period where staff turnover increased.

Llety

Mae costau gros rhent a llety wedi aros yn gymharol sefydlog; er gwaethaf cynnydd mewn costau yswiriant a gostyngiad yng nghostau dadfeiliadau. Yr effaith sylweddol ar y gwariant net yw is-osod y gofod yn swyddfa Caerdydd sydd wedi cyfrannu £ 69,000 o incwm gweithredol.

Mae'r arbedion sydd wedi'u cynllunio ar gyfer 2017-18 o ganlyniad i leihad i gostau gwasanaethau'r swyddfeydd a gostyngiad sylweddol yn y gwerth ardrethu ar gyfer swyddfa Caerdydd.

Teithio a chynhaliaeth

Bu lleihad i gostau teithio a chynhaliaeth o'i gymharu â'r flwyddyn flaenorol a'r gyllideb ar draws y sefydliad. Y prif resymau yw: effaith ymddiswyddiad ac adleoliad aelodau'r tîm rheoli, lleihad yn niferoedd swyddogion a llai o ofynion teithio, lleihad yn y gofynion i deithio ar gyfer hyfforddiant yn unol â'r gostyngiad sylweddol i'r gyllideb honno a llai o gyfarfodydd y Panel Cynghori a'r Pwyllgor Archwilio a Risg.

Hyfforddiant a recriwtio

Gan barhau i ddefnyddio dulliau recriwtio cost effeithiol, mae cynnydd mewn trosiant staff wedi achosi gwariant ychwanegol o £3,000 yn y flwyddyn. Bu lleihad o 55% yng nghostau hyfforddi a datblygu i £25,000 yn y flwyddyn, oherwydd cynlluniau i leihau'r gyllideb gyda'r amcan o ffocysu hyfforddiant a datblygiad swyddogion mewn meysydd penodol a defnydd o gyrsiau am ddim drwy AcademiCymru lle'n briodol.

Cyfreithiol a phroffesiynol

Mae'r costau hyn cynnwys cyngor cyfreithiol, gwasanaethau archwilio mewnol a gwasanaethau ymgynghorwyr tân, iechyd a diogelwch. Mae'r gwasanaethau hyn yn cefnogi gweithgareddau arferol y sefydliad. Roedd y gwariant yn gyson â'r gyllideb, gydag arbedion i'w chymharu â'r flwyddyn flaenorol oherwydd arbediad o £14,000 ar gyngor cyfreithiol a £11,000 ar wasanaethau cyfieithu.

Technoleg gwybodaeth

Bu lleihad bach yng nghostau TG yn y flwyddyn oherwydd arbedion yn dilyn penderfyniadau i derfynu gwasanaethau nad oeddynt yn hanfodol, ond gyda chynnydd yng nghostau prosiectau. Mae'r cynnydd i'w gymharu â'r gyllideb ar gyfer y flwyddyn oherwydd dyrannwyd cyllideb ychwanegol ar gyfer costau prosiectau yn ystod y flwyddyn wrth i anghenion penodol gael eu datblygu. Rhagwelir bydd gwariant 2017-18 yn gyson â gwariant 2016-17.

Accommodation

Gross costs of rent and accommodation have remained relatively stable; not withstanding an increase in insurance costs offset by a reduction in dilapidation costs. The significant impact on the net expenditure has been the sub-letting of office space in Cardiff which has contributed £69,000 of operating income.

Planned savings for 2017-18 are as a result of reduced service costs on the offices and a significant reduction in the rateable value for the Cardiff office.

Travel and subsistence

Travel and subsistence costs have reduced compared to prior year and against budget across the organisation. The principal reasons are: the impact of the resignation and relocation of members of the management team, a reduction in the average headcount and less travel requirements, fewer travel requirements for training and development in line with the significant reduction to that budget and fewer meetings of the Advisory Panel and Audit and Risk Committee.

Training and recruitment

Whilst continuing to utilise cost effective methods to recruit staff, increased staff turnover has resulted in an increased expenditure of £3,000 in the year. Training and development costs reduced by 55% to £25,000 in the year due to a planned reduction in budget which aimed to focus officer training and development requirements in specific areas and utilising free course through AcademiWales where applicable.

Legal and professional

These costs comprise legal advice, internal audit services, translation services and the services of fire, health and safety consultants. These services support the ordinary activities of the organisation. Expenditure was consistent with budget, with savings compared to prior year expenditure due to savings of £14,000 on legal costs and £11,000 on translation services.

Information technology

There has been a small reduction in IT costs in the year due to costs savings as a result of decisions to cease non essential services offset by an increase in project costs. The increase compared to the budget for the year was because additional budget was allocated for project costs during the year as specific requirements were developed. Expenditure for 2017-18 is forecast to be consistent with 2016-17.

Cyfathrebu

Bu gostyngiad yng nghostau cyfathrebu i'w cymharu â'r gyllideb a'r flwyddyn flaenorol o ganlyniad i arbedion wrth gynhyrchu cyhoeddiadau yn dilyn penodi cyflenwyr i gytundeb fframwaith dylunio ac argraffu newydd. Hefyd bu lleihad i'r costau o ganlyniad i gategoreiddio costau hysbysebu'r ymchwiliadau safonau yn gostau rhaglenni ar gyfer y flwyddyn ariannol 2016-17.

Rhaglenni

Roedd rhaglenni 2016-17 yn cynnwys gwaith ymchwil, cyhoeddi Adroddiad 5 Mlynedd y Comisiynydd, cynnal ymchwiliadau safonau, ymgymryd ag ymchwil i brofiad defnyddwyr o wasanaethau yn y Gymraeg, rhaglenni cyhoeddusrwydd ar gyfer hawliau defnyddwyr a mynychu sioeau. Ceir manylion pellach am y prif raglenni a gyflawnwyd yn yr adran ar weithgareddau a chyflawniadau'r sefydliad ar dudalennau 20 i 86. Mae toriad sylweddol i wariant ar raglenni wedi ei gynllunio ar gyfer 2017-18 wrth i gyfran gynyddol o gyllideb y sefydliad gael ei gwario ar gostau cyflogaeth.

Tâl yr Archwilwyr Allanol

Datgelir taliadau'r archwilwyr yn nodyn 4 i'r cyfrifon. Ni wnaeth yr archwilwyr allanol ymgymryd â gwaith nad oedd yn waith archwilio yn ystod y flwyddyn a ddaeth i ben ar 31 Mawrth 2017 (2015-16: £0).

Communication

Communication costs for 2016-17 have reduced against budget and prior year as a result of savings made in the production of publications following the appointment of suppliers to a new design and printing framework contract. Costs also reduced as a result of advertising costs relating to the standards investigations being categorised as programme costs for the 2016-17 financial year.

Programme expenditure

Programmes for 2016-17 included research, publication of the Commissioner's 5 Year Report, completing standards investigations, undertaking surveys into the experience of users of Welsh language services, publicity programmes for users' rights and attendance at shows. Further information about the main programmes completed is set out in the section on the organisation's activities and achievements on pages 21 to 87. A significant cut to programme expenditure for 2017-18 has been planned as an increasing proportion of the organisation's budget is spent on employment costs.

Remuneration of External Auditors

The auditor's remuneration is disclosed in note 4 to the accounts. The external auditors did not undertake any non-audit work during the year ended 31 March 2017 (2015-16: £0).

Cynllun cydraddoldeb

Mae ymrwymiad i drin pobl yn deg yn rhan ganolog o rôl y Comisiynydd. Ni fydd unrhyw ymgeisydd am swydd, aelod o staff neu berson sy'n derbyn gwasanaeth gan y Comisiynydd yn dioddef camwahaniaethu, aflonyddu nac erledigaeth o ganlyniad i nodweddion personol megis oedran, anabledd, ethnigrwydd, rhyw, ailbennu rhywedd, beichiogrwydd neu famolaeth, cyfeiriadedd rhywiol, crefydd neu gred, p'un a ydynt yn briod neu mewn partneriaeth sifil.

O dan Ddeddf Cydraddoldeb 2010 a Rheoliadau Deddf Cydraddoldeb 2010 (Dyletswyddau Statudol) (Cymru) 2011 a luniwyd gan Gynulliad Cenedlaethol Cymru, mae gan y Comisiynydd ddyletswydd i gyhoeddi Cynllun Cydraddoldeb Strategol ac amcanion ynglŷn â chydraddoldeb. Yn ystod y flwyddyn, fe gyhoeddodd y Comisiynydd ei hail Gynllun Cydraddoldeb Strategol ar gyfer y cyfnod 2017-20 sydd ar gael ar y wefan.

Cydnabyddiaeth undeb

Mae gan y sefydliad gangen undeb gydnabyddedig o'r PCS, ac mae cyfarfodydd rheolaidd yn cael eu cynnal rhwng cynrychiolwyr y gangen, y Comisiynydd a'r Uwch Swyddog Adnoddau Dynol.

Lles

Mae'r Comisiynydd yn darparu gwasanaeth cynghori cyfrinachol yn rhad ac am ddim i swyddogion er mwyn eu cefnogi os ydynt yn teimlo'n isel neu o dan straen yn y gwaith. Darperir y gwasanaeth hwn gan gontractwr allanol.

Cyrhaeddodd y Comisiynydd lefel efydd Gwobr Iechyd Gweithle Bach ym mis Mai 2016.

Dysgu a datblygu

Mae'r Comisiynydd yn gweithredu trefn Rheoli Perfformiad sy'n sicrhau bod swyddogion yn deall beth a ddisgwylir ganddynt ac yn sicrhau bod ganddynt y sgiliau a'r gallu i gyflawni hynny. Mae trafod anghenion hyfforddi a datblygu yn rhan allweddol o'r drefn ac mae cynllun datblygu'n cael ei lunio ar gyfer pob swyddog ar sail y trafodaethau hynny.

Equality scheme

A commitment to treating people fairly is central to the role of the Commissioner. No job applicant, staff member or person receiving a service from the Commissioner will be discriminated against, harassed or victimised due to personal characteristics such as age, disability, ethnicity, sex, gender reassignment, pregnancy or maternity, sexual orientation, religion or belief, whether they are married or in a civil partnership.

Under the Equality Act 2010 and the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 laid down by Welsh Ministers, the Commissioner has a duty to publish a Strategic Equality Plan and equality objectives. During the year, the Commissioner published her second Strategic Equality Plan for the period 2017-20 which is available on the website.

Union recognition

The organisation has a recognised union branch of the PCS and regular meetings are held between representatives of the branch, the Commissioner and the Senior Human Resources Officer.

Well-being

The Commissioner provides a free confidential counselling service for officers in order to support them if they feel low or under strain at work. This service is provided by an external contractor.

The Commissioner was awarded a bronze level Small Workplace Health Award in May 2016.

Learning and development

The Commissioner operates a Performance Management system that ensures officers understand what is expected of them and that they have the skills and capability to achieve this. Discussion about training and development needs is a key part of the system and a development plan is drawn up for each officer on the basis of those discussions.

Ystyriwyd ffyrdd cost-effeithiol o ddatblygu sgiliau a chymwyseddau swyddogion er mwyn sicrhau eu bod yn gallu cyflawni eu cyfrifoldebau yn effeithiol.

Cynhaliwyd dwy seminar ar gyfer holl swyddogion y Comisiynydd yn ystod y flwyddyn. Roedd un seminar yn canolbwyntio ar gyfathrebu effeithiol a'r llall ar gydraddoldeb.

Materion amgylcheddol

Mae'r Comisiynydd wedi ymrwymo i arferion amgylcheddol da. Mae gan y sefydliad bolisi cynaliadwyedd amgylcheddol a chynllun gweithredu blynyddol. Nod y Cynllun Gweithredu Cynaliadwyedd yw gosod amcanion er mwyn lleihau'r effaith ar yr amgylchedd. Ceisia'r Comisiynydd leihau effaith y sefydliad ar yr amgylchedd drwy hyrwyddo defnyddio technoleg megis fideo-gynadledda er mwyn osgoi teithiau busnes; annog defnydd trafnidiaeth gyhoeddus a rhannu ceir; annog swyddogion i geisio defnyddio llai o ynni a gweithredu trefniadau ailgylchu gwastraff yn ei swyddfeydd.

Mae targedau gwastraff 'Greening Government' sydd wedi eu nodi yn y cyhoeddiad 'Adroddiadau Blynyddol y Sector Cyhoeddus: cyfarwyddiadau adroddiadau cynaladwyedd 2016-17' yn parhau yn amherthnasol i sefydliadau cyhoeddus Cymru.

Rhyddid gwybodaeth

Derbyniwyd saith cais am wybodaeth o dan Ddeddf Rhyddid Gwybodaeth 2000 yn ystod y flwyddyn (2015-16: 13 cais). Mae ymatebion y Comisiynydd i geisiadau, yn ogystal ag unrhyw wybodaeth a ryddhawyd, wedi eu cyhoeddi ar y wefan.

Ni dderbyniwyd unrhyw gais gwrthrych am wybodaeth o dan Ddeddf Diogelu Data 1998 yn ystod y flwyddyn.

Roedd Comisiynydd y Gymraeg yn destun ymchwiliad gan Swyddfa'r Comisiynydd Gwybodaeth yn ystod y flwyddyn; roedd ei hysbysiad o benderfyniad yn cynnal penderfyniad gwreiddiol Comisiynydd y Gymraeg.

Cwynion yn erbyn y sefydliad

Yn unol ag Adran 14 y Mesur, mae gweithdrefn gwyno benodol ar gael os bydd unigolyn am gwyno am weithredoedd neu anweithiau'n ymwneud ag arfer swyddogaethau'r Comisiynydd. Ceir copi o'r weithdrefn hon ar wefan y Comisiynydd.

Derbyniwyd dwy gŵyn yn erbyn y sefydliad yn ystod 2016-17 (2015-16: 3 cwyn).

Cost-effective ways were considered to develop officers' skills and competencies to ensure that they can undertake their responsibilities effectively.

Two seminars were held for all the Commissioner's staff during the year. One seminar focused on effective communications and the other on equality.

Environmental matters

The Commissioner is committed to good environmental practices. The organisation has an environmental sustainability policy and an annual action plan. The aim of the Sustainability Action Plan is to set objectives to reduce the impact on the environment. The Commissioner seeks to reduce the organisation's impact on the environment by promoting the use of technology such as video-conferencing to avoid business journeys; encourages the use of public transport and sharing of cars; encourages staff to attempt to use less energy and operates waste recycling arrangements in its offices.

The Greening Government waste targets set out in the publication 'Public Sector Annual Reports: sustainability reporting guidance 2016-17' continue not to be applicable to Welsh public bodies.

Freedom of information

Seven requests for information were received under the Freedom of Information Act 2000 during the year (2015-16: 13 requests). The Commissioner's responses to requests, as well as any information released, are published on the website.

No subject access request for information was received under the Data Protection Act 1998 during the year.

The Welsh Language Commissioner was subject to an investigation by the Information Commissioner's Office during the year whose decision notice upheld the Welsh Language Commissioner's original decision.

Complaints against the organisation

In accordance with Section 14 of the Measure, a specific complaints procedure is available if an individual wishes to complain about acts or omissions involving the exercise of the Commissioner's functions. A copy of this procedure can be found on the Commissioner's website.

Two complaints against the organisation were received during 2016-17 (2015-16: 3 complaints).

Cynlluniau ar gyfer 2017-18

Ar 1 Ebrill 2015 cyhoeddwyd Cynllun Strategol Comisiynydd y Gymraeg 2015-17. Mae'r Cynllun yn cynnwys pum amcan strategol ac ugain blaenoriaeth. Ar gyfer y flwyddyn ariannol 2017-18 mae'r Comisiynydd wedi datblygu cynllun gweithredol sy'n nodi pa weithgareddau a chynlluniau fydd ar waith o dan bob amcan.

Maent yn cynnwys y gweithgareddau canlynol:

Amcan strategol 1: Dylanwadu ar yr ystyriaeth a roddir i'r Gymraeg mewn datblygiadau polisi

- Datblygu dogfennau briffio i wneuthurwyr polisi ar ofal plant cyfrwng Cymraeg a phrentisiaethau cyfrwng Cymraeg
- Ymchwilio i addysg a hyfforddiant gweithwyr gofal sylfaenol
- Cydweithio â'r Gymdeithas Alzheimer's er mwyn casglu tystiolaeth am brofiadau siaradwyr Cymraeg sydd wedi eu heffeithio gan ddementia

Amcan strategol 2: Sicrhau cyfiawnder i ddefnyddwyr y Gymraeg

- Digwyddiadau addysgu i swyddogion sefydliadau sy'n ddarostyngedig i safonau
- Gweithgareddau ymgysylltu â defnyddwyr gwasanaethau Cymraeg
- Cynnal a diweddaru cofrestr camau gorfodi

Amcan strategol 3: Gosod dyletswyddau statudol a'u rheoleiddio

- Sesiynau briffio gyda sefydliadau a datblygu codau ymarfer
- Arolygon i wirio profiad defnyddwyr ac astudiaethau thematig
- Cyhoeddi Adroddiad Sicrwydd ar brofiadau pobl o ddefnyddio gwasanaethau Cymraeg

Amcan strategol 4: Annog, hybu a hwyluso defnydd o'r Gymraeg ar sail wirfoddol

- Darparu adnoddau a hyfforddiant er mwyn annog busnesau a sefydliadau trydydd sector i gynyddu defnydd o'r Gymraeg
- Datblygu canllawiau a rhannu arfer da yn y sector chwaraeon ac elusennau plant
- Safoni enwau lleoedd a chyhoeddi cronfa enwau lleoedd Cymru

Plans for 2017-18

The Welsh Language Commissioner's Strategic Plan 2015-17 was published on 1 April 2015. The Plan contains five strategic objectives and twenty priorities. For the 2017-18 financial year, the Commissioner has developed an action plan outlining which activities and plans will be undertaken under each objective.

They include the following activities:

Strategic Objective 1: To influence the consideration given to the Welsh language in policy developments

- Develop briefing documents for policy makers on Welsh-medium childcare and Welsh-medium apprenticeships
- Research into the education and training of primary care professionals
- Collaboration with the Alzheimer's Society in order to gather information on the experiences of Welsh speakers affected by dementia

Strategic Objective 2: To ensure justice for Welsh language users

- Educational events for officers from organisations subject to standards
- Engagement activities with Welsh language service users
- Maintain and update the enforcement action register

Strategic Objective 3: To impose statutory duties and regulate them

- Briefing sessions with organisations and development of codes of practice
- Monitoring reviews based on service user experiences and thematic studies
- Publish an Assurance Report on the experience of Welsh language service users

Strategic Objective 4: To encourage, promote and facilitate the use of the Welsh language on a voluntary basis

- Provide resources and training to encourage businesses and third sector organisations to increase their use of Welsh
- Develop guidance and share good practice in the sports sector and children's charities sector
- Standardise place-names and publish a database of Welsh place-names

Cynlluniau ar gyfer 2017-18: parhad

Amcan strategol 5: Gweithredu a chyfathrebu'n briodol ac effeithiol

- Gweithredu strategaeth gyfathrebu newydd a datblygu'r ymgyrch "hawliau" ymhellach
- Adolygu gwefan y Comisiynydd
- Datblygu a pharatoi cynllun hyfforddiant newydd

Plans for 2017-18: continued

Strategic Objective 5: To operate and communicate appropriately and effectively

- Implement a new communications strategy and further develop the "rights" campaign
- Review the Commissioner's website
- Develop and prepare a new training plan

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Cwmpas cyfrifoldeb

Fel y Swyddog Cyfrifyddu mae gennyf gyfrifoldeb personol am drefnu, rheoli a staffio Comisiynydd y Gymraeg yn gyffredinol. Mae'n rhaid i mi sicrhau bod safon uchel o reolaeth ariannol yn y sefydliad a bod ei systemau a'i weithdrefnau ariannol yn hyrwyddo proses effeithlon a darbodus o gynnal busnes a diogelu priodoldeb a rheoleidd-dra ariannol.

Diben y fframwaith llywodraethu

Nod y fframwaith llywodraethu yw cadw fy annibyniaeth fel Comisiynydd y Gymraeg a chydbwyso'r annibyniaeth honno â'm hatebolrwydd am yr arian cyhoeddus rwyf yn ei wario.

Fel Swyddog Cyfrifyddu rwyf yn atebol i Gynulliad Cenedlaethol Cymru, Gweinidogion Cymru neu Bwyllgor Cyfrifon Cyhoeddus Cynulliad Cenedlaethol Cymru neu Tŷ'r Cyffredin neu Bwyllgor Cyfrifon Cyhoeddus Tŷ'r Cyffredin.

Diffinnir Comisiynydd y Gymraeg drwy statud fel corfforaeth undyn a chanddo bwerau a chyfrifoldebau sy'n deillio o Ran 2, Mesur y Gymraeg.

Mae'r fframwaith llywodraethu yn cynnwys y systemau, y prosesau, y diwylliant a'r gwerthoedd sy'n pennu'r ffordd y caiff Comisiynydd y Gymraeg ei gyfarwyddo ac a ddefnyddir i'w ddwyn i gyfrif am ei weithgareddau.

Mae'r system rheolaeth fewnol yn rhan sylweddol o'r fframwaith llywodraethu gyda'r nod o reoli risg i lefel resymol.

Mae Datganiad Llywodraethiant parhaol Comisiynydd y Gymraeg i'w gael ar y wefan gorfforaethol.

Annual Governance Statement and Report 2016-17

Scope of responsibility

As the Accounting Officer I am personally responsible for the overall organisation, management and staffing of the Welsh Language Commissioner. I must ensure that the organisation has a high standard of financial management and that its financial systems and procedures promote the efficient and economical conduct of business and safeguard financial propriety and regularity.

The purpose of the governance framework

The governance framework is designed to preserve my independence as Welsh Language Commissioner and to balance that independence with my accountability for the public money I spend.

As Accounting Officer I am accountable to the National Assembly for Wales, the Welsh Ministers or the Public Accounts Committee of the National Assembly for Wales or the House of Commons or the Public Accounts Committee of the House of Commons.

The Welsh Language Commissioner is defined by statute as a corporation sole whose powers and responsibilities are set out in Part 2 of the Welsh Language Measure.

The governance framework comprises the systems, processes, culture and values by which the Welsh Language Commissioner is directed and through which it is accountable for its activities.

The system of internal control is a significant part of the governance framework and is designed to manage risk to a reasonable level.

The Welsh Language Commissioner's permanent Governance Statement is available on the corporate website.

Llywodraethiant y sefydliad

Cynllunio strategol ac adolygu perfformiad

Mae gan Gomisiynydd y Gymraeg Gynllun Strategol dwy flynedd hyd at ddiwedd blwyddyn ariannol 2016-17, gyda Chynllun Gweithredol manwl yn cael ei lunio ar gyfer pob blwyddyn. Datblygwyd Cynllun Gweithredol 2016-17 gyda chyfraniad uwch swyddogion y Comisiynydd drwy drafodaethau mewnol. Yn ystod y flwyddyn penderfynodd y Tîm Rheoli ymestyn y Cynllun Strategol ynghyd a'i amcanion i 2017-18.

Cyfrifoldeb y ddwy Gyfarwyddiaeth yw gweithredu'r camau sydd wedi'u nodi, ac yna bydd y Tîm Rheoli'n adolygu'r cynnydd a wnaed yn erbyn y targedau a'r canlyniadau. Cyflawnwyd mwyafrif helaeth gweithgareddau allweddol 2016-17 erbyn diwedd y flwyddyn ariannol ac adroddir arnynt yn yr adroddiad strategol ar dudalennau 6 i 98.

Dirprwy Gomisiynydd

Yn unol ag adrannau 12 a 13 y Mesur, mae'n ofynnol i Gomisiynydd y Gymraeg benodi dirprwy Gomisiynydd. Bydd y Dirprwy Gomisiynydd yn dirprwyo i Gomisiynydd y Gymraeg yn ystod cyfnodau gwyliau a salwch ac ar unrhyw adeg arall ar gais Comisiynydd y Gymraeg. Mae Gwenith Price, Cyfarwyddwr Cydymffurfiaeth a Gorfodi, yn parhau fel Dirprwy Gomisiynydd y Gymraeg ers ei hail benodi ym mis Medi 2015.

Tîm Rheoli

Mae'r Tîm Rheoli, sy'n cael ei gadeirio gan y Comisiynydd ac yn cynnwys yr holl Gyfarwyddwyr, yn rheoli holl swyddogaethau a gweithgareddau'r Comisiynydd. Y Tîm Rheoli sy'n gyfrifol am arwain, cytuno a chyflawni gweledigaeth strategol y Comisiynydd, polisïau a gwasanaethau i'r cyhoedd a rhanddeiliaid eraill. Cafodd cylch gorchwyl y Tîm Rheoli ei adolygu ym mis Gorffennaf 2016. Mae cylch gorchwyl y Tîm Rheoli wedi ei gyhoeddi ar wefan y Comisiynydd.

Cyfarfu'r Tîm Rheoli yn rheolaidd yn ystod y flwyddyn ac mae'n gyfrifol am arwain a rheoli gweithgarwch ar draws y sefydliad. Yn y pen draw, dyma'r prif fforwm (wedi ei gefnogi'n briodol gan grwpiau eraill) ar gyfer gwneud penderfyniadau gweithredol am faterion gweithredu, adnoddau, cyfathrebu a materion gweinyddol eraill er mwyn gweithredu'r cynllunio strategol a'r holl brosesau cynllunio busnes eraill, ac ar gyfer monitro perfformiad.

Governance of the organisation

Strategic planning and performance review

The Commissioner has a Strategic Plan for a two year period to the end of the financial year 2016-17, with a detailed Operating Plan drawn up for each year. The 2016-17 Operating Plan was developed through contributions from the Commissioner's senior officers during internal discussions. During the year the Management Team decided to extend the current Strategic Plan along with its objectives into 2017-18.

It is the responsibility of both Directorates to implement the actions that have been specified, the Management Team then reviews progress against targets and outcomes. The vast majority of key activities for 2016-17 were completed by the end of the financial year and they are reported on in the strategic report on pages 7 to 99.

Deputy Commissioner

In accordance with sections 12 and 13 of the Measure, the Welsh Language Commissioner is required to appoint a Deputy Commissioner. The Deputy Commissioner will deputise for the Welsh Language Commissioner during periods of holiday, illness and any other occasion at the request of the Welsh Language Commissioner. Gwenith Price, Director of Compliance and Enforcement, continues as Deputy Welsh Language Commissioner since her reappointment in September 2015.

Management Team

The Management Team, chaired by the Commissioner, and comprising all directors, exercises management of the Commissioner's functions and activities. The Management Team is responsible for leading, agreeing and delivering the Commissioner's strategic vision, policies and services to the public and other stakeholders. The Management Team's terms of reference were reviewed during July 2016. The Management Team's terms of reference is published on the Commissioner's website.

The Management Team met regularly during the year and is responsible for leadership and management across the organisation. It is the ultimate forum (supported appropriately by other groups) for making executive decisions about operational, resource, communications and other administrative matters in order to implement the strategic and all other business planning processes, and for monitoring performance.

Caiff papurau yn ymwneud â chyllid, adnoddau dynol a staffio, adrodd ar gynnydd yn erbyn y cynllun gweithredol, cyhoeddiadau o sylwedd a phenderfyniadau o natur strategol eu cyflwyno i'r Tîm Rheoli i'w hystyried a gwneud penderfyniad.

Roedd aelodaeth y Tîm Rheoli, yn ystod y flwyddyn fel a ganlyn:

Meri Huws	Comisiynydd y Gymraeg
Gwenith Price	Cyfarwyddwr Cydymffurfiaeth a Gorfodi a Dirprwy Gomisiynydd
Dyfan Sion	Cyfarwyddwr Polisi ac Ymchwil

Archwilwyr

Paratowyd cynllun archwilio mewnol gan yr archwilwyr mewnol ym mis Mai 2016 ac fe'i cymeradwywyd gan y Comisiynydd a'r Pwyllgor Archwilio a Risg ym mis Mehefin 2016.

Yn unol ag Atodlen 1 Rhan 5 o'r Mesur, Archwilydd Cyffredinol Cymru sydd yn gyfrifol am archwilio cyfrifon y Comisiynydd.

Pwyllgor Archwilio a Risg

Y Pwyllgor Archwilio a Risg sy'n gyfrifol am ddarparu cyngor a sicrwydd annibynnol i'r Swyddog Cyfrifyddu a'r Tîm Rheoli ar ddigonolrwydd ac effeithiolrwydd rheolaeth fewnol a rheoli risg. Cafodd cylch gorchwyl y Pwyllgor Archwilio a Risg ei adolygu ym mis Ionawr 2017. Ceir copi o gylch gorchwyl y Pwyllgor Archwilio a Risg ar wefan y Comisiynydd.

Mae'r Pwyllgor yn cynnwys pedwar aelod annibynnol. Mae trefn mewn lle sydd yn caniatáu i aelodau ymddeol ar wahanol adegau er mwyn sicrhau parhad profiad a gwybodaeth. Yn 2016-17 penodwyd Rheon Tomos yn Gadeirydd i olynu Wyn Penri Jones.

Papers relating to finance, human resources and staffing, progress reports against the operating plan, significant publications and decisions of a strategic nature are presented to the Management Team for consideration and decision making.

Management Team membership during the year was as follows:

Meri Huws	Welsh Language Commissioner
Gwenith Price	Director of Compliance and Enforcement and Deputy Commissioner
Dyfan Sion	Director of Policy and Research

Auditors

An internal audit plan was prepared by the internal auditors during May 2016, which was approved by the Commissioner and the Audit and Risk Committee in June 2016.

In accordance with Schedule 1 Part 5 of the Measure, the Auditor General for Wales is responsible for auditing the Commissioner's accounts.

Audit and Risk Committee

The Audit and Risk Committee is responsible for providing advice and independent assurance to the Accounting Officer and the Management Team on the adequacy and effectiveness of internal control and risk management. The Audit and Risk Committee's terms of reference was reviewed in January 2017. A copy of the Audit and Risk Committee's terms of reference can be found on the Commissioner's website.

The Committee comprises four independent members. A procedure is in place to allow members to retire at different times to ensure continuity of experience and knowledge. In 2016-17 Rheon Tomos was appointed Chair to succeed Wyn Penri Jones.

Cyfarfu'r Pwyllgor Archwilio a Risg tair gwaith yn ystod y flwyddyn ariannol 2016-17. Roedd aelodaeth y Pwyllgor Archwilio a Risg, a'u presenoldeb fel a ganlyn:

	29/06/2016	07/12/2016	15/03/2017
Rheon Tomos (Cadeirydd)	✔	✔	✔
Wyn Penri Jones	✔	✔	✔
Nigel Annett	✔	✔	✔
Dr Ian Rees	✔	✔	✘

Mae'r Pwyllgor Archwilio a Risg yn derbyn nifer o eitemau agenda sefydlog ym mhob cyfarfod. Fel rhan o'r cylch gwaith mae'r Pwyllgor yn derbyn yr adroddiad cyllid misol a'r adroddiad cynnydd ar y Cynllun Gweithredol, sydd wedi cael eu cymeradwyo gan y Tîm Rheoli.

Mynychir pob Pwyllgor Archwilio a Risg gan aelodau'r Tîm Rheoli a'r Rheolwr Risg. Mae cynrychiolwyr o'r archwilwyr mewnol ac allanol yn cael eu gwahodd i bob cyfarfod. Mae croeso hefyd i ddau swyddog arsylwi ar y cyfarfodydd.

Ar ddiwedd pob cyfarfod caiff pawb sy'n mynychu gyfle i gynnig barn ar unrhyw agwedd ar y cyfarfod. Cynhaliwyd adolygiad, ar ffurf ffurflen hunan asesu o waith y Pwyllgor Archwilio a Risg yn 2015-16, ac fe drafodwyd y canfyddiadau yng nghyfarfod mis Mehefin 2016; sef bod y Pwyllgor yn gweithredu'n effeithiol ac effeithlon gydag ymatebion cadarnhaol i'r cwestiynau. Cytunwyd i neilltuo amser penodol ar gyfer cynnal sesiynau briffio a hyfforddiant ar faterion perthnasol gyfer yr aelodau. Hefyd cytunwyd byddai'r Pwyllgor yn parhau i gynnal trafodaethau gyda'r Comisiynydd, yn ogystal â'r cyfarfodydd preifat gyda'r archwilwyr mewnol ac allanol.

The Audit and Risk Committee met three times during the financial year 2016-17. The members of the Audit and Risk Committee and their attendance was as follows:

	29/06/2016	07/12/2016	15/03/2017
Rheon Tomos (Chair)	✔	✔	✔
Wyn Penri Jones	✔	✔	✔
Nigel Annett	✔	✔	✔
Dr Ian Rees	✔	✔	✘

The Audit and Risk Committee receives a number of standard agenda items for each meeting. As part of its remit the Committee receives the monthly finance report and the Operational Plan progress report, which have been approved by the Management Team.

The Management Team and the Risk Manager attend all Audit and Risk Committees. Representatives of the internal and external auditors are invited to each meeting. An opportunity is also made available for two officers to observe the meetings.

At the end of each meeting the attendees are able to give an opinion on any aspect of the meeting. The Committee's work for 2015-16 was reviewed by means of a self-assessment form; the findings were discussed at the meeting in June 2016; that based on positive responses to the questions that the Committee operates efficiently and effectively. It was agreed to schedule a specific time for briefing and training sessions on relevant topics for the members. Also it was agreed that the Committee would continue to have discussions with the Commissioner as well as having private meetings with the internal and external auditors.

Panel Cynghori Comisiynydd y Gymraeg

Yn unol â gofynion Mesur y Gymraeg (Cymru) 2011, mae gan Gomisiynydd y Gymraeg Banel Cynghori. Penodir aelodau'r Panel Cynghori gan Weinidogion Cymru am gyfnod o dair blynedd. Caiff y Comisiynydd ymgynghori â'r Panel Cynghori ynghylch unrhyw fater. Ceir copi o gylch gwaith y Panel Cynghori ar wefan y Comisiynydd.

Roedd aelodaeth y Panel Cynghori, a'u presenoldeb fel a ganlyn:

	30/09/2016	17/03/2017
Bethan Jones Parry (Cadeirydd)	✔	✔
Y Gwir Barch. Carl Cooper	✔	✔
Nick Speed	✔	✔
Meinir Davies	✔	✔
Heledd Iago	✔	✔

Cofrestr buddiannau

O ystyried pwerau rheoleiddio'r Comisiynydd, bernir ei bod yn bwysig nad oes unrhyw ganfyddiad bod y Comisiynydd, y Cyfarwyddwyr na swyddogion y sefydliad yn rhagfarnllyd mewn unrhyw ffordd. Bernir hefyd ei bod yn bwysig nad yw buddiannau personol yn dylanwadu ar y modd caiff y dyletswyddau a'r swyddogaethau eu cyflawni.

Caiff y gofrestr buddiannau ei diweddaru ddwywaith yn flwyddyn; yn ogystal â'r broses ffurfiol gofynnir i aelodau o'r Tîm Rheoli, y Pwyllgor Archwilio a Risg a'r Panel Cynghori gofnodi unrhyw fuddiannau ar ddechrau'r cyfarfodydd.

Ni chafwyd trafodion materol perthnasol yn ystod y flwyddyn â sefydliadau lle roedd y Comisiynydd, y cyfarwyddwyr neu'r uwch swyddogion, nac unrhyw aelodau o'u teuluoedd, mewn swyddi dylanwadol. Ceir gwybodaeth am fuddiannau'r Tîm Rheoli ar wefan y Comisiynydd.

Welsh Language Commissioner's Advisory Panel

As required by the Welsh Language (Wales) Measure 2011, the Commissioner has an Advisory Panel. Advisory Panel members are appointed by Welsh Ministers for a period of three years. The Commissioner can consult with the Advisory Panel on any matter. A copy of the Advisory Panel's remit can be found on the Commissioner's website.

The members of the Advisory Panel and their attendance was as follows:

	30/09/2016	17/03/2017
Bethan Jones Parry (Chair)	✔	✔
Rt Rev. Carl Cooper	✔	✔
Nick Speed	✔	✔
Meinir Davies	✔	✔
Dr Heledd Iago	✔	✔

Register of interests

Given the regulatory powers of the Commissioner, it is considered important that there is no perception that the Commissioner, the Directors or officers of the organisation are biased in any way. It is also considered important that personal interests do not influence the way in which the Commissioner's duties and functions are fulfilled.

The register of interests is updated twice a year; additional to the formal process members of the Management team, the Audit and Risk Committee and the Advisory Panel are requested to minute any interests at the beginning of the meeting.

There were no material transactions during the year with organisations with which the Commissioner, the directors or senior officers, or any of their family, held positions of influence. Information relating to the interests of the Management Team is available on the Commissioner's website.

Tribiwnlys y Gymraeg

Yn ystod y flwyddyn, dygwyd 9 achos gerbron Tribiwnlys y Gymraeg. O'r rhain, tynnwyd 4 cais yn ôl gan i'r partïon allu ddatrys yr anghydfod; gwrthododd y Tribiwnlys roi caniatâd i 3 chais. Ar ddiwedd Mawrth 2017 roedd 2 achos yn parhau i gael eu hystyried gan y Tribiwnlys.

Mae'r Tribiwnlys yn cynnal cofrestr o'r achosion ar ei wefan lle gellir dilyn hynt pob achos.

Cwynion ac Ymchwiliadau Statudol (adran 17 – 20, Deddf yr Iaith Gymraeg 1993)

Y Tîm Rheoli sydd â chyfrifoldeb dros gwynion ac Ymchwiliadau Statudol (adran 17 – 20, Deddf yr Iaith Gymraeg 1993). Mae'r cyfrifoldebau hyn yn cynnwys:

- gwneud argymhellion statudol yn ymwneud â chwynion, ymchwiliadau ac adroddiadau ymchwiliadau adran 17 Deddf yr Iaith Gymraeg 1993 ac adran 71 Mesur y Gymraeg (Cymru) 2011;
- rhesymu a dyfarnu ar adroddiadau ymchwiliad sy'n cwmpasu honiadau o ymyrraeth â rhyddid unigolyn i ddefnyddio'r Gymraeg;
- ystyried unrhyw gŵyn neu achos a gaiff ei gyfeirio at sylw'r Tîm Rheoli gan y Cyfarwyddwyr.

Yn ystod 2016-17 agorwyd 4 ymchwiliad statudol dan adran 17 Deddf yr Iaith Gymraeg 1993 gan y Comisiynydd a 73 ymchwiliad dan adran 71 Mesur y Gymraeg (Cymru) 2011.

Ni chynhaliwyd ymchwiliad i 'ymyrraeth â rhyddid i ddefnyddio'r Gymraeg' yn unol ag Adran 115 Mesur y Gymraeg (Cymru) 2011, yn ystod y flwyddyn.

Mae manylion pellach am yr ymchwiliadau o dan Amcan Strategol 2 ar dudalennau 34 i 50.

Welsh Language Tribunal

During the year, 9 cases were brought before the Welsh Language Tribunal. Of these, 4 applications were withdrawn because the parties were able to resolve the dispute; the Tribunal refused permission to grant 3 applications. At the end of March 2017 two cases remained under consideration by the Tribunal.

The Tribunal maintains a register of cases on its website where all case progress may be followed.

Complaints and Statutory Investigations (section 17 – 20, Welsh Language Act 1993)

The Management Team has responsibility for complaints and Statutory Investigations (section 17 – 20, Welsh Language Act 1993). These responsibilities include:

- making statutory recommendations in relation to complaints, investigations and investigation reports in accordance with section 17 of the Welsh Language Act 1993 and section 71 of the Welsh Language (Wales) Measure 2011;
- deliberating and determining in relation to investigation reports encompassing allegations of interference with an individual's freedom to use the Welsh language;
- considering any complaint or case referred to the Management Team by the Directors.

During 2016-17 the Commissioner commenced 4 statutory investigations under section 17 of the Welsh Language Act 1993 and 73 investigations under section 71 of the Welsh Language (Wales) Measure 2011.

During the year, no investigations into 'interference with an individual's right to use the Welsh language' were conducted in accordance with Section 115 of the Welsh Language (Wales) Measure 2011.

There is further information about the investigations under Strategic Objective 2 on pages 35 to 51.

Gweithio'n gyfochrog ag Ombwdsmyn a Chomisiynwyr

Mae Adran 20 a 21 y Mesur yn amlinellu i ba raddau y gall Comisiynydd y Gymraeg weithio'n gyfochrog ag ombwdsmyn a chomisiynwyr eraill yng Nghymru. Yn y Mesur fe enwir y sefydliadau canlynol fel rhai i'r Comisiynydd weithio'n gyfochrog â hwy: Ombwdsmon Gwasanaethau Cyhoeddus Cymru; Comisiynydd Pobl Hŷn Cymru; Comisiynydd Plant Cymru; a'r Comisiwn Cydraddoldeb a Hawliau Dynol. Er nad oes gofyniad statudol mae gan y Comisiynydd Femorandwm Cydweithio gyda Chomisiwn Cwynion Annibynnol yr Heddlu hefyd.

Mae Comisiynydd y Gymraeg yn cyfarfod yn rheolaidd gyda Chomisiynydd Pobl Hŷn Cymru, Comisiynydd Plant Cymru ac Ombwdsmon Gwasanaethau Cyhoeddus Cymru i drafod materion strategol a gweithredol. Mae swyddogion yn mynychu rhwydweithiau a chyfarfodydd sefydliadau sy'n cael eu hariannu gan Lywodraeth Cymru ar draws y meysydd cyllid, adnoddau dynol a thechnoleg gwybodaeth. Hefyd cynhaliwyd cyfarfodydd i drafod dulliau cydweithio ar ddarnau o waith penodol yn ystod y flwyddyn.

Y gallu i ymdrin â risg

Mae'r system rheoli risg yn cael ei harwain gan y Tîm Rheoli ac mae'n cael ei hardystio gan y Pwyllgor Archwilio a Risg. Yr Uwch Swyddog Cyllid ac Adnoddau yw Rheolwr Risg y sefydliad. Cynhelir hyfforddiant sefydlu ar ymwybyddiaeth risg ar gyfer swyddogion newydd, y rheini yn dychwelyd o gyfnodau absenoldeb estynedig a swyddogion yn ymgymryd â chyfrifoldebau ychwanegol.

Y fframwaith risg a rheoli

Mewn ysbryd o welliant parhaus, mabwysiadwyd dull diwygiedig o reoli risg yn ystod y flwyddyn yn dilyn sylwadau gan y Pwyllgor Archwilio a Risg. Mae'r dull hwn wedi arwain at ddwy haen, Strategol a Gweithredol, o reoli risg.

Mae proses, dan arweiniad y Rheolwr Risg a'r Cyfarwyddwyr, o adolygiadau risg strwythuredig sy'n effeithio timau unigol yn cael ei gynnal gydag uwch swyddogion fel rhan o'r adolygiadau cynnydd chwarterol o'u meysydd cyfrifoldeb. Mae'r risgiau a nodir ac a gofnodir fel rhan o'r broses hon yn ffurfio risgiau gweithredol y sefydliad dan reolaeth bob uwch swyddog.

Working with Ombudsmen and Commissioners

Sections 20 and 21 of the Measure outline the degrees to which the Welsh Language Commissioner can work with ombudsmen and other commissioners in Wales. The Measure names the following organisations as those that the Commissioner can work with: Public Services Ombudsman for Wales; Older People's Commissioner for Wales; Children's Commissioner for Wales; and the Equalities and Human Rights Commission. Whilst there is no statutory requirement, the Commissioner also has a Memorandum of Understanding with the Independent Police Complaints Commission.

The Welsh Language Commissioner meets regularly with the Older People's Commissioner for Wales, Children's Commissioner for Wales and the Public Services Ombudsman for Wales to discuss strategic and operational matters. Officers attend networks and meetings of organisations that are financed by the Welsh Government across the areas of finance, human resources and information technology. Meetings were also held during the year to discuss ways of cooperating on individual pieces of work.

Capacity to handle risk

The risk management system is led by the Management Team and endorsed by the Audit and Risk Committee. The Senior Finance and Resources Officer is named as Risk Manager for the organisation. Induction training on risk awareness is undertaken for all new officers, those returning from extended absences and officers undertaking additional responsibilities.

The risk and control framework

In a spirit of continuous improvement, a revised approach to risk management was adopted during the year following observations from the Audit and Risk Committee. This approach has resulted in a two tier, Strategic and Operational, approach to managing risk.

A process, led by the Risk Manager and Directors, of structured risk reviews impacting individual teams is undertaken with senior officers as part of the quarterly progress reviews of their areas of responsibility. The risks identified and recorded as part of this process form the operational risks of the organisation managed by each senior officer.

Caiff y risgiau gweithredol allweddol o'r adolygiadau hyn e'u hymgorffori i'r Gofrestr Risg Strategol. Yn ogystal, bob 6 mis, cynhelir adolygiad ffurfiol gan y Rheolwr Risg a'r Cyfarwyddwyr o'r risgiau strategol sy'n effeithio'r sefydliad yn ei gyfanrwydd; gyda rhain yn cael eu cofnodi ar y Gofrestr Risg Strategol. Yna cynhelir sesiwn adolygu a herio gyda'r Comisiynydd.

Cyflwynwyd y Gofrestr Risg Strategol ddiwygiedig i'r Pwyllgor Archwilio a Risg ym mis Mawrth 2017 ac yn unol â chylch gwaith y pwyllgor, ddwywaith y flwyddyn wedi hynny. Bydd y Cofrestrau Risg Gweithredol yn cael eu cyflwyno i'r Pwyllgor Archwilio a Risg unwaith y flwyddyn.

Caiff risgiau perthnasol eu nodi ym mhob papur a gyflwynir i'r Tîm Rheoli. Mae hynny yn ei dro yn atgoffa swyddogion i adnabod a rheoli'r risgiau.

Nodir heriau sylweddol sy'n wynebu'r sefydliad ar dudalennau 16 i 18.

Adolygiad effeithiolrwydd

Fel Swyddog Cyfrifyddu, rwy'n gyfrifol am gynnal system ddiogel o reolaeth fewnol. Dylanwadir ar fy nhrosolwg o effeithiolrwydd y system reolaeth fewnol gan waith yr archwilwyr mewnol a'r Tîm Rheoli o fewn y sefydliad sy'n gyfrifol am ddatblygu a chynnal y system reolaeth fewnol, a chan sylwadau a wneir gan Archwilydd Cyffredinol Cymru yn ei lythyr rheolaeth ac mewn adroddiadau eraill.

Cymeradwywyd y cynllun archwilio mewnol blynyddol ar gyfer 2016-17 gan y Tîm Rheoli a'r Pwyllgor Archwilio a Risg. Archwiliwyd y meysydd gwaith canlynol yn ystod y flwyddyn a derbyniwyd adroddiadau arnynt.

Maes	Adroddiad Archwilio Mewnol	Lefel Sicrwydd
Y Drefn Rheoleiddio (Heriau)	Adroddiad Sicrwydd	Sylweddol
Rheolaeth Risg a Llywodraethiant	Adroddiad Sicrwydd	Sylweddol
Prosesau Ariannol Craidd	Adroddiad Sicrwydd	Sylweddol
Prosesau TG (dilynol)	Adroddiad Sicrwydd	Canolig
Cyfathrebu	Adolygiad o Werth	-

The significant operational risks from these reviews merit incorporation into the Strategic Risk Register. In addition, every 6 months, the Risk Manager and the Directors undertake a formal review of strategic risks impacting the organisation as a whole; these being recorded on the Strategic Risk Register. A review and challenge session is then undertaken with the Commissioner.

The revised Strategic Risk Register was presented to the Audit and Risk Committee in March 2017 and in accordance with the committee's remit, twice yearly thereafter. The Operational Risk Registers will be presented to the Audit and Risk Committee once a year.

Relevant risks are included in every paper that is presented to the Management Team and therefore reminds officers to identify and manage the risks.

The significant challenges facing the organisation are noted on pages 17 to 19.

Review of effectiveness

As Accounting Officer, I have responsibility for maintaining a sound system of internal control. My review of the effectiveness of the system of internal control is informed by the work of the internal auditors and the Management Team within the organisation who have responsibility for the development and maintenance of the internal control system, and comments made by the Auditor General for Wales in his management letter and other reports.

The annual internal audit plan for 2016-17 was approved by the Management Team and the Audit and Risk Committee. The following areas were audited during the year for which reports were received.

Area	Internal Audit Report	Assurance level
Regulatory Regime (Challenges)	Assurance Report	Significant
Risk Management & Governance	Assurance Report	Significant
Core Financial Processes	Assurance Report	Significant
IT Processes (follow-up)	Assurance Report	Moderate
Communication	Added Value Review	-

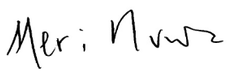
Mae'r archwilwyr mewnol, ktsowensthomas, wedi datgan barn yn eu hadroddiad blynyddol eu bod yn gallu rhoi sicrwydd sylweddol dros ein rheolaeth ariannol, gweithredol a strwythurol fewnol ar gyfer 2016-17. Yn eu hadroddiadau sicrwydd yn 2015-16 gwnaethpwyd argymhellion ar sut i wneud gwelliannau pellach i'r system rheolaeth fewnol. Mae'r Archwilydd Mewnol wedi cadarnhau yn ei hadroddiadau ar gyfer 2016-17 bod nifer sylweddol o'r argymhellion wedi eu gweithredu a chynnydd sylweddol i'r gweddill. Roedd argymhellion pellach yn eu hadroddiadau yn 2016-17, ac rwyf wedi ymateb i'w hargymhellion ac wedi cytuno ar raglen o welliant parhaus.

Digwyddiadau cysylltiedig â data personol

Yn ystod y flwyddyn ariannol, nid adroddwyd unrhyw ddigwyddiad yn ymwneud â data personol. Mae'r Comisiynydd yn cynnal polisi a gweithdrefnau diogelu gwybodaeth.

Effeithiolrwydd o drefniadau chwythu'r chwiban

Mae Comisiynydd y Gymraeg yn gyfrifol am roi trefniadau mewn lle ar gyfer llywodraethu a gwarchod adnoddau. Mater o arfer da ymhlith cyflogwyr yw gosod gweithdrefnau chwythu'r chwiban mewnol. Cymeradwywyd Polisi Chwythu'r Chwiban Comisiynydd y Gymraeg gan y Tîm Rheoli ym mis Mehefin 2014. Mae manylion cyswllt Cadeirydd y Pwyllgor Archwilio a Risg ac Aelodau o dîm Archwilwyr Mewnol y Comisiynydd, ktsowensthomas, yn cael eu cynnwys yn y polisi fel unigolion y gall swyddogion godi pryderon gyda hwy. Nid adroddwyd unrhyw ddigwyddiad yn ystod y flwyddyn o bryderon dan y polisi chwythu chwiban.



Meri Huws

Swyddog Cyfrifyddu
Comisiynydd y Gymraeg

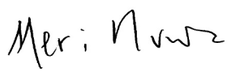
The internal auditors, ktsowensthomas, have given an opinion in their annual report that they are able to give substantial assurance as to our internal financial, operational and organisational controls in respect of 2016-17. In their assurance reports in 2015-16 recommendations were made in order to further improve the internal control systems. The Internal Auditor has confirmed in the reports for 2016-17 that a significant number of the recommendations have been implemented and significant progress for the remainder. There were further recommendations in their reports in 2016-17 and I have responded to the recommendations and have agreed to a programme of continuous improvement.

Incidents relating to personal data

During the financial year, no incidents were reported relating to personal data. The Commissioner maintains a policy and procedures relating to information security.

Effectiveness of whistle-blowing procedures

The Welsh Language Commissioner is responsible for putting in place arrangements for governance and safeguarding of resources. It is a matter of good practice amongst employers to implement internal whistle-blowing procedures. The Welsh Language Commissioner's Whistle-blowing Policy was approved by the Management Team in June 2014. Contact details of the Audit and Risk Committee Chair and members of Commissioner's Internal Audit team, ktsowensthomas, are contained in the policy as individuals that officers can raise concerns with. No instances were reported during the year where concerns were raised under the whistle-blowing policy.



Meri Huws

Accounting Officer
Welsh Language Commissioner

Adroddiad Taliadau Cydnabyddiaeth ac Adroddiad Staff

Cytundebau Gwasanaeth

Mae Deddf Diwygio Cyfansoddiadol a Llywodraethiant 2010 yn gofyn bod penodiadau Gwasanaethau Cyhoeddus yn cael eu gwneud ar sail teilyngdod a chystadleuaeth deg ac agored. Mae'r Egwyddorion Recriwtio a gyhoeddwyd gan Gomisiwn y Gwasanaeth Sifil yn pennu'r amgylchiadau pan ellir gwneud penodiadau fel arall.

Oni nodir yn wahanol isod, mae gan y swyddogion a gwmpesir yn yr adroddiad hwn benodiadau sy'n ben agored. Byddai ymadawiadau cynnar, ac eithrio am gamymddwyn, yn arwain at yr unigolyn yn derbyn iawndal fel y nodir yng Nghynllun Digolledu'r Gwasanaeth Sifil.

Polisi Taliadau Cydnabyddiaeth

Mae swyddogion Comisiynydd y Gymraeg yn parhau ar amodau a thelerau sy'n cyfateb i amodau a thelerau Llywodraeth Cymru. Dymuniad y Comisiynydd yw parhau ar yr un amodau a thelerau.

Telir aelodau'r Panel Cynghori, a benodwyd gan Weinidogion Cymru, yn unol â chyfraddau a osodwyd gan Lywodraeth Cymru. Telir aelodau o'r Pwyllgor Archwilio a Risg, a benodwyd gan Gomisiynydd y Gymraeg, ar yr un raddfa ag aelodau'r Panel Cynghori.

Mae Comisiynydd y Gymraeg yn gweithredu Cynllun Rheoli Perfformiad ar gyfer ei holl swyddogion (gan gynnwys swyddogion hŷn) sy'n cyfateb i'r cynllun a ddefnyddir gan Drysorlys EM. Ni chyplysir taliadau cydnabyddiaeth â pherfformiad ar gyfer swyddogion sydd yn bodloni'r gofynion sylfaenol ar gyfer y swydd, er gall y cynnydd yn rhychwant y tâl gael ei hepgor pan nad yw'r gofynion perfformiad sylfaenol wedi eu bodloni.

Ar y cyfan, cyflogir swyddogion (gan gynnwys swyddogion hŷn) i swyddi parhaol. Mae cyfnodau rhybudd yn amrywio o bedair wythnos i dri mis, gan ddibynnu ar lefel gwasanaeth a'i hyd.

Cydraddoldeb yn y gweithle

Mae'r Comisiynydd yn gwrthwynebu'n llwyr unrhyw wahaniaethu ar ba bynnag sail. Gweithredir prosesau teg a chyson wrth ddewis a dethol swyddogion newydd.

Gofynnir i ymgeiswyr gwblhau ffurflen monitro cyfle cyfartal fel rhan o'r broses ymgeisio. Mae Comisiynydd y Gymraeg yn gweithredu cynllun cyfweliad gwarantedig i unrhyw un sydd ag anabledd, fel y'i diffinnir gan y Ddeddf Cydraddoldeb 2010, ac sy'n cyrraedd y gofynion hanfodol ar gyfer y swydd.

Remuneration and Staff Report

Service Contracts

The Constitutional Reform and Governance Act 2010 requires Public Service appointments to be made on merit on the basis of fair and open competition. The Recruitment Principles published by the Civil Service Commission specify the circumstances when appointments may otherwise be made.

Unless otherwise stated below, the officers covered by this report hold appointments which are open-ended. Early termination, other than for misconduct, would result in the individual receiving compensation as set out in the Civil Service Compensation Scheme.

Remuneration Policy

The officers of the Welsh Language Commissioner remain on terms and conditions analogous to those of the Welsh Government. The Commissioner wishes to continue on the same terms and conditions.

Members of the Advisory Panel, appointed by Welsh Ministers, are paid in accordance with rates set by the Welsh Government. Members of the Audit and Risk Committee, appointed by the Welsh Language Commissioner, are paid the same rates as the members of the Advisory Panel.

The Welsh Language Commissioner operates a Performance Management Scheme for all officers (including senior officers) which is analogous to that used by HM Treasury. Remuneration is not linked to performance for officers who meet the minimum requirements for the role, although incremental increases may be foregone where minimum performance requirements are not met.

On the whole officers (including senior officers) are employed in permanent posts. Notice periods vary between four weeks and three months depending on level and length of service.

Equality in the workplace

The Welsh Language Commissioner totally opposes any discrimination on any basis. Fair and consistent processes are operated when selecting new officers.

Applicants are requested to complete an equal opportunity monitoring form as part of the application process. The Commissioner operates a guaranteed interview scheme to anyone with a disability, as defined by the Equality Act 2010, and who meets the essential requirements of the role.

Wrth ddefnyddio arferion cyflogaeth teg a gwrthrychol, bydd y Comisiynydd yn sicrhau bod swyddogion yn cael eu trin yn deg a chyda pharch yn y gweithle, ac yn cael cyfle cyfartal i gyfrannu ac i gyflawni i'w potensial llawn. Byddai addasiadau rhesymol ac/neu hyfforddiant yn cael eu darparu ar gyfer swyddogion a ddaeth yn bobl ag anabledd yn ystod eu cyflogaeth gyda'r Comisiynydd.

Taliadau Cydnabyddiaeth (*)

(*) Mae'r adran hon yn amodol ar archwiliad

Rhestrir yn yr adrannau sy'n dilyn daliadau cydnabyddiaeth a diddordebau pensiwn y Comisiynydd a'r cyfarwyddwyr sydd ag awdurdod neu sy'n gyfrifol am arwain a rheoli prif weithgareddau'r Comisiynydd:

	Cyflog (£000)		[1] Buddion Pensiwn (i'r £1,000 agosaf)		Cyfanswm (£000)	
	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16
Meri Huws	95-100	95-100	1,000	8,000	95-100	105-110
Gwenith Price [2]	60-65	60-65	14,000	25,000	75-80	85-90
Dyfan Sion	50-55	50-55	30,000	33,000	80-85	80-85

[1] Caiff gwerth y buddion pensiwn ei gyfrifo fel a ganlyn: (cynnydd gwirioneddol mewn pensiwn* x20) + (cynnydd gwirioneddol mewn unrhyw gyfandaliad*) – (cyfraniadau a wneir gan aelod) *ac eithrio cynnydd oherwydd chwyddiant neu unrhyw gynnydd neu ostyngiad o ganlyniad i drosglwyddo hawliau pensiwn.

Caiff gwerth buddion pensiwn ei gyfrifo gan MyCSP, sefydliad sydd yn gyfrifol am weinyddu Prif Gynllun Pensiwn y Gwasanaeth Sifil ar ran y Gwasanaeth Sifil. Nid oes gan Gomisiynydd y Gymraeg unrhyw ddylanwad dros y cyfrifo na'r symiau a adroddwyd. Nid yw hwn yn swm y mae'r sefydliad wedi ei dalu i swyddog yn ystod y flwyddyn; mae'n gyfrifiad sy'n defnyddio gwybodaeth o'r tabl buddion pensiwn. Gall nifer o ffactorau ddylanwadu ar y ffigurau hyn e.e. newidiadau mewn cyflog swyddog, p'un a ydyw'n dewis gwneud cyfraniadau ychwanegol i'r cynllun pensiwn o'i gyflog yn ogystal â ffactorau prisio eraill sy'n effeithio ar y cynllun pensiwn yn ei gyfanrwydd.

[2] Mae'r cyfarwyddwr yn derbyn lwfans o 10% o'r cyflog am ddirprwyo i Gomisiynydd y Gymraeg yn ystod cyfnodau absenoldeb neu ar gais y Comisiynydd.

Using fair and objective employment practices, the Commissioner will ensure that officers are treated fairly and with respect in the workplace, and have an equal opportunity to contribute and achieve their full potential. Reasonable adjustments and/or training would be provided for officers who became disabled persons during their employment with the Commissioner.

Remuneration (*)

(*) This section is subject to audit

The following sections provide details of the remuneration and pension interests of the Commissioner and directors, having authority or responsibility for directing or controlling the major activities of the Commissioner:

	Salary (£000)		[1] Pension Benefits (to nearest £1,000)		Total (£000)	
	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16
Meri Huws	95-100	95-100	1,000	8,000	95-100	105-110
Gwenith Price [2]	60-65	60-65	14,000	25,000	75-80	85-90
Dyfan Sion	50-55	50-55	30,000	33,000	80-85	80-85

[1] The value of pension benefits is calculated as follows: (real increase in pension* x20) + (real increase in any lump sum*) – (contributions made by member) *excluding increases due to inflation or any increase or decrease due to a transfer of pension rights.

The value of pension benefits is calculated by MyCSP, the organisation responsible for administering the Principal Civil Service Pension Scheme on behalf of the Civil Service. The Welsh Language Commissioner has no influence over the calculation or the reported amount. This is not an amount which has been paid to an officer by the organisation during the year; it is a calculation which uses information from the pension benefit table. These figures can be influenced by many factors e.g. changes in an officer's salary, whether or not they choose to make additional contributions to the pension scheme from their pay and other valuation factors affecting the pension scheme as a whole.

[2] The director receives an allowance of 10% of salary for deputising for the Welsh Language Commissioner during periods of absence or at the request of the Commissioner.

Cyflog

Mae 'cyflog' yn cynnwys cyflog gros, goramser a lwfans cyfrifoldeb pan fo'n briodol. Mae'r adroddiad hwn wedi ei seilio ar daliadau cronedig gan Gomisiynydd y Gymraeg a gofnodwyd yn y cyfrifon hyn.

Penodwyd Meri Huws fel Comisiynydd y Gymraeg o 1 Ebrill 2012 ar gytundeb saith mlynedd gan Brif Weinidog Cymru o dan Fesur y Gymraeg (Cymru) 2011 Atodlen 1 Paragraffau 3(1) a 6(1). Mae Comisiynydd y Gymraeg yn aelod o Brif Gynllun Pensiwn y Gwasanaeth Sifil (PGPGS). Wrth bennu unrhyw gynnydd blynyddol yn nhâl y Comisiynydd, bydd Prif Weinidog Cymru yn ystyried argymhellion y Corff Adolygu Cyflogau Uwch-swyddogion (SSRB), corff sy'n cynghori Prif Weinidog y Deyrnas Unedig a'r gweinyddiaethau datganoledig ar lefelau tâl y sector cyhoeddus.

Tâl yn seiliedig â pherfformiad

Ni wnaed taliadau yn seiliedig â pherfformiad na thaliadau bonws yn ystod 2016-17 i swyddogion hŷn (2015-16: £0).

Buddion mewn da

Mae gwerth ariannol buddion mewn da yn cwmpasu unrhyw fuddion a ddarperir gan y cyflogwr ac a ystyrir gan Gyllid a Thollau EM yn daliad trethadwy. Ni wnaed buddion mewn da yn ystod 2016-17 i swyddogion hŷn (2015-16: £0).

Trefniadau oddi ar y gyflogres

Ni wnaethpwyd unrhyw daliadau i unigolion dan drefniadau oddi ar y gyflogres yn ystod y flwyddyn hyd at 31 Mawrth 2017 (2015-16: £0).

Ymgynghorwyr

Ni wnaethpwyd unrhyw daliadau i unigolion na sefydliadau ar gyfer gwasanaethau ymgynghori, tu hwnt i weithgareddau arferol y sefydliad, yn ystod y flwyddyn hyd at 31 Mawrth 2017 (2015-16: £0).

Salary

'Salary' includes gross salary, overtime, and responsibility allowances where applicable. This report is based on accrued payments made by the Welsh Language Commissioner and thus recorded in these accounts.

Meri Huws was appointed Welsh Language Commissioner from 1 April 2012 on a seven year contract by the First Minister in accordance with the Welsh Language (Wales) Measure 2011, Schedule 1, Paragraphs 3(1) and 6(1). The Welsh Language Commissioner is a member of the Principal Civil Service Pension Scheme (PCSPS). Any annual increase in the Commissioner's remuneration will take into account the recommendations made to the First Minister by the Senior Salary Review Board (SSRB), a body which advises the Prime Minister and the devolved administrations on public sector pay levels.

Performance related pay

There were no performance related or bonus payments made during 2016-17 to senior officers (2015-16: £0).

Benefits in kind

The monetary value of benefits in kind covers any benefits provided by the employer and treated by HM Revenue & Customs as a taxable emolument. There were no benefits in kind made during 2016-17 to senior officers (2015-16: £0).

Off-payroll arrangements

No payments were made to individuals under off-payroll arrangements in the year to 31 March 2017 (2015-16: £0).

Consultancy

No payments were made to individuals or organisations for consultancy services, outside the ordinary activities of the organisation, in the year to 31 March 2017 (2015-16: £0).

Tâl cydnabyddiaeth: amrediad a chanolrif

Gofynnir i gyrff sy'n adrodd ddatgelu amrediad tâl swyddogion a'r berthynas rhwng tâl y swyddog uchaf ei dâl yn eu sefydliad a thâl canolrif gweithlu'r sefydliad.

	31 Mawrth 2017	31 Mawrth 2016
Band cyflog (£000) y swyddog uchaf ei dâl (Comisiynydd)	**95-100**	95-100
Tâl canolrif y gweithlu (£)	**34,750**	34,750
Cymhareb canolrif tâl y gweithlu â'r swyddog uchaf ei dâl	**2.81**	2.81
Rhychwant tâl uchaf (ac eithrio'r Comisiynydd)	**62,590**	62,590
Rhychwant tâl isaf	**23,400**	23,400

Cyfrifir cyfanswm canolrifol y gydnabyddiaeth drwy ddefnyddio tâl cywerth â llawn amser (cyflog gros) yr holl swyddogion, heb gynnwys y Comisiynydd, a hynny ar y dyddiad adrodd.

Pensiynau'r Gwasanaeth Sifil

Enw a theitl	Cyfanswm y pensiwn cronedig a chyfan daliad perthnasol ar oedran ymddeol ar 31/03/17	Cynnydd gwirioneddol mewn pensiwn a chyfan daliad perthnasol ar oedran ymddeol	Gwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod 31/03/17	Gwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod 31/03/16	Cynnydd gwirioneddol yng Ngwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod	Cyfraniad y cyflogwr i gyfrif pensiwn partneriaeth
	£000	£000	£000	£000	£000	£100 agosaf
Meri Huws	5-10	0-2.5	169	155	1	-
Gwenith Price	20-25	0-2.5	343	318	9	-
Dyfan Sion	10-15	0-2.5	146	126	12	-

Remuneration: range and median

Reporting bodies are required to disclose the range of staff remuneration and relationship between the remuneration of the highest-paid officer in their organisation and the median remuneration of the organisation's workforce.

	31 March 2017	31 March 2016
Remuneration band (£000) of the highest-paid officer (Commissioner)	**95-100**	95-100
Median remuneration of the workforce (£)	**34,750**	34,750
Ratio of median staff remuneration to higher paid officer	**2.81**	2.81
Highest pay band (excluding the Commissioner)	**62,590**	62,590
Lowest pay band	**23,400**	23,400

The median total remuneration is calculated using the full time equivalent remuneration (gross salary) as at the reporting date of all officers excluding the Commissioner.

Civil Service Pensions

Name and title	Accrued pension at pension age as at 31/03/2017 and related lump sum	Real increase in pension and related lump sum at pension age	Cash Equivalent Transfer Value at 31/03/17	Cash Equivalent Transfer Value at 31/03/16	Real increase in Cash Equivalent Transfer Value	Employer contribution to partnership pension account
	£000	£000	£000	£000	£000	nearest £100
Meri Huws	5-10	0-2.5	169	155	1	-
Gwenith Price	20-25	0-2.5	343	318	9	-
Dyfan Sion	10-15	0-2.5	146	126	12	-

Darperir buddion pensiwn drwy drefniadau pensiwn y Gwasanaeth Sifil. Er 1 Ebrill 2015 cyflwynwyd cynllun pensiwn newydd ar gyfer gweision sifil – Cynllun Pensiwn Gweision Sifil ac Eraill neu alpha, sydd yn darparu buddiannau ar sail cyflog holl yrfa gydag oedran ymddeol arferol cydradd ag Oedran Pensiwn Statudol yr aelod (neu 65 os yn hŷn). O'r dyddiad hwnnw ymaelododd pob gwas sifil a benodwyd o'r newydd a'r rhan fwyaf o'r rhai a oedd eisoes mewn gwasanaeth ag alpha. Cyn y dyddiad hwnnw roedd gweision sifil yn aelodau o Brif Gynllun Pensiwn y Gwasanaeth Sifil (PGPGS). Mae gan y PGPGS bedair adran: 3 yn darparu buddiannau ar sail cyflog terfynol (classic, premium neu classic plus) gydag oedran ymddeol arferol o 60; ac un sy'n darparu buddiannau ar sail cyflog holl yrfa (nuvos) gydag oedran ymddeol arferol o 65.

Nid yw'r trefniadau statudol hyn wedi eu hariannu, Senedd y Deyrnas Unedig sy'n diwallu costau'r buddion bob blwyddyn. Cynyddir pensiynau sy'n daladwy o dan classic, premium, classic plus, nuvos ac alpha yn flynyddol yn unol â deddfwriaeth Cynyddu Pensiynau. Parhaodd aelodau'r PGPGS a oedd o fewn 10 mlynedd o'u hoedran ymddeol arferol ar 1 Ebrill 2012 yn y PGPGS ar ôl 1 Ebrill 2015. Bydd y rhai a oedd rhwng 10 mlynedd a 13 mlynedd a 5 mis o'u hoedran ymddeol arferol ar 1 Ebrill 2012 yn ymuno ag alpha rhywbryd rhwng 1 Mehefin 2015 a 1 Chwefror 2022. Mae buddiannau PGPGS pob aelod sydd yn newid i alpha yn cael eu 'bancio', gyda buddiannau blaenorol y rhai yn un o'r adrannau cyflog terfynol y PGPGS yn seiliedig ar eu cyflog terfynol pan fyddant yn gadael alpha. (Mae'r ffigurau pensiwn a ddyfynnir ar gyfer swyddogion yn dangos pensiwn adeiladwyd yn PGPGS neu alpha – fel y bo'n briodol. Lle mae gan y swyddog fuddiannau yn y PGPGS ac alpha y swm a ddyfynnir yw gwerth cyfunol eu buddiannau yn y ddau gynllun.) Gall aelodau a ymaelododd â'r cynllun o fis Hydref 2002 ddewis rhwng ymaelodi â'r trefniant budd diffiniedig priodol neu ymaelodi â phensiwn rhanddeiliad 'pwrcasu ariannol' gyda chyfraniad ystyrlon gan y cyflogwr (cyfrif pensiwn partneriaeth).

Pennir cyfraniadau'r cyflogai yn ddibynnol ar eu cyflog ac maent yn amrywio rhwng 3.00% ac 8.05% o'r enillion pensiynadwy ar gyfer classic (ac aelodau alpha oedd yn aelodau classic yn union cyn ymuno ac alpha) a rhwng 4.60% ac 8.05% ar gyfer premium, classic plus, nuvos a holl aelodau eraill alpha. Bydd buddion y cynllun classic yn cronni ar raddfa 1 rhan mewn 80 o'r cyflog pensiynadwy terfynol am bob blwyddyn o wasanaeth. Yn ogystal, mae cyfandaliad sy'n gywerth â thair blynedd o bensiwn dechreuol yn daladwy adeg ymddeol. Ar gyfer premium, bydd buddion yn cronni ar raddfa 1 rhan mewn 60 o'r enillion pensiynadwy terfynol ar gyfer pob blwyddyn o wasanaeth. Yn wahanol i classic, ni cheir

Pension benefits are provided through the Civil Service pension arrangements. From 1 April 2015 a new pension scheme for civil servants was introduced – the Civil Servants and Others Pension Scheme or alpha, which provides benefits on a career average basis with a normal pension age equal to the member's State Pension Age (or 65 if higher). From that date all newly appointed civil servants and the majority of those already in service joined alpha. Prior to that date, civil servants participated in the Principal Civil Service Pension Scheme (PCSPS). The PCSPS has four sections: 3 providing benefits on a final salary basis (classic, premium or classic plus) with a normal pension age of 60; and one providing benefits on a whole career basis (nuvos) with a normal pension age of 65.

These statutory arrangements are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under classic, premium, classic plus, nuvos and alpha are increased annually in line with Pensions Increase legislation. Existing members of the PCSPS who were within 10 years of their normal pension age on 1 April 2012 remained in the PCSPS after 1 April 2015. Those who were between 10 years and 13 years and 5 months from their normal pension age on 1 April 2012 will switch into alpha sometime between 1 June 2015 and 1 February 2022. All members who switch to alpha have their PCSPS benefits 'banked', with those with earlier benefits in one of the final salary sections of the PCSPS having those benefits based on their final salary when they leave alpha. (The pension figures quoted for officials show pension earned in PCSPS or alpha – as appropriate. Where the official has benefits in both the PCSPS and alpha the figure quoted is the combined value of their benefits in the two schemes.) Members joining from October 2002 may opt for either the appropriate defined benefit arrangement or a 'money purchase' stakeholder pension with an employer contribution (partnership pension account).

Employee contributions are salary-related and range between 3.00% and 8.05% of pensionable earnings for classic (and members of alpha who were members of classic immediately before joining alpha) and between 4.60% and 8.05% for premium, classic plus, nuvos and all other members of alpha. Benefits in classic accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years initial pension is payable on retirement. For premium, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike classic, there is no automatic lump sum. Classic plus is essentially a hybrid with benefits for service

cyfandaliad awtomatig. Yn ei hanfod, mae classic plus yn gynllun cymysg, gyda buddion am wasanaeth cyn 1 Hydref 2002 wedi eu cyfrifo'n fras megis classic, a buddion am wasanaeth o Hydref 2002 wedi eu cyfrif megis premium. Yn nuvos, mae aelod yn adeiladu pensiwn sydd wedi ei seilio ar ei gyflog pensiynadwy yn ystod cyfnod ei aelodaeth o'r cynllun. Ar ddiwedd blwyddyn y cynllun (31 Mawrth), caiff cyfrif pensiwn cyflogadwy'r aelod ei gredydu â 2.3% o gyflog pensiynadwy'r flwyddyn gynllun honno a chaiff y pensiwn cronedig ei uwchraddio yn unol â deddfwriaeth Cynyddu Pensiynau. Mae buddiannau alpha yn cronni yn yr un modd â nuvos ac eithrio bod y gyfradd cronni yn 2.32%. Ym mhob achos, gall aelodau ddewis ildio (cyfnewid) pensiwn am gyfandaliad hyd at y terfynau a osodir gan Ddeddf Cyllid 2004.

Trefniant pensiwn rhanddeiliad yw'r cyfrif pensiwn partneriaeth. Bydd y cyflogwr yn gwneud cyfraniad sylfaenol rhwng 8% a 14.75% (gan ddibynnu ar oedran yr aelod) i mewn i gynnyrch pensiwn rhanddeiliad a ddewisir gan y cyflogai o banel o ddarparwyr. Nid oes rhaid i'r cyflogai gyfrannu, ond lle byddant yn cyfrannu, bydd y cyflogwr yn cyfrannu'n gyfatebol hyd at 3% o'r cyflog pensiynadwy (yn ogystal â chyfraniad sylfaenol y cyflogwr). Bydd cyflogwyr hefyd yn cyfrannu 0.5% pellach o gyflog pensiynadwy er mwyn talu am sicrwydd budd risg a ddarperir yn ganolog (marwolaeth mewn gwasanaeth ac ymddeoliad ar sail salwch).

Y pensiwn cronedig a nodir yw'r pensiwn y mae hawl gan yr aelod i'w dderbyn pan fydd yn cyrraedd oedran ymddeol, neu'n syth wedi iddo beidio â bod yn aelod gweithredol o'r cynllun os bydd eisoes wedi cyrraedd yr oedran ymddeol. Yr oedran ymddeol yw 60 ar gyfer classic, premium a classic plus, a 65 ar gyfer aelodau nuvos, a'r uchaf o 65 neu'r Oedran Ymddeol Statudol ar gyfer aelodau alpha. (Mae'r symiau pensiwn a ddyfynnir ar gyfer swyddogion yn dangos pensiwn a enillwyd yn PGPGS neu alpha – fel y bo'n briodol. Lle bo gan y swyddog buddiannau yn PGPGS ac alpha y swm a ddyfynnir yw gwerth cyfunol eu buddiannau yn y ddau gynllun, ond nodir gallai rhan o'r pensiwn hwnnw fod yn daladwy o wahanol oedrannau.)

Ceir rhagor o wybodaeth am drefniadau pensiwn y Gwasanaeth Sifil ar y wefan www.civilservicepensionscheme.org.uk

before 1 October 2002 calculated broadly as per classic and benefits for service from October 2002 worked out as in premium. In nuvos a member builds up a pension based on his pensionable earnings during their period of scheme membership. At the end of the scheme year (31 March) the member's earned pension account is credited with 2.3% of their pensionable earnings in that scheme year and the accrued pension is uprated in line with Pensions Increase legislation. Benefits in alpha build up in a similar way to nuvos, except that the accrual rate is 2.32%. In all cases members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004.

The partnership pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 8% and 14.75% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a panel of providers. The employee does not have to contribute, but where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.5% of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

The accrued pension quoted is the pension the member is entitled to receive when they reach pension age, or immediately on ceasing to be an active member of the scheme if they are already at or over pension age. Pension age is 60 for members of classic, premium and classic plus, 65 for members of nuvos, and the higher of 65 or State Pension Age for members of alpha. (The pension figures quoted for officials show pension earned in PCSPS or alpha – as appropriate. Where the official has benefits in both the PCSPS and alpha the figure quoted is the combined value of their benefits in the two schemes, but note that part of that pension may be payable from different ages.)

Further details about the Civil Service pension arrangements can be found at the website www.civilservicepensionscheme.org.uk

Gwerthoedd Trosglwyddo sy'n Gyfwerth ag Arian Parod

Ystyr Gwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod (GTGAP) yw'r gwerth cyfalaf wedi ei asesu gan actwari o fuddion cynllun pensiwn sydd wedi eu cronni gan aelod ar adeg benodol mewn amser. Y buddion y rhoddir gwerth arnynt yw buddion cronedig yr aelod a phensiwn cymar amodol sy'n daladwy o'r cynllun. Mae GTGAP yn daliad a wneir gan gynllun pensiwn neu drefniant er mwyn sicrhau buddion pensiwn mewn cynllun pensiwn neu drefniant arall lle bydd yr aelod yn gadael cynllun ac yn dewis trosglwyddo'r buddion a gronnwyd yn y cynllun blaenorol. Mae'r ffigurau pensiwn a ddangosir yn ymwneud â'r buddion y mae'r unigolyn wedi eu cronni o ganlyniad i gyfanswm eu haelodaeth o'r cynllun pensiwn, ac nid yn unig eu gwasanaeth mewn swyddogaeth hŷn y mae'r datgeliad yn berthnasol iddi.

Mae'r ffigurau yn cynnwys gwerth unrhyw fudd pensiwn mewn cynllun arall neu drefniant y mae'r aelod wedi ei drosglwyddo i drefniadau pensiwn y Gwasanaeth Sifil. Maent hefyd yn cynnwys unrhyw fudd pensiwn arall a gronnir i'r aelod o ganlyniad i'r ffaith ei fod wedi pwrcasu budd pensiwn ychwanegol ar ei gost ei hun. Cyfrifir GTGAPau yn unol â'r Rheoliadau Cynlluniau Pensiwn Galwedigaethol (Gwerthoedd Trosglwyddo) (fel y'u diwygiwyd) 2008, ond nid ydynt yn ystyried unrhyw wir ostyngiad neu ostyngiad potensial i fudd-daliadau sy'n deillio o'r Dreth Lwfans dros Oes a allai fod yn daladwy pan gymerir budd-daliadau pensiwn.

Cynnydd gwirioneddol mewn GTGAP

Mae hyn yn adlewyrchu'r cynnydd mewn GTGAP sydd wedi ei ariannu gan y cyflogwr. Nid yw'n cynnwys y cynnydd yn y pensiwn cronedig oherwydd chwyddiant, cyfraniadau a dalwyd gan y cyflogai (gan gynnwys gwerth unrhyw fuddion a drosglwyddwyd o gynllun pensiwn neu drefniant arall) ac mae'n defnyddio ffactorau prisio cyffredin y farchnad ar gyfer cychwyn a diwedd y cyfnod.

Rhwymedigaethau pensiwn

Telir i'r Tâl-feistr Cyffredinol symiau priodol i gynrychioli rhwymedigaethau cronedig Prif Gynllun Pensiwn y Gwasanaeth Sifil. Ceir rhagor o fanylion yn yr Adroddiad Taliadau Cydnabyddiaeth ac yn nodyn 1.8 i'r cyfrifon.

Cash Equivalent Transfer Values

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies.

The figures include the value of any pension benefit in another scheme or arrangement which the member has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their buying additional pension benefits at their own cost. CETVs are worked out in accordance with The Occupational Pension Schemes (Transfer Values) (Amendment) Regulations 2008 and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

Real increase in CETV

This reflects the increase in CETV that is funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

Pension liabilities

Payment is made to the Paymaster General of such sums as may be appropriate as representing accruing liabilities of the Principal Civil Service Pension Scheme. Further details are included in the Remuneration Report and note 1.8 to the accounts.

Adroddiad staff

Demograffeg oedran/rhyw'r gweithlu

Oedran cyfartalog swyddogion Comisiynydd y Gymraeg ar 31 Mawrth 2017 oedd 36 mlwydd oed (31 Mawrth 2016: 36 mlwydd oed).

Crynhoir demograffeg rhywedd y cyfarwyddwyr a'r swyddogion ar 31 Mawrth 2017 yn y tabl isod:

	31 Mawrth 2017		31 Mawrth 2016	
	Gwryw	**Menyw**	Gwryw	Menyw
	%	**%**	%	%
Comisiynydd a'r Cyfarwyddwyr	**33.3**	**66.7**	33.3	66.7
Swyddogion eraill	**32.5**	**67.5**	37.5	62.5
Cyfanswm	**32.6**	**67.4**	37.3	62.7

Rheoli absenoldeb a phresenoldeb

Cyfanswm y diwrnodau gwaith a gollwyd drwy absenoldeb salwch am y cyfnod 1 Ebrill 2016 hyd at 31 Mawrth 2017 oedd 139.5 (2015-16: 271.0).

O'r diwrnodau gwaith a gollwyd drwy salwch, roedd 100% (2015-16: 66%) ohonynt oherwydd absenoldeb tymor byr a 0% (2015-16: 34%) oherwydd absenoldeb hirdymor. Diffiniad absenoldeb hirdymor yw absenoldeb o fwy nag 20 diwrnod am yr un rheswm.

Cyfartaledd y diwrnodau gwaith a gollwyd fesul pen (cywerth â llawn amser) oedd 3.1 (2015-16: 5.6) a hynny wedi ei seilio ar 45.4 [1] aelod o staff cywerth â llawn amser (2015-16: 48.0 [1]).

Trosiant staff

Roedd cyfradd trosiant staff yn 2016-17 yn 14.5% (2015-16: 6.2%).

Cofrestr rhoddion

Mae gan y Comisiynydd gofrestr rhoddion. Nid oes unrhyw eitem a gofnodwyd yn ystod y flwyddyn yn cael ei hystyried o bwys materol fel y bo angen ei chynnwys yn y datganiadau ariannol hyn.

[1] At bwrpas y datgeliad mae aelodau staff cywerth â llawn amser yn cynnwys Comisiynydd y Gymraeg a 44.4 swyddog cywerth â llawn amser (2015-16: 47.0)

Staff report

Age/sex demography of workforce

The average age of the Welsh Language Commissioner's workforce on 31 March 2017 was 36 years (31 March 2016: 36 years).

The gender demography of the directors and officers on 31 March 2017 is summarised in the table below.

	31 March 2017		31 March 2016	
	Male	**Female**	Male	Female
	%	**%**	%	%
Commissioner and Directors	**33.3**	**66.7**	33.3	66.7
Other officers	**32.5**	**67.5**	37.5	62.5
Total	**32.6**	**67.4**	37.3	62.7

Managing absence and attendance

The total number of work days lost through sickness absence for the period 1 April 2016 to 31 March 2017 was 139.5 (2015-16: 271.0).

Of the work days lost through sickness 100% (2015-16: 66%) of them were due to short-term sickness and 0% (2015-16: 34%) were lost due to long-term sickness. Long-term absence means an absence of more than 20 days for the same reason.

The average work days lost per head (full-time equivalent) was 3.1 (2015-16: 5.6) based on 45.4 [1] full-time equivalent members of staff (2015-16: 48.0 [1]).

Staff turnover

The staff turnover rate in 2016-17 was 14.5% (2015-16: 6.2%).

Gifts register

The Commissioner operates a gifts register. No item noted during the year is considered of material interest for inclusion in these financial statements.

[1] For the purpose of disclosure the full-time equivalent members of staff comprise the Welsh Language Commissioner and 44.4 full-time equivalent officers (2015-16: 47.0)

Niferoedd swyddogion a chostau perthnasol

	2016-17 £000	2015-16 £000
Cyflogau (cytundebau parhaol)	**1,410**	1,521
Cyflogau (cytundebau cyfnod penodol)	**214**	193
Costau nawdd cymdeithasol	**136**	116
Costau pensiwn	**340**	356
	2,100	2,186
Ffioedd aelodau o bwyllgorau (1)	**5**	10
Costau swyddogion drwy asiantaeth	**7**	-
Cyfanswm	**2,112**	2,196

Niferoedd swyddogion	**2016-17**	2015-16
Comisiynydd y Gymraeg	**1.0**	1.0
Swyddogion a gyflogir ar gytundebau parhaol	**37.4**	40.3
Swyddogion a gyflogir ar gytundebau cyfnod penodol	**7.0**	6.7
Swyddogion drwy asiantaeth	**0.2**	0.0
Nifer cyfartalog (2)	**45.6**	48.0
Aelodau o bwyllgorau (1)	**9**	9

1 – Mae'r aelodau yn cynnwys 5 aelod o'r Panel Cynghori (2015-16: 5) a 4 aelod o'r Pwyllgor Archwilio a Risg (2015-16: 4). Talwyd ffioedd o £256 y dydd i'r Cadeirydd a £198 y dydd i aelodau eraill. Ildiodd Nigel Annett ei ffi am fynychu'r Pwyllgor Archwilio a Risg.

2 – Nifer cywerth â llawn amser a gyflogwyd yn ystod y flwyddyn.

Ceir gwybodaeth am fuddiannau cyflog a phensiwn y Comisiynydd a swyddogion hŷn y Comisiynydd ar dudalennau 124 i 136.

Officer numbers and related costs

	2016-17 £000	2015-16 £000
Salaries (permanent contracts)	**1,410**	1,521
Salaries (fixed term contracts)	**214**	193
Social security costs	**136**	116
Pension costs	**340**	356
	2,100	2,186
Committee members' fees (1)	**5**	10
Agency staff costs	**7**	-
Total cost	**2,112**	2,196

Staff numbers	**2016-17**	2015-16
Welsh Language Commissioner	**1.0**	1.0
Officers employed on permanent contracts	**37.4**	40.3
Officers employed on fixed term contracts	**7.0**	6.7
Agency staff	**0.2**	0.0
Average numbers (2)	**45.6**	48.0
Committee members (1)	**9**	9

1 – Comprised of 5 members of the Advisory Panel (2015-16: 5) and 4 members of the Audit and Risk Committee (2015-16: 4). The fees paid were £256 per day for the Chair and £198 per day for other members. Nigel Annett waived his fee for attending the Audit and Risk Committee.

2 – Full Time Equivalents employed during the year.

The salary and pension entitlements of the Commissioner and officers in the most senior positions are included on pages 125 to 137.

Pensiynau

Ceir manylion pensiynau ar dudalennau 130 i 136.

Mae Prif Gynllun Pensiwn y Gwasanaeth Sifil (PGPGS) yn gynllun buddiannau diffiniedig heb ei ariannu ar gyfer nifer o gyflogwyr ac o ganlyniad nid oes modd i Gomisiynydd y Gymraeg adnabod ei chyfran o'r asedau a'r rhwymedigaethau sylfaenol. Pennodd actiwari'r cynllun ei werth ar 31 Mawrth 2012. Mae gwybodaeth ar gael yng nghyfrifon adnoddau Swyddfa'r Cabinet: Civil Superannuation (www.civilservice.gov.uk/pensions).

Ar gyfer 2016-17, roedd cyfraniadau'r cyflogwr o £338,000 (2015-16: £347,000) yn daladwy i'r PGPGS ar un o bedair graddfa rhwng 20.0% a 24.5% o gyflog pensiynadwy, yn seiliedig ar fandiau cyflog. Mae Actiwari'r Cynllun yn adolygu cyfraniadau'r cyflogwr, gan amlaf bob pedair blynedd, yn dilyn prisiant llawn o'r cynllun. Mae graddfeydd y cyfraniadau yn adlewyrchu buddiannau a gronnwyd yn ystod 2016-17 i'w talu ar ymddeoliad yr aelod, nid y buddiannau a dalwyd yn ystod y cyfnod hwn i bensiynwyr presennol.

Gall swyddogion ddewis agor cyfrif pensiwn partneriaeth, cynllun pensiwn rhanddeiliad â chyfraniad cyflogwr. Talwyd cyfraniadau'r cyflogwr o £3,000 (2015-16: £9,000) i un neu fwy o banel o dri o ddarparwyr pensiwn rhanddeiliad penodedig. Mae cyfraniadau'r cyflogwr yn ddibynnol ar oedran ac ar raddfa rhwng 8.0% a 14.75% o gyflog pensiynadwy. Mae'r cyflogwr hefyd yn rhoi cyfraniad cyfatebol o hyd at 3% o gyflog pensiynadwy. Yn ogystal roedd cyfraniadau cyflogwr o £150 (2015-16: £300), 0.5% o gyflog pensiynadwy, yn daladwy i PGPGS i warchod rhag cost darparu yn y dyfodol am gyfandaliadau buddiant marwolaeth mewn swydd neu ymddeoliad o achos afiechyd y cyflogeion hyn.

Pensions

Details of pensions are included on pages 131 to 137.

The Principal Civil Service Pension Scheme (PCSPS) is an unfunded multi-employer defined benefit scheme but the Welsh Language Commissioner is unable to identify its share of the underlying assets and liabilities. The scheme actuary valued the scheme as at 31 March 2012. You can find details in the resource accounts of the Cabinet Office: Civil Superannuation (www.civilservice.gov.uk/pensions).

For 2016-17, employers' contributions of £338,000 (2015-16: £347,000) were payable to the PCSPS at one of four rates in the range 20.0% to 24.5% of pensionable pay, based on salary bands. The Scheme Actuary reviews employer contributions usually every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits accruing during 2016-17 to be paid when the member retires and not the benefits paid during this period to existing pensioners.

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £3,000 (2015-16: £9,000) were paid to one or more of the panel of three appointed stakeholder pension providers. Employer contributions are age-related and range from 8.0% to 14.75% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £150 (2015-16: £300), 0.5% of pensionable pay was payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service or ill health retirement of these employees.

Datganiad o Gyfrifoldebau'r Swyddog Cyfrifyddu

Yn unol ag Atodlen 1 Paragraff 18(1), Mesur y Gymraeg (Cymru) 2011, mae'n ofynnol i Gomisiynydd y Gymraeg lunio cyfrifon o ran pob blwyddyn ariannol yn unol â chyfarwyddiadau a roddir, gyda chydsyniad Trysorlys EM, gan Weinidogion Cymru.

Llunnir y cyfrifon ar sail groniadol, ac mae'n rhaid iddynt roi darlun gwir a theg o sefyllfa'r Comisiynydd ar ddiwedd y cyfnod, ac o'r gwariant net, newidiadau yn ecwiti'r trethdalwr a'r llifoedd arian am y flwyddyn.

Wrth baratoi'r cyfrifon mae'n ofynnol i'r Swyddog Cyfrifyddu gydymffurfio â gofynion y Government Financial Reporting Manual ac yn arbennig i:

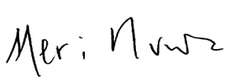
- ufuddhau i'r cyfarwyddyd cyfrifon a roddwyd gan Weinidogion Cymru, gan gynnwys y gofynion perthnasol o ran cadw cyfrifon a datgeliadau, a gweithredu polisïau cyfrifo perthnasol a'u defnyddio'n gyson;
- llunio penderfyniadau ac amcangyfrifon mewn modd rhesymol;
- datgan a gadwyd at y safonau cyfrifo perthnasol a osodwyd yn y Government Financial Reporting Manual, a datgelu ac esbonio unrhyw wyro materol a welir yn y cyfrifon; a
- llunio cyfrifon ar sail bod yn fusnes gweithredol.

Yn unol ag Atodlen 1 Paragraff 16(1), Mesur y Gymraeg (Cymru) 2011, y Comisiynydd yw'r Swyddog Cyfrifyddu.

Mae cyfrifoldebau'r Swyddog Cyfrifyddu, gan gynnwys cyfrifoldeb am sicrhau priodoldeb a rheoleidd-dra'r cyllid cyhoeddus y mae'r Swyddog Cyfrifyddu'n atebol amdano, tros gadw cofnodion priodol ac i warchod asedau Comisiynydd y Gymraeg, wedi eu nodi yn y memorandwm, Managing Public Money, a gyhoeddwyd gan Drysorlys EM a Rheoli Arian Cyhoeddus Cymru, a gyhoeddwyd gan Lywodraeth Cymru.

Fel Swyddog Cyfrifyddu gallaf gadarnhau:

- hyd y gwn, nid oes unrhyw wybodaeth archwilio berthnasol nad yw archwilwyr yr endid yn ymwybodol ohonynt;
- fy mod wedi cymryd pob cam y dylwn fod wedi ei gymryd i wneud fy hun yn ymwybodol o unrhyw wybodaeth archwilio berthnasol ac i sicrhau bod archwilwyr yr endid yn ymwybodol o'r wybodaeth honno; a
- bod yr adroddiad blynyddol a'r cyfrifon hyn yn deg, yn gytbwys ac yn ddealladwy a fy mod yn cymryd cyfrifoldeb personol amdanynt ac am y farn sydd ei hangen er mwyn pennu eu bod yn deg, yn gytbwys ac yn ddealladwy.



Meri Huws

Swyddog Cyfrifyddu,
Comisiynydd y Gymraeg

15 Awst 2017

Statement of the Accounting Officer's Responsibilities

Under Schedule 1 Paragraph 18(1) of the Welsh Language (Wales) Measure 2011, the Welsh Language Commissioner is required to prepare accounts in respect of each financial year in accordance with directions given, with the consent of HM Treasury, by the Welsh Ministers.

The accounts are prepared on an accruals basis and must give a true and fair view of the Commissioner's state of affairs at the period end and its net expenditure, changes in taxpayers' equity and cash flows for the year.

In preparing the accounts the Accounting Officer is required to comply with the requirements of the Government Financial Reporting Manual and in particular to:

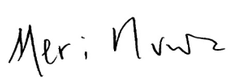
- observe the accounts direction issued by the Welsh Ministers, including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis;
- make judgements and estimates on a reasonable basis;
- state whether applicable accounting standards as set out in the Government Financial Reporting Manual have been followed, and disclose and explain any material departures in the accounts; and
- prepare the accounts on a going concern basis.

In accordance with Schedule 1 Paragraph 16(1) of the Welsh Language (Wales) Measure 2011 the Commissioner is the Accounting Officer.

The responsibilities of an Accounting Officer, including responsibility for the propriety and regularity of the public finances for which the Accounting Officer is answerable, for keeping proper records and for safeguarding the Welsh Language Commissioner's assets, are set out in the memorandum, Managing Public Money, published by HM Treasury and Managing Welsh Public Money, published by the Welsh Government.

As Accounting Officer, I confirm that:

- as far as I am aware, there is no relevant audit information of which the entity's auditors are unaware;
- I have taken all the steps that I ought to have taken to make myself aware of any relevant audit information and to establish that the entity's auditors are aware of that information; and
- this annual report and accounts as a whole is fair, balanced and understandable and that I take personal responsibility for this annual report and accounts and the judgments required for determining that it is fair, balanced and understandable.



Meri Huws

Accounting Officer,
Welsh Language Commissioner

15 August 2017

Tystysgrif ac Adroddiad archwilio Archwilydd Cyffredinol Cymru, i Gynulliad Cenedlaethol Cymru

Ardystiaf fy mod wedi archwilio datganiadau ariannol Comisiynydd y Gymraeg am y flwyddyn a ddaeth i ben 31 Mawrth 2017 o dan Fesur y Gymraeg (Cymru) 2011. Mae'r rhain yn cynnwys y Datganiad Gwariant Net Cynhwysfawr, y Datganiad ar y Sefyllfa Ariannol, y Datganiad Llif Arian Parod a'r Datganiad o Newidiadau o ran Ecwiti Trethdalwyr a'r nodiadau cysylltiedig. Paratowyd y datganiadau ariannol hyn o dan y polisïau cyfrifyddu a nodir ynddynt. Rwyf hefyd wedi archwilio'r wybodaeth yn yr Adroddiad ar Gydnabyddiaeth y nodir ei bod wedi'i harchwilio yn yr adroddiad hwnnw.

Priod gyfrifoldebau'r Swyddog Cyfrifyddu a'r archwilydd

Fel yr eglurir yn fanylach yn y Datganiad o Gyfrifoldebau'r Swyddog Cyfrifyddu, mae'r Swyddog Cyfrifyddu yn gyfrifol am baratoi'r datganiadau ariannol, yn unol â Mesur y Gymraeg (Cymru) 2011 a chyfarwyddiadau a wnaed gan Weinidogion Cymru o dan y Mesur hwnnw, ac am sicrhau rheoleidd-dra'r trafodion ariannol.

Fy nghyfrifoldeb i yw archwilio ac ardystio'r datganiadau ariannol a chyflwyno adroddiad arnynt yn unol â'r gyfraith berthnasol a'r Safonau Archwilio Rhyngwladol (y DU ac Iwerddon). Mae'r safonau hyn yn ei gwneud yn ofynnol i mi gydymffurfio â Safonau Moesegol y Cyngor Adroddiadau Ariannol ar gyfer Archwilwyr.

Cwmpas yr archwiliad o'r datganiadau ariannol

Cynhelir archwiliad er mwyn cael tystiolaeth ddigonol o'r symiau a'r datgeliadau yn y datganiadau ariannol i roi sicrwydd rhesymol nad oes unrhyw gamddatganiadau perthnasol yn y datganiadau ariannol, boed hynny drwy dwyll neu wall. Mae hyn yn cynnwys asesu'r canlynol: pa un a yw'r polisïau cyfrifyddu yn briodol i amgylchiadau Comisiynydd y Gymraeg a pha un a ydynt wedi'u cymhwyso'n gyson a'u datgelu'n ddigonol; rhesymoldeb amcangyfrifon cyfrifyddu arwyddocaol a wnaed gan Gomisiynydd y Gymraeg; a'r ffordd y cyflwynwyd y datganiadau ariannol yn gyffredinol.

Mae hefyd yn ofynnol i mi gael tystiolaeth ddigonol i roi sicrwydd rhesymol bod y gwariant a'r incwm wedi'u cymhwyso at y dibenion y'u bwriadwyd gan Gynulliad Cenedlaethol Cymru a bod y trafodion ariannol yn cydymffurfio â'r awdurdodau sy'n eu llywodraethu.

Yn ogystal, darllenaf yr holl wybodaeth ariannol ac anariannol yn y Adroddiad Blynyddol er mwyn nodi anghysondebau perthnasol â'r datganiadau ariannol archwiliedig a nodi unrhyw wybodaeth sy'n ymddangos fel petai'n berthnasol anghywir ar sail y wybodaeth a ddaeth i law wrth i mi gyflawni'r archwiliad neu sy'n berthnasol anghyson â'r wybodaeth honno. Os dof yn ymwybodol o unrhyw gamddatganiadau neu anghysondebau perthnasol amlwg, ystyriaf y goblygiadau i'm hadroddiad.

The Certificate and Report of the Auditor General for Wales, to the National Assembly for Wales

I certify that I have audited the financial statements of the Welsh Language Commissioner for the year ended 31 March 2017 under the Welsh Language (Wales) Measure 2011. These comprise the Statement of Comprehensive Net Expenditure, Statement of Financial Position, Statement of Cash Flows, and Statement of Changes in Taxpayers Equity and related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.

Respective responsibilities of the Accounting Officer and auditor

As explained more fully in the Statement of Accounting Officer's Responsibilities, the Accounting Officer is responsible for preparing the financial statements, in accordance with the Welsh Language (Wales) Measure 2011 and Welsh Ministers' directions made there under and for ensuring the regularity of financial transactions.

My responsibility is to audit, certify and report on the financial statements in accordance with applicable law and with International Standards on Auditing (UK and Ireland). These standards require me to comply with the Financial Reporting Council's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Welsh Language Commissioner's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Welsh Language Commissioner; and the overall presentation of the financial statements.

In addition, I am required to obtain evidence sufficient to give reasonable assurance that the expenditure and income have been applied to the purposes intended by the National Assembly for Wales and the financial transactions conform to the authorities which govern them.

In addition I read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by me in the course of performing the audit. If I become aware of any apparent material misstatements or inconsistencies I consider the implications for my certificate and report.

Barn ar y Datganiadau Ariannol

Yn fy marn i, mae'r datganiadau ariannol:

- yn rhoi darlun gwir a theg o sefyllfa Comisiynydd y Gymraeg ar 31 Mawrth 2017 a'i gwariant net am y flwyddyn a ddaeth i ben bryd hynny; ac
- wedi'u paratoi'n briodol yn unol â chyfarwyddiadau Gweinidogion Cymru a gyhoeddwyd o dan Fesur y Gymraeg (Cymru) 2011.

Barn ar Reoleidd-dra

Yn fy marn i, mae'r gwariant a'r incwm a nodir yn y datganiadau ariannol wedi eu defnyddio at y dibenion a fwriadwyd gan Gynulliad Cenedlaethol Cymru ymhob ffordd berthnasol ac mae'r trafodion ariannol a gofnodir yn y datganiadau ariannol yn cydymffurfio â'r awdurdodau sy'n eu llywodraethu.

Barn ar faterion eraill

Yn fy marn i:

- mae'r rhan o'r Adroddiad ar Gydnabyddiaeth i'w harchwilio wedi ei pharatoi'n briodol yn unol â chyfarwyddiadau Gweinidogion Cymru a wnaed o dan Fesur y Gymraeg (Cymru) 2011; ac
- mae'r wybodaeth yn yr Adroddiad Blynyddol yn gyson â'r datganiadau ariannol.

Materion y cyflwynaf adroddiad arnynt drwy eithriad

Nid oes gennyf unrhyw beth i'w nodi o ran y materion canlynol, y cyflwynaf adroddiad i chi arnynt os bydd yr amgylchiadau canlynol yn berthnasol, yn fy marn i:

- nid yw'r Datganiad Llywodraethiant Blynyddol yn adlewyrchu cydymffurfiaeth â chanllawiau Gweinidogion Cymru;
- ni chadwyd cofnodion cyfrifyddu priodol;
- nid yw'r datganiadau ariannol na'r rhan o'r Adroddiad Taliadau Cydnabyddiaeth sydd i'w harchwilio, yn gyson â'r cofnodion a'r ffurflenni cyfrifyddu;
- ni ddatgelwyd gwybodaeth a ddynodwyd gan Weinidogion Cymru o ran cydnabyddiaeth a thrafodion eraill; neu
- nid wyf wedi derbyn yr holl wybodaeth a'r esboniadau sydd eu hangen arnaf ar gyfer fy archwiliad.

Opinion on Financial Statements

In my opinion the financial statements:

- give a true and fair view of the state of the Welsh Language Commissioner's affairs as at 31 March 2017 and of its net expenditure for the year then ended; and
- have been properly prepared in accordance with Welsh Ministers' directions issued under the Welsh Language (Wales) Measure 2011.

Opinion on Regularity

In my opinion, in all material respects, the expenditure and income in the financial statements have been applied to the purposes intended by the National Assembly for Wales and the financial transactions recorded in the financial statements conform to the authorities which govern them.

Opinion on other matters

In my opinion:

- the part of the Remuneration Report to be audited has been properly prepared in accordance with Welsh Ministers' directions made under the Welsh Language (Wales) Measure 2011; and
- the information in the Annual Report is consistent with the financial statements.

Matters on which I report by exception

I have nothing to report in respect of the following matters which I report to you if, in my opinion:

- the Annual Governance Statement does not reflect compliance with Welsh Ministers';
- proper accounting records have not been kept;
- the financial statements and the part of the Remuneration Report to be audited are not in agreement with the accounting records and returns;
- information specified by Welsh Ministers regarding the remuneration and other transactions is not disclosed; or
- I have not received all of the information and explanations I require for my audit.

Adroddiad

Nid oes gennyf sylwadau i'w gwneud ar y datganiadau ariannol hyn.

Cyfrifoldeb y Comisiynydd yw i gynnal a chadw a sicrhau uniondeb gwefan Comisiynydd y Gymraeg; nid yw gwaith sydd yn cael ei gynnal gan yr archwilwyr yn ymwneud ag ystyried y materion hyn, ac o ganlyniad, nid yw'r archwilwyr yn derbyn unrhyw gyfrifoldeb dros unrhyw newidiadau a allai fod wedi digwydd i'r datganiadau ariannol ers cael eu cyhoeddi gyntaf ar y wefan.

Huw Vaughan Thomas
Archwilydd Cyffredinol Cymru
30 Awst 2017

Swyddfa Archwilio Cymru
24 Heol y Gadeirlan
Caerdydd
CF11 9LJ

Report

I have no observations to make on these financial statements.

The Auditor General for Wales has certified and reported on these accounts in their original form. This version is a translation of the original Welsh version. The responsibility for the accuracy of this translation lies with the Welsh Language Commissioner, and not with the Auditor General.

The maintenance and integrity of the Welsh Language Commissioner's website is the responsibility of the Commissioner; the work carried out by the auditors does not involve consideration of these matters and accordingly the auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website.

Huw Vaughan Thomas
Auditor General for Wales
30 August 2017

Wales Audit Office
24 Cathedral Road
Cardiff
CF11 9LJ

Datganiadau Ariannol

Datganiad Gwariant Net Cynhwysfawr 154

Datganiad Sefyllfa Ariannol 156

Datganiad Llifoedd Arian 158

Datganiad Newidiadau yn Ecwiti'r Trethdalwyr 160

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Statement of Cash Flows 159

Statement of Changes in Taxpayers' Equity 161

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Datganiad Gwariant Net Cynhwysfawr am y flwyddyn hyd at 31 Mawrth 2017

	Nodiadau	2016-17 £000	2016-17 £000	2015-16 £000	2015-16 £000
Gwariant					
Costau swyddogion		**2,112**		2,196	
Gweinyddu	4	**748**		845	
Grantiau		**-**		60	
Gwariant rhaglenni eraill	5	**221**		233	
Dibrisiant ac amorteiddiad	6,7	**44**		67	
			3,125		3,401
Incwm	3		**(69)**		-
Gwariant net			**3,056**		3,401
Llog a dderbyniwyd			**(1)**		(1)
Gwariant net ar ôl llog			**3,055**		3,400

Mae'r holl weithgareddau a gwblhawyd yn ystod y flwyddyn yn parhau.

Ceir manylion costau swyddogion yn yr Adroddiad ar Daliadau Cydnabyddiaeth ac Adroddiad Staff ar dudalennau 124 i 142.

Mae'r nodiadau ar dudalennau 162 i 182 yn rhan o'r cyfrifon hyn.

Statement of Comprehensive Net Expenditure for the year ended 31 March 2017

	Notes	2016-17 £000	2016-17 £000	2015-16 £000	2015-16 £000
Expenditure					
Officers' costs		**2,112**		2,196	
Administration	4	**748**		845	
Grants		**-**		60	
Other programme expenditure	5	**221**		233	
Depreciation and amortisation	6,7	**44**		67	
			3,125		3,401
Income	3		**(69)**		-
Net expenditure			**3,056**		3,401
Interest receivable			**(1)**		(1)
Net expenditure after interest			**3,055**		3,400

All activities undertaken during the year are continuing.

Details of officers' costs are included in the Remuneration and Staff Report on pages 125 to 143.

The notes on pages 163 to 183 form part of these accounts.

Datganiad Sefyllfa Ariannol ar 31 Mawrth 2017

	Nodiadau	31 Mawrth 2017 £000	31 Mawrth 2017 £000	31 Mawrth 2016 £000	31 Mawrth 2016 £000
Asedau nad ydynt yn gyfredol					
Asedau anghyffyrddadwy	6	**11**		18	
Eiddo, offer a pheiriannau	7	**83**		102	
Cyfanswm asedau nad ydynt yn gyfredol			**94**		120
Asedau cyfredol					
Masnach a symiau eraill sy'n dderbyniadwy	8	**106**		142	
Arian parod ac arian cywerth	9	**1,003**		954	
Cyfanswm asedau cyfredol			**1,109**		1,096
Cyfanswm asedau			**1,203**		1,216
Rhwymedigaethau cyfredol					
Masnach a symiau eraill sy'n daladwy	10	**(330)**		(337)	
Cyfanswm rhwymedigaethau cyfredol			**(330)**		(337)
Cyfanswm asedau nad ydynt yn gyfredol ac asedau cyfredol net			**873**		879
Rhwymedigaethau nad ydynt yn gyfredol					
Darpariaethau	11	**(174)**		(176)	
Cyfanswm rhwymedigaethau nad ydynt yn gyfredol			**(174)**		(176)
Asedau llai rhwymedigaethau			**699**		703
Ecwiti'r trethdalwyr					
Cronfa gyffredinol			**699**		703
			699		703

Mae'r nodiadau ar dudalennau 162 i 182 yn rhan o'r cyfrifon hyn.

Mae'r datganiadau ariannol ar dudalennau 154 i 160 wedi eu cymeradwyo gan y Swyddog Cyfrifyddu ac wedi eu llofnodi gan:

Meri Huws

Meri Huws
Swyddog Cyfrifyddu
Comisiynydd y Gymraeg
15 Awst 2017

Statement of Financial Position as at 31 March 2017

	Nodiadau	31 March 2017 £000	31 March 2017 £000	31 March 2016 £000	31 March 2016 £000
Non-Current assets					
Intangible assets	6	**11**		18	
Property, plant & equipment	7	**83**		102	
Total non-current assets			**94**		120
Current assets					
Trade and other receivables	8	**106**		142	
Cash and cash equivalents	9	**1,003**		954	
Total current assets			**1,109**		1,096
Total assets			**1,203**		1,216
Current liabilities					
Trade and other payables	10	**(330)**		(337)	
Total current liabilities			**(330)**		(337)
Non-current assets plus net current assets			**873**		879
Non-current liabilities					
Provisions	11	**(174)**		(176)	
Total non-current liabilities			**(174)**		(176)
Assets less liabilities			**699**		703
Taxpayers' equity					
General reserve			**699**		703
			699		703

The notes on pages 163 to 183 form part of these accounts.

The financial statements on pages 155 to 161 were approved by the Accounting Officer and signed by:

Meri Huws

Meri Huws
Accounting Officer
Welsh Language Commissioner
15 August 2017

Datganiad Llifoedd Arian am y flwyddyn hyd at 31 Mawrth 2017

	Nodiadau	**2016-17 £000**	2015-16 £000
Llifoedd arian o weithgareddau gweithredu			
Gwariant net		**(3,056)**	(3,401)
Amorteiddiad ar asedau anghyffyrddadwy	6	**8**	21
Dibrisiant ar eiddo, offer a pheiriannau	7	**36**	46
Colled ar werthiant asedau nad ydynt yn gyfredol		**-**	-
Lleihad / (Cynnydd) mewn derbyniadau masnach ac asedau cyfredol eraill	8	**36**	(6)
(Lleihad) / Cynnydd mewn taliadau masnach a thaliadau eraill	10	**(7)**	(275)
(Lleihad) / Cynnydd mewn darpariaethau	11	**(2)**	6
(All-lif) arian net o weithgareddau gweithredu		**(2,985)**	(3,609)
Llifoedd arian o weithgareddau buddsoddi			
Llog a dderbyniwyd		**1**	1
Taliad i gaffael asedau anghyffyrddadwy	6	**(1)**	-
Taliad i gaffael eiddo, offer a pheiriannau	7	**(17)**	(21)
Derbyniadau am werthiant eiddo, offer a pheiriannau		**-**	-
(All-lif) arian net o weithgareddau buddsoddi		**(17)**	(20)
Llifoedd arian o weithgareddau cyllido			
Cyllido gan Weinidogion Cymru		**3,051**	3,540
Cyllido net		**3,051**	3,540
Cynnydd / (Lleihad) net mewn arian parod ac arian cywerth		**49**	(89)
Arian parod ac arian cywerth ar ddechrau'r cyfnod	9	**954**	1,043
Arian parod ac arian cywerth ar ddiwedd y cyfnod	9	**1,003**	954

Mae'r nodiadau ar dudalennau 162 i 182 yn rhan o'r cyfrifon hyn.

Statement of Cash Flows for the year ended 31 March 2017

	Notes	**2016-17 £000**	2015-16 £000
Cash flows from operating activities			
Net expenditure		**(3,056)**	(3,401)
Amortisation of intangible assets	6	**8**	21
Depreciation of property, plant & equipment	7	**36**	46
Loss on sale of non-current assets		**-**	-
Decrease / (Increase) in trade and other receivables	8	**36**	(6)
(Decrease) / Increase in trade payables and other payables	10	**(7)**	(275)
(Decrease) / Increase in provisions	11	**(2)**	6
Net cash (outflow) from operating activities		**(2,985)**	(3,609)
Cash flows from investing activities			
Interest received		**1**	1
Purchase of intangible assets	6	**(1)**	-
Purchase of property, plant and equipment	7	**(17)**	(21)
Proceeds of disposal of property, plant and equipment		**-**	-
Net cash (outflow) from investing activities		**(17)**	(20)
Cash flows from financing activities			
Financing from Welsh Ministers		**3,051**	3,540
Net financing		**3,051**	3,540
Net increase / (decrease) in cash and cash equivalents in the period		**49**	(89)
Cash and cash equivalents at the beginning of the period	9	**954**	1,043
Cash and cash equivalents at the end of the period	9	**1,003**	954

The notes on pages 163 to 183 form part of these accounts.

Datganiad Newidiadau yn Ecwiti'r Trethdalwyr ar gyfer y flwyddyn hyd at 31 Mawrth 2017

	£000
Balans ar 1 Ebrill 2015	563
Newidiadau mewn cronfeydd ar gyfer 2015-16	
(Diffyg) a gadwyd	(3,400)
Cyfanswm incwm a gwariant a gydnabyddir ar gyfer 2015-16	(3,400)
Cyllido gan Weinidogion Cymru	3,540
Balans ar 31 Mawrth 2016	**703**
Newidiadau mewn cronfeydd ar gyfer 2016-17	
(Diffyg) a gadwyd	(3,055)
Cyfanswm incwm a gwariant a gydnabyddir ar gyfer 2016-17	(3,055)
Cyllido gan Weinidogion Cymru	3,051
Balans ar 31 Mawrth 2017	**699**

Mae'r nodiadau ar dudalennau 162 i 182 yn rhan o'r cyfrifon hyn.

Statement of Changes in Taxpayers' Equity for the year ended 31 March 2017

	£000
Balance at 1 April 2015	563
Changes in Reserves for 2015-16	
Retained (Deficit)	(3,400)
Total recognised income and expense for 2015-16	(3,400)
Financing from Welsh Ministers	3,540
Balance at 31 March 2016	**703**
Changes in Reserves for 2016-17	
Retained (Deficit)	(3,055)
Total recognised income and expense for 2016-17	(3,055)
Financing from Welsh Ministers	3,051
Balance at 31 March 2017	**699**

The notes on pages 163 to 183 form part of these accounts.

Nodiadau'r cyfrifon am y flwyddyn hyd at 31 Mawrth 2017

Lluniwyd y cyfrifon hyn yn unol â Government Financial Reporting Manual (FReM) 2016-17 a gyhoeddwyd gan Drysorlys EM, ac unrhyw Gyfarwyddyd Cyfrifon a gyhoeddwyd gan Weinidogion Cymru, gyda chaniatâd y Trysorlys. Mae'r polisïau cyfrifyddol a gynhelir yn y FReM yn gweithredu Safonau Adrodd Ariannol Rhyngwladol (IFRS), wedi eu haddasu neu eu dehongli ar gyfer cyd-destun y sector cyhoeddus. Lle bo'r FReM yn caniatáu dewis polisi cyfrifyddol, dewiswyd y polisi cyfrifyddol a ystyrir fwyaf addas ar gyfer amgylchiadau neilltuol Comisiynydd y Gymraeg, er mwyn rhoi barn gywir a theg. Disgrifir isod y polisïau neilltuol a ddilynwyd gan Gomisiynydd y Gymraeg. Fe'u gweithredwyd yn gyson wrth ddelio â'r eitemau a ystyrir yn berthnasol i'r cyfrifon.

1 Datganiad polisïau cyfrifo

(1.1) Confensiynau cyfrifo

Lluniwyd y cyfrifon hyn yn unol â'r confensiwn cost hanesyddol. Nid yw'r Comisiynydd wedi ailbrisio unrhyw eiddo, offer a pheiriannau nac unrhyw asedau anghyffyrddadwy gan nad yw addasiadau ailbrisio, ym marn y Comisiynydd, yn sylweddol.

(1.2) Cyllido

Mae Comisiynydd y Gymraeg yn derbyn symiau gan Weinidogion Cymru mewn cysylltiad â gwariant a dynnir wrth gyflawni'r swyddogaethau. Ystyrir y symiau hyn yn rhai ariannu ac fe'u credydir i'r Gronfa Gyffredinol adeg eu derbyn.

(1.3) Incwm

Caiff incwm ei gydnabod yn y flwyddyn ariannol y darperir y gwasanaeth. Mae incwm sydd wedi ei anfonebu cyn bod y gwasanaeth wedi ei ddarparu yn cael ei drin fel incwm gohiriedig.

(1.4) Asedau anghyffyrddadwy

Mae asedau sefydlog anghyffyrddadwy dros £1,000, gan gynnwys TAW anadferadwy, yn cael eu cyfalafu. Mae asedau anghyffyrddadwy yn cynnwys trwyddedau meddalwedd cyfrifiadurol a thrwyddedau eraill. Grwpiwyd nifer o asedau o'r un math gyda'i gilydd wrth bennu a ydynt uwchben neu o dan y trothwy.

Cynhwysir asedau sefydlog anghyffyrddadwy ar eu cost hanesyddol. Nid yw'r asedau sefydlog anghyffyrddadwy wedi eu hailbrisio, gan na fyddai'r addasiadau o ailbrisio yn sylweddol.

Notes to the accounts for the year ended 31 March 2017

These financial statements have been prepared in accordance with the 2016-17 Government Financial Reporting Manual (FReM) issued by HM Treasury, and any Accounts Direction issued by Welsh Ministers, with the consent of the Treasury. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS) as adapted or interpreted for the public sector context. Where the FReM permits a choice of accounting policy, the accounting policy which is judged to be most appropriate to the particular circumstance of the Welsh Language Commissioner, for the purpose of giving a true and fair view, has been selected. The particular policies adopted by the Welsh Language Commissioner are described below. They have been applied consistently in dealing with items that are considered material to the accounts.

1 Statement of accounting policies

(1.1) Accounting conventions

The accounts have been prepared under the historical cost convention. The Commissioner did not re-value any property, plant and equipment or intangible assets as any revaluation adjustments were not, in the Commissioner's opinion, material.

(1.2) Funding

The Welsh Language Commissioner receives amounts in respect of expenditure incurred in carrying out functions. These amounts are regarded as financing and are credited to the General Reserve on receipt.

(1.3) Income

Income is recognised in the financial year that the service is provided. Income invoiced in advance of the service being provided is classed as deferred income.

(1.4) Intangible assets

Intangible assets in excess of £1,000, including irrecoverable VAT, are capitalised. Intangible assets include software licences and other licences. A number of the same type of asset are grouped together to determine if they fall above or below the threshold.

Intangible assets are included at their historical cost. Intangible assets have not been revalued, given that revaluation adjustments are not material.

Bydd asedau sefydlog anghyffyrddadwy yn cael eu hamorteiddio drwy randaliadau cyfartal blynyddol dros eu hoes economaidd defnyddiol amcangyfrifedig, rhwng 3 a 10 mlynedd.

(1.5) Eiddo, offer a pheiriannau

Mae eiddo, offer a pheiriannau dros £1,000, gan gynnwys TAW anadferadwy, yn cael eu cyfalafu. Grwpiwyd nifer o asedau o'r un math gyda'i gilydd wrth bennu a ydynt uwchben neu o dan y trothwy.

Cynhwysir eiddo, offer a pheiriannau ar eu cost hanesyddol, gan gynnwys costau fel gwaith gosod y gellir eu priodoli'n uniongyrchol i ddod â nhw i'r cyflwr gweithio ar gyfer eu defnydd arfaethedig. Nid yw eiddo, offer a pheiriannau wedi eu hailbrisio, gan na fyddai'r addasiadau o ailbrisio yn sylweddol.

Bydd eiddo, offer a pheiriannau yn cael eu dibrisio drwy randaliadau cyfartal blynyddol dros hyd y les, neu eu hoes economaidd defnyddiol amcangyfrifedig, rhwng 36 a 90 mis.

(1.6) Darpariaethau

Cydnabyddir darpariaethau yn y Datganiad Sefyllfa Ariannol pan fydd gan Gomisiynydd y Gymraeg rwymedigaeth gyfreithiol neu adeiladol yn deillio o ddigwyddiad yn y gorffennol a bod tebygolrwydd y bydd angen all-lif o fudd economaidd i dalu'r rhwymedigaeth.

(1.7) Treth ar Werth

Nid yw Comisiynydd y Gymraeg wedi cofrestru ar gyfer Treth ar Werth. Adroddir ar bob gwariant a chyfalaf gan gynnwys TAW, os yw'n berthnasol, gan na ellir adennill TAW.

(1.8) Pensiynau

Telir i'r Tâl-feistr Cyffredinol symiau priodol i gynrychioli rhwymedigaethau cronedig Pensiwn y Gwasanaeth Sifil am bensiynau a buddiannau tebyg i bersonau a gyflogir gan y Comisiynydd ac am gostau gweinyddol sydd i'w priodoli i'r rhwymedigaethau a'u cyflawni.

Mae gweithwyr cyfredol a blaenorol yn dod o dan ddarpariaethau cynllun Pensiwn y Gwasanaeth Sifil. Ceir rhagor o fanylion yn yr Adroddiad Taliadau Cydnabyddiaeth ac Adroddiad Staff.

Intangible assets are amortised in equal annual instalments over their estimated useful economic lives, between 3 and 10 years.

(1.5) Property, plant and equipment

Property, plant and equipment over £1,000, including irrecoverable VAT, are capitalised. A number of the same type of asset are grouped together to determine if they fall above or below the threshold.

Property, plant and equipment are included at their historical cost including costs, such as installation costs, that can be directly attributed to bringing them to their required location and condition. Property, plant and equipment have not been revalued, given that revaluation adjustments are not material.

Property, plant and equipment are depreciated in equal annual instalments over the term of the lease or their estimated useful economic lives, between 36 and 90 months.

(1.6) Provisions

A provision is recognised in the Statement of Financial Position when The Welsh Language Commissioner has a legal or constructive obligation as a result of a past event and it is probable that an outflow of economic benefits will be required to settle the obligation.

(1.7) Value Added Tax

The Welsh Language Commissioner is not registered for Value Added Tax. Expenditure and capital is reported including VAT, where relevant, as no VAT can be recovered.

(1.8) Pensions

Payment is made to the Paymaster General of such sums as may be appropriate as representing accruing liabilities of the Civil Service Pension in respect of pensions and other similar benefits for persons employed by the Commissioner and in respect of the administrative expenses attributable to the liabilities and their discharge.

Past and present employees are covered by the provisions of the Civil Service Pension scheme. Further details are contained within the Remuneration and Staff Report.

(1.9) Buddion cyflogai

Cydnabyddir cyflogau, cyfraniadau yswiriant gwladol, a budd-dal ariannol ac anariannol ar gyfer cyflogeion cyfredol yn y Datganiad Gwariant Net Cynhwysfawr wrth i wasanaethau cyflogeion gael eu cyflawni. Polisi'r Comisiynydd yw cyfrif am absenoldebau tymor byr a ddigolledir (gwyliau blynyddol taladwy) fel rhwymedigaeth (cost cronedig) lle disgwylir setlo'r iawndal absenoldeb o fewn deuddeg mis ar ôl diwedd y cyfnod y mae'r cyflogeion yn cyflawni'r gwasanaeth ynddo.

(1.10) Prydlesi gweithredol

Mae rhentolion prydlesi gweithredol wedi eu cyflwyno i'r Datganiad Gwariant Net Cynhwysfawr yn y flwyddyn y maent yn berthnasol iddi.

2 Gwybodaeth segmentol

Mae gwariant, incwm a llog yn ymwneud yn uniongyrchol â gweithgareddau Comisiynydd y Gymraeg. Mae'r Comisiynydd yn gweithredu yng Nghymru ac yn ymdrin â materion sy'n effeithio ar y Gymraeg a gallu personau yng Nghymru i fyw eu bywydau drwy gyfrwng y Gymraeg. Dim ond un segment sy'n gweithredu ac fe adlewyrchir hyn yn y Datganiad Gwariant Net Cynhwysfawr, y Datganiad Sefyllfa Ariannol a'r nodiadau cysylltiedig.

3 Incwm

	2016-17 £000	2015-16 £000
Comisiynydd Cenedlaethau'r Dyfodol Cymru	**35**	-
Gweinidogion Cymru	**34**	-
	69	-

Mae incwm yn ymwneud â phrydles weithredol ar ran o'r anheddau yn Siambrau'r Farchnad, 5-7 Heol Fair, Caerdydd. Llofnodwyd prydles gyda Chomisiynydd Cenedlaethau Dyfodol Cymru ar 25/09/2016 a bydd yn dod i ben ar 10/12/2018.

The incwm o Weinidogion Cymru yn deillio o ymrwymiad a roddwyd gan Weinidogion Cymru i ddigolledu Comisiynydd y Gymraeg am yr incwm ar gyfer y cyfnod rhwng 01/04/2016 a'r dyddiad llofnodwyd y brydles.

(1.9) Employee benefits

Wages, salaries, national insurance contributions, bonuses payable and non-monetary benefit for current employees are recognised in the Statement of Comprehensive Net Expenditure as the employees' services are rendered. The Commissioner accounts for short-term compensated absences (paid annual leave) as a liability (accrued expense) where the compensation for absence is due to be settled within twelve months after the end of the period in which the employees render the service.

(1.10) Operating leases

Operating lease rentals are charged to the Statement of Comprehensive Net Expenditure in the year to which they relate.

2 Segmental information

Expenditure, income and interest relate directly to the activities of the Welsh Language Commissioner. The Commissioner's office operates in Wales and deals with issues that affect the Welsh language and the ability of persons in Wales to live their lives through the medium of Welsh. There is only one operational segment as reflected in the Statement of Comprehensive Net Expenditure, the Statement of Financial Position and the associated notes.

3 Income

	2016-17 £000	2015-16 £000
Future Generations Commissioner for Wales	**35**	-
Welsh Ministers	**34**	-
	69	-

Income relates to an operating lease on a part of the premises at Market Chambers, 5-7 St Mary Street, Cardiff. A lease with the Future Generations Commissioner for Wales was signed on 25/09/2016 and expires on 10/12/2018.

The income from Welsh Ministers derives from an undertaking given by Welsh Ministers to compensate the Welsh Language Commissioner for the loss of income for the period between 01/04/2016 and the date the lease was signed.

4 Gweinyddu

Yr oedd costau gweinyddu yn cynnwys:

	2016-17 £000	2015-16 £000
Llety – Rhent swyddfa	**119**	118
Llety – Costau eraill	**172**	172
Darpariaeth ar gyfer addurno a dadfeiliadau swyddfeydd	**6**	12
Teithio, cynhaliaeth a lletygarwch	**68**	93
Hyfforddiant a recriwtio	**33**	61
Cyfreithiol a phroffesiynol	**114**	136
Technoleg gwybodaeth a thelathrebu	**141**	145
Cyfathrebu	**32**	43
Cwasanaethau archwilwyr (tâl yr archwiliad allanol)	**15**	15
Costau gweinyddu eraill	**48**	50
	748	845

5 Gwariant rhaglenni eraill

Mae'r gwariant yn gysylltiedig â nifer y prosiectau yr ymgymerwyd â hwy. Roedd cyfanswm y gwariant yn ystod y flwyddyn yn £221,000 (2015-16: £233,000); ceir rhagor o fanylion ar dudalen 94.

4 Administration

Administration expenses included:

	2016-17 £000	2015-16 £000
Accommodation – Office rent lease costs	**119**	118
Accommodation – Other costs	**172**	172
Provision for premises redecoration and dilapidations	**6**	12
Travel, subsistence and hospitality	**68**	93
Training and recruitment	**33**	61
Legal and professional	**114**	136
Information Technology and telecommunications	**141**	145
Communication	**32**	43
Auditors' remuneration (external audit fee)	**15**	15
Other administrative expenses	**48**	50
	748	845

5 Other programme expenditure

The expenditure relates to numerous projects undertaken. The total expenditure during the year was £221,000 (2015-16: £233,000); further information is included on page 95.

6 Asedau sefydlog anghyffyrddadwy

	Trwyddedau meddalwedd £000	Trwyddedau £000	Cyfanswm £000
Cost			
Ar 31 Mawrth 2016	172	43	215
Ychwanegiadau	1	-	1
Gwerthiannau	(47)	-	(47)
Ar 31 Mawrth 2017	**126**	**43**	**169**
Amorteiddiad			
Ar 31 Mawrth 2016	168	29	197
Cost am y flwyddyn	4	4	8
Gwerthiannau	(47)	-	(47)
Ar 31 Mawrth 2017	**125**	**33**	**158**
Gwerth net yn y llyfrau ar 31 Mawrth 2017	**1**	**10**	**11**
Gwerth net yn y llyfrau ar 31 Mawrth 2016	4	14	18

Mae'r gwerthiannau yn deillio o ymarferiad i gadarnhau bodolaeth a pharhad defnydd economaidd yr asedau anghyffarddadwy a gwblhawyd yn ystod y flwyddyn.

6 Intangible assets

	Software Licences £000	Licences £000	Total £000
Cost			
At 31 March 2016	172	43	215
Additions	1	-	1
Disposals	(47)	-	(47)
At 31 March 2017	**126**	**43**	**169**
Amortisation			
At 31 March 2016	168	29	197
Charged in year	4	4	8
Disposals	(47)	-	(47)
At 31 March 2017	**125**	**33**	**158**
Net book value at 31 March 2017	**1**	**10**	**11**
Net book value at 31 March 2016	4	14	18

The disposals relate to an exercise to confirm the existence and continued economic use of intangible assets which was undertaken during the year.

7 Eiddo, offer a pheiriannau

	Celfi a gosodiadau £000	Offer swyddfa £000	Cyfanswm £000
Cost			
Ar 31 Mawrth 2016	560	431	991
Ychwanegiadau	-	17	17
Gwerthiannau	(139)	(136)	(275)
Ar 31 Mawrth 2017	**421**	**312**	**733**
Dibrisiant			
Ar 31 Mawrth 2016	530	359	889
Cost am y flwyddyn	10	26	36
Gwerthiannau	(139)	(136)	(275)
Ar 31 Mawrth 2017	**401**	**249**	**650**
Gwerth net yn y llyfrau ar 31 Mawrth 2017	**20**	**63**	**83**
Gwerth net yn y llyfrau ar 31 Mawrth 2016	30	72	102

Mae'r gwerthiannau yn deillio o ymarferiad i gadarnhau bodolaeth a pharhad defnydd economaidd yr asedau a gwblhawyd yn ystod y flwyddyn.

Mae offer swyddfa yn cynnwys offer technoleg gwybodaeth a chyfathrebu.

Cyllido asedau: Nid oedd gan y Comisiynydd brydlesi cyllidol na chontractau Menter Cyllid Preifat. Eiddo'r Comisiynydd oedd yr holl asedau a ddatgelwyd uchod.

Nid oedd ymrwymiadau cyfalaf cyfreithiol ar 31 Mawrth 2017 (31 Mawrth 2016: £0).

7 Property, plant & equipment

	Furniture & Fittings £000	Office equipment £000	Total £000
Cost			
At 31 March 2016	560	431	991
Additions	-	17	17
Disposals	(139)	(136)	(275)
At 31 March 2017	**421**	**312**	**733**
Depreciation			
At 31 March 2016	530	359	889
Charged in year	10	26	36
Disposals	(139)	(136)	(275)
At 31 March 2017	**401**	**249**	**650**
Net book value at 31 March 2017	**20**	**63**	**83**
Net book value at 31 March 2016	30	72	102

The disposals relate to an exercise to confirm the existence and continued economic use of assets which was completed during the year.

Office equipment includes information technology and telecommunication assets.

Asset financing: The Commissioner held no finance leases or Private Finance Initiative (PFI) contracts. All assets disclosed above were owned by the Commissioner.

There were no contractual capital commitments at 31 March 2017 (31 March 2016: £0).

8 Derbyniadau masnachol ac asedau cyfredol eraill

Symiau sy'n ddyledus o fewn blwyddyn	31 Mawrth 2017 £000	31 Mawrth 2016 £000
Derbyniadau masnachol	**22**	1
Derbyniadau eraill	**-**	1
Rhagdaliadau	**84**	140
	106	142

Nid oes symiau sy'n ddyledus ar ôl blwyddyn.

9 Arian parod ac arian cywerth

	31 Mawrth 2017 £000	31 Mawrth 2016 £000
Balans ar 1 Ebrill	**954**	1,043
Newidiadau net mewn balans arian parod ac arian cywerth	**49**	(89)
Balans ar 31 Mawrth	**1,003**	954

Cafodd arian parod y Comisiynydd ei gadw mewn banc masnachol ar ddiwedd y flwyddyn. Ni ddaliwyd unrhyw arian gan Dâl-feistr Cyffredinol EM ar ddiwedd y flwyddyn.

8 Trade receivables and other current assets

Amounts falling due within one year	31 March 2017 £000	31 March 2016 £000
Trade receivables	**22**	1
Other receivables	**-**	1
Prepayments	**84**	140
	106	142

There are no amounts falling due after more than one year.

9 Cash and cash equivalents

	31 March 2017 £000	31 March 2016 £000
Balance at 1 April	**954**	1,043
Net change in cash and cash equivalent balances	**49**	(89)
Balance at 31 March	**1,003**	954

The Commissioner's cash balances were held in a commercial bank at year end. No balances were held with HM Paymaster General at year end.

10 Taliadau masnachol a rhwymedigaethau cyfredol eraill

Symiau sy'n ddyledus o fewn blwyddyn	31 Mawrth 2017 £000	31 Mawrth 2016 £000
Taliadau masnachol	**147**	144
Croniadau	**160**	193
Incwm gohiriedig	**23**	-
	330	337

Nid oes symiau sy'n ddyledus ar ôl blwyddyn.

11 Darpariaethau ar gyfer rhwymedigaethau a phridiannau

	Arall	Dadfeiliadau ac ailaddurno £000	Cyfanswm £000
Darpariaeth ar 31 Mawrth 2016	-	176	176
Cynnydd mewn darpariaeth	4	3	7
Darpariaeth a ddefnyddiwyd yn ystod y flwyddyn	-	(12)	(12)
Dad-ddirwyn y disgownt	-	3	3
Darpariaeth ar 31 Mawrth 2017	4	170	174

Defnyddiwyd cyfradd ddisgowntio, yn glir o CPI, Trysorlys EM ym mis Rhagfyr 2016, sef -2.36% mewn termau real ar gyfer y dadfeiliadau (2015-16: -1.34%).

Gwneir darpariaethau ar gyfer ail-addurno yn ystod tymor y brydles ac ar gyfer dadfeilio, er mwyn dychwelyd yr adeiladau i'w cyflwr gwreiddiol ar derfyn y brydles. Gall yr ymrwymiadau hyn newid yn sgil gwybodaeth a digwyddiadau yn y dyfodol a allai achosi newid i'r symiau a ddarparwyd ar sail yr amcangyfrif gorau, ar ddiwedd y cyfnod ariannol. Mae'r darpariaethau hyn wedi eu hadolygu a'u diweddaru yn ystod y flwyddyn fel sy'n ofynnol dan IAS 37.

10 Trade payables and other current liabilities

Amounts falling due within one year	31 March 2017 £000	31 March 2016 £000
Trade payables	**147**	144
Accruals	**160**	193
Deferred income	**23**	-
	330	337

There are no amounts falling due after more than one year.

11 Provision for liabilities and charges

	Other	Dilapidations and redecoration £000	Total £000
Balance at 31 March 2016	-	176	176
Provided in year	4	3	7
Provisions utilised in the year	-	(12)	(12)
Unwinding of discount	-	3	3
Balance at 31 March 2017	4	170	174

HM Treasury's discount rate net of CPI at December 2016 of -2.36% in real terms has been used for dilapidations (2015-16: -1.34%).

Provisions are made for redecorating during the term of the lease and for dilapidations, to return the buildings back to their original condition, at the end of the lease term. These obligations may vary as a result of future information and events which may result in changes to the amounts which have been included, on the basis of the best estimate, at the end of the reporting period. These provisions have been reviewed and updated during the year as required by IAS 37.

Mae darpariaethau eraill yn cynnwys costau cyfreithiol mewn perthynas â cheisiadau dan ystyriaeth Tribiwnlys y Gymraeg ar 31 Mawrth 2017 am adolygiad o benderfyniadau Comisiynydd y Gymraeg neu apelau yn erbyn dyfarniadau'r Comisiynydd. Ceir manylion pellach am y ceisiadau hyn ar wefan Tribiwnlys y Gymraeg.

Dadansoddiad o amseru disgwyliadwy'r rhwymedigaethau

	Arall	Dadfeiliadau ac ailaddurno £000	Cyfanswm £000
O fewn blwyddyn	4	8	12
Dros flwyddyn ond o fewn pum mlynedd	-	127	127
Ar ôl pum mlynedd	-	35	35
	4	170	174

12 Ymrwymiadau o dan brydlesi

Mae cyfanswm y taliadau lleiafswm o dan brydlesi gweithredol yn cael ei ddangos yn y tabl isod ar gyfer pob cyfnod.

Mae'r ymrwymiadau o dan brydlesi gweithredol yn cynnwys: **Adeiladau**	**31 Mawrth 2017 £000**	31 Mawrth 2016 £000
O fewn blwyddyn	**107**	109
Dros flwyddyn ond o fewn pum mlynedd	**197**	286
Ar ôl pum mlynedd	**24**	51
	328	446

Nid yw'r Comisiynydd wedi dechrau ymwneud ag unrhyw brydlesi cyllidol, unrhyw ymrwymiadau o dan gontract PFI, nac unrhyw gontractau nad oedd modd eu canslo ag ymrwymiadau cyllidol.

Other provisions include legal costs relating to applications pending as at 31 March 2017 with the Welsh Language Tribunal for a review of the Welsh Language Commissioner's decisions or appeals against the Commissioner's determinations. Further information about these applications is available on the Welsh Language Tribunal's website

Analysis of the expected timing of the future liabilities

	Other	Dilapidations and redecoration £000	Total £000
Not later than one year	4	8	12
Later than one year and not later than five years	-	127	127
Later than five years	-	35	35
	4	170	174

12 Commitments under leases

The total future minimum lease payments under operating leases are given in the table below for each of the following periods.

Obligations under operating leases comprise: **Buildings**	**31 March 2017 £000**	31 March 2016 £000
Not later than one year	**107**	109
Later than one year and not later than five years	**197**	286
Later than five years	**24**	51
	328	446

The Commissioner did not enter into any finance leases, commitments under PFI contracts or any other non-cancellable contracts with financial commitments.

13 Symiau'n dderbynadwy o dan brydlesi

Mae cyfanswm y derbyniadau lleiafswm o dan brydlesi gweithredol yn cael ei ddangos yn y tabl isod ar gyfer pob cyfnod.

Mae'r ymrwymiadau o dan brydlesi gweithredol yn cynnwys: **Adeiladau**	**31 Mawrth 2017 £000**	31 Mawrth 2016 £000
O fewn blwyddyn	**31**	-
Dros flwyddyn ond o fewn pum mlynedd	**22**	-
	53	-

14 Rhwymedigaethau amodol

Nid oedd rhwymedigaethau amodol ar 31 Mawrth 2017 (31 Mawrth 2016: £0).

15 Offerynnau cyllidol

Oherwydd natur gweithgareddau'r Comisiynydd a'r modd y caiff y gweithrediadau eu hariannu, nid yw'r Comisiynydd yn agored i lefel uchel o risg ariannol.

16 Trafodion gyda phartïon cysylltiedig

Cytunwyd ar Femorandwm o Gydweithio, dyddiedig 30 Tachwedd 2012, rhwng y Comisiynydd a Llywodraeth Cymru. Ystyrir Llywodraeth Cymru yn barti cysylltiedig.

Yn ystod 2016-17 derbyniodd Comisiynydd y Gymraeg arian cyllido o £3.051m gan Weinidogion Cymru (2015-16: £3.540m). Derbyniwyd taliadau masnachol o £34,000 gan Weinidogion Cymru a thalwyd £12,000 i Weinidogion Cymru mewn perthynas ag adeilad dan brydles (2015-16: £0).

Yn ystod 2016-17 cytunodd Comisiynydd y Gymraeg i brydles weithredol gyda Chomisiynydd Cenedlaethau Dyfodol Gymru, ar rhan o'r anheddau yn Siambrau'r Farchnad, 5-7 Heol Eglwys Fair, Caerdydd; bydd cyfnod y brydles yn dod i ben ar 10/12/2018. Yn ystod y flwyddyn ariannol 2016-17 derbyniodd y Comisiynydd incwm o £ 35,000 (2015-16: £0) ac mae symiau derbyniadwy masnachol o £22,000 yn ddyledus ar 31 Mawrth 2017 (31 Mawrth 2016: £0).

13 Amounts receivable under leases

The total future minimum lease receivables under operating leases are given in the table below for each of the following periods.

Obligations under operating leases comprise: **Buildings**	**31 March 2017 £000**	31 March 2016 £000
Not later than one year	**31**	-
Later than one year and not later than five years	**22**	-
	53	-

14 Contingent liabilities

There were no contingent liabilities at 31 March 2017 (31 March 2016: £0).

15 Financial instruments

Owing to the nature of the Commissioner's activities and the way in which the operations are financed, the Commissioner is not exposed to a significant level of financial risk.

16 Related party transactions

A Memorandum of Understanding, dated 30 November 2012, was agreed between the Commissioner and Welsh Government. The Welsh Government is regarded as a related party.

During 2016-17 the Welsh Language Commissioner received financing of £3.051m from Welsh Ministers (2015-16: £3.540m). Trade receivables of £34,000 were received from Welsh Ministers and £12,000 was paid to Welsh Ministers in respect of leasehold premises (2015-16: £0).

During 2016-17 the Welsh Language Commissioner entered into an operating lease with the Future Generations Commissioner for Wales, on part of the premises at Market Chambers, 5-7 St Mary Street, Cardiff; the lease term expires on 10/12/2018. During the financial year 2016-17 the Commissioner received income of £35,000 (2015-16: £0) and trade receivables of £22,000 were due on 31 March 2017 (31 March 2016: £0).

17 Digwyddiadau ers diwedd y flwyddyn ariannol

Ni chafwyd digwyddiadau ers dyddiad y datganiad sefyllfa ariannol sy'n effeithio ar ddealltwriaeth y datganiadau ariannol hyn.

17 Events since the end of the financial year

There have been no events since the date of the statement of financial position that affect the understanding of these financial statements.

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Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Agenda Item 3

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The Welsh Language Commissioner's Assurance Report 2016-17

Comisiynydd y Gymraeg
Welsh Language Commissioner

Published in accordance with section 4 of the Welsh Language (Wales) Measure 2011

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Foreword

When the first 26 organisations started implementing Welsh language standards last year, new rights were created for people to use the Welsh language. Since then, standards have been introduced to more organisations, and the process for their introduction and imposition continues. But what do these rights mean, and what impact are standards having on people's lives and experiences?

During 2016-17 I have been gathering information and have placed the citizen at the heart of my work when assessing the situation. I did this by putting myself in the shoes of the service user during mystery shopper surveys, by receiving and dealing with complaints, and by conducting discussion groups in communities throughout Wales.

This report shows early indications that people's experiences are improving and that Welsh language services are being actively offered on an increasing scale. It also became apparent that organisations are introducing changes to enable them to better implement the requirements of the standards.

However, not everyone is able to use the Welsh language with organisations when they wish to do so, and organisations do not always adhere to the principle of treating the Welsh language no less favourably than the English language. In order to encourage improvement and ensure rights, this report highlights where the focus needs to be in terms of increasing provision. It also underlines the importance of actively promoting services in order to maintain and increase the use of the language.

This year the Welsh Government published its ambitious strategy to create a million Welsh speakers by 2050.[1] The work of ensuring people's rights to public services in Welsh is vital in ensuring that the language can be used in all aspects of life.

Although there is a considerable way to go yet, the evidence shows that the introduction of Welsh language standards means that we are going in the right direction. The challenge for the next period is clear, that is to build on the foundations established this year, and to be innovative in order to ensure that services are offered and that people are confident to use them.

I look forward to continued cooperation with organisations and to listening to the public in ensuring that this challenge is met.

Meri Huws
The Welsh Language Commissioner

[1] Cymraeg 2050 - A million Welsh speakers, Welsh Government, July 2017.

1 For the past year and more, organisations have been implementing Welsh language standards, providing rights for Welsh language users. This report asks whether Welsh speakers' experience of public services is improving. It considers whether the advent of a new regime has prompted organisational improvement, and in light of that, whether there is evidence that Welsh speakers are enabled and encouraged to use the Welsh language with organisations.

2 One in every five person in Wales speaks the Welsh language - over half a million of its citizens. There are significant numbers of Welsh speakers living in all areas of Wales. The 2011 Census revealed that over 36,000 people speak Welsh in Cardiff, and over 27,000 in the Rhondda - the populated urban areas of the south east. Over 24,000 Welsh speakers live in Powys, and 34,000 in Ceredigion - the rural areas of mid and west Wales. [2]

3 Language legislation requiring public organisations to plan their Welsh language service provision has been in existence for almost a quarter of a century. The Welsh Language Act 1993 requires public organisations to produce Welsh language schemes.[3] The Welsh Language (Wales) Measure 2011 [the Welsh Language Measure] was introduced to replace that system over time. The Welsh Government established a clear strategic direction in the Measure: official status was given to the Welsh language in Wales for the first time, and Welsh language standards were introduced, giving rights to citizens in relation to Welsh language services.

4 The Welsh Language Measure enables the Welsh Government to prepare Welsh Language Standards Regulations to be approved by the National Assembly for Wales. Thereafter, the Welsh Language Commissioner [the Commissioner] is responsible for administering the process of agreeing and imposing those duties on organisations by giving them a compliance notice. To date, the Commissioner has given compliance notices to 107 public organisations that provide services to people in Wales.[4]

[2] The Census 2011, Office for National Statistics.
[3] Welsh Language Act 1993.
[4] Compliance notices are published on the Commissioner's website.

5 The Welsh Language Measure states that the Commissioner must give regard to two principles in ensuring that services are provided in Welsh:

- the Welsh language should be treated no less favourably than the English language in Wales; and
- persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.[5]

6 The Commissioner's Regulatory Framework explains how the Commissioner will act proactively to increase opportunities for people to use the Welsh language in their everyday lives.[6] Several methods are used to gather information in order to gain a better understanding of why things are as they are and to ensure that organisations give regard to improvements that will make the most difference to people.

7 During 2016-17, a series of surveys were conducted by the Commissioner in order to gain an insight into people's experience in using Welsh when accessing public services. The Commissioner placed herself in the shoes of service users by conducting mystery shopper surveys to test the service provided - visits were undertaken to reception areas and telephone calls made; websites were visited and correspondence was sent via letter, e-mail and social media. A series of discussion groups were held in locations across Wales in order to gather information directly from Welsh speakers regarding their experiences. Although the results of these surveys only provide a snapshot of the situation, they provide an account of real life experiences. In addition, a number of thematic studies were undertaken, focussing on Welsh language promotional strategies and on raising awareness of Welsh language services - desktop research and phone interviews were conducted with officers from organisations in order to assess the extent of their success.[7] When it is possible to do so, this report compares the 2016-17 results with the results of the 2015-16 surveys.

8 Every public organisation surveyed by the Commissioner provides services to people in Wales. They either implement Welsh language standards or a Welsh language scheme. It should be noted that not every organisation was required to implement the requirements of the relevant standards during the survey period: it could be that some of them had challenged the imposition of a standard relevant to a particular survey, or the imposition day of the standard may not have passed.[8]

[5] The Welsh Language Commissioner's Regulatory Framework, 2016.
[6] Section 2 (3) Welsh Language (Wales) Measure 2011.
[7] Further details on methodologies used and a list of the organisations that were included in the surveys are available in Appendices 1 and 2.
[8] Further details on methodologies used and a list of the organisations that were included in the surveys are available in Appendices 1 and 2.

Summary

This report's main findings:

Welsh language services are improving

Welsh speakers have confidence that the situation is improving and more of them are aware that they have rights to use the language

There has been an increase in the opportunities available to receive services through the medium of Welsh

Increasingly, Welsh language services are actively offered

Organisations are introducing new procedures to enable them to implement the Welsh language standards requirements

Despite improvements further work is needed

Although there has been progress in terms of the level of provision of some Welsh language services, there is still more to do to ensure that they are as accessible as they should be

The quality of Welsh language services needs to improve

Organisations need to improve their self-regulatory arrangements and act on their findings, in order to ensure that they are complying with the Welsh language standards.

Behavioural change is required in order to promote and facilitate the Welsh language

Before being able to promote the use of the Welsh language, organisations must improve their understanding of the reasons why a significant proportion of Welsh speakers choose not to use the language in their dealings with them

In order to create customers for Welsh language services, organisations must do more than simply telling people they exist - they must market them intelligently and persuade people that their needs will be met

It is vital that effective promotion strategies are prepared and implemented in order to ensure that the number of Welsh speakers is maintained or increased

Part 1: Welsh language services are improving

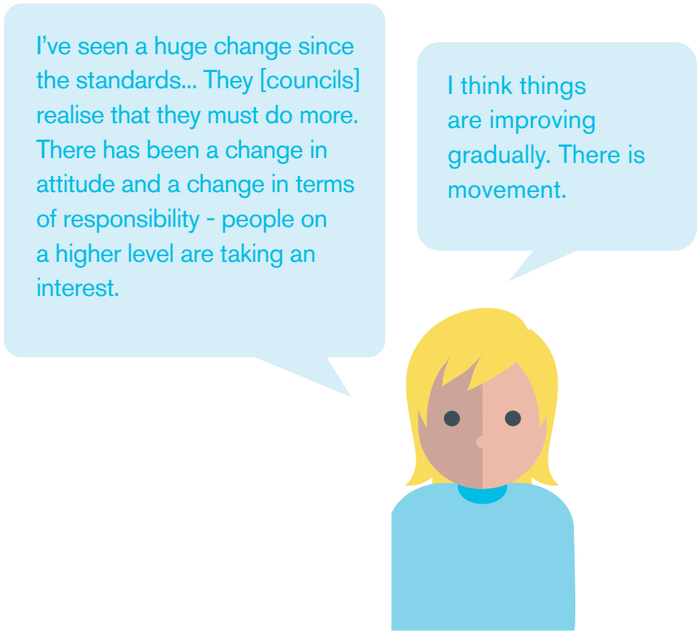
The Commissioner's opinion

The fact that people who use the Welsh language state that their experiences of public services are improving and that they have increasing confidence in the new standards regime, is an indication that people's rights to use the Welsh language are starting to take root.

The increasing prominence of the active offer is likely to increase Welsh speakers' awareness of the opportunities available to use the language in their everyday lives.

As I facilitated workshops and provided advice to organisations on bilingual workforce planning during 2016-17, it is encouraging to see statistics that suggest that the first organisations to have a duty to assess the language skills of posts are identifying an increasing number of jobs where value is placed on the Welsh language as an essential skill.

Welsh speakers have confidence that the situation is improving and more of them are aware that they have rights to use the language



Source: The Welsh Language Commissioner's discussion groups 2016

1.1 During 2016-17 people across Wales have reported positive experiences to the Commissioner about their use of the Welsh language when using public services. In conversations with people who attended the discussion groups, it was found that a number were of the opinion that the general situation regarding the provision of Welsh language services is improving and that the attitudes of the organisations providing these services are changing for the better.

1.2 57% of the Welsh speakers surveyed as part of the Beaufort Research Welsh Speakers Omnibus Survey [the Omnibus Survey] believed that opportunities to use the Welsh language with public organisations were increasing. 41% of them were of the opinion that there were more opportunities to use the Welsh language with businesses and 24% with charities. [9]

[9] Further information about the survey is available in Appendix 1.

1.3 According to the same survey, 91% of Welsh speakers believed that they were able to deal with public organisations in Welsh if they wished to do so. The percentage is 8% higher than in the previous year's survey. [10]

1.4 98% of the Welsh speakers surveyed in the Omnibus Survey confirmed that they were aware that they have rights to use the Welsh language. There was overwhelming support to the existence of rights, with 97% agreeing that it was important to have rights to use the Welsh language with public organisations. [11]

1.5 A firm opinion was also expressed regarding the right to complain about unsatisfactory Welsh language services, with 97% agreeing that it is important that people are able to complain.

[10] The question was asked only of those who noted that they wished to deal with public organisations in Welsh.
[11] Further information about the survey is available in Appendix 1.

There has been an increase in the opportunities available to receive services through the medium of Welsh

2.1 When discussing their experiences of trying to use the Welsh language when dealing with public organisations during 2016-17, many Welsh speakers confirmed that they had successfully received the service sought. People taking part in the Commissioner's discussion groups said that they had received Welsh language services in situations and areas where it had not been possible to do so in the past.

I've just phone the county council as I had parked my car and the machine didn't work... I was able to get through immediately to a Welsh language service which was excellent.

With the county council, regarding recycling and so on, the information centre is very good in terms of their Welsh medium provision.

The council's online services are good, although you do tend to assume that it would not be as this is not a naturally Welsh speaking area, but these days the provision is excellent. I can pay my council tax online in Welsh for instance.

Recently, for instance, the hospital has started making bilingual announcements over the Tannoy.

Source: The Welsh Language Commissioner's discussion groups 2016

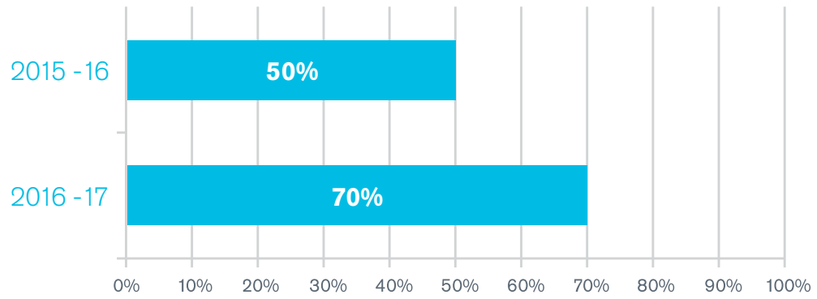
2.2 76% of Welsh speakers surveyed in the Omnibus Survey believe that public organisations' Welsh language services are improving. Only 10% disagreed, and 13% didn't know.[12]

2.3 In its strategy to reach a million Welsh speakers by 2050, the Welsh Government states that it wants to see an increase in the range of services offered to Welsh speakers and an increase in the use of Welsh language services. It is noted that some organisations are subject to regulatory oversight through the Welsh Language Standards to increase provision of their Welsh language services[13]

2.4 The findings of the Commissioner's service experience surveys during 2016-17 have also confirmed an increase in the availability of services for people who choose to use the Welsh language, together with an increase in opportunities to use the language when dealing with public organisations that are implementing the Welsh language standards.

2.5 It was shown that the percentage of phone calls to county councils where the call was answered in Welsh and the nature of the enquiry was understood during the conversation, was 20% higher than in 2015-16.[14]

Using telephone services: operator able to conduct the conversation in Welsh and understand the nature of the enquiry

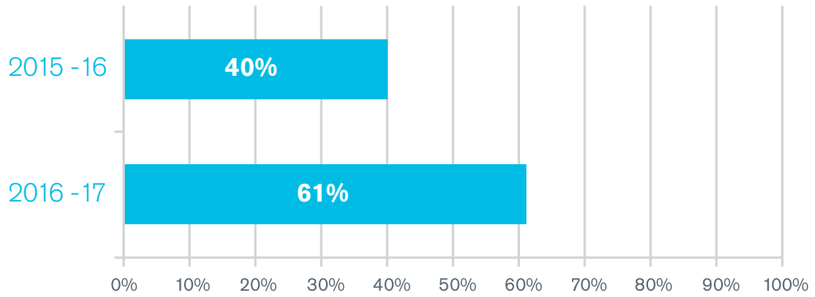


The percentage of calls to county councils answered by a person able to conduct the conversation in Welsh and understand the nature of the enquiry

[12] Further information about the survey is available in Appendix 1
[13] Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017, (p.52).
[14] Data include the calls that were transferred to an operator from an initial automated service that offered a language choice.

2.6 The percentage of county council receptions able to provide a response to a Welsh language enquiry in 2016-17 was 21% higher than in 2015-16.

Using reception services: providing a response to an enquiry in Welsh



The percentage of county council receptions able to provide a response to an enquiry in Welsh

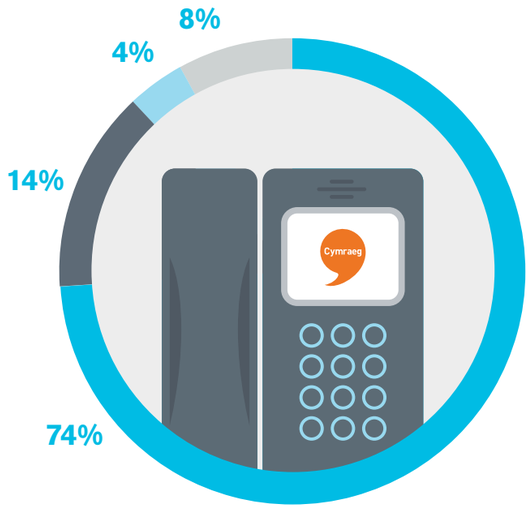
2.7 During visits to the receptions of all county councils and national park authorities and the Welsh Government, the Commissioner found that a member of staff was available to provide a service through the medium of Welsh in 67% of them.[15]

67% of county council receptions were able to respond to an enquiry in Welsh

[15] Receptions were visited during the Raising awareness of Welsh language services survey by Iaith Cyf. on behalf of the Welsh Language Commissioner.

2.8 A full response was received in 74% of the Welsh language telephone enquiries presented to all the public organisations in the telephone survey, 160 of the 216 calls. The enquiry was answered either by the operator answering the call or another officer after accepting an offer to transfer the call to a Welsh speaker.

Using telephone services: receiving a Welsh language response to a Welsh language enquiry



74% of enquiries to public organisations' main telephone numbers were answered fully in Welsh

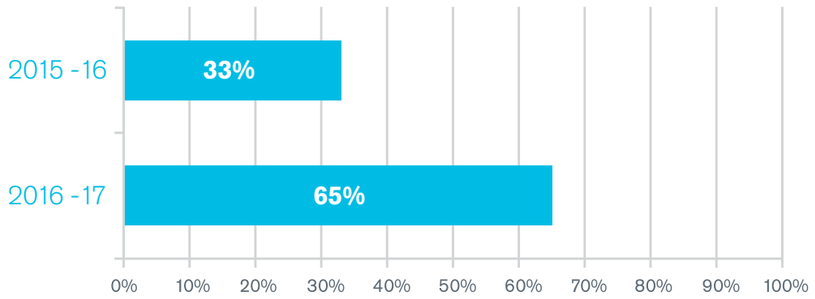
- The enquiry was answered fully in Welsh
- The call was answered in Welsh but it was not possible to receive a full response
- No Welsh service available at all
- The enquiry was transferred to an answering machine

2.9 Ten public organisations implementing the Welsh Language Standards (No.1) Regulations 2015 are required to deal with telephone calls in Welsh in their entirety if the caller so wishes. All ten organisations managed to do so for 93% of the calls answered during the Commissioner's telephone survey.[16]

[16] Eight county councils, one national park authority and Welsh Ministers implement standard 10, Welsh Language Standards (No.1) Regulations 2015. Further information about the survey is available in Appendix 1.

2.10 Although not all public organisations implementing the Welsh Language Standards (No.1) Regulations 2015 are required to respond fully in Welsh to telephone enquiries, it should be noted that the percentage of calls where this was achieved was 32% higher than in 2015-16.[17]

Using telephone services: receiving a response in Welsh to a Welsh language enquiry

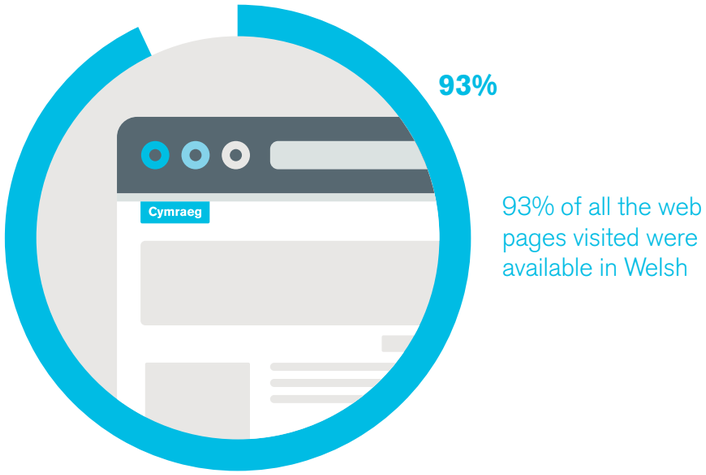


The percentage of telephone enquiries answered fully in Welsh by county councils, national park authorities and Welsh Ministers

2.11 The findings of the Commissioner's websites survey in 2016-17 also gives assurance that organisations, when planning their online provision, are giving increasing consideration to the needs of people who choose to use the Welsh language. 93% of the pages surveyed on the websites of public organisations were available in Welsh - 3,042 of the 3,285 pages. 53% of the 104 organisations successfully provided 100% of the web pages surveyed in Welsh.[18]

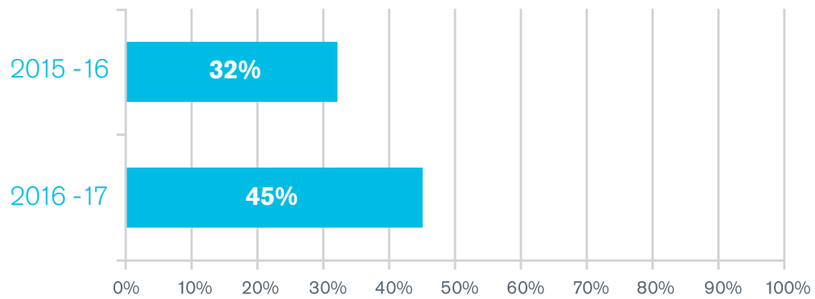
[16] Calls answered by organisations implementing standard 11a of the Welsh Language Standards (No.1) Regulations 2015 Further information about the survey is available in Appendix 1.
[17] Further information about the survey is available in Appendix 1.

Using website services: the availability of Welsh language web pages



2.12 In the 2015-16 websites survey, seven of the 22 county councils provided each web page visited in Welsh. In 2016-17, 10 of the county councils provided each web page visited in Welsh, a percentage increase of 13%. One county council had less than 50% of its web pages available in Welsh.[19]

Using website services: availability of Welsh pages on county council websites



The percentage of county councils providing all web pages visited in Welsh

[19] Further information about the survey is available in Appendix 1.

Increasingly, Welsh language services are actively offered

The active offer is important, especially with county councils... The public need to know which services are available in Welsh so that they can benefit from them instead of having to go to the trouble of asking for them.

Source: The Welsh Language Commissioner's discussion groups 2016

3.1 Simply put, actively offering a service means that the service is provided without someone having to ask for it. In relation to Welsh language services, this means offering someone the opportunity to use the Welsh language, or providing the service in Welsh as a default.

3.2 On the face of it, clearly displaying the availability of Welsh language services appears straightforward. For example, a website splash page can offer a choice, a visual sign such as a badge or poster can be displayed, or a receptionist can greet people in Welsh or bilingually. However, successfully implementing the active offer requires that a fundamental change to organisational culture must be ensured. The change must ensure that the workforce offers a Welsh language service consistently and proactively, and that it does not take it for granted that people who speak Welsh can express themselves confidently through the medium of English or that they are happy to receive their service in English.

3.3 77% of those surveyed in the Omnibus Survey agreed that organisations asked in which language they wished to deal with them and actively offered Welsh language services to them - 3% higher than in the a 3% percentage increase compared to the 2016 survey.[20]

3.4 Comments were also made during conversations in the Commissioner's discussion groups regarding the importance of receiving an active offer to use the Welsh language. A number agreed that it gave them the confidence to use the language in their dealings with public bodies.

[20] Further information about the survey is available in Appendix 1 (t.53).

Hearing Welsh first gives me confidence to speak Welsh from the start.

It helps to see the Iaith Gwaith badge... I feel, 'Great, I'm able to speak Welsh' instead of 'Here we go again'.

Source: The Welsh Language Commissioner's discussion groups 2016

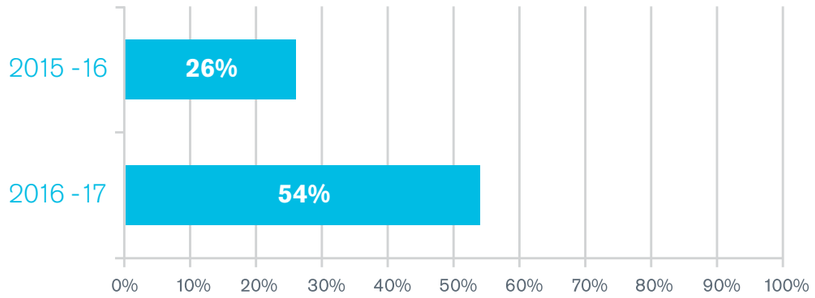
3.5 In its strategy to reach a million Welsh speakers by 2050 the Welsh Government states that changing the way in which a Welsh-language service is offered can be addressed quickly by assisting service providers to offer their services in the most proactive manner.[21]

3.6 The Commissioner's mystery shopper exercises in 2016-17 testify that a number of public organisations already implement the active offer principle. Organisations are shown to be adopting methods of indicating clearly to people that their services are available in Welsh, for example, displaying a sign on a counter or wall, or asking members of staff at receptions to wear badges.

3.7 During the survey of reception services, 54% of county council receptions visited were shown to be displaying a sign that stated that people were welcome to use the Welsh language, a 28% percentage increase since 2015-16. Locations visited included all main offices, libraries, leisure centres and community education sites.[22] In the majority of receptions Iaith Gwaith materials were used, but other signage was also seen, such as 'Happy to speak Welsh', 'Start each conversation in Welsh' and 'A Welsh language service available here'. [23]

[21] Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017 (p.53).
[22] Receptions were visited during the Raising awareness of Welsh language services survey by Iaith Cyf. on behalf of the Welsh Language Commissioner. In 2015-16, Iaith Gwaith materials were observed in 26% of receptions.
[23] The Welsh Language Commissioner provides free Iaith Gwaith resources in order to help organisations promote opportunities to use Welsh when delivering services to the public in Wales, such as badges, lanyards and posters.

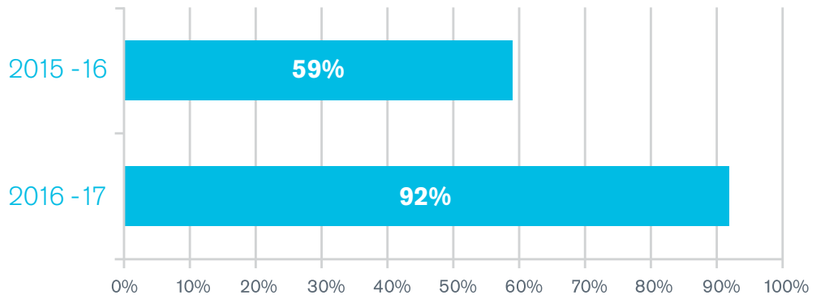
Using reception services: visible sign that a Welsh language service is available



The percentage of receptions displaying a sign indicating that people were welcome to use Welsh

3.8 The percentage of telephone calls to county councils answered by a person with a Welsh or bilingual greeting was 33% higher than in 2015-16 - this was achieved in the case of 92% of calls to councils' main telephone numbers or call centres.

Using telephone services: Welsh or bilingual greeting



The percentage of telephone calls to county councils where a Welsh or bilingual greeting was given by a person

3.9 Public organisations are making increasing use of automated services to answer telephone calls where the caller is asked to choose which language they wish to use. Over half the calls were answered by an automated service and by the end of the survey period 55% of the 73 public organisations included in the telephone survey were using such a service. A Welsh or bilingual greeting was given in the case of 90% of the calls answered by an automated service.[24]

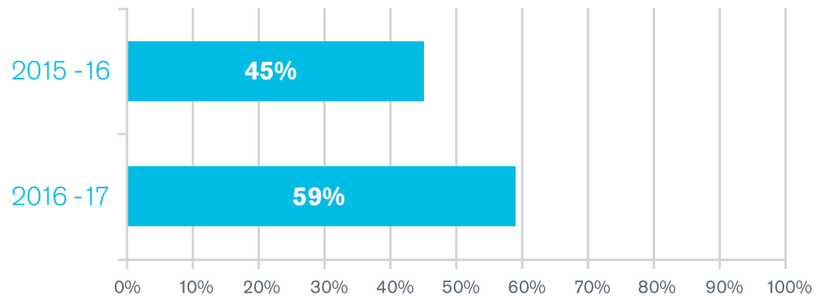
Using telephone services: receiving a Welsh or bilingual greeting from an automated service

A Welsh or bilingual greeting was given during 90% of the calls to public organisations answered by an automated service

3.10 Organisations' websites are used more and more in order to search for information about services. A splash page (i.e. a front page published specifically to provide options before accessing the website's main services) is one way of enabling organisations to actively offer a language choice to individuals using their websites. The percentage of county councils publishing a splash page offering language choice on their websites was 14% higher than in 2015-16. 13 of the 22 councils, 59% now provide an initial language option on their websites. It should be noted that the websites of some organisations default to the Welsh language version, which is another way of actively offering the Welsh language service.

[24] Further information about the survey is available in Appendix 1 and 2.

Using website services: splash page offering language choice



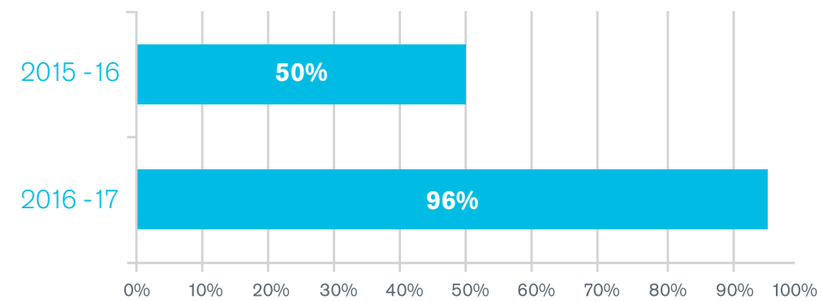
The percentage of county council websites with a splash page enabling people to make a language choice before going to the homepage

3.11 The survey of telephone services found that in 88% of calls made, organisations informed people at the outset that a Welsh language service was available, and therefore there was no need to ask to be able to use the Welsh language. A Welsh language service was offered in Welsh or bilingually either by an automated service or a person who could provide a Welsh language service, or a person actively offering to transfer the call to an officer who could provide the service in Welsh.

3.12 It was shown that the percentage of telephone calls to county councils where it was not necessary to request the use of Welsh when the call was answered was 46% higher than in 2015-16. The offer to use the Welsh language was given immediately in the case of 96% of calls.

3.13 The data reflects that a significant number of councils have introduced an automated telephone answering service: this is partly responsible for the increase in the percentage of calls where language choice is offered at the first point of contact.

Use of telephone services: immediately offering language choice to the caller



Percentage of calls to county councils immediately offering a language choice

3.14 The experiences during the Commissioner's survey of services therefore correspond to the opinion of Welsh speakers that took part in the Omnibus Survey and the views of those attending the Commissioner's discussion groups. A number of the main public organisations in Wales have adopted a proactive approach in providing services to people who want to use the Welsh language and frontline staff are giving clear indications to citizens that they are welcome to use the Welsh language, therefore promoting the use of Welsh.

Organisations are introducing new procedures to enable them to implement the Welsh language standards requirements

4.1 The quality and effectiveness of Welsh language services depend greatly on the ability of organisations to ensure that a sufficient number of staff with the appropriate skills are in the right jobs. One of the Commissioner's key messages in the 2015-16 assurance report was that public organisations needed to plan their workforces effectively in order to deliver Welsh language services.[25]

4.2 Between October 2016 and January 2017, the Commissioner arranged a series of workshops aimed at encouraging organisations to respond to the Commissioner's 2015-16 assurance report and to implement sound practices in relation to asking for Welsh language skills when recruiting. The workshops were attended by senior human resources officers and workforce planning officers from 81 public organisations.

4.3 A new recruitment procedure adopted by the Department for Work and Pensions during 2016-17 shows how an organisation can respond to the need to increase its workforce's Welsh language skills in order to deliver Welsh language services:

Treating the Welsh language as a skill when recruiting

A Task and Finish Group was set up within the Department for Work and Pensions to explore how they would overcome the difficulties they had experienced in recruiting Welsh speakers and to identify the best opportunities to attract as many suitable candidates as possible to apply for posts.

As a result, a decision was made to use Welsh language job websites to advertise vacant posts, to use social media such as Twitter and Facebook, to highlight the vacant posts to customers, i.e. people who had used the services of the jobcentres to seek employment, who had Welsh language skills, and to clearly outline the requirements and expectations of the role in the job description.

[25] Time to set the standard: A portrayal of Welsh language users' experiences, The Welsh Language Commissioner's Assurance Report 2015-16.

A campaign to recruit Welsh speaking Work Coaches to Jobcentres across Wales was held early in 2017. The campaign proved a success and attracted 245 applications from Welsh speakers. A total of 122 applicants were invited for interview and 53 applicants met the required standard. These individuals have either started, are waiting for a start date, or are on a reserve list for future opportunities in locations in which they have expressed an interest.

Due to the success of this new approach, from now on the department intends to advertise for Work Coaches with Welsh language skills in the first instance, before conducting its general recruitment exercise.

4.4 In accordance with the requirements of Welsh Language Standards, organisations must keep a record of the number of new and vacant posts categorised as posts where Welsh language skills are essential, desirable, where there is a need to learn Welsh or where Welsh skills are not necessary.[26]

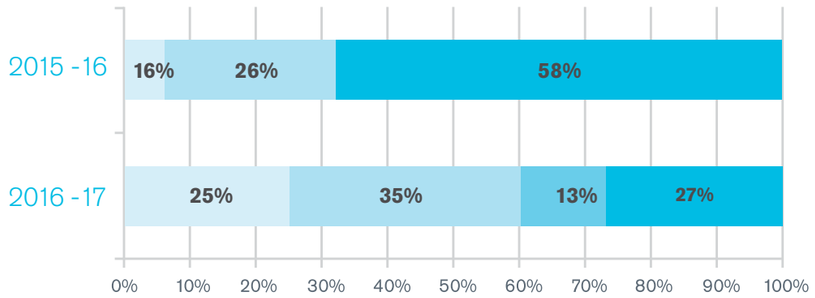
4.5 During the Commissioner's 2016-17 jobs survey, information on over four thousand posts advertised in the public sector was recorded.[27] 15% of posts were advertised with essential skills requirements, a total of 615 posts. 52% of posts were advertised with Welsh language skills as a desirable requirement, a total of 2,076 posts.

4.6 The percentage of posts advertised by the 26 organisations implementing the Welsh Language Standards (No.1) Regulations 2015 noting that Welsh language skills were essential was 9% higher than in 2015-16.[28] 25%, 543 posts, were advertised with essential skills requirements in 2016-17, compared with 16% of posts in 2015 16. It is therefore likely that more assessments have been undertaken by organisations that concluded that Welsh language skills would be essential in order to perform a particular job.

[26] In accordance with standard 136 of the Welsh Language Standards (No. 1) Regulations 2015.
[27] Further information about the survey is available in Appendix 1.
[28] 22 county councils, Welsh Ministers and 3 national park authorities.

4.7 It was also shown that the percentage of posts advertised by county councils with Welsh language skills as a desirable requirement was 9% higher than in 2015-16. This was the case for 755 posts, 35% of the posts recorded.

The Welsh language skills requirements of posts advertised

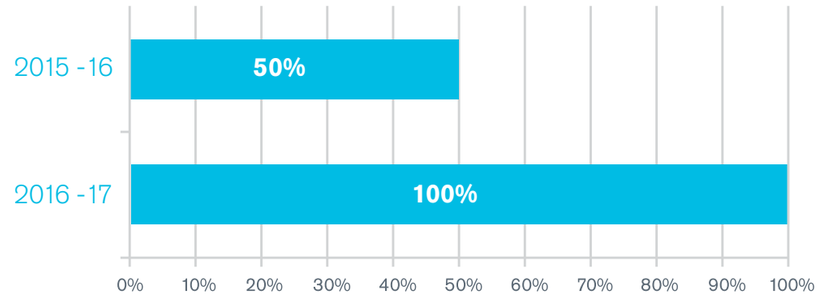


Percentage of county council posts advertised with Welsh language skills requirements in 2016-17

- essential
- desirable
- other description
- no skills

4.8 In 2016-17 every county council advertised posts with some Welsh language skills requirements - a significant step forward considering that the 2015-16 survey showed that no Welsh language skills requirements were included in the job advertisements, person specifications and job descriptions of 11 of the 22 county councils. This suggests that county councils are conducting assessments of Welsh language skills requirements following the imposition of the Welsh language standards.[29]

County councils specifying Welsh language skills requirements in job advertisements



The percentage of county councils advertising posts with Welsh language skills requirements in 2016-17

[29] in accordance with standards 136 and 136A WElsh Language Regulations (No.1) 2015.

4.9 Comments made by the leader of one of the largest county councils in Wales when it published its Welsh language standards annual report reflect the desire of organisations to respond positively to the challenges of the new system:

> 'Over the last 25 years, the number of Welsh speakers in Cardiff has more than doubled and we want to build on that to play our part in supporting the Welsh Government's vision for a million Welsh speakers by 2050. The standards, as well as the Bilingual Cardiff strategy, will play a significant role in achieving this.
>
> We've already made progress on the journey to becoming a truly bilingual capital, both as an organisation and throughout the city. However, some challenges still remain and we are working hard across the authority, and essentially with partners too, to promote and facilitate the use of Welsh.'
>
> **Councillor Huw Thomas,**
> **Leader Cardiff City Council**

Part 2: Despite improvements further work is needed

The Commissioner's opinion

There is room for improvement in some sectors and some areas and where new duties have been imposed. It is through perseverance that organisations will succeed in complying with the standards and, as a result, ensure that the quality of the experience of Welsh language users improves.

I regularly hear people referring to failures in services delivered by the health sector, which underlines the importance of introducing Welsh Language Standards Regulations for this sector.

Public organisations should make it clear to people who use the Welsh language what rights they have to services and how to complain to the organisation if they are not available as they should be. In the case of many organisations, these fundamental elements are not clear to citizens and people turn to me for help and to seek a solution. At times, it takes confidence and perseverance to complain directly to an organisation and it is important that the route is easily accessible to the citizen seeking a service in Welsh. That is why my ability to investigate complaints on behalf of the public is so important.

Although there has been progress in terms of the level of provision of some Welsh language services, there is still more to do to ensure that they are as accessible as they should be

5.1 Even though evidence from a number of sources confirms that there has been an increase in the level of Welsh language service provision, the Commissioner's discussion group members report that their experiences when using the Welsh language continue to be less favourable than if they were to use English.

I phoned the Registry Office yesterday. They said 'There's nobody here who can speak Welsh right now' - I don't know whether the Welsh speaking person had gone to lunch.

A chap came here with a planning application form - I asked him 'May I have the Welsh one please?'. 'Oh, no, that one's in the office he said.

Yesterday I had to go to the local council office to ask for recycling bags... I asked the receptionist in Welsh, and I had to wait, leave a phone number etc.

They don't have anyone available to speak Welsh and I've had to wait on the phone for ages.

Source: The Welsh Language Commissioner's discussion groups 2016

5.2 The following statistics from the Commissioner's surveys give examples of where improvements are needed:

Websites 53% of all public organisations surveyed provided every webpage visited in Welsh as required to do so. Only three county councils provided every web page visited fully in Welsh and English.[30]

Telephone 40% of calls to 16 county councils were answered by an operator who was able to conduct a conversation in Welsh to a sufficient standard in order to understand the nature of the enquiry and to transfer the call successfully to another appropriate officer as required.[31]

8% of calls to public organisations' main telephone number or call centres were answered by a person in English only.

Correspondence No response was received to 31% of the Welsh language correspondence sent in Welsh during the correspondence survey.

Using correspondence services: receiving a response to Welsh language correspondence

Organisations are less likely to respond to Welsh language correspondence in a number of media:

E-mail	**74% Welsh** receive a response	**78% English**
Letter	**60% Welsh** receive a response	**65% English**
Facebook	**73% Welsh** receive a response	**74% English**

[30] Further information about the survey is available in Appendix 1.
[31] 16 of the 22 county councils implement standard 11 Welsh Language Standards (No. 1) Regulations 2015.

Social Media 23% of public organisations' Twitter accounts provided a corresponding service in Welsh and English, either as a bilingual account or separate Welsh and English accounts. Accounts are mostly used to share information, news, events and to retweet messages from other organisations.

15% of the 26 organisations implementing the Welsh Language Standards (No.1) Regulations 2015 complied with the requirements of the relevant standards imposed on them in relation to their Twitter accounts.[32]

The provision of organisations' Facebook accounts, used less frequently than their Twitter accounts, was slightly better. 29% of Facebook accounts provided a corresponding Welsh language service.

32% of the organisations implementing the Welsh language Standards (No.1) Regulations 2015 complied with the requirements of the relevant standards imposed on them in relation to their Facebook accounts.[33]

5.3 The survey of social media services found that each of the 26 organisations implementing the Welsh Language Standards (No.1) Regulations 2015 showed that they have the ability to post Welsh language messages on social media but that they do not do so consistently. There are examples of councils that manage to maintain accounts that provide an equal service with bilingual accounts and separate Welsh and English accounts, demonstrating that it is possible to maintain a successful service either way.

5.4 With regards to the health sector, the principle of the active offer has been adopted since 2012, when the Welsh Government published the More than just words .... framework. Despite this, comments from the Commissioner's discussion group members do not give assurance that the active offer concept has become embedded into organisational culture within the sector.

[32] Further information about the survey is available in Appendix 1
[33] More than just words.... , Welsh Government, 2012

It's impossible to use Welsh in the hospital. When I go to my appointment, I say 'Good morning, I have an appointment'; and everything is in English from then on. It happens every time. If you go to a medical appointment, you don't want to complain...

I was at the hospital and the nurses came in and said 'Bore da', they were wearing lanyards, but then turned to English saying 'I went to a Welsh school but I don't use it'. They need support to increase their confidence to use Welsh at work.

I spent five hours at A&E the other day... One of the nurses had a Welsh speakers badge, and I said 'Oh, do you speak Welsh?' and they answered, 'Oh, no - this is the only uniform they could give me.'

After moving house I tried to register with the health board and it took me weeks to find out which surgeries had a Welsh speaking GP. The Welsh speaking GP was outside the catchment area - but he has accepted me as I insisted on someone who spoke Welsh.

Older people in their eighties and nineties are going into hospital and residential homes and there's no way for them to have a conversation in Welsh. I was on the Community Health Council for 8 years, and we were constantly getting complaints.

Source: The Welsh Language Commissioner's discussion groups 2016

5.5 As noted in the Welsh Government strategy, Cymraeg 2050: A million Welsh speakers, a shift in health and social care sector practices could make a valuable contribution to the strategy's aim of increasing the use of the Welsh language as almost 200,000 members of staff deliver services in the sector in Wales and patients interact with the service 20 million times a year.[34]

5.6 The following data from the Commissioner's surveys give examples of where improvements are needed:

Correspondence Of the correspondence sent in Welsh to Health Boards and NHS Trusts in Wales, 30% received a response, compared with 40% of the correspondence sent in English. 17% of the correspondence sent in Welsh received a response in English.

Gwefannau 55% of the Welsh language pages surveyed on NHS Wales Health Boards and Trusts' websites did not correspond to the English pages, or they contained errors. This is a significantly higher percentage than the 18% for the webpages of all organisations surveyed.

5.7 Welsh Language Standards place a duty on public organisations to assess the Welsh language skills requirements of new and vacant posts and to note these when advertising. As reported previously the Commissioner's jobs survey suggests that county council practices are changing following the introduction of Welsh language standards as there has been an increase in the number of posts advertised with essential Welsh language skills required.

5.8 However, a similar increase has not been seen by Health Boards and NHS Wales Trusts who are yet to implement Welsh language standards. The percentage of posts advertised with Welsh language skills as an essential requirement remains low at 1% or 13 of the 1,492 posts recorded. This is a significantly lower percentage than any other sector surveyed and does not reflect any change since 2015-16. This suggests that the health sector has not adopted any new practices in terms of assessing job requirements.

5.9 Turning to one of the aims of the Welsh language standards - ensuring more consistency in terms of the Welsh language services available to people across Wales - the Commissioner's discussion group members expressed the opinion that although some positive experiences are seen in some areas, this isn't true for every part of Wales. They believe that where a person lives continues to affect the opportunities available to use the Welsh language.

[34] Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017.

I had to go on a speed awareness course but to attend a Welsh language course, I would have to go to North Wales. I accept that one might not be available in Aberdare, but North Wales is unreasonable.

If I press the Welsh option on the phone, I have to wait 15 minutes. This wouldn't happen in English. Why should I be satisfied just because I live in the south east? Standards should be consistent across Wales… Where we live shouldn't be a factor; Welsh services should be offered in every county.

After moving house I have seen a difference, although I live in the same county with the same health board responsible for the services... In the old GP surgery, they asked in which language you wanted correspondence; the new surgery isn't as good. They don't use the same systems so the record of one's language choice isn't transferred... There is room for improvement.

The experience in the neighbouring county council is totally different. Even when you select the option to speak with someone in Welsh, you tend to get someone in English. You have to ask and you get 'We'll find someone to call you back...' There are always delays. They don't answer e-mails, they don't answer tweets - they're disappointing.

Source: The Welsh Language Commissioner's discussion groups 2016

The quality of Welsh language services needs to improve

6.1 To increase citizens' confidence and encourage them to use the Welsh language the quality of a service has to be considered in addition to its availability. Quality is a core part of the experience, and the fact that a citizen chooses to use the Welsh language should not lead to a second class service.

6.2 Quality can mean different things to different people - it depends on the individual's circumstances and the type of service they are using. The nature of the service sometimes means that language is central to its quality, such as in the case of care services. Other times, the quality of the service is dependent on the behaviour and attitude of the provider; it can also be related to accuracy.

> You phone the council and there's a message asking you to press 2 for Welsh. You press 2 and the person speaks to you in English and by the time you've been put through to someone who speaks Welsh the time taken has cost money.

> They put bilingual permanent signs up as they should, but any temporary sign is very often in English only.

> I know that there is a bilingual form available and when you ask for a Welsh version, they say 'Oh sorry, they've all gone - can you come back in two weeks?'

> When I phoned the council, I pressed for the Welsh option because I was given the choice, but I had to put the phone down after hanging on for ages.

> The council uses Google Translate to tweet in Welsh.

Source: The Welsh Language Commissioner's discussion groups 2016

6.3 The Commissioner's mystery shopper surveys during 2016-17 support comments made by members of the Commissioner's discussion groups and are evidence that the quality of the Welsh language service offered isn't always as it should be.

6.4 The website survey found that 96% of public organisations included in the survey provided a language selector button on the pages visited, this percentage was 15% higher than in 2015-16. But the button does not always work or achieve its aim of facilitating the use of either language, and so the Welsh language is treated less favourably.

6.5 In the case of one county council, clicking on the language selector button led to a page that was a Google Translate translation of the English page; there were also numerous examples of websites where clicking on the language choice button led the user to the homepage in the other language instead of the corresponding page. Another website included a language choice button on the Welsh language web pages, therefore allowing the user to change to the English version, but there was no button on the English pages giving the option to change from English to Welsh.

6.6 Pages that need updating regularly - such as lists or registers - were less likely to be available in Welsh. In a number of cases, it was noted that information such as dates and prices had not been updated. The survey found that pages with technical elements - such as search engines, or online tools such as payment options or referral forms - were less likely to be available in Welsh. There were links missing on Welsh pages and outdated content, this was not true in the case of the corresponding English pages. PDF attachments were not always available in Welsh although they were accessed from the Welsh version of the website.

6.7 In the case of some websites, the only way of accessing the Welsh pages was to go to the corresponding page in English first, then selecting the language choice option.

6.8 Comments by members of the discussion groups as well as the results of the Commissioner's Rising awareness of Welsh language services survey found that staff in organisations wore a badge giving the impression that they were able to provide services in Welsh despite the fact that they did not have the skills to do so.

6.9 Slightly over half of county council receptions displayed a sign showing that they were able to provide a service in Welsh, despite the fact that the standards require each one of them to do so and that there are materials available easily and free of charge.[35]

6.10 When measuring the quality of services the attitude shown towards the citizen receiving the service is an essential element, reflected in the professional standards required of public sector workers in a number of sectors that emphasise the need to show respect. A number of discussion group members commented how their choice to use the Welsh language led to an attitude displayed by the organisation that made them feel inferior.

[35] The Welsh Language Commissioner provides free Iaith Gwaith resources in order to help organisations promote opportunities to use Welsh when delivering services to the public in Wales, such as badges, lanyards and posters.

The person at the other end of the phone thought I was pulling their leg when I complained about the Welsh language service.

'Why do you want it in Welsh? Would you like me to explain it to you?'

You frequently feel inferior because you aren't allowed to respond in Welsh.

Another stupid question asked when you speak Welsh is 'Do you want to speak to someone in Welsh?' Isn't it obvious?! But it is asked very often.

It's very frustrating... It's as if we are second class citizens.

6.11 In the Commissioner's 2015-16 assurance report it was noted that public organisations need to influence their staff's attitudes and behaviours towards the language so that they are aware of their duties to provide Welsh language services. Basic linguistic courtesy is central to their ability to provide a good quality service.

Organisations need to improve their self-regulatory arrangements and act on their findings in order to ensure that they are complying with the Welsh language standards

7.1 The Commissioner's Regulatory Framework emphasises that organisations need to take responsibility for ensuring that they are complying as they should with the Welsh language standards or their Welsh language schemes. In other words, they need to conduct effective self-regulation.[36]

7.2 The Commissioner's survey highlighted that the impressions of officers within organisations regarding the level of their compliance do not always correspond with the reality of people's experience when using their services, for instance: [37]

- officers from the 26 organisations interviewed noted that they all displayed materials at every service point in order to inform the public that they may use Welsh. However, the reality of people's experiences differs: only 54% organisations displayed such materials in their receptions
- 22 of the 26 organisations noted that invitations to meetings open to the public state that people are welcome to use the Welsh language. However, during a survey of the websites of the 26 organisations, evidence of the practice was only found on one website.

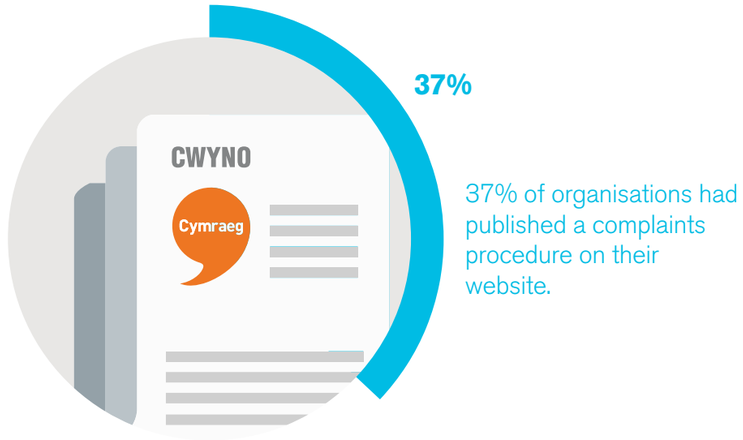
7.3 The survey found that a proportion of organisations did not comply with duties that are fairly simple to implement, such as publishing compliance notices on websites, having a bilingual greeting on an answering machine, or ensuring that reception staff who are able to speak Welsh wear a badge to communicate this, for instance:

- in the receptions of 25% of those organisations where a Welsh language service was available, no members of staff wore a badge to indicate this;
- 29% of the organisations had not published a document on their website explaining which standards they are required to implement, despite the fact that simply publishing the organisations' compliance notice would suffice.

[36] The Welsh Language Commissioner 's Regulatory Framework, 2016.
[37] As part of the Raising awareness of Welsh language services survey by Iaith Cyf. on behalf of the Commissioner, a series of telephone interviews were conducted with officers from 26 of the organisations implementing the Welsh Language Standards (No.1) Regulations and reception areas were visited also. Further details of the survey and the organisations included as part of the survey are available in appendices 1 and 2.

7.4 The standards require organisations to publish a complaints procedure explaining how they will deal with complaints regarding their compliance with Welsh Language Standards. This is aimed at ensuring that people can be confident in complaining directly to the organisations. The Commissioner's survey showed that 37% of the organisations had published information on how they would deal with such complaints from the public.[38]

Publishing a complaint procedure



7.5 Organisations have a duty to publish Welsh language standards annual reports. The 26 organisations implementing Regulations (No. 1) 2015, county councils, national park authorities and Welsh Ministers, are required to publish an annual report no later than 30 June after the financial year to which the report relates. The report must contain specific statistics as set out in the regulations. The publication date for the Welsh language standards annual reports of the organisations implementing Regulations (No. 2) (No. 4) and (No. 5) 2016 is 30 September, and as such it is not possible to include an analysis of them in this report.

7.6 A survey of the websites of the organisations operating the Welsh Language Standards Regulations (No. 1) 2015 found that 22 of them had published a report.[39]

[38] Organisations implementing the Welsh Language Standards Regulations (No.1), (No. 2), (No. 4) and (No. 5).
[39] Further information about the survey can be found in Appendix 1.

7.7 21 organisations were able to report on the number of complaints. Of these, 3 noted that they had not received any complaints about the service delivery standards. Ten other institutions noted that they had received five or less complaints; 17 was the maximum number of complaints reported to have been received. No organisation reported that it received any complaints relating to the policy making standards; only one organisation reported that it received complaints about the operational standards. The majority of complaints,109 of them, related to the service delivery standards and a small number (2) related to the operational standards.

7.8 In terms of employee skills, it was reported that a total of 20,386 members of staff of the organisations in question (amounting to 42%) have Welsh language skills fluency levels 1-5. It should be noted that levels 1 and 2 constitute basic skills only.

7.9 There were shortcomings in terms of reporting on new, specific requirements. For example, organisations must report on the number of staff attending training courses in Welsh on recruitment and interviewing, performance management, complaints and disciplinary procedures, induction and health and safety. Of the 22 organisations that published an annual report, nine of them reported correctly, 12 either did not report or not doing so accurately.[40]

7.10 Organisations are expected to include data on the number of post advertised where an assessment of language skills needed was undertaken. It was reported that 8,204 posts were assessed and that 1,425 posts (17%) were consequently categorised as posts where Welsh language skills were essential; 33 posts (0.4%) required the need to learn Welsh skills on appointment and 3,337 posts (40%) were categorised as posts where the Welsh language was a desirable skill. Welsh language skills were not required for 3,409 posts (41.5%).

[40] At the time of considering the reports, one of the 22 organisations had challenged the relevant standard.

Part 3: Behavioural change is required in order to promote and facilitate the Welsh language

The Commissioner's opinion

The finding that Welsh speakers do not use the language when they deal with public organisations has been known for years. A strength of the Welsh Language Measure is that the duty to promote and facilitate use of the language use goes hand in hand with the need to deliver Welsh language services.

However, in order to put this duty into practice, organisations must transform their attitudes and culture, and a number of them have started to do so. I acknowledge that this is not possible overnight - it will involve hard work in order to build the confidence of Welsh speakers and encourage them to make increasing use of the language in their everyday lives.

It is my intention to provide advice and to facilitate dialogue between organisations in order to encourage them to proactively consider what circumstances will enable them to persuade people that they can use the Welsh language, and that their experiences will be no less favourable should they do so.

It is vital that effective language promotion strategies are prepared and implemented in order to ensure that the number of Welsh speakers is maintained or increased.

8.1 According to research conducted by Citizens Advice in 2015 Welsh speakers are eager to receive services through the medium of Welsh and their desire is increasing.[41] Having said that, the Welsh Government acknowledges that the existence of Welsh language services does not guarantee that people will use them and the Welsh Language Measure[42], in this context, imposes a duty on public organisations to promote and facilitate the use of the Welsh language. It places an expectation on public organisations that did not necessarily exist under the Welsh Language Act 1993, to make it easier for people to use Welsh and to encourage them to do so in their everyday lives.

8.2 The following definitions in the Welsh Language Measure highlight how central the promotion and facilitation of the use of the Welsh language is in implementing the standards:

> ..."service delivery standard" means a standard that relates to a service delivery activity, and is intended to promote or facilitate the use of the Welsh language, or to work towards ensuring that the Welsh language is treated no less favourably than the English language when that activity is carried out.
>
> ..."operational standard" means a standard that relates to the functions, or business or other undertaking [of an organisation] [...] intended to promote or facilitate the use of the Welsh language.[43]

[41] English by default: understanding the use and non-use of Welsh language Services, Citizens Advice 2015.
[42] Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017.
[43] Section 28, 30 and 31 of the Welsh Language (Wales) Measure 2011, Welsh Government.

Before being able to promote the use of the Welsh language, organisations must improve their understanding of the reasons why a significant proportion of Welsh speakers choose not to use the language in their dealings with them

I would love to if it was less of an effort.

In the post office, they ask 'Do you want it in Welsh or English' and people say 'English' because the Welsh is too much work, people don't understand it.

It's very interesting that Welsh speakers are willing to accept English language certificates. One of the most important things is that children are taught in school how to use their Welsh - how to use the cashpoint; how to fill in a form - try and show that it's something hassle-free.

It shouldn't be us here today, but those people who select the English option at the cashpoint, those who fill in the form in English - for me the problem we have is how do we persuade those Welsh speakers of why they should be using Welsh language services.

It would be really nice if all the Welsh speakers went into the shop and started their conversations in Welsh, and then if they didn't speak Welsh there, turn to English. But that's what that Iaith Gwaith badge is all about isn't it, we need it because people don't do that.

Source: The Welsh Language Commissioner's discussion groups 2016

8.3 A number of recent surveys have shown that a significant proportion of Welsh speakers choose not to use the language in their dealings with public organisations and evidence suggests that there are a number of factors that influence their language choice when using services. The comments made during conversations in the Commissioner's discussion groups reveal that the different factors influencing the habits of Welsh speakers are numerous, and that changing habits is going to be a long and challenging process.[44]

8.4 34% of Welsh speakers surveyed as part of the Omnibus Survey said that they wished to deal with public organisations through the medium of Welsh in situations such as telephoning the county council, receiving health services or receiving information from government agencies. However, 97% stated that they thought rights to use the Welsh language were important. They therefore support the existence of Welsh language services in principle and are glad that they are available, but they aren't prepared to use them. This proportion is consistent with the findings of the 2015-16 survey when 32% of Welsh speakers said that they prefer using Welsh when dealing with public organisations.

8.5 In 2014-15, the Welsh Government's National Survey for Wales asked whether people preferred to communicate with health and social care staff through the medium of Welsh or English. Of the 1,600 Welsh speakers surveyed, 17% of them stated that their chosen language when dealing with the service is Welsh, and 19% noted that they would choose either language. English was the chosen language of 64% of Welsh speakers when dealing with health or social care sector staff.[45]

8.6 Respondents were also asked whether they had used Welsh to communicate with health or social care staff during the past 12 months. The survey found that 31% had done so during the past 12 months.

8.7 Comments from members of the Commissioner's discussion groups in 2016-17 provide an insight to the many factors that influence the choice of Welsh speakers when deciding on language choice in their dealings with public organisations. The comments highlight that there is a need for organisations to take practical steps to promote and facilitate the use of Welsh if they are to increase people's use of the Welsh language.

[44] Beaufort Research Omnibus Survey of Welsh Speakers 2017; Welsh Language Use Survey, Welsh Language Commissioner. and the Welsh Government, 2013-15; National Survey for Wales, Welsh Government 2014-15.
[45] 2014-15 National Survey for Wales, Welsh Government.

One tends to think 'Oh I'm being a bit of a nuisance here... I'll do it in English...'

One has to go out of one's way to get a Welsh language service.

When you phone up for something, you want an answer to the question straight away without delay.

Sometimes you phone the Welsh language line, and the person who answers speaks Welsh, but thirty seconds into the conversation they say 'I'm not confident enough to deal with the call in Welsh'. Staff don't seem to be getting enough training and support to work through the medium of Welsh.

It's as if everything is a battle. I know before picking up the phone that I'm going to have trouble.

Children speak English first to ask for something in the shop... and I always ask them why they do that.

I try to read the organisation's publications in Welsh, but the language is too formal.

Source: The Welsh Language Commissioner's discussion groups 2016

8.8 The research by Citizens Advice in 2015 confirmed that there is a complex variety of reasons that influence the current use of Welsh language services:

- 'We would argue there are structural barriers in the way organisations design, deliver and promote their Welsh language services, often meaning that these services can be more difficult to access and less visible than English language provision.
- 'However there are also behavioural barriers, in the way Welsh speakers use and view their Welsh, their perceptions of Welsh language services, and their past experiences of using Welsh language services that impact on why they use or do not use existing services'
- Importantly, both structural and behavioural barriers often exist together and influence one another[46]

8.9 The Welsh Language Commissioner and the Welsh Government's Language Use Survey 2013-15 asked 5,500 Welsh speakers whether they tried to use the Welsh language when dealing with public organisations. 27% of fluent Welsh speakers said they always tried to use the Welsh language, 26% said they tried using the Welsh language usually and 26% sometimes tried to use the language. When asked how often they were successful in using Welsh with public organisations, 64% of those who said they tried to use Welsh (to any extent) said that they were successful either every time, almost every time or usually.[47]

8.10 As this report shows, there has been an increase in the availability and quality of Welsh language public services since organisations adopted Welsh language schemes and since implementing the Welsh language standards. So, beyond lack of provision, what is the reason for the low take-up of Welsh language services by fluent Welsh speakers? Do organisations understand the nature of the barriers that prevent people from using services that are already available in Welsh?

[46] English by default: Understanding the use and non-use of Welsh language services, Citizens Advice 2015.
[47] The Welsh Language Use Survey, The Welsh Language Commissioner and the Welsh Government 2013-15.

8.11 The Welsh Language Commissioner's 2015-16 assurance report reported in detail on the experience of people having to make more of an effort, or trying to persuade organisations to provide services, or having to wait longer when using the Welsh language. Comments made by members of the Commissioner's discussion groups in 2016 confirm that such experiences continue - comments underline the idea that Welsh speakers, although they wish to receive services through the medium of Welsh, and that this is their preferred option, still decide to use the English language service.

8.12 The Omnibus Survey confirms that previous experiences of receiving deficient services are a barrier. When asked which changes would make them more likely to use public organisations' Welsh language services in future, Welsh speakers noted the following factors:

I would be more likely to use Welsh language services...

- if I knew that Welsh language services were going to be available every time
- if I knew they were available
- if I was given a choice
- if the choice was made clear to me
- if they started the conversation in Welsh
- after I improve my confidence in speaking Welsh as I'm not fluent enough
- if the language was less formal and more natural
- if I didn't have trouble understanding a northern/southern accent sometimes
- if it was easier
- if the service was available quicker
- if they were advertised
- if they were of better quality - the Welsh language services offered are not of a high quality

In order to create customers for Welsh language services, organisations must do more than simply telling people they exist - they must market them intelligently and persuade people that their needs will be met

9.1 It is one thing to inform citizens that they can use the Welsh language, building their confidence to do so is another matter.

9.2 Comments from Welsh speakers during the Commissioner's discussion groups confirm that they are more likely to use the language if organisations are more proactive. The comments also suggest that some of the main public organisations in Wales are yet to understand the importance of the active offer of services because at the moment they are missing an opportunity to promote the use of Welsh.

Hearing Welsh first gives me confidence to speak Welsh from the start.

Seeing a badge makes you more confident to start the conversation in Welsh or to want to use the Welsh language service. If the Welsh language service isn't there in your face, you won't go for it.

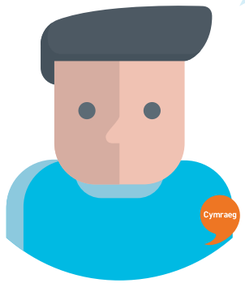
For me to get a staff parking permit where I work, I had to fill in the form and in the small print at the bottom, it said, if you want the form in Welsh, you had to make a special request - instead of them giving us a bilingual form. The problem is, a number of staff speak Welsh, but nobody wanted to go to the trouble of asking. I went to the trouble, and in the end, got a Welsh form.

The public need to know which services are available in Welsh so that they can benefit from them instead of having to go to the trouble of asking for them.

If you go into the surgery, they should just record Welsh speaking in the notes and continue in Welsh, without you having to ask 'Can I have a Welsh language service please?' The active offer should happen naturally.

It's human nature, if the Iaith Gwaith badge is worn, you know that you can (speak Welsh). It's quite interesting, you find the older generation always start the conversation in Welsh, not as a political statement - it's what comes naturally.

It helps to see the Iaith Gwaith badge. I feel, 'Great, I'm able to speak Welsh' instead of 'Here we go again'.



Source: The Welsh Language Commissioner's discussion groups 2016

9.3 As well as investing in Welsh language services and being ready to offer them, the Welsh Government is of the view that:

- providers need to know how to facilitate their increased use;
- this demands intelligent marketing;
- the onus is on the provider to design services in a way which is geared to the needs of the customer.

It is of the view that this customer-focused approach will require new and different methods, and a change in mindset, in order to attract and nurture a growing customer base for Welsh-language services.[48]

9.4 Members of the Commissioner's discussion groups have voiced the same views during 2016-17: that implementing the active offer means much more than providing information on the existence of services. It means creating an environment where the citizen is confident that the language choice offered is a real one, and that their needs will be met if they choose to use the Welsh language.

We need to normalise the use of Welsh - the County Council has been praised a little today, but the problem is behind the scenes, they don't work through the medium of Welsh.

At the end of the day, we must get the culture right. After working for the county council for many years, where Welsh is in the question there are no barriers at all. Everyone just accepts it. We need to create the proper culture - that's the only thing that will take things forward.

When phoning the hospital, I say 'Bore da'; the receptionist says, 'Bore da'. But then when I go on to speak Welsh they say, 'We've been told to say 'Bore da' to customers so that we comply with the rules'.

[48] Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017 (p.53).

I think at the end of the day we need to normalise, this doesn't happen really, this depends a lot on culture.

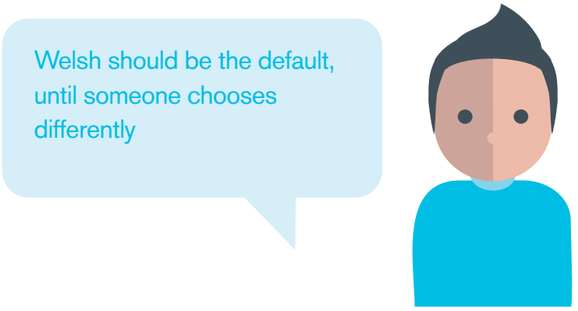
The leadership must be right so that the organisational culture can enable Welsh language services to be offered.

Source: The Welsh Language Commissioner's discussion groups 2016

9.5 The Commissioner conducted a survey of the activities of the 26 public organisations implementing the Welsh Language Standards (No.1) Regulations 2015 in raising awareness of their Welsh language services. A large proportion of the organisations reviewed, 77%, could not provide examples of activities and proactive methods of promoting and advertising Welsh language services.[49]

[49] Standard 82, organisations implementing the Welsh Language Standards (No.1) Regulations 2015

9.6 One discussion group member commented that organisations needed to consider what would encourage Welsh speakers to use the language and that they should set Welsh as the default in order to persuade more Welsh speakers to use Welsh language services:



9.7 The Welsh Government's strategy for increasing the use of Welsh by 2050 also acknowledges the importance of the active offer. It notes that it is essential that there are no barriers to receiving services in Welsh. It also notes that service providers must ensure that Welsh language services are offered proactively, are widespread and of an equal quality to those offered in English:

> As well as investing in and proactively offering Welsh-language services, providers also need to know how to facilitate their increased use. This demands intelligent marketing, with the onus on the provider to design services in a way which is geared to the needs of the customer. This customer-focused approach will require new and different methods, and a change in mindset, in order to attract and nurture a growing customer base for Welsh-language services.[50]

[50] Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017.

It is vital that effective language promotion strategies are prepared and implemented in order to ensure that the number of Welsh speakers is maintained or increased

10.1 Further requirements to promote the Welsh language were specified for county councils and national park authorities by means of an additional set of standards. 'Promotion standards' require organisations to prepare and publish a 5-year strategy explaining how they intend to promote the Welsh language and facilitate the use of Welsh more widely in their areas.[51]

10.2 The promotion strategies must include a target to increase or maintain the number of Welsh speakers in the area by the end of the 5-year period and include a statement explaining how the organisation intends to meet the target.[52]

10.3 During February and March 2017, the Commissioner conducted a survey in order to gather information on the degree to which the county councils and the national park authorities had succeeded in achieving these requirements. The relevant standards have been imposed on 25 public organisations, but due to the fact that four had either challenged the standard or they were not required to publish the strategy by the date of the survey, only 21 were included.[53]

10.4 A promotion strategy was published on the website of 15 of the 21 organisations, with draft status attached to four of them at the time of the survey. Three county councils had published a strategy before the standards' imposition day as they had already undertaken their own process of strategic planning. The other organisations reported that the main reason for the delay in publishing their strategies was their approval procedures.

10.5 Of the 15 strategies published, nine of them included a target for the number of Welsh speakers in the area. These targets varied from specifying an increase of 0.5%, to more than 5%. Of those strategies that did not include a target for the number of Welsh speakers in the area, two strategies set targets for specific groups within the population, such as school age children and the county council's workforce. In the 11 strategies that include a target, the intention is to increase, rather than maintain, the number of Welsh speakers.

[51] The Welsh Language Standards (No.1) Regulations 2015 specify standards for Welsh Ministers, county councils and national park authorities.
[52] Standard 145 of the Welsh Language Standards (No. 1) Regulations 2015
[53] A list of the public bodies included in the survey is provided in Appendix 2. Although standards 145 and 146 of the Welsh Language Standards Regulations (No.1) 2015 were included in every county council's compliance notice, four councils were omitted from the survey due to the fact that they had either challenged the standard or the imposition day had not passed at the time of the survey.

10.6 Two strategies had been produced by county councils in response to the particular challenges highlighted by the 2011 Census within their areas, acknowledging the need to increase use, language transmission and acquisition. Although they have not set specific quantitative targets, they include a detailed action plan to promote and facilitate the language more widely. They also include a detailed baseline of language demographics and language use, and therefore these organisations have the ability to set meaningful quantitative targets based on the contents of their strategies.

10.7 In terms of the other two strategies, one acknowledges the need to 'maintain the number of Welsh speakers in the county borough', but does not expand further, and the other is a document outlining the need for further mapping work before establishing a baseline.

10.8 Each one of the 15 strategies included an explanation of the way in which the organisations intended to promote and facilitate the use of Welsh, but differed in terms of how detailed and thorough they were.

10.9 In terms of considering the way in which the organisations explain how they will be able to assess the degree to which they have been successful within five years, 11 organisations have included a baseline against which they will be able to measure progress. Although most organisations have made use of the 2011 Census figures, a number of bodies acknowledge that the 2021 Census figures will not be available as a measurement at the end of the five year period and that they will need to identify other indicators and sources of data. Three strategies had not included any quantitative indicators or methodologies to monitor progress.

10.10 The survey found that the strategies differed in terms of their ambitions to increase the number of Welsh speakers. In every strategy, the main method for achieving the target of increasing Welsh speakers is the growth in the number of school pupils receiving Welsh medium education. However, some organisations have also set out targets to increase the number of Welsh learners in the community and the workplace, an increase in terms of language transmission within families, and in some areas, the natural growth within the population itself.

10.11 14 of the 15 strategies published include strategic aims, targets or action plans that outline activities to promote and facilitate the use of Welsh more widely. They vary a great deal in terms of detail and therefore at the end of the five year strategy the quality of the evidence that will enable organisations to assess their compliance with the standards will also vary greatly.

10.12 Most strategies referred in general terms to monitoring and reviewing progress, which would be conducted periodically and at the end of the five years. It is likely therefore that the quality of the evidence at the end of the strategy's five year cycle will vary, together with the ability of the organisations themselves to conduct a self-assessment of their success.

10.13 **Good features evident in promotion strategies**
The following features serve to strengthen the strategies and underline their credibility as authoritative documents.

Ownership and accountability
Some strategies demonstrate clear ownership by the whole organisation, eg. foreword by the Chief Executive, the Chair, and a clear accountability structure for implementation and assessment of progress.

Baseline
The most comprehensive strategies have based their targets and action plans for the promotion and facilitation of the language on qualitative and quantitative evidence of the area's Welsh language speakers and groups of Welsh speakers (using the Census, the Welsh Language Use Survey, relevant research conducted by the bodies themselves and others nationally); education data; language transmission data; information on current community provision; Welsh learner figures.

Clear vision
In any strategy one would expect to see a statement outlining a clear vision with relevant strategic priorities, and this is present in a number of these strategies. However, the opening pages of some strategies are unclear in terms of what the organisation hopes to achieve, and convey a sense of an obligation to conform to legal requirements. Others do set out their aim and target, but these are lost within the body of the strategy and there is no prominent position for them as an organisational or partnership vision. A clear statement of vision serves not only to enable the public to understand the aims of the organisation, but also helps the staff of the organisation, who have to implement the relevant actions.

Partners
Some of the strategies are partnership in nature, as some of the Language Forums have taken a central part in their formulation. Although every strategy that was part of this survey makes reference to partners / stakeholders, they vary greatly in terms of the proposed level of participation and collaboration. The strategies that place an emphasis on collaboration with partners and stakeholders strongly indicate that there is local ownership at a number of levels and not just at the level of the organisation alone. The most comprehensive action plans extend to every relevant area and demonstrate a commitment to work in partnership with organisations in the public and private sector together with the third sector, and of course local people.

The wider context
The most comprehensive strategies deal with the wider context of the growth and vitality of the Welsh language, the local social / economic context; cross references with WESPS and other strategies that overlap locally and nationally (health and wellbeing, for instance).

Measuring progress
The most comprehensive strategies set clear targets, strategic priorities, quantitative indicators, and a detailed action plan with clear links between activities and strategic priorities. The most comprehensive action plans set out targets with clear timescales and responsibilities.

Appendix 1

Survey methodologies

Every public organisation included in the Commissioner's surveys provides services to people in Wales. Each one that was subject to review had either received a compliance notice from the Commissioner including the standards relevant to the specific survey, or were implementing a statutory Welsh language scheme. Some organisations were included despite the fact that they were not required to provide some of the services at the time of review - either because the standard's imposition day had not passed or because the organisation had challenged the duty to comply.

Social media survey

The main aim of the survey was to gather information on the experience of using Welsh when using public organisations' social media account. The findings serve to assist to the Commissioner in drawing her conclusions on the compliance of organisations with the Welsh language standards.[54] The work was undertaken by the Commissioner's officers.

During April and May 2016, officers visited the social media accounts of 70 public organisations that implement the Welsh Language Standards (No.1) Regulations 2015, (No. 2) 2016 and (No. 5) 2016.[55] The Twitter and Facebook accounts of every organisation was visited once.

Officers recorded whether the accounts were maintained as separate Welsh and English accounts or bilingually, the number of followers and the number of messages. The language in which the organisation posted messages and the language used in reply was recorded.

Comments were also recorded regarding the quality of the service, regarding matters such as whether the accounts' biographies were available in Welsh or bilingually, how frequently the accounts were used; the consistency of the content, and whether language choice was acknowledged when replying to messages.

Telephone services survey

The main aim of the survey was to gather information on the experience of using Welsh when using public bodies' telephone services. The findings provide assistance to the Commissioner in drawing her conclusions on the compliance of organisations with the Welsh language standards.[56] The work was undertaken by the Commissioner's officers.

[54] Standards 58, 59 Welsh Language Standards (No.1) Regulations 2015; 54, 55 Welsh Language Standards (No. 2) Regulations 2016; 55, 56 Welsh Language Standards (No. 5) Regulations 2016.
[55] A list of the public bodies included in the survey is provided in Appendix 2. Flintshire County Council did not have a Facebook account. The British Transport Police Authority did not have a Facebook or Twitter account.
[56] Standards 8, 9, 10, 11, 13, 16, 17 and 22 Welsh Language Standards (No.1) Regulations 2015; (No. 2) 2016, (No.4) 2016 and (No. 5) 2016.

Between December 2016 and March 2017, 219 calls were made to the main telephone numbers of 73 public bodies implementing Welsh Language Standards (No.1) Regulations 2015; (No. 2) 2016, (No. 4) 2016 and (No. 5) 2016.[57] The Welsh language line was contacted if one was advertised by the organisation on its website. Three calls were made to each organisation, to the same main telephone number, with a different enquiry made each month at different dates and times.

The enquiry was made in Welsh and officers sought to only use Welsh during the call. Officers also sought to limit the use of English to ask for a service in Welsh.

Officers recorded whether the Welsh language was used to greet the caller and what language was used by the organisation to handle the call, from start to finish: did the operator succeed in conducting a conversation in Welsh and succeed in understanding the nature of the enquiry, transferring the call to another member of staff to provide a service with regard to the particular subject? Officers recorded whether the enquiry was handled entirely in Welsh. Observations were also recorded on the quality of service, with consideration given to issues such as whether a Welsh language service was offered proactively or did the researcher have to ask to use Welsh and whether that created a feeling of being a nuisance, and whether the number for the Welsh language service was the same as the number for the English language service.

Correspondence services survey

The main aim of the survey was to gather information on the experience of using Welsh when receiving a response to correspondence sent to public bodies. The findings serve to assist to the Commissioner in drawing her conclusions on the compliance of organisations with their duties under Welsh language standards or Welsh language schemes.[58] Trywydd was commissioned to undertake the work on behalf of the Commissioner.

Between November 2016 and March 2017 a total of 12 pieces of correspondence was sent to each one of 86 public organisations implementing Welsh Language Standards (No.1) Regulations 2015; (No. 2) 2016, (No.4) 2016 and (No. 5) 2016 together with Health Boards and NHS Wales Trusts. A total of 1, 032 pieces of correspondence was sent: letters, e-mails, text messages and messages to Facebook accounts.[59] The same number of correspondence was sent in both Welsh and English in order to compare response times and assess whether there was any delay due to the enquirer choosing to use Welsh.

[57] A list of the public bodies included in the survey is provided in Appendix 2. The relevant telephone services standards have not been imposed on the Student Loans Company nor the British Transport Police Authority. The telephone services of the Auditor General for Wales was not reviewed as the Wales Audit Office was included in the survey.
[58] Standards 1, 7, 58, 59 Welsh Language Standards (No.1) Regulations 2015; 1, 7, 54, 55 Welsh Language Standards (No. 2) Regulations 2015; 1, 7, 58, 59 Welsh Language Standards (No. 4) Regulations 2016; 1, 7, 55, 56 Welsh Language Standards (No. 5) Regulations 2016
[59] A list of the public bodies included in the survey is provided in Appendix 2.

The language in which the organisation responded to the correspondence and provided any further information was recorded. The number of working days the organisation took to respond was also recorded. Observations were also recorded on the quality of service, with consideration given to issues such as language quality and accuracy, style of correspondence and whether it was signed.[60]

Websites survey

The main aim of the survey was to gather information on the experience of using Welsh when using public bodies' websites. The findings serve to assist the Commissioner in drawing her conclusions on the compliance of organisations with their duties under Welsh language standards or Welsh language schemes.[61] The work was undertaken by the Commissioner's officers.

Between June and September 2016, officers visited the websites of 104 public organisations implementing Welsh Language Standards (No.1) Regulations 2015; (No. 2) 2016, (No. 5) 2016 and (No. 6) 2017 together with NHS Health Boards. A total of 3,285 pages were visited, around 30 pages from three specific areas of each website were examined.[62]

Officers recorded whether a language choice was offered on a splash page; whether every page visited was available in Welsh and corresponded to the English page; and whether it was possible to navigate from one language to another. When Welsh and English pages corresponded in terms of content and text, but did not correspond necessarily in terms of design, it was recorded that they did correspond unless the design had a negative impact on the meaning, and the Welsh language as a result was treated less favourably. If some of the content was missing, or if information was outdated, the page was recorded as being available in Welsh for the purposes of this specific survey.

Comments were also recorded regarding the quality of the service: the design of the pages, the standard of the language used and how easy it was to use.

[60] The following definitions were used for recording the language quality of the correspondence: accurate - text which is of an accurate grammatical standard and reads naturally; partly accurate - text that reads accurately on the whole but included mutation or spelling errors or Welsh that was non-standard; inaccurate - text where too many serious errors were a distraction.
[61] Standards 52, 55, 56 Welsh Language Standards (No.1) Regulations 2015; 48, 49, 50, 51, 52 Welsh Language Standards (No. 2) Regulations 2016; 52, 55, 56 Welsh Language Standards (No.4) Regulations 2016; 49, 50, 51, 52, 53 Welsh Language Standards (No. 5) Regulations 2016; 55, 56, 57, 58, 59 Welsh Language Standards (No. 6) Regulations 2017.
[62] The corresponding sections were examined on the websites of organisations delivering the same kind of services.

Production and publishing of documents survey

The main aim of the survey was to gather information on the experience of using Welsh when seeking and using various documents from a public organisation - such as booklets, leaflets, pamphlets, cards, agendas and meeting discussion papers, minutes, annual reports, guidelines and press statements. The findings serve to assist to the Commissioner in drawing her conclusions on the compliance of organisations with the Welsh language standards.[63] The work was undertaken by the Commissioner's officers.

During March 2017, officers visited the websites of 26 public organisations implementing the Welsh Language Standards (No.1) Regulations 2015 to access documents available to download. The Welsh and English web pages were visited and the documents most recently published were accessed from the corresponding sections of the websites of organisations that deliver the same type of services. If the documents were not dated, the ones that appeared at the top of the page were downloaded.

A consistent number of the same type of documents were accessed from each organisation - a total of 207 documents. Officers recorded whether or not the same documents were available in English and Welsh.

Supplementary matters standards survey

The main aim of the survey was to gather information regarding the capacity of public organisations to publish strategies, procedures and information on their websites - documents produced by them in order to explain how they intend to comply with the standards. The findings serve to assist to the Commissioner in drawing her conclusions on the compliance of organisations with the Welsh language standards.[64] The work was undertaken by the Commissioner's officers

During July 2016, officers visited the websites of 26 public organisations implementing the Welsh Language Standards (No.1) Regulations 2015, to access documents recording the standards with which the organisation is required to comply; documents explaining how the organisation intends to comply with those standards; documents that outline the organisation's arrangements for monitoring compliance; and documents that set out the organisation's complaints procedure. The officers recorded whether or not the documents were available. During March 2017, officers visited the websites of 31 public organisations implementing the Welsh Language Standards (No.2) Regulations 2016 to access documents available to download.

[63] Standards 40, 41, 43, 44, 46 of the Welsh Language Standards (No. 1) Regulations 2015
[64] Standards 155, 156, 157, 159, 161, 162, 163, 165, 167, 168, 169, 171, 173, 175 Welsh Language Standards (No.1) Regulations 2015, Standards 149, 150, 151, 153, 155, 156, 157, 159, 161, 162, 163, 165, 167, 169 Welsh Language Standards (No. 2) Regulations 2015.

During May 2017, officers revisited the websites of the public organisations implementing the Welsh Language Standards Regulations (No.1) and (No. 2), as well as the websites of organisations implementing the Welsh Language Standards Regulations (No. 4) and (No. 5) for the first time to access information on the organisations' arrangements regarding receiving complaints from the public about the way in which they are implementing the Welsh language standards. By this date, all but one of the organisations included in the review were required to comply with the relevant standards.[65]

Jobs survey

The main aim of the survey was to gather information on public bodies' practices in terms of including and describing Welsh language skills requirements when recruiting staff to new and vacant posts. The findings serve to assist the Commissioner in drawing her conclusions on the compliance of organisations with their duties under Welsh language standards or Welsh language schemes.[66] The work was undertaken by the Commissioner's officers.

Between November 2016 and March 2017 officers recorded information on 4,002 posts advertised on the websites of 73 public organisations implementing Welsh Language Standards Regulations (No.1) 2015; (No. 2) 2016, (No. 4) 2016 and (No. 5) 2016 together with Health Boards and NHS Wales Trusts.[67] The information was accessed by visiting the recruitment pages of individual organisations' websites and/or group websites if used. The Welsh and English pages were read if available.

Officers recorded which Welsh language skills were essential or desirable for each post based on the information published in the advertisements, job descriptions and person specifications. Officers recorded comments regarding the quality of the information: how organisations describe Welsh language skills requirements and how clear and meaningful the requirements were for the organisation and candidate. Officers also recorded whether information on the advertised posts was available in Welsh.

In terms of county councils, auxiliary posts in schools such as child transport staff, catering staff etc were recorded. Teaching staff and teaching assistant staff posts were not recorded.

[65] Standards 156, 162, 168 Welsh Language Standards (No.1) Regulations 2015; 150, 156, 162 Welsh Language Standards (No. 2) Regulations 2016; 150, 156, 162 Welsh Language Standards (No. 4) Regulations 2016; 153, 159, 165 Welsh Language Standards (No. 5) Regulations 2016. The Information Commissioner's Office had challenged the relevant standards and as such the duty to comply was postponed.
[66] Standards 136A, 137, 137A, 138, 139 Welsh Language Standards (No.1) Regulations 2015; 132A, 133, 133A, 134, 135 Welsh Language Standards (No. 2) Regulations 2016; 131A, 132, 132A, 133, 134 Welsh Language Standards (No.4) Regulations 2016; 134A, 135, 135A, 135, 136 Welsh Language Standards (No. 5) Regulations 2016.
[67] The public organisations included in the survey are listed in Appendix 2. Ten of the organisations surveyed did not advertise any posts at the time of review.

Due to the large number of posts advertised by the health sector, a decision was made to record a selection only of the advertised posts. This included the six staff groups most likely to come into contact with the public - administrative and clerical; allied health professionals; clinical services; scientific and technical health professionals; doctors, dentists, and registered nurses and midwives. This was conducted between 1 February and 3 March 2017.

No volunteering opportunities advertised by organisations were recorded.

Raising awareness of Welsh language services survey

The main aim of the survey was to gather information regarding the extent to which public organisations promote the Welsh language services provided by them and actively encourage people to use these services. The findings provide assistance to the Commissioner in drawing her conclusions on the compliance of organisations with the Welsh language standards.[68] The Welsh Centre for Language Planning was commissioned to undertake the work on behalf of the Commissioner.

During February and March 2017, telephone interviews were conducted with officers from 25 public organisations implementing the Welsh Language Standards (No.1) Regulations 2015 in order to gather information on current procedures, their plans for the future and examples of good practice.[69] The officers were given interview guidelines beforehand and a set time was arranged for the interviews. Officers were also asked to provide any documentary evidence that would confirm compliance, such as policy documents, promotion and facilitation strategies; marketing and advertising guidance, grants guidelines and reception protocols.

Information was recorded regarding the practices of 25 organisations in terms of welcoming the use of Welsh in meetings; using Welsh in public events; displaying signs at receptions indicating that people are welcome to use Welsh and ensuring that reception staff also wear a badge for this purpose; advertising that Welsh language services are available in publicity material, documents and websites that refer to the corresponding English medium services; publishing information on the standards with which the organisation is required to comply, and an explanation of how the organisation will ensure compliance.

During the same period, 54 public receptions of 26 public organisations were visited once.[70] Each organisation's main reception was included together with the reception in regional offices, libraries, leisure sites and community education sites. A 'mystery shopper' method was adopted

[68] Standards 30, 35, 67, 68, 81, 82, 155, 159, 161, 165, 167, 171, 173, 175 Welsh Language Standards (No.1) Regulations 2015.
[69] A list of the public bodies included in the survey is provided in Appendix 2. Merthyr Tydfil County Borough Council did not wish to take part in the survey.
[70] Receptions maintained by Merthyr Tydfil County Borough Council were included in the survey.

with a specific enquiry. A record was kept regarding whether and how any Welsh language service provided was advertised at reception. If an English medium service was advertised, a record was kept of whether there was a corresponding service in Welsh. A record was also kept regarding whether a sign was displayed at the location indicating that people were welcome to use Welsh, materials such as Working Welsh posters.[71] A record was also made of whether the reception staff could provide a Welsh language service and whether they wore a badge to signify this. A record was also kept regarding whether documents were available at reception outlining with which standards the organisation is required to comply.

The Twitter and Facebook accounts of the same 26 organisations were visited to determine whether Welsh language services are promoted and advertised - a record was kept regarding whether there was a direct statement outlining that Welsh language services were available or whether the accounts gave a general impression that Welsh language services were available.

Promotion standards survey

The main aim of the survey was to gather information regarding to what extent public organisations promote the Welsh language in accordance with the standards imposed on them - standards in relation to any activity intended to promote or facilitate the use of Welsh more widely.[72] The findings serve to assist the Commissioner in drawing her conclusions on the compliance of organisations with the Welsh language standards as well as highlighting examples of good practice.[73] Nico was commissioned to undertake the work on behalf of the Commissioner.

Between February and March 2017, the websites of 21 public organisations implementing the Welsh Language Standards (No.1) Regulations 2015 were visited to check whether the organisation had published their Welsh language promotion strategy. Although the relevant standards had been imposed on 25 public organisations, only 21 were included in the survey. The remaining organisations had either challenged the standard or the imposition day of the standard had not passed at the time of the survey.

A record was kept of whether the organisation had published a 5-year strategy outlining how the organisation intends to promote the Welsh language and facilitate its use more widely in the area; whether a target to maintain or increase the percentage of Welsh speakers in the area within 5 years was included; and whether the organisation included a statement to explain how it intended to reach the target and the date it would assess the strategy and publish an updated version.

[71] The Welsh Language Commissioner provides free Iaith Gwaith resources in order to help organisations promote opportunities to use Welsh when delivering services to the public in Wales.
[72] A list of the public bodies included in the survey is provided in Appendix 2. Although standards 145 and 146 were included in every county councils' compliance notices, four councils were omitted from the survey due to the fact that they had either challenged the standard or the imposition day had not passed at the time of review.
[73] Standards 145, 146 of the Welsh Language Standards (No. 1) Regulations 2015.

Comments were also recorded regarding the quality of the strategies giving consideration to how likely they would enable the organisations to comply with specific standards.

An assessment was made of the adequacy of the strategies in relation to enabling organisations to assess any success together with the accountability framework related to the activities themselves. Good practice was recorded in order to identify transferable features that would encourage their adoption by other organisations in order to improve compliance.

Welsh Speakers Omnibus Survey

The main aim of this survey was to gather information on the attitudes of Welsh speakers towards the Welsh language services provided by public organisations and their experience of using them. Beaufort Research were commissioned to undertake the work on behalf of the Commissioner and during March 2017, telephone interviews were conducted with 500 Welsh speakers 16 years and over.

Officers recorded responses to questions involving the opinion of people on the opportunities available to use the Welsh language in their everyday lives, with businesses, charities and public organisations, and also in relation to which language they prefer to use when dealing with public organisations in situations such as phoning the county council or receiving healthcare services. Contributors were also asked for their opinion on a series of statements relating to receiving services in Welsh if they so wish, Welsh language services being actively offered to them, the rights of people to use Welsh and people's ability to complain if they are dissatisfied with the provision on offer.

As a similar survey was held in March 2016, the findings assist the Commissioner in measuring whether people's experiences in using the Welsh language are improving as Welsh language standards becomes established.

Discussion groups

The main aim of the groups was to gather information on people's experience of choosing to use the Welsh language in accessing services from public organisations. The work was undertaken by the Commissioner's officers.

The discussion groups on rights to use the Welsh language were held during July and December 2016, in Caernarfon, Wrexham, Cardiff, Carmarthen, Ruthin, Llangefni, Merthyr Tydfil and Cardigan, attracting around 60 participants.

Appendix 2

Public organisations surveyed

Every public organisation included in the Commissioner's surveys provides services to people in Wales. Each one surveyed has either received a compliance notice from the Commissioner or is implementing a statutory Welsh language scheme. Some organisations were included even though they were not required to provide some of the services during the survey period - either because the standard's imposition day had not passed or that the organisation had challenged the duty to comply.

The Welsh Language Standards (No. 1) Regulations 2015

Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
Pembrokeshire Coast National Park Authority	✔	✔	✔	✔	✔	✔	✔	✔	✔
Brecon Beacons National Park Authority	✔	✔	✔	✔	✔	✔	✔	✔	
Snowdonia National Park Authority	✔	✔	✔	✔	✔	✔	✔	✔	✔
Blaenau Gwent County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	
Caerphilly County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Neath Port Talbot County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	
Conwy County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Merthyr Tydfil County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	
Bridgend County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Rhondda Cynon Taf County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Torfaen County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Wrexham County Borough Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Swansea City and County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cardiff City Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Newport City Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Gwynedd Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Vale of Glamorgan County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Ceredigion County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Denbighshire County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Monmouthshire County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
Carmarthenshire County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔

	Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
The Welsh Language Standards (No. 1) Regulations 2015	Pembrokeshire County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Powys County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Flintshire County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Isle of Anglesey County Council	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Welsh Ministers	✔	✔	✔	✔	✔	✔	✔	✔	
The Welsh Language Standards (No. 2) Regulations 2016	National Museums Wales	✔	✔	✔	✔	✔		✔		
	The Auditor General for Wales[74]							✔		
	The Quality Assurance Agency for Higher Education	✔		✔	✔	✔		✔		
	BBC		✔	✔	✔	✔		✔		
	Wales Millennium Centre	✔	✔	✔	✔	✔		✔		
	Sports Wales	✔	✔	✔	✔	✔		✔		
	Colleges Wales	✔	✔	✔	✔	*		✔		
	The Royal Commission on the Ancient and	✔	✔	✔	✔	✔		✔		
	The Commission for Equality and Human Rights	✔	✔	✔	✔	✔		✔		
	The Local Democracy and Boundaries	✔	✔	✔	✔	*		✔		
	The Children's Commissioner for Wales	✔	✔	✔	✔	*		✔		
	The Commissioner for Older People in Wales	✔	✔	✔	✔	✔		✔		
	The Student Loans Company	✔			✔	✔		✔		
	Natural Resources Wales	✔	✔	✔	✔	✔		✔		

[74] The Auditor General for Wales was not included in the surveys. Instead the surveys focussed on the Wales Audit Office who provide support to the Auditor General's functions.

	Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
The Welsh Language Standards (No. 2) Regulations 2016	Welsh Local Government Association	✔	✔	✔	✔	✔		✔		
	The Arts Council of Wales	✔	✔	✔	✔	✔		✔		
	Wales Council for Voluntary Action	✔	✔	✔	✔	*		✔		
	The Welsh Books Council	✔	✔	✔	✔	*		✔		
	Estyn	✔	✔	✔	✔	✔		✔		
	National Botanic Garden of Wales	✔	✔	✔	✔	✔		✔		
	The National Library of Wales	✔	✔	✔	✔	✔		✔		
	National Theatre Wales	✔	✔	✔	✔	*		✔		
	National Opera of Wales	✔	✔	✔	✔	✔		✔		
	S4C	✔	✔	✔	✔	✔		✔		
	The Learning and Work Institute	✔	✔	✔	✔	✔		✔		
	Wales Audit Office	✔	✔	✔	✔	✔		✔		
	The Information Commissioner's Office	✔	✔	✔	✔	✔		✔		
	Theatr Genedlaethol Cymru	✔	✔	✔	✔	✔		✔		
	Data Unit Wales	✔	✔	✔	✔	✔		✔		
	The Electoral Commission	✔	✔	✔	✔	*		✔		
	The Big Lottery Fund	✔	✔	✔	✔	✔		✔		
	The Office of Communications	✔	✔	✔	✔	*		✔		
The Welsh Language Standards (No.4) Regulations 2016	Education Workforce Council		✔	✔		✔		✔		
	Mental Health Review Tribunal for Wales		✔	✔				✔		
	Special Educational Needs Tribunal for Wales		✔	✔				✔		

	Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
	Residential Property Tribunal Wales		✔	✔				✔		
	Valuation Tribunal for Wales		✔	✔		*		✔		
	Agricultural Land Tribunal for Wales		✔	✔				✔		
	The British Transport Police Authority	*		✔	✔	✔		✔		
	Mid and West Wales Fire and Rescue Authority	✔	✔	✔	✔	✔		✔		
	South Wales Fire and Rescue Authority	✔	✔	✔	✔	✔		✔		
	North Wales Fire and Rescue Authority	✔	✔	✔	✔	✔		✔		
	The Independent Police Complaints Commission	✔	✔	✔	✔	✔		✔		
	Powys Police and Crime Commissioner	✔	✔	✔	✔	✔		✔		
	North Wales Police and Crime Commissioner	✔	✔	✔	✔	✔		✔		
The Welsh Language Standards (No. 5) Regulations 2016	Gwent Police and Crime Commissioner	✔	✔	✔	✔	*		✔		
	South Wales Police and Crime Commissioner	✔	✔	✔	✔	✔		✔		
	The Chief Constable of South Wales Police	✔	✔	✔	✔	✔		✔		
	The Chief Constable of Dyfed Powys Police	✔	✔	✔	✔	✔		✔		
	The Chief Constable of North Wales Police	✔	✔	✔	✔	✔		✔		
	The Chief Constable of Gwent Police	✔	✔	✔	✔	✔		✔		
	The Chief Constable of the British Transport	✔		✔	✔	✔		✔		
	Adult Learning Wales									
	Careers Wales				✔					

	Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
	The Royal Welsh College of Music and Drama				✔					
	Cardiff and Vale College				✔					
	Coleg Cambria				✔					
	Coleg Ceredigion				✔					
	Coleg Gwent				✔					
	Gower College Swansea				✔					
	Merthyr Tydfil College				✔					
	Coleg Penybont				✔					
	Pembrokeshire College				✔					
	Coleg Sir Gâr				✔					
The Welsh Language Standards (No. 5) Regulations 2016	Coleg y Cymoedd				✔					
	Saint David's Catholic College				✔					
	Higher Education Funding Council Wales				✔					
	Grŵp Llandrillo-Menai				✔					
	NPTC Group of Colleges				✔					
	Swansea University				✔					
	Aberystwyth University				✔					
	Bangor University				✔					
	Cardiff University				✔					
	University of Wales Trinity St David				✔					
	The University of Wales				✔					

	Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
The Welsh Language Standards (No. 5) Regulations 2016	The University of Wales				✔					
	Glyndŵr University				✔					
	Cardiff Metropolitan University				✔					
	The Open University				✔					
Welsh Language Schemes	Powys Teaching Health Board			✔	✔	✔				
	Abertawe Bro Morgannwg University Health			✔	✔	✔				
	Aneurin Bevan University Health Board			✔	✔	✔				
	Betsi Cadwaladr University Health Board			✔	✔	✔				
	Cardiff and Vale University Health Board			✔	✔	✔				
	Cwm Taf University Health Board			✔	✔	✔				
	Hywel Dda University Health Board			✔	✔	✔				
	Felindre NHS Trust			✔		✔				
	Welsh Ambulance Services NHS Trust			✔		✔				
	Public Health Wales NHS Trust			✔		✔				

✔ a duty to provide services in accordance with every standard reviewed during the survey period, data recorded

✔ no duty to provide services in accordance with every standard reviewed during the survey period, data recorded

* required to provide services in accordance with standard/standards reviewed, no data available for the records

* not required to provide services in accordance with standard/standards reviewed, no data available for the records

Notes

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TO2017/05869/DC
17 October 2017

Dear Bethan

Thank you for your letter of 12 October regarding the S4C review, and for making me aware of your concerns on the review process.

As you know, the government is committed to the future of Welsh language broadcasting and supporting the valuable service S4C provides to Welsh speaking audiences.

We are clear that the independent review will gather evidence from a wide range of stakeholders. This includes Welsh language and industry stakeholders and broadcasters, the Welsh Government, and other interested parties in Wales and across the UK.

I understand the review secretariat wrote to all key partners and stakeholders on 13 September to invite them to submit evidence to the review, and Euryn Ogwen Williams has already had a number of meetings with stakeholders.

In addition to this, I would like to assure you that this independent review is an open process where the public and other interested stakeholders can also contribute their views on S4C. Euryn will also gather evidence at two viewers' evening events which are open to all members of the public to give them the opportunity to contribute their views on S4C. I have attached the invites to these events scheduled to take place on 26 October in Llangefni and 7 November in Abergavenny.

In terms of the review timescales, Euryn will report his recommendations to me in December, and the government will publish the review findings and recommendations soon afterwards. As you will be aware, I have also asked the review secretariat to extend the consultation until the end of October 2017. Please do feel free to invite interested parties to submit their views at S4Creview@culture.gov.uk.

POSITIVE ABOUT DISABLED PEOPLE

Finally I have been assured that my officials emailed Mr O'Malley today with apologies for the delay in our response.

I am copying this letter to Alun Davies AM the Welsh Government Minister for Lifelong Learning and Welsh Language for information.

Yours ever

Karen

Rt Hon Karen Bradley MP
Secretary of State for Digital, Culture, Media and Sport

Agenda Item 7

Document is Restricted