RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

WELSH LANGUAGE CABINET STEERING GROUP

28 NOVEMBER 2017

STRIKING THE RIGHT BALANCE: THE WELSH GOVERNMENT'S PROPOSALS FOR WELSH LANGUAGE BILL - WHITE PAPER

REPORT OF THE DIRECTOR OF EDUCATION AND LIFELONG LEARNING IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER COUNCILLOR G. HOPKINS

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1.   PURPOSE OF THE REPORT

1.1   The purpose of the report is to provide the Welsh Language Steering Group with an outline of the contents of *Striking the right balance*: *The Welsh Government's proposals for a new Welsh Language Bill*

2.   RECOMMENDATIONS

It is recommended that the Welsh Language Cabinet Steering Group:

2.1   Note the content of the report;

2.2   Consider and comment on the information provided

3.   BACKGROUND

3.1   Everyone in Wales has certain rights to receive public services in Welsh. The Welsh Language Standards are legal duties imposed on public bodies that require them to provide certain services in Welsh. The Welsh Language Commissioner is currently responsible for making sure bodies comply with the Standards.

3.2   Rhondda Cynon Taf received a final Compliance Notice from the Welsh Language Commissioner on 30th September 2015 which outlined the Council's duty to meet 171 of the Statutory Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

3.3. At present, the Welsh Government and many of the bodies subject to the Welsh Language Standards believe there is too much emphasis on regulation, and not enough on promotion. The Standards have been a big step forward in creating rights for people to receive services in Welsh. However, the Standards are numerous and complicated, and the way they are made and enforced is bureaucratic and time-consuming.

3.4. The WG believes there is a risk this situation may undermine goodwill towards the language and divert resources and staff away from the main task of improving Welsh language services.

3.5 As well as simplifying the way the system works, the Welsh Government proposes to enhance the arrangements for promoting and facilitating the use of the Welsh language, and make improvements to the Welsh Language Standards system.

4. CURRENT POSITION

4.1 Although the Standards are still new, evidence (Rights Taking Root: The Welsh Language Commissioner's Assurance Report 2016-17 Appendix 1) suggests that they are making a difference to the quality and consistency of services in the Welsh language.

4.2 Nevertheless, bodies working under the Standards, which include Rhondda Cynon Taf County Borough Council, say they are sometimes difficult to understand, implement and monitor.

4.3. Consequently, the WG launched a consultation on 9th August 2017 on proposals for a new Welsh Language Bill which would in the main:

- establish a Welsh Language Commission responsible for promoting the Welsh language and monitoring and enforcing compliance with Welsh Language Standards;
- abolish the role of the Welsh Language Commissioner;
- retain the current Welsh Language Standards but simplify the processes involved in making and imposing the Standards;
- transfer the budget and resources for other specified promotion work it currently undertakes to the Welsh Language Commission;
- remove the restrictions in the current legislation so Standards could be placed on any body as long as it is within the Assembly's power to do so;
- where appropriate, place additional Standards on bodies or remove current exceptions granted.

4.4 To this end, the Welsh Government aims to ensure:

a. consistency and quality in the provision of Welsh language services;

b. accountability of bodies providing those services;

c. enforcement if the Standards are not met, and

d. reduce bureaucracy and ensure value for money

5.   **NEXT STEPS AND WG PREFERRED OPTION**

5.1.   The most significant section of the Bill to affect Rhondda Cynon Taf Council is the section on the Welsh Language Standards. The Welsh Government has consulted on five options.

Option 1: no change

Option 1 would see the current system continue. Welsh Government does not think this is viable.

Option 2: reform the current system

Option 2 would retain keep the current system but make improvements as follows:

a. Remove or amend Standards which do not contribute directly to improving services;

b. Remove or amend Standards that are costly to implement but produce little public benefit;

c. Give bodies more opportunity to exercise reasonable judgement without undermining the principle of enforceable Standards. Some Standards already permit this, for example, by requiring a body to make an assessment.

d.   Publish guidance to help bodies comply with Standards.

From time to time, the WG would also review the Standards which bodies must comply with to see if they could deliver more in Welsh.

Option 3: a small set of more general Standards on the face of primary legislation

Option 3 would be different to the current Standards system. In this system, a few general Standards would be set out in the Welsh Language Bill. To make the system work, the law would need to allow exceptions to the Standards so that they are reasonable and proportionate for different bodies.

Option 4: regulated exceptions schemes based on a small set of more general Standards

Under Option 4, the Standards would be set out in the Welsh Language Bill. Each body would be required to prepare a scheme of exceptions which should apply to it. Each scheme of exceptions would need the approval of the Welsh Government.

Option 5: rights for individuals to use Welsh set out in primary legislation

Option 5 would give people rights in law to use Welsh with bodies in Wales. In this case, because of the constraints on Welsh language skills in the workforce, the Welsh Government knows they would need to make exceptions to the rights to make the system work. These exceptions would need to be tailored to each individual body.

5.2   The Welsh Government's preferred option is Option 2 - reform of the current system of Standards. The Welsh Government believes Option 2 offers an effective system which makes bodies improve gradually over time. The Welsh Government believes this option builds on the work the Welsh Government, the Commissioner and other bodies have already done, and ensures that the resources already invested in the Standards system do not go to waste.

6.   LOCAL AUTHORITY CONSENSUS

6.1   During a consultation period held over the summer (2017), Local Authorities contributed to a 'call for evidence' (Appendix 2) by the Welsh Government, which collated the experience and views of some of the bodies already operating under the Welsh language Standards, bodies which are preparing to come under the Standards, and some other stakeholders.

6.4   On the whole, stakeholders welcomed the principle of the Standards but almost every response commented on the complaints process, and there were strong views in general about the length and complexity of the process.

6.5   Therefore, in general, council officers and Welsh language officers welcome the review on the legislative complaints process surrounding the current Welsh Language Standards and also welcome the proposal to establish a new single body responsible for promoting the Welsh language as well as ensuring bodies comply with Standards.

6.6   The proposed single body would also play a crucial role in delivering Cymraeg 2050 and assist Local Authorities with their statutory duty to contribute to this national strategy.

6.7   However, there is some concern that disestablishing the role of the Commissioner risks losing the current general apolitical consensus surrounding the language.

7.   EQUALITY AND DIVERSITY IMPLICATIONS

There are currently no direct Equality and Diversity implications for RCT due to the early stages of the legislative process. Welsh Government has published a detailed Equality Impact Assessment to accompany the consultation.

8. **CONSULTATION**

A consultation process was not required for this report.

9. **FINANCIAL IMPLICATION(S)**

There are currently no direct Financial Implications for RCT due to the early stages of the legislative process, yet if Option 2 as stated above is adopted, current resources for implementation of the Standards may need to be re-visited. Whatever option is adopted, the new proposed Welsh Language Commission will continue to have the power to levy a fine (currently up to £5,000) in addition to asking a court to take action in cases of non-compliance.

10. **LEGAL IMPLICATIONS *OR* LEGISLATION CONSIDERED**

Welsh Language (Wales) Measure 2011 and The Welsh Language Standards (No. 1) Regulations 2015 currently regulate this area of work.

11. **LINKS TO THE COUNCIL'S CORPORATE PLAN / OTHER CORPORATE PRIORITIES**

The Welsh language is a cross-cutting theme in the Corporate Plan and underpins all corporate priorities as the Council is required to comply with the amended Compliance Notice issued by the Welsh Language Commissioner in September 2016.

12. **CONCLUSION**

12.1 Rhondda Cynon Taf County Borough Council welcomes some of the proposed changes with regards to simplifying the process of implementing the Standards. It also welcomes the proposal that people should be required to complain directly to the non-complying body in the first place before taking their complaint to the Commission.

12.2 Rhondda Cynon Taf County Borough Council will continue to support and implement the Standards in their current legislative form and in line with any new legislation.

12.2 Further papers will be presented as and when the legislative process matures.

Appendix 1: Rights Taking Root: The Welsh Language Commissioner's Assurance Report 2016-17
Appendix 2: Preparing for a Welsh Language Bill - Call for evidence: summary of responses

Hawliau'n gwreiddio
Adroddiad Sicrwydd 2016-17
Comisiynydd y Gymraeg

Rights taking root
The Welsh Language Commissioner's
Assurance Report 2016-17

Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Cynnwys

Contents

Wrth i'r 26 sefydliad cyntaf ddechrau gweithredu safonau'r Gymraeg y llynedd fe grëwyd hawliau newydd i bobl ddefnyddio'r Gymraeg. Ers hynny, mae safonau wedi eu cyflwyno i ragor o sefydliadau, ac mae'r broses o'u cyflwyno a'u gosod yn parhau. Ond beth yw ystyr yr hawliau hyn ac effaith y safonau ar fywydau a phrofiadau pobl?

Yn ystod 2016-17, bûm yn casglu gwybodaeth a rhoi'r dinesydd yn ganolog i'm gwaith wrth asesu'r sefyllfa. Gwnaed hyn drwy sefyll yn esgidiau'r defnyddiwr wrth gynnal arolygon siopwr cudd, wrth dderbyn a delio â chwynion, a thrwy gynnal grwpiau trafod mewn cymunedau ledled Cymru.

Mae'r adroddiad hwn yn casglu bod arwyddion cynnar bod profiadau pobl yn gwella, a bod gwasanaethau Cymraeg yn cael eu cynnig yn rhagweithiol yn gynyddol. Daeth yn amlwg hefyd fod sefydliadau'n mynd ati i gyflwyno newidiadau i'w galluogi i weithredu gofynion y safonau'n well.

Serch hynny, nid yw pawb yn gallu defnyddio'r Gymraeg gyda sefydliadau pan ddymunant wneud hynny, ac nid yw sefydliadau bob amser yn glynu wrth yr egwyddor o beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg. Er mwyn ysgogi gwelliant a sicrhau'r hawliau, mae'r adroddiad hwn yn dangos ble mae angen canolbwyntio fwyaf o ran cynyddu'r ddarpariaeth. Mae hefyd yn tynnu sylw at bwysigrwydd hyrwyddo gwasanaethau'n rhagweithiol er mwyn cynnal a chreu defnydd.

Eleni gwelwyd Llywodraeth Cymru'n cyhoeddi ei strategaeth uchelgeisiol o greu miliwn o siaradwyr Cymraeg erbyn 2050.[1] Mae'r gwaith o sicrhau hawliau i wasanaethau cyhoeddus yn Gymraeg yn allweddol i sicrhau y gellir defnyddio'r iaith ym mhob agwedd ar fywyd.

Er bod cryn ffordd i fynd eto, mae'r dystiolaeth yn dangos bod y gyfundrefn safonau'n golygu ein bod yn camu i'r cyfeiriad cywir. Mae'r her ar gyfer y cyfnod nesaf yn glir, sef adeiladu ar y sylfeini a osodwyd eleni ac arloesi er mwyn sicrhau bod y gwasanaethau'n cael eu cynnig a bod pobl yn hyderus i'w defnyddio.

Rwy'n edrych ymlaen at barhau i gydweithio â sefydliadau a gwrando ar y cyhoedd wrth sicrhau y caiff yr her hon ei hateb.

Meri Huws

Meri Huws
Comisiynydd y Gymraeg

[1] Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, Gorffennaf 2017.

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

Meri Huws
Welsh Language Commissioner

[1] Cymraeg 2050 - A million Welsh speakers, Welsh Government, July 2017.

1   Ers blwyddyn a mwy, mae sefydliadau wedi bod yn gweithredu safonau'r Gymraeg, sy'n darparu hawliau i ddinasyddion sy'n defnyddio'r iaith. Mae'r adroddiad hwn yn gofyn a yw profiad siaradwyr Cymraeg o wasanaethau cyhoeddus yn gwella. Mae'n ystyried a yw dyfodiad y gyfundrefn newydd wedi cymell gwelliannau sefydliadol ac, yn sgil hynny, a oes tystiolaeth fod siaradwyr Cymraeg yn cael eu galluogi a'u hannog i ddefnyddio'r Gymraeg gyda sefydliadau.

2   Mae un o bob pum person yng Nghymru yn siarad Cymraeg - dros hanner miliwn o'i dinasyddion. Mae niferoedd sylweddol o bobl sy'n siarad Cymraeg yn byw ym mhob cwr o Gymru. Dangosodd Cyfrifiad 2011 fod dros 36,000 yn siarad yr iaith yng Nghaerdydd a dros 27,000 yn y Rhondda - ardaloedd dinesig a phoblog y de ddwyrain. Ceir hefyd dros 24,000 o siaradwyr Cymraeg ym Mhowys, a 34,000 yng Ngheredigion - ardaloedd gwledig y gorllewin a'r canolbarth.[2]

3   Mae deddfwriaeth iaith sy'n cymell sefydliadau cyhoeddus i gynllunio i ddarparu gwasanaethau Cymraeg yn bodoli ers bron i chwarter canrif. Roedd Deddf yr Iaith Gymraeg 1993 yn ei gwneud yn ofynnol i sefydliadau cyhoeddus lunio cynlluniau iaith Gymraeg.[3] Cyflwynwyd Mesur y Gymraeg (Cymru) 2011 [Mesur y Gymraeg] i ddisodli'r drefn honno dros amser. Gosodwyd cyfeiriad strategol clir gan Lywodraeth Cymru yn y Mesur: rhoddwyd statws swyddogol i'r Gymraeg yng Nghymru am y tro cyntaf, a chyflwynwyd cyfundrefn safonau'r Gymraeg, sy'n rhoi hawliau i ddinasyddion o ran derbyn gwasanaethau Cymraeg.

4   Mae Mesur y Gymraeg yn galluogi Llywodraeth Cymru i lunio Rheoliadau Safonau'r Gymraeg i'w cymeradwyo gan Gynulliad Cenedlaethol Cymru. Cyfrifoldeb Comisiynydd y Gymraeg [y Comisiynydd] wedi hynny yw gweinyddu'r broses o gydsynio a gosod y dyletswyddau hynny ar sefydliadau trwy roi hysbysiad cydymffurfio iddynt. Hyd yn hyn, mae'r Comisiynydd wedi rhoi hysbysiad cydymffurfio i 107 sefydliad cyhoeddus sy'n darparu gwasanaethau i bobl yng Nghymru.[4]

[2] Cyfrifiad 2011, Swyddfa Ystadegau Gwladol.
[3] Deddf yr Iaith Gymraeg 1993.
[4] Cyhoedd hysbysiadau cydymffurfio ar wefan y Comisiynydd.

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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.

Cefndir

5   Mae Mesur y Gymraeg yn nodi bod rhaid i'r Comisiynydd roi sylw i ddwy egwyddor wrth sicrhau bod gwasanaethau'n cael eu darparu yn Gymraeg:

○ ni ddylai'r Gymraeg gael ei thrin yn llai ffafriol na'r Saesneg yng Nghymru; a
○ dylai personau yng Nghymru allu byw eu bywydau drwy gyfrwng y Gymraeg os ydynt yn dymuno gwneud hynny.[5]

6   Mae Fframwaith Rheoleiddio'r Comisiynydd yn egluro sut y bydd yn gweithredu mewn modd rhagataliol er mwyn cynyddu cyfleoedd i bobl ddefnyddio'r Gymraeg yn eu bywydau bob dydd.[6] Defnyddir dulliau amrywiol i gasglu gwybodaeth er mwyn cael gwell dealltwriaeth o pam fod pethau fel y maent, ac er mwyn sicrhau bod sefydliadau yn rhoi sylw i welliannau fydd yn gwneud y mwyaf o wahaniaeth i bobl.

7   Yn ystod 2016-17 cynhaliwyd cyfres o arolygon gan y Comisiynydd er mwyn gweld beth oedd profiad pobl o ddefnyddio'r Gymraeg wrth ddefnyddio gwasanaethau cyhoeddus. Rhoddodd y Comisiynydd ei hun yn esgidiau defnyddwyr drwy gynnal arolygon siopwr cudd i brofi'r gwasanaeth a dderbyniwyd. Ymwelwyd â derbynfeydd a gwnaed galwadau ffôn, ymwelwyd â gwefannau ac anfonwyd gohebiaeth drwy lythyr, e-bost a neges ar rwydweithiau cymdeithasol. Cynhaliwyd cyfres o grwpiau trafod mewn lleoliadau ledled Cymru er mwyn cael gwybod yn uniongyrchol gan bobl sy'n defnyddio'r Gymraeg beth yw eu profiadau. Er mai cipolwg o'r sefyllfa a geir yng nghanfyddiadau'r arolygon hyn, maent yn adrodd am brofiadau go iawn. Yn ogystal, cynhaliwyd astudiaethau thematig oedd yn canolbwyntio ar strategaethau hybu'r Gymraeg, ac ar godi ymwybyddiaeth o wasanaethau Cymraeg - cynhaliwyd ymchwil pen desg a chyfweliadau ffôn â swyddogion sefydliadau er mwyn asesu i ba raddau y maent yn llwyddo.[7] Pan fo modd gwneud, mae'r adroddiad hwn yn cymharu canlyniadau 2016-17 â chanlyniadau arolygon 2015-16.

8   Mae pob sefydliad cyhoeddus arolygwyd gan y Comisiynydd yn darparu gwasanaethau i bobl yng Nghymru. Maent unai'n gweithredu safonau'r Gymraeg neu gynllun iaith Gymraeg. Dylid cadw mewn cof nad oedd yn ofynnol i bob sefydliad fod yn gweithredu gofynion y safonau perthnasol yn ystod y cyfnod arolygu: efallai fod rhai ohonynt wedi herio gosod safon oedd yn berthnasol i arolwg penodol, neu efallai nad oedd diwrnod gosod y safon wedi pasio.[8]

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[5] Fframwaith Rheoleiddio Comisiynydd y Gymraeg, 2017.
[6] Rhan 2 (3) Mesur y Gymraeg (Cymru) 2011.
[7] Ceir rhagor o fanylion am y methodolegau a ddefnyddiwyd a rhestr o'r sefydliadau fu'n destun i'r arolygon yn Atodiadau 1 a 2.
[8] Ceir rhagor o fanylion am y methodolegau a ddefnyddiwyd a rhestr o'r sefydliadau fu'n destun i'r arolygon yn Atodiadau 1 a 2.

Background

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]

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[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.

Adroddiad cryno

Prif ganfyddiadau'r adroddiad hwn:

Mae gwasanaethau Cymraeg yn gwella

Mae gan siaradwyr Cymraeg hyder fod pethau'n gwella ac mae mwy ohonynt yn ymwybodol bod ganddynt hawliau i ddefnyddio'r iaith

Mae cynnydd yn y cyfleoedd sydd ar gael i dderbyn gwasanaethau yn Gymraeg

Caiff gwasanaethau Cymraeg eu cynnig yn rhagweithiol yn gynyddol

Mae sefydliadau'n cyflwyno gweithdrefnau newydd i'w galluogi i weithredu gofynion safonau'r Gymraeg

Er bod pethau'n gwella mae gwaith pellach i'w wneud

Er bod cynnydd i'w weld o ran darpariaeth rhai gwasanaethau Cymraeg, mae rhagor eto i'w wneud i sicrhau eu bod ar gael fel y dylent

Mae angen gwella ansawdd gwasanaethau Cymraeg

Mae angen i sefydliadau wella eu trefniadau hunan reoleiddio, a gweithredu ar eu canfyddiadau er mwyn sicrhau eu bod yn cydymffurfio â safonau'r Gymraeg

Rhaid newid ymddygiad er mwyn hybu a hwyluso'r Gymraeg

Cyn gallu hyrwyddo defnydd o'r Gymraeg mae angen i sefydliadau wella'u dealltwriaeth o'r rhesymau pam y mae cyfran sylweddol o siaradwyr Cymraeg yn dewis peidio â defnyddio'r iaith wrth ymwneud â hwy

Er mwyn creu cwsmeriaid ar gyfer gwasanaethau Cymraeg rhaid i sefydliadau wneud mwy na hysbysu pobl eu bod ar gael - rhaid iddynt eu marchnata'n ddeallus ac argyhoeddi pobl eu bod am lwyddo i ddiwallu eu hanghenion

Mae'n allweddol fod strategaethau hybu'n cael eu paratoi a'u gweithredu er mwyn sicrhau y caiff nifer y siaradwyr Cymraeg ei gynnal neu ei gynyddu

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

Rhan 1:
Mae gwasanaethau Cymraeg yn gwella

Part 1:
Welsh language services are improving

Barn y Comisiynydd

Mae'r ffaith bod pobl sy'n defnyddio'r Gymraeg yn datgan bod eu profiadau o wasanaethau cyhoeddus yn gwella a bod ganddynt hyder cynyddol yn y gyfundrefn safonau newydd yn arwydd bod hawliau i ddefnyddio'r Gymraeg yn dechrau gwreiddio.

Mae amlygrwydd cynyddol y cynnig rhagweithiol yn debyg o gynyddu ymwybyddiaeth siaradwyr Cymraeg o'r cyfleoedd sydd ar gael i ddefnyddio'r iaith yn eu bywydau bob dydd.

Gan fy mod wedi hwyluso gweithdai a darparu cyngor i sefydliadau am gynllunio gweithlu dwyieithog yn ystod 2016-17, mae'n gadarnhaol gweld ystadegau sy'n awgrymu bod y sefydliadau cyntaf i ddod o dan y ddyletswydd i asesu sgiliau ieithyddol swyddi yn adnabod niferoedd cynyddol o swyddi lle mae gwerth ar y Gymraeg fel sgil hanfodol.

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.

Mae gan siaradwyr Cymraeg hyder fod pethau'n gwella ac mae mwy ohonynt yn ymwybodol bod ganddynt hawliau i ddefnyddio'r iaith

Dwi wedi gweld newid mawr ers y safonau... Maen nhw [y cynghorau] yn sylwi bod rhaid iddyn nhw wneud mwy. Mae 'na newid agwedd a newid o ran cyfrifoldeb - mae pobl ar lefel uwch yn cymryd diddordeb.

Dwi'n meddwl bod pethau'n gwella, yn ara deg. Mae 'na symudiad.
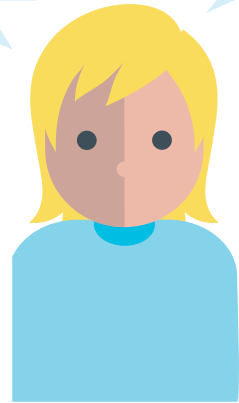
Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

1.1 Yn ystod 2016-17 mae pobl ledled Cymru wedi adrodd i'r Comisiynydd am brofiadau cadarnhaol o ddefnyddio'r Gymraeg wrth geisio gwasanaethau cyhoeddus. Yn ystod sgyrsiau gyda phobl a fynychodd grwpiau trafod y Comisiynydd, dysgwyd bod nifer o'r farn fod y sefyllfa gyffredinol o ran darparu gwasanaethau Cymraeg yn gwella, a bod agweddau'r sefydliadau sy'n darparu'r gwasanaethau'n newid er gwell.

1.2 Roedd 57% o'r siaradwyr Cymraeg oedd yn rhan o Arolwg Omnibws Siaradwyr Cymraeg Beaufort Research [yr Arolwg Omnibws] yn credu bod cynnydd yn y cyfleoedd sydd ar gael i ddefnyddio'r Gymraeg gyda sefydliadau cyhoeddus. 41% ohonynt oedd o'r farn fod rhagor o gyfleoedd i ddefnyddio'r Gymraeg gyda busnesau, a 24% gydag elusennau.[9]

[9] Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

Welsh speakers have confidence that the situation is improving and more of them are aware that they have rights to use the language

I've seen a huge change since the standards... They [councils] realise that they must do more. There has been a change in attitude and a change in terms of responsibility - people on a higher level are taking an interest.

I think things are improving gradually. There is movement.
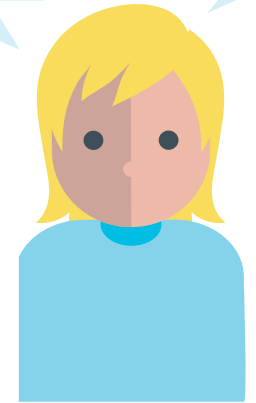
Source: The Welsh Language Commissioner's discussion groups 2016

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   Yn ôl yr un arolwg, roedd 91% o siaradwyr Cymraeg yn credu eu bod yn gallu delio â sefydliadau cyhoeddus yn Gymraeg os oeddent yn dymuno gwneud hynny. Mae'r ganran hon 8% yn uwch na'r un arolwg flwyddyn ynghynt.[10]

1.4   Cadarnhaodd 98% o'r siaradwyr Cymraeg oedd yn rhan o'r Arolwg Omnibws eu bod yn ymwybodol bod ganddynt hawliau i ddefnyddio'r Gymraeg. Roedd cefnogaeth lethol i fodolaeth yr hawliau, gyda 97% yn cytuno ei bod yn bwysig cael hawliau i ddefnyddio'r Gymraeg gyda sefydliadau cyhoeddus.[11]

1.5   Mynegwyd barn bendant hefyd am yr hawl i gwyno am wasanaethau Cymraeg anfoddhaol, gyda 97% yn cytuno ei bod yn bwysig bod pobl yn gallu cwyno.

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[10] Dim ond i bobl oedd yn nodi eu bod yn dymuno delio â chyrff cyhoeddus yn Gymraeg y gofynnwyd y cwestiwn.
[11] Ceir rhagor o fanylion am yr arolwg yn Atodiad 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.
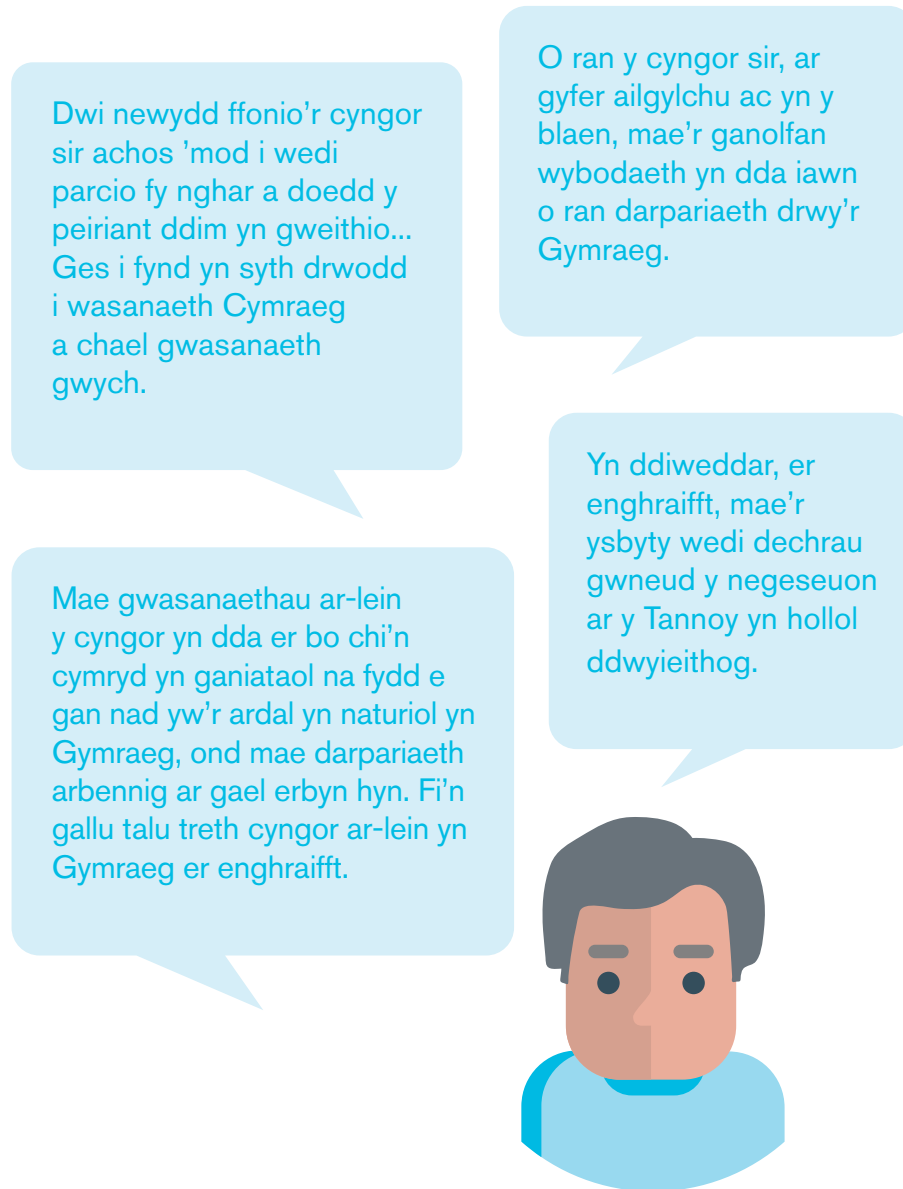
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[10] The question was asked only of those who noted that they wished to deal with public organisations in Welsh.
[11] Further information about the survey is available in Appendix 1.

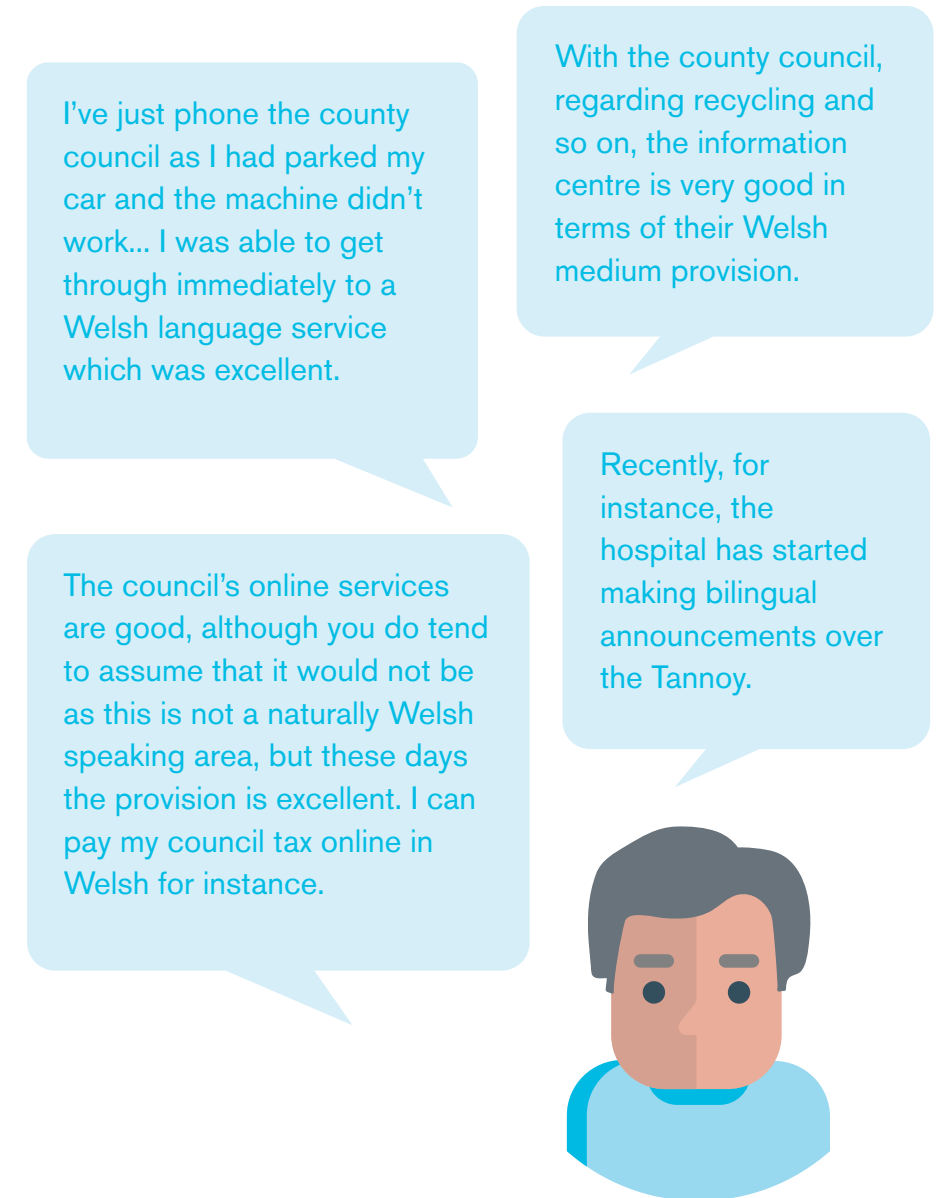## Mae cynnydd yn y cyfleoedd sydd ar gael i dderbyn gwasanaethau yn Gymraeg

2.1 Wrth drafod eu profiadau o geisio defnyddio'r Gymraeg wrth ymwneud â sefydliadau cyhoeddus yn 2016-17, roedd nifer o siaradwyr Cymraeg yn cadarnhau eu bod wedi llwyddo i dderbyn y gwasanaeth yr oeddent yn ei geisio. Dywedodd pobl yn ystod grwpiau trafod y Comisiynydd eu bod wedi derbyn gwasanaeth Cymraeg mewn sefyllfaoedd ac ardaloedd lle nad oedd hynny'n bosib yn y gorffennol.

Dwi newydd ffonio'r cyngor sir achos 'mod i wedi parcio fy nghar a doedd y peiriant ddim yn gweithio... Ges i fynd yn syth drwodd i wasanaeth Cymraeg a chael gwasanaeth gwych.

O ran y cyngor sir, ar gyfer ailgylchu ac yn y blaen, mae'r ganolfan wybodaeth yn dda iawn o ran darpariaeth drwy'r Gymraeg.

Yn ddiweddar, er enghraifft, mae'r ysbyty wedi dechrau gwneud y negeseuon ar y Tannoy yn hollol ddwyieithog.

Mae gwasanaethau ar-lein y cyngor yn dda er bo chi'n cymryd yn ganiataol na fydd e gan nad yw'r ardal yn naturiol yn Gymraeg, ond mae darpariaeth arbennig ar gael erbyn hyn. Fi'n gallu talu treth cyngor ar-lein yn Gymraeg er enghraifft.

Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

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.

Recently, for instance, the hospital has started making bilingual announcements over the Tannoy.

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.

**Source:** The Welsh Language Commissioner's discussion groups 2016

2.2 Adroddodd 76% o'r siaradwyr Cymraeg oedd yn rhan o'r Arolwg Omnibws eu bod yn credu bod gwasanaethau Cymraeg sefydliadau cyhoeddus yn gwella. Dim ond 10% oedd yn anghytuno a 13% ddim yn gwybod.[12]

2.3 Yn ei strategaeth ar gyfer cyrraedd miliwn o siaradwyr Cymraeg erbyn 2050, mae Llywodraeth Cymru yn datgan ei bod am weld cynnydd yn yr ystod o wasanaethau a gynigir yn y Gymraeg a'r defnydd a wneir o'r gwasanaethau hynny. Nodir y caiff rhai sefydliadau eu rheoleiddio drwy safonau'r Gymraeg er mwyn cynyddu'r gwasanaethau a ddarperir ganddynt yn Gymraeg

2.4 Mae canfyddiadau arolygon profi gwasanaethau'r Comisiynydd yn ystod 2016-17 hefyd yn cadarnhau bod gwasanaethau i bobl sy'n dewis defnyddio'r Gymraeg ar gael fwyfwy, a gwelwyd cynnydd yn y cyfleoedd i ddefnyddio'r iaith wrth ymwneud â sefydliadau cyhoeddus sy'n gweithredu safonau'r Gymraeg.

2.5 Gwelwyd bod y ganran o alwadau ffôn i gynghorau sir, lle llwyddwyd i ateb yr alwad yn Gymraeg a chynnal sgwrs er mwyn deall natur yr ymholiad, 20% yn uwch nac yn ystod 2015-16.[14]

Defnyddio gwasanaethau ffôn: derbynnydd yn gallu cynnal y sgwrs yn Gymraeg a deall natur yr ymholiad
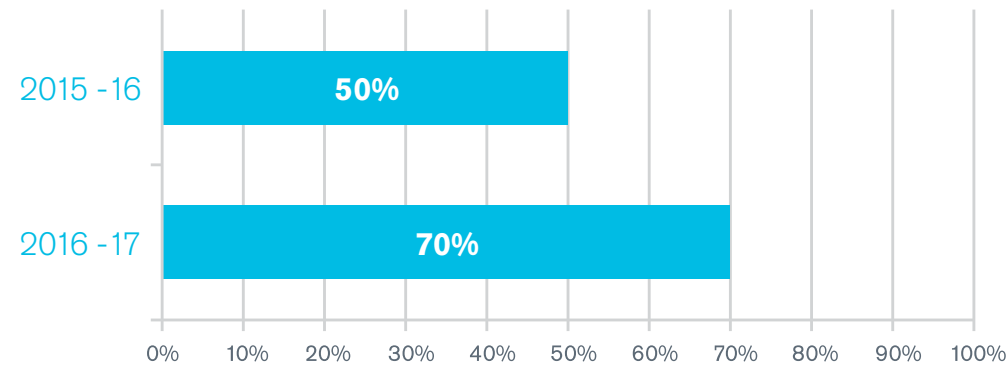

Canran y galwadau i gynghorau sir a atebwyd gan berson oedd yn gallu cynnal sgwrs yn Gymraeg a deall natur yr ymholiad

[12] Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.
[13] Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017 (t.52).
[14] Yn cynnwys y galwadau lle trosglwyddwyd yr alwad ymlaen i'r derbynnydd o'r gwasanaeth awtomatig cychwynnol oedd yn galluogi dewis iaith.

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
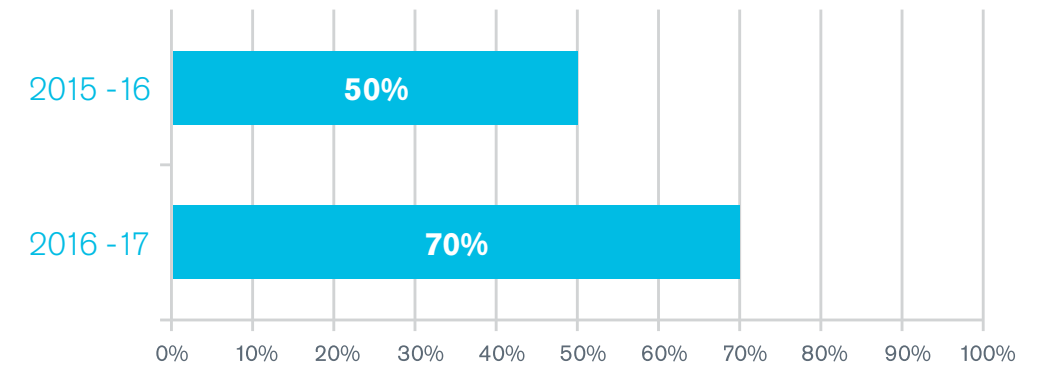
The percentage of calls to county councils answered by a person able to conduct the conversation in Welsh and understand the nature of the enquiry

[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 Roedd canran derbynfeydd cynghorau sir oedd yn gallu darparu ymateb i ymholiad Cymraeg yn 2016-17 21% yn uwch nag yn ystod 2015-16.

Defnyddio gwasanaethau derbynfa: darparu ymateb i ymholiad yn Gymraeg

Blwyddyn	Canran
2015 -16	40%
2016 -17	61%
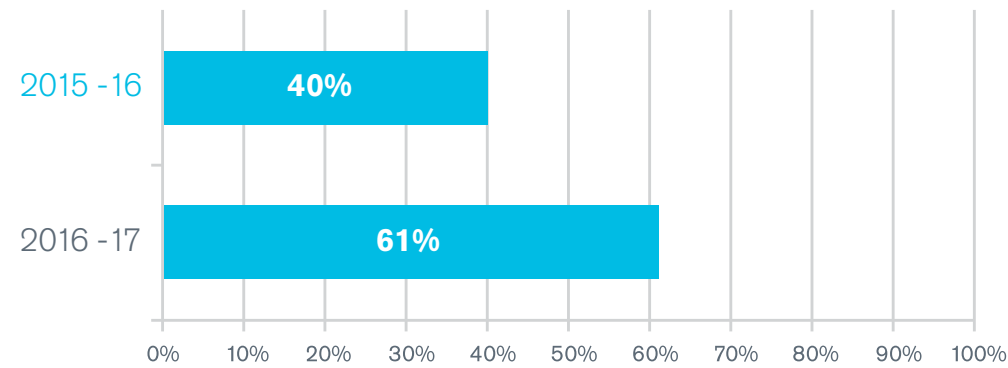
Canran y derbynfeydd cynghorau sir oedd yn gallu darparu ymateb i ymholiad yn Gymraeg

2.7 Yn ystod ymweliadau â derbynfeydd holl gynghorau sir Cymru, pob awdurdod parc cenedlaethol a Llywodraeth Cymru, canfu'r Comisiynydd fod aelod o staff ar gael i ddarparu gwasanaeth yn Gymraeg yn 67% ohonynt.[15]

Helo

Sut alla i helpu?

Cymraeg

67% o dderbynfeydd cynghorau sir yn gallu ymateb i ymholiad yn Gymraeg

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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

Year	Percentage
2015 -16	40%
2016 -17	61%
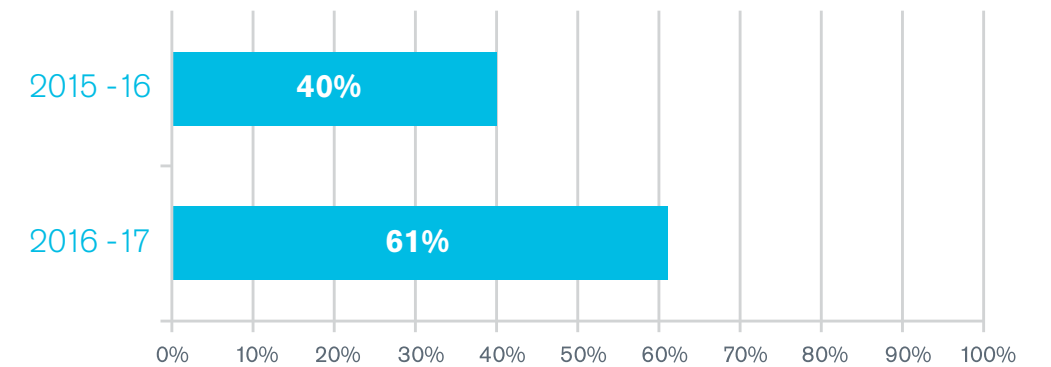
The percentage of county council receptions able to provide a response to an enquiry in Welsh

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]

Helo

Sut alla i helpu?

Cymraeg

67% of county council receptions were able to respond to an enquiry in Welsh

[15] Ymwelwyd â'r derbynfeydd yn ystod arolwg codi ymwybyddiaeth o wasanaethau Cymraeg, gan Iaith Cyf. ar ran Comisiynydd y Gymraeg, 2017.

[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 Llwyddwyd i dderbyn ymateb cyflawn i 74% o'r ymholiadau ffôn Cymraeg a gyflwynwyd i'r holl sefydliadau cyhoeddus yn yr arolwg ffôn, sef 160 o'r 216 galwad. Atebwyd yr ymholiad unai gan y derbynnydd a atebodd yr alwad neu gan swyddog arall yn sgil derbyn cynnig i drosglwyddo'r alwad i siaradwr Cymraeg.

Defnyddio gwasanaethau ffôn: derbyn ymateb Cymraeg i ymholiad Cymraeg

8%

4%

14%

Cafwyd ateb cyflawn yn Gymraeg i 74% o'r ymholiadau a gyflwynwyd i brif rifau ffôn sefydliadau cyhoeddus
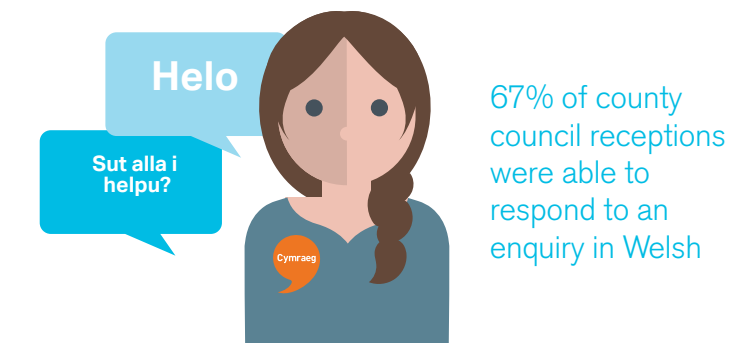
74%
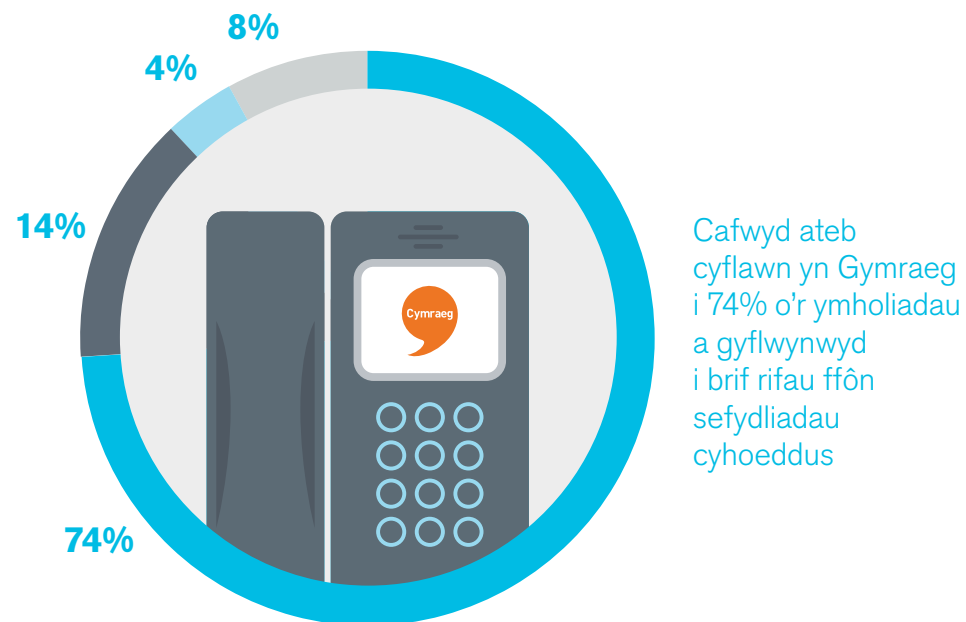
- Atebwyd yr ymholiad yn gyflawn yn Gymraeg
- Atebwyd yr alwad yn Gymraeg ond ni fu modd derbyn ymateb cyflawn
- Dim gwasanaeth Cymraeg ar gael o gwbl
- Trosglwyddwyd yr ymholiad i beiriant ateb

2.9 Mae dyletswydd ar ddeg sefydliad cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 i ddelio â galwadau ffôn yn Gymraeg yn eu cyfanrwydd os yw'r galwr yn dewis hynny. Llwyddodd y deg i wneud hynny yn achos 93% o'r holl alwadau atebwyd ganddynt yn ystod arolwg ffôn y Comisiynydd.[16]

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[16] Wyth cyngor sir, un awdurdod parc cenedlaethol a Gweinidogion Cymru sy'n gweithredu safon 10, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015. Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

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

8%

4%

14%

74% of enquiries to public organisations' main telephone numbers were answered fully in Welsh

74%
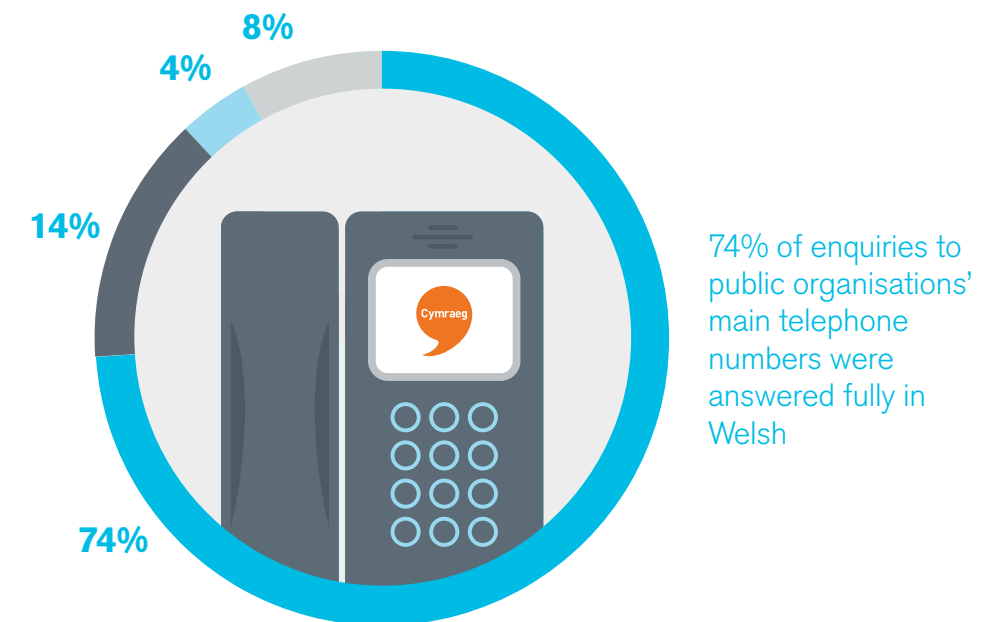
- The enquiry was answered fully in Welsh
- The call was answered in Welsh but it was not possible to receive a full response
- No Welsh service available at all
- The enquiry was transferred to an answering machine

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]

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[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 Er nad yw'n ofynnol i'r holl sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 ddarparu ymateb cyflawn yn Gymraeg i ymholiad ffôn, dylid nodi bod y ganran o'r galwadau ffôn lle llwyddwyd i wneud hynny 32% yn uwch nag yn 2015-16.[17]

Defnyddio gwasanaethau ffôn: derbyn ymateb Cymraeg i ymholiad Cymraeg

2015 -16   33%

2016 -17   65%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
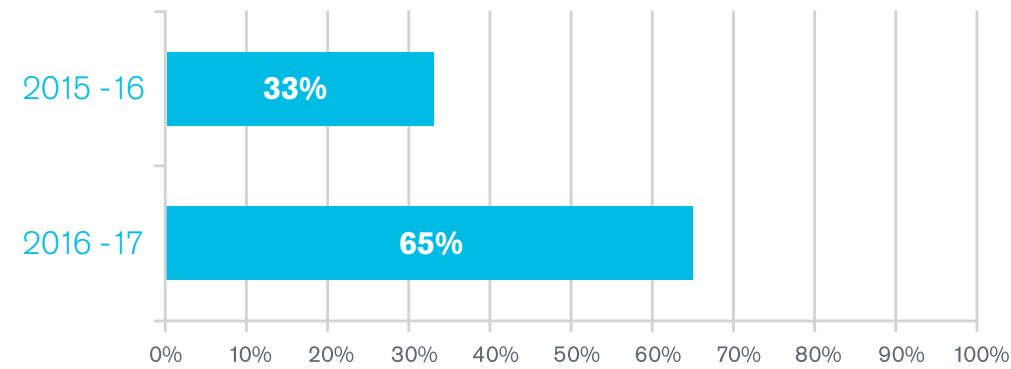
Canran yr ymholiadau ffôn atebwyd yn gyflawn yn Gymraeg gan gynghorau sir, awdurdodau parciau cenedlaethol a Gweinidogion Cymru

2.11 Mae canfyddiadau arolwg gwefannau'r Comisiynydd yn 2016-17 hefyd yn rhoi sicrwydd bod sefydliadau, wrth gynllunio eu darpariaeth ar-lein, yn rhoi ystyriaeth gynyddol i anghenion pobl sy'n dewis defnyddio'r Gymraeg. Roedd 93% o dudalennau gwefannau'r sefydliadau cyhoeddus a arolygwyd ar gael yn Gymraeg, sef 3,042 o'r 3,285 tudalen. Roedd 53% o'r 104 sefydliad yn llwyddo i ddarparu pob un o'u tudalennau gwefan, o'r detholiad yr ymwelwyd â hwy, yn Gymraeg.[18]

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

2015 -16   33%

2016 -17   65%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
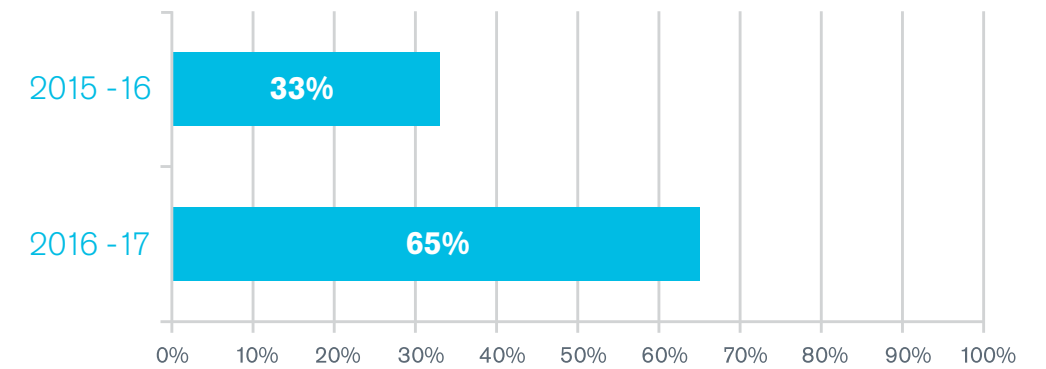
The percentage of telephone enquiries answered fully in Welsh by county councils, national park authorities and Welsh Ministers

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]

[17] Galwadau a atebwyd gan sefydliadau sy'n gweithredu safon 11a, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015. Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.
[18] Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

[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.

Defnyddio gwasanaethau gwefannau: argaeledd tudalennau Cymraeg

93%

93% o'r holl dudalennau gwefannau yr ymwelwyd â hwy ar gael yn Gymraeg
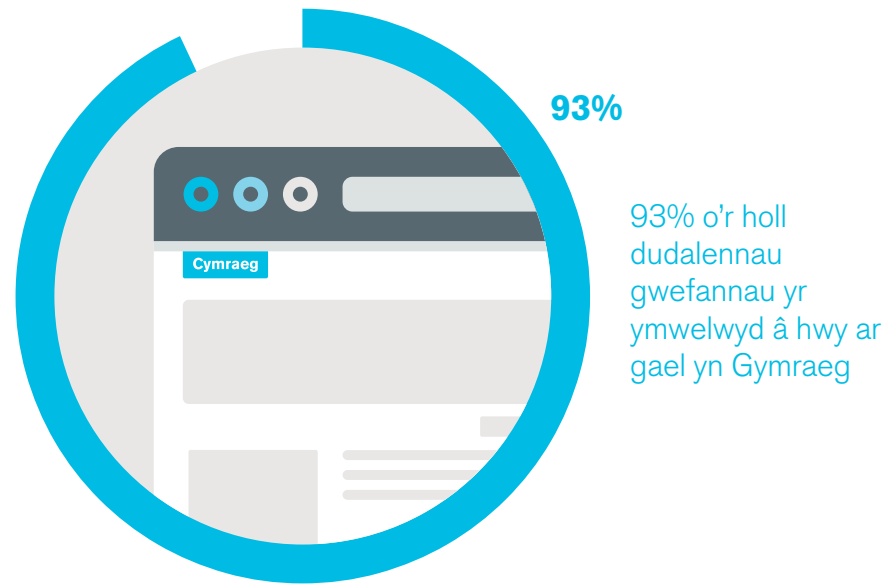
2.12 Yn arolwg gwefannau 2015-16, saith o'r 22 cyngor sir oedd yn darparu pob un o'r tudalennau gwefan yr ymwelwyd â hwy yn Gymraeg. Yn 2016-17, roedd 10 o'r cynghorau sir yn darparu pob un o'r tudalennau yn Gymraeg, canran sydd 13% yn uwch. Un cyngor sir oedd â llai na 50% o'r tudalennau ar gael yn Gymraeg.[19]

Defnyddio gwasanaethau gwefannau: argaeledd tudalennau Cymraeg gwefannau cynghorau sir
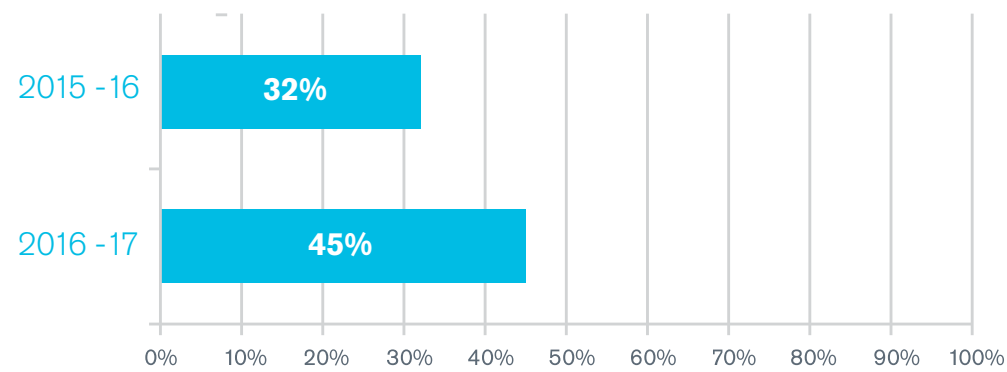
2015 -16	32%
2016 -17	45%

Canran y cynghorau sir yn darparu pob un o'r tudalennau gwefan yr ymwelwyd â hwy yn Gymraeg

¹⁹ Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

Using website services: the availability of Welsh language web pages

93%

93% of all the web pages visited were available in Welsh
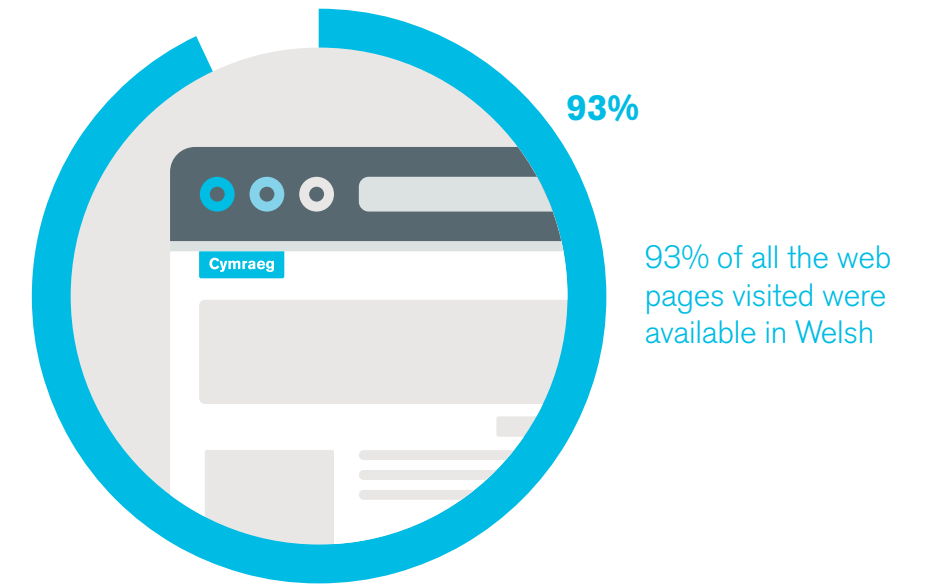
2.12 In the 2015-16 websites survey, seven of the 22 county councils provided each web page visited in Welsh. In 2016-17, 10 of the county councils provided each web page visited in Welsh, a percentage increase of 13%. One county council had less than 50% of its web pages available in Welsh.[19]

Using website services: availability of Welsh pages on county council websites

2015 -16	32%
2016 -17	45%
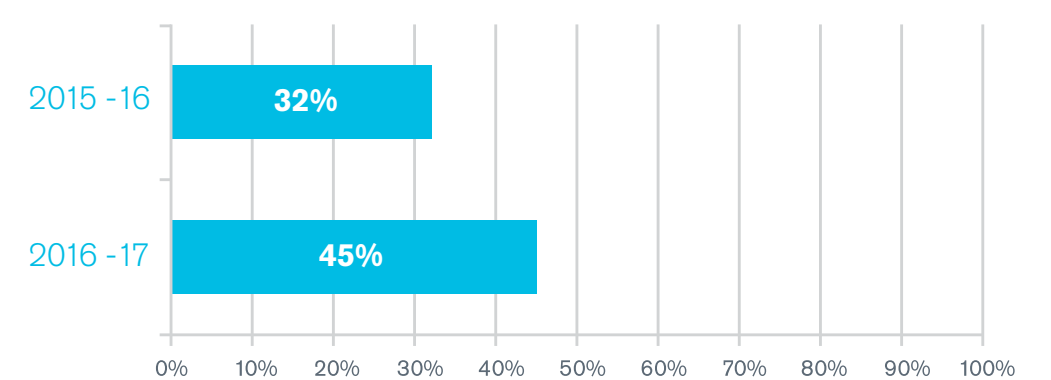
The percentage of county councils providing all web pages visited in Welsh

¹⁹ Further information about the survey is available in Appendix 1.

Caiff gwasanaethau Cymraeg eu cynnig yn rhagweithiol yn gynyddol

Mae'r dewis rhagweithiol yn bwysig, yn enwedig gyda cynghorau sir ... Mae angen i'r cyhoedd wybod pa wasanaethau sydd ar gael yn Gymraeg fel bo nhw'n gallu manteisio arnyn nhw, yn lle bo ni'n gorfod mynd i'r drafferth o ofyn amdanyn nhw.

Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

3.1   Yn syml, ystyr cynnig gwasanaeth yn rhagweithiol yw darparu'r gwasanaeth heb i rywun orfod gofyn amdano. Yng nghyswllt gwasanaeth Cymraeg, mae hynny'n golygu cynnig i rywun ddefnyddio'r Gymraeg, neu ddarparu'r gwasanaeth yn Gymraeg yn ddiofyn.

3.2   Ar yr wyneb, mae arddangos yn glir fod gwasanaethau ar gael yn Gymraeg yn ymddangos yn syml. Er enghraifft gellir cynnig dewis ar dudalen sblash gwefan, arddangos arwydd gweledol fel bathodyn neu boster, neu ofyn i dderbynnydd gyfarch yn Gymraeg neu'n ddwyieithog. Ond, er mwyn i sefydliad fod yn llwyddiannus wrth weithredu'r cynnig rhagweithiol, mae angen newid creiddiol i ddiwylliant y sefydliad. Rhaid i'r newid sicrhau bod gweithlu'r sefydliad yn cynnig gwasanaeth Cymraeg yn gyson a digymell, a'i fod yn peidio â chymryd yn ganiataol fod pobl sy'n siarad Cymraeg yn gallu mynegi eu hunain yn hyderus yn Saesneg neu eu bod yn fodlon derbyn eu gwasanaeth yn Saesneg.

3.3   Cytunodd 77% o'r bobl a oedd yn rhan o'r Arolwg Omnibws fod sefydliadau yn gofyn iddynt ym mha iaith yr oeddent yn dymuno delio â hwy ac yn cynnig gwasanaethau Cymraeg iddynt yn rhagweithiol, canran 3% yn uwch nag yn arolwg 2016.[20]

3.4   Gwnaed sylwadau hefyd yn ystod y sgyrsiau yng ngrwpiau trafod y Comisiynydd ynghylch pwysigrwydd derbyn cynnig rhagweithiol i ddefnyddio'r Gymraeg. Roedd nifer yn cytuno ei fod yn rhoi hyder iddynt ddefnyddio'r iaith wrth ymwneud â sefydliadau cyhoeddus.

[20] Ceir rhagor o fanylion am yr arolwg yn Atodiad 1 (t.53).

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).

Mae clywed Cymraeg yn gyntaf yn rhoi hyder i fi siarad Cymraeg o'r dechrau.

Mae yn help i weld y bathodyn Iaith Gwaith... Dwi'n teimlo 'Gwych, dwi am allu siarad Cymraeg' yn lle 'Co ni'n mynd 'to'.

Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

3.5   Yn ei strategaeth ar gyfer cyrraedd miliwn o siaradwyr Cymraeg erbyn 2050, mae Llywodraeth Cymru'n datgan y gellir newid y ffordd y cynigir gwasanaethau Cymraeg yn gyflym drwy helpu darparwyr gwasanaethau i fod mor rhagweithiol â phosibl wrth gynnig y Gymraeg.[21]

3.6   Tystia arolygon siopwr cudd y Comisiynydd yn 2016-17 fod nifer o sefydliadau cyhoeddus eisoes yn gweithredu'r egwyddor o gynnig rhagweithiol. Gwelwyd sefydliadau'n mabwysiadu dulliau i roi arwydd clir i bobl bod eu gwasanaethau ar gael yn Gymraeg, er enghraifft drwy arddangos arwydd ar gownter neu wal neu ofyn i aelodau staff mewn derbynfa wisgo bathodyn.

3.7   Yn ystod yr arolwg o wasanaethau derbynfa, gwelwyd bod 54% o dderbynfeydd yr holl gynghorau sir yr ymwelwyd â hwy'n arddangos arwydd oedd yn datgan bod croeso i ddefnyddio'r Gymraeg gyda'r ganran 28% yn uwch nac yn 2015-16. Ymwelwyd â lleoliadau yn cynnwys pob prif swyddfa, llyfrgelloedd, lleoliadau hamdden a lleoliadau addysg cymunedol.[22] Deunydd Iaith Gwaith a ddefnyddid yn y mwyafrif o'r derbynfeydd, ond roedd arwyddion gwahanol i'w gweld, megis 'Hapus i siarad Cymraeg', 'Dechreuwch bob sgwrs yn Gymraeg' a 'Mae gwasanaeth Cymraeg ar gael yma'.[23]

[21] Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru 2017 (t.53).
[22] Ymwelwyd â'r derbynfeydd yn ystod yr Arolwg codi ymwybyddiaeth o wasanaethau Cymraeg gan Iaith Cyf. ar ran Comisiynydd y Gymraeg. Yn 2015-16 roedd deunyddiau Iaith Gwaith i'w gweld yn 26% o'r derbynfeydd ymwelwyd â hwy.
[23] Mae Comisiynydd y Gymraeg yn darparu nwyddau Iaith Gwaith yn rhad ac am ddim er mwyn cynorthwyo sefydliadau i hybu cyfleoedd i ddefnyddio'r Gymraeg wrth ddarparu gwasanaethau i'r cyhoedd yng Nghymru, megis bathodynnau, cortynnau gwddf a phosteri.

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.

Defnyddio gwasanaethau derbynfa: arwydd gweledol bod gwasanaeth Cymraeg ar gael

2015 -16 — 26%
2016 -17 — 54%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
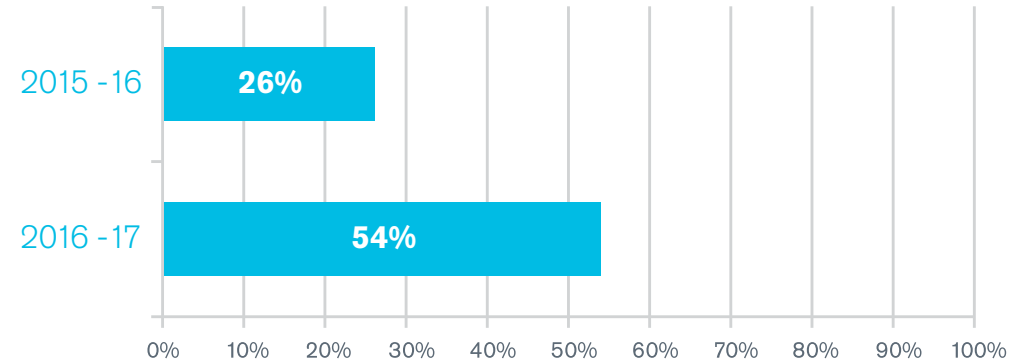
Canran y derbynfeydd oedd yn arddangos arwydd yn nodi bod croeso i ddefnyddio'r Gymraeg

3.8 Gwelwyd bod canran y galwadau ffôn i gynghorau sir a atebwyd gan berson gyda chyfarchiad Cymraeg neu ddwyieithog 33% yn uwch nac yn 2015-16 - llwyddwyd i gyflawni hynny yn achos 92% o'r galwadau i brif rif ffôn neu ganolfan alwadau'r cynghorau.

Defnyddio gwasanaethau ffôn: cyfarchiad Cymraeg neu ddwyieithog

2015 -16 — 59%
2016 -17 — 92%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
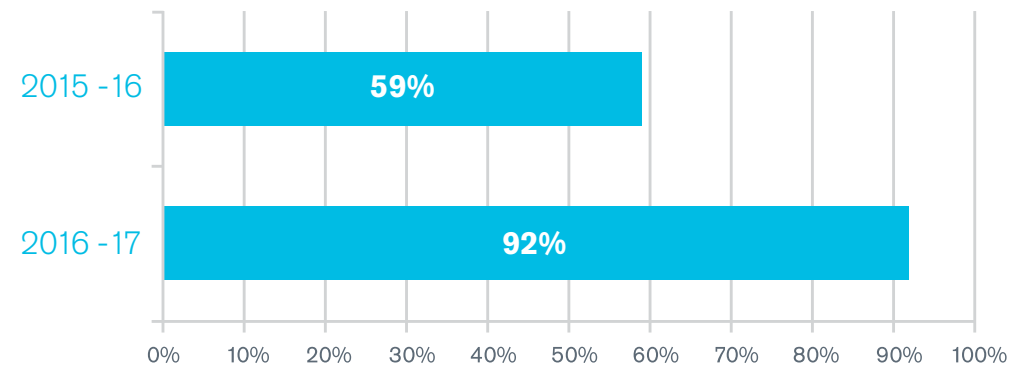
Canran y galwadau ffôn i gynghorau sir lle cafwyd cyfarchiad Cymraeg neu ddwyieithog gan berson

Using reception services: visible sign that a Welsh language service is available

2015 -16 — 26%
2016 -17 — 54%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
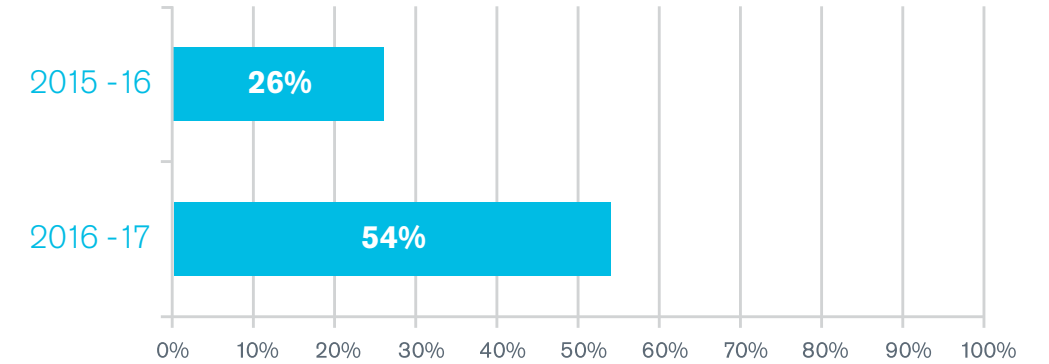
The percentage of receptions displaying a sign indicating that people were welcome to use Welsh

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

2015 -16 — 59%
2016 -17 — 92%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
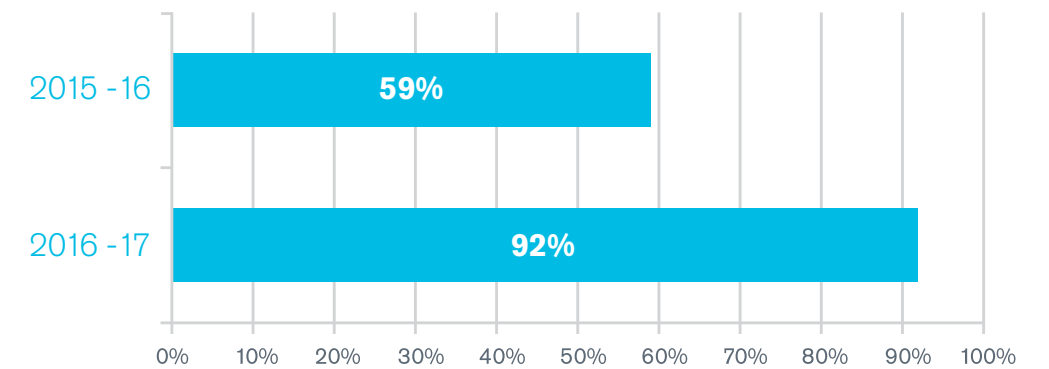
The percentage of telephone calls to county councils where a Welsh or bilingual greeting was given by a person

3.9 Gweir defnydd cynyddol gan sefydliadau cyhoeddus o wasanaeth awtomatig i ateb galwadau ffôn lle gofynnir i'r galwr ddewis pa iaith y mae'n dymuno ei defnyddio. Atebwyd dros hanner y galwadau gan wasanaeth awtomatig ac erbyn diwedd y cyfnod arolygu roedd 55% o'r 73 sefydliad cyhoeddus oedd yn rhan o'r arolwg ffôn yn defnyddio gwasanaeth o'r math hwn. Cafwyd cyfarchiad Cymraeg neu ddwyieithog yn achos 90% o'r galwadau a atebwyd gan wasanaeth awtomatig.[24]

Defnyddio gwasanaethau ffôn: derbyn cyfarchiad Cymraeg neu ddwyieithog gan wasanaeth awtomatig

Pwyswch 1 am wasanaeth Cymraeg ...

Cymraeg

90%

Cafwyd cyfarchiad Cymraeg neu ddwyieithog yn ystod 90% o'r galwadau i sefydliadau cyhoeddus a atebwyd gan wasanaeth ffôn awtomatig

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

Press 1 for a Welsh language service

Cymraeg

90%

A Welsh or bilingual greeting was given during 90% of the calls to public organisations answered by an automated service

[24] Ceir rhagor o wybodaeth am yr arolwg yn Atodiad 1 a 2.

[24] Further information about the survey is available in Appendix 1 and 2.

3.10 Defnyddir gwefannau sefydliadau fwyfwy er mwyn chwilio am wybodaeth am wasanaethau. Mae defnyddio tudalen sblash (hynny yw, tudalen flaen sydd wedi ei chyhoeddi'n bwrpasol i gynnig dewisiadau cyn cael mynediad i brif wasanaethau gwefan) yn un ffordd o alluogi sefydliad i gynnig dewis iaith yn rhagweithiol i unigolion sy'n defnyddio'u gwefan. Roedd canran y cynghorau sir a oedd yn cyhoeddi tudalen sblash i gynnig dewis iaith ar eu gwefan 14% yn uwch nag yn 2015-16. Roedd 13 o'r 22 cyngor, sef 59%, bellach yn darparu'r cyfleuster i ddewis iaith ar gychwyn yr ymweliad â'u gwefan. Dylid nodi bod gwefannau rhai sefydliadau yn mynd i'r fersiwn Gymraeg yn ddiofyn, sydd yn ddull arall o gynnig y gwasanaeth Cymraeg yn rhagweithiol.

Defnyddio gwasanaethau gwefannau: tudalen sblash yn cynnig dewis iaith

Canran gwefannau cynghorau sirol oedd â thudalen sblash i alluogi pobl i wneud dewis iaith cyn mynd i'r hafan
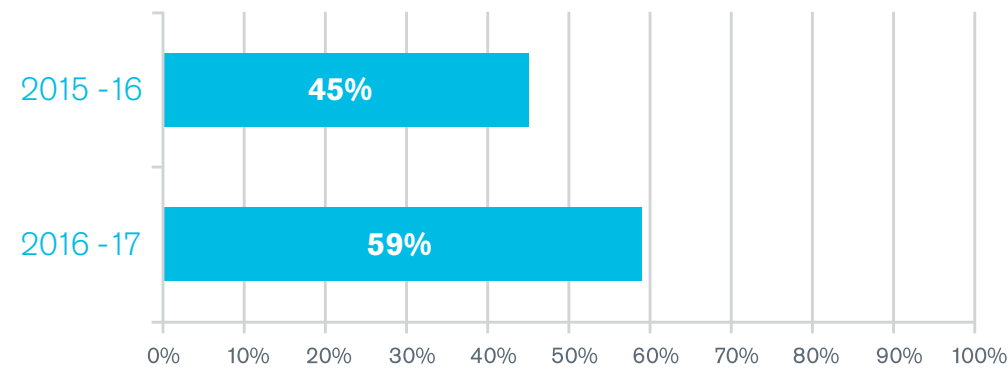
3.11 Canfu'r arolwg gwasanaethau ffôn fod sefydliadau'n rhoi gwybod yn syth fod gwasanaeth Cymraeg ar gael yn achos 88% o'r galwadau iddynt, ac felly nad oedd angen gofyn am gael defnyddio'r Gymraeg. Cafodd gwasanaeth Cymraeg ei gynnig naill ai gan neges Gymraeg neu ddwyieithog ar wasanaeth awtomatig, gan berson oedd yn gallu cynnig gwasanaeth Cymraeg, neu gan berson oedd yn gwneud cynnig rhagweithiol i drosglwyddo'r alwad i swyddog a allai ddarparu gwasanaeth yn Gymraeg.

3.12 Gwelwyd bod canran y galwadau ffôn i gynghorau sir pan nad oedd angen gofyn am gael defnyddio'r Gymraeg pan atebwyd yr alwad 46% yn uwch nac yn 2015-16. Cafwyd cynnig defnyddio'r Gymraeg yn syth yn achos 96% o'r galwadau.

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.

Using website services: splash page offering language choice
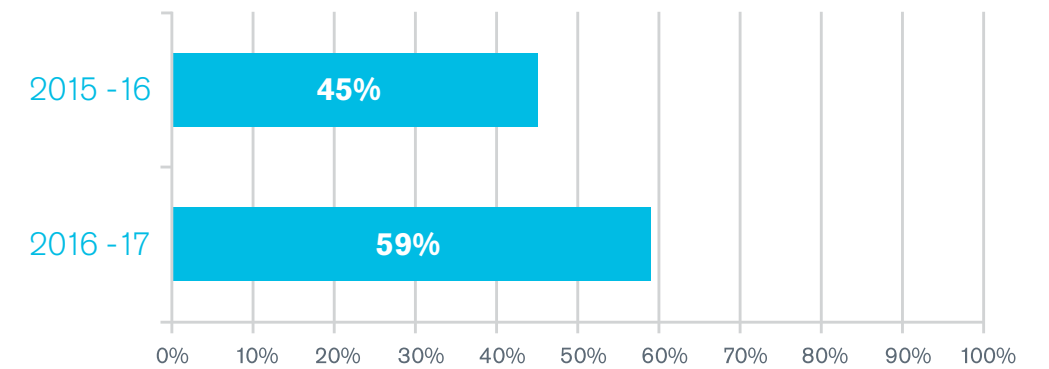
The percentage of county council websites with a splash page enabling people to make a language choice before going to the homepage

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 Mae'r data'n adlewyrchu bod nifer sylweddol o gynghorau wedi cyflwyno gwasanaeth awtomatig i ateb y ffôn: mae hyn yn rhannol gyfrifol am y cynnydd yn y ganran o alwadau lle ceir cynnig dewis iaith ar y pwynt cyswllt cyntaf.

Defnyddio gwasanaethau ffôn: cynnig dewis iaith i'r galwr yn syth
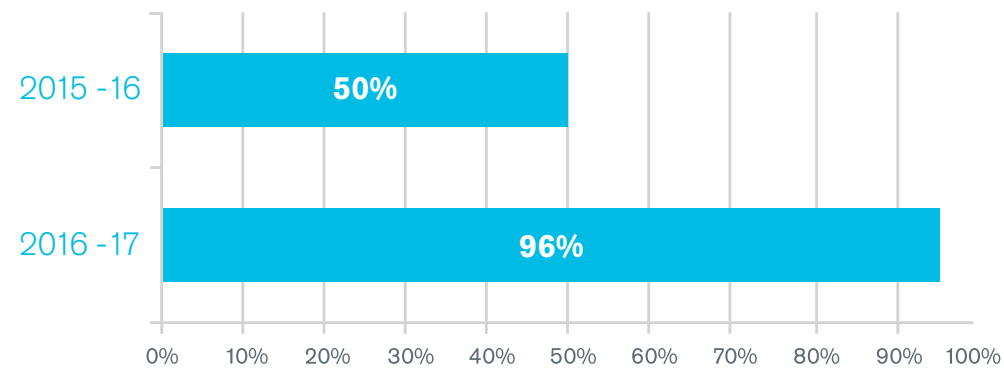
Canran y galwadau i'r cynghorau sir oedd yn cynnig dewis iaith yn syth

3.14 Mae'r profiadau a gafwyd yn ystod arolygon profi gwasanaethau'r Comisiynydd felly'n cyd-fynd â barn siaradwyr Cymraeg fu'n rhan o'r Arolwg Omnibws a safbwyntiau mynychwyr grwpiau trafod y Comisiynydd. Mae nifer o'r prif sefydliadau cyhoeddus yng Nghymru wedi mabwysiadu ymddygiad rhagweithiol wrth ddarparu gwasanaethau i bobl sy'n defnyddio'r Gymraeg ac mae staff rheng flaen yn llwyddo i roi arwyddion clir i ddinasyddion bod croeso iddynt ddefnyddio'r Gymraeg, ac yn sgil hynny yn hybu defnydd o'r Gymraeg.

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
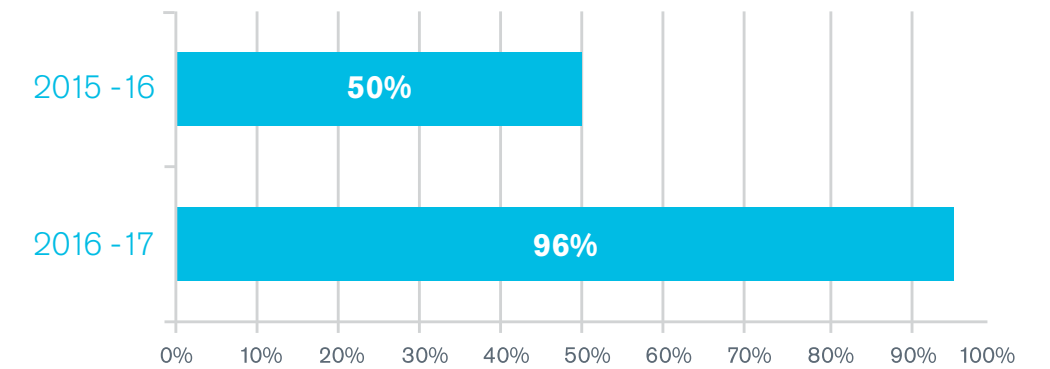
Percentage of calls to county councils immediately offering a language choice

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.

Mae sefydliadau'n cyflwyno gweithdrefnau newydd i'w galluogi i weithredu gofynion safonau'r Gymraeg

4.1 Mae ansawdd ac effeithiolrwydd gwasanaethau Cymraeg yn dibynnu'n helaeth ar allu sefydliadau i sicrhau bod nifer digonol o staff sydd â'r sgiliau iaith priodol yn y swyddi iawn. Un o brif negeseuon adroddiad sicrwydd y Comisiynydd yn 2015-16 oedd bod angen i sefydliadau cyhoeddus gynllunio'u gweithluoedd yn effeithiol i'w galluogi i ddarparu gwasanaethau Cymraeg.[25]

4.2 Rhwng mis Hydref 2016 a mis Ionawr 2017, trefnodd y Comisiynydd gyfres o weithdai gyda'r nod o ysgogi sefydliadau i ymateb i ganfyddiadau'r Comisiynydd yn adroddiad sicrwydd 2015-16 a gweithredu arferion cadarn o ofyn am sgiliau Cymraeg wrth recriwtio. Mynychwyd y gweithdai gan uwch swyddogion adnoddau dynol a chynllunio'r gweithlu 81 o sefydliadau cyhoeddus.

4.3 Mae gweithdrefn recriwtio newydd fabwysiadwyd gan yr Adran Gwaith a Phensiynau yn ystod 2016 -17 yn dangos sut y gall sefydliad ymateb i'r angen i gynyddu sgiliau Cymraeg ei weithlu er mwyn cyflenwi gwasanaethau yn Gymraeg:

Trin y Gymraeg fel sgil wrth recriwtio

Sefydlwyd Grŵp Gorchwyl a Gorffen o fewn yr Adran Gwaith a Phensiynau i ystyried a thrafod sut y byddent yn goresgyn y problemau maent wedi eu cael wrth geisio recriwtio siaradwyr Cymraeg ac i adnabod y cyfleoedd gorau i ddenu cynifer o ymgeiswyr addas â phosibl i ymgeisio am swyddi.

Yn sgil hynny penderfynwyd defnyddio safleoedd swyddi ar-lein Cymraeg i hysbysebu swyddi gwag, defnyddio cyfryngau cymdeithasol fel Twitter a Facebook, a marchnata'r swyddi gwag i gwsmeriaid, sef pobl oedd wedi defnyddio gwasanaethau'r Canolfannau Gwaith i geisio cyflogaeth, sydd â sgiliau iaith Gymraeg, ac amlinellu'n glir y gofynion a'r disgwyliadau o'r rôl yn y swydd ddisgrifiad.

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.

Cynhaliwyd ymgyrch i recriwtio Anogwyr Gwaith oedd yn siaradwyr Cymraeg i'r Canolfannau Gwaith ledled Cymru yn gynnar yn 2017. Profodd yr ymgyrch yn llwyddiannus gan iddi ddenu 245 o geisiadau gan siaradwyr Cymraeg. Gwahoddwyd 122 o ymgeiswyr i gyfweliad ac roedd 53 o ymgeiswyr yn cwrdd â'r safon ofynnol. Mae'r unigolion naill ai wedi dechrau, yn aros am ddyddiad dechrau neu'n cael eu cadw ar restr wrth gefn ar gyfer cyfleoedd yn y dyfodol yn y lleoliadau y maent wedi mynegi diddordeb ynddynt.

Oherwydd llwyddiant y weithdrefn newydd, o hyn ymlaen bydd yr Adran Gwaith a Phensiynau yn hysbysebu am Anogwyr Gwaith sy'n siarad Cymraeg yn gyntaf, cyn cynnal ymarfer recriwtio cyffredinol.

4.4 Yn unol â gofynion Rheoliadau Safonau'r Gymraeg, rhaid i sefydliadau gadw cofnod o nifer y swyddi newydd a'r swyddi gwag sydd, yn sgil cynnal asesiad, yn cael eu categoreiddio fel swyddi sy'n gofyn bod sgiliau Cymraeg yn hanfodol, dymunol, bod angen dysgu Cymraeg neu nad yw sgiliau Cymraeg yn angenrheidiol.[26]

4.5 Yn ystod arolwg swyddi'r Comisiynydd yn 2016-17, cofnodwyd gwybodaeth am dros bedair mil o swyddi a hysbysebwyd yn y sector cyhoeddus.[27] Cafodd gofynion sgiliau hanfodol eu cynnwys wrth hysbysebu 15% ohonynt, sef 615 swydd. Hysbysebwyd 52% o swyddi gyda sgiliau Cymraeg yn ofyniad dymunol, sef 2,076 swydd.

4.6 Roedd canran y swyddi a hysbysebwyd gan y 26 sefydliad sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 a oedd yn nodi bod sgiliau Cymraeg yn hanfodol 9% yn uwch nac yn 2015-16.[28] Hysbysebwyd 25% ohonynt, sef 543 swydd, gyda gofynion sgiliau hanfodol yn 2016-17, o gymharu â 16% o swyddi yn 2015-16. Mae'n debygol felly bod cynnydd wedi bod yn nifer yr asesiadau a wnaed lle casglwyd bod sgiliau Cymraeg yn hanfodol er mwyn cyflawni swydd.

26 Safon 136, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.
27 Ceir rhagor o wybodaeth am yr arolwg yn Atodiad 1.
28 22 cyngor sir, Gweinidogion Cymru a 3 awdurdod parc cenedlaethol.

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   Gwelwyd hefyd fod canran y swyddi a hysbysebwyd gan gynghorau sir gyda sgiliau Cymraeg yn ofyniad dymunol 9% yn uwch nac yn 2015-16. Roedd hyn yn wir am 755 swydd, sef 35% o'r swyddi a gofnodwyd.

Gofynion sgiliau Cymraeg swyddi a hysbysebwyd gan gynghorau sir
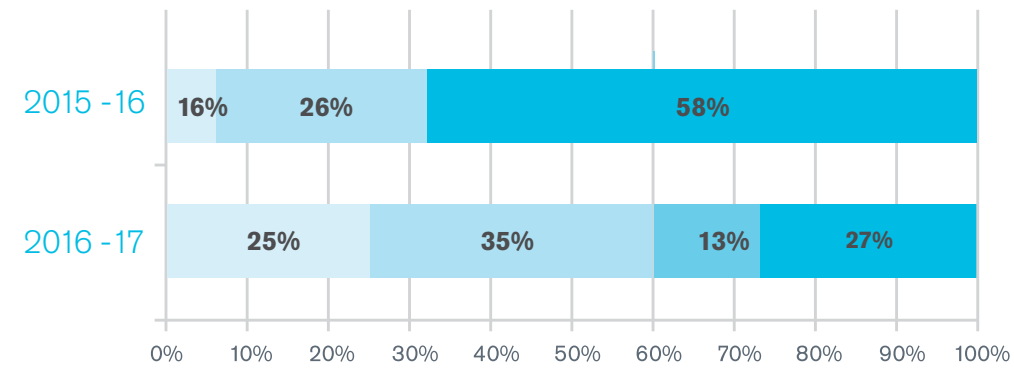
Canran y swyddi a hysbysebwyd gan gynghorau sir gyda gofynion sgiliau Cymraeg yn 2016-17

- hanfodol
- dymunol
- disgrifiad arall
- dim sgiliau

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
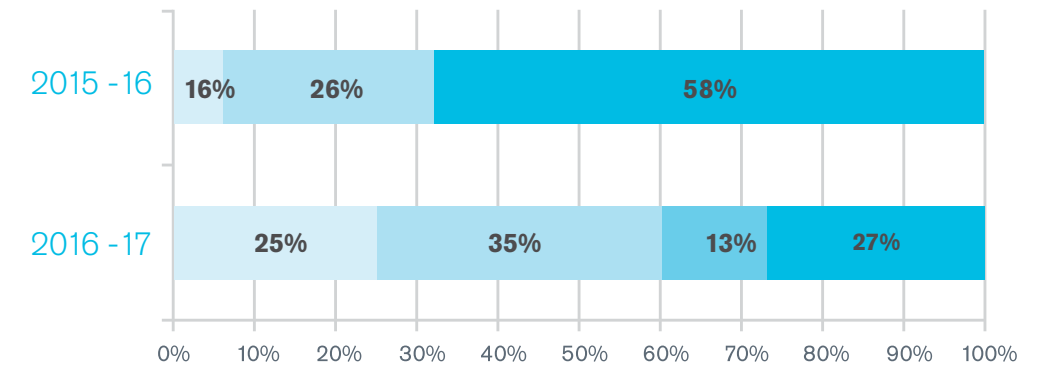
Percentage of county council posts advertised with Welsh language skills requirements in 2016-17

- essential
- desirable
- other description
- no skills

4.8   Yn 2016-17, llwyddodd pob un o'r cynghorau sir i hysbysebu swyddi gyda rhywfaint o ofynion sgiliau Cymraeg - cam allweddol ymlaen o ystyried bod arolwg 2015-16 wedi dangos na chafodd unrhyw ofynion sgiliau Cymraeg eu cynnwys yn hysbysebion swyddi, manylebau person a disgrifiadau swydd 11 o'r 22 cyngor sir. Mae hyn yn awgrymu bod asesiadau o anghenion sgiliau Cymraeg yn cael eu cynnal gan y cynghorau sir yn sgil gosod safonau'r Gymraeg.[29]

Cynghorau sir yn pennu gofynion sgiliau Cymraeg wrth hysbysebu swyddi
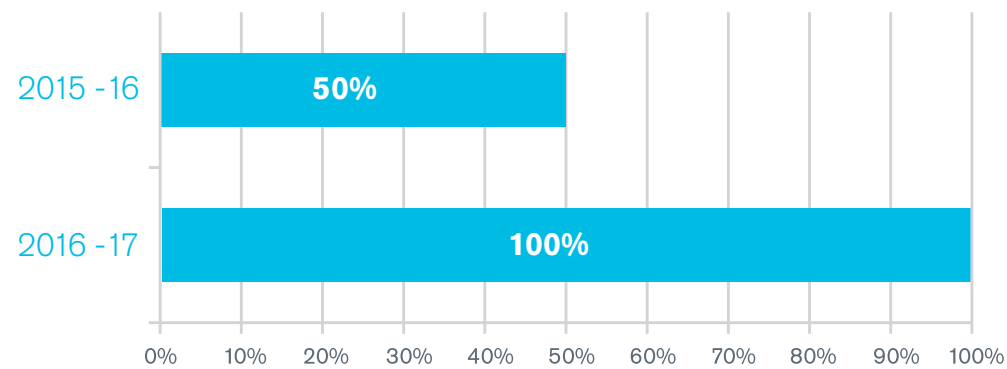
Canran y cynghorau sir yn hysbysebu swyddi gyda gofynion sgiliau Cymraeg 2016-17

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
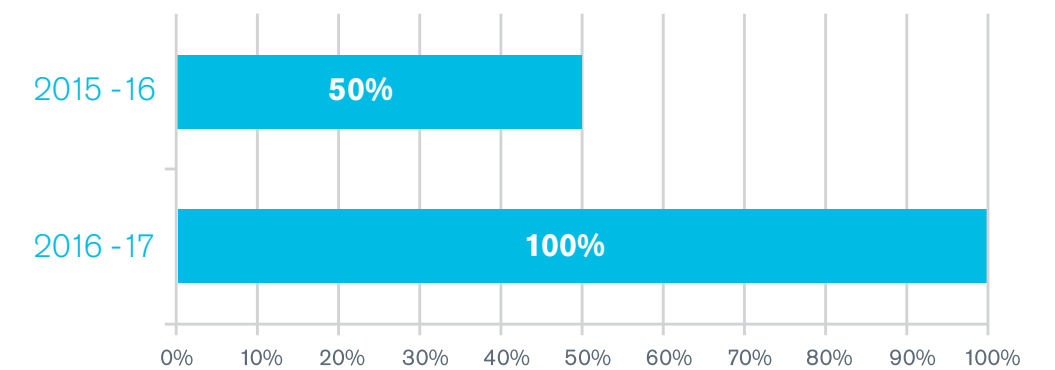
The percentage of county councils advertising posts with Welsh language skills requirements in 2016-17

[29] Yn unol â safonau 136 a 136A Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

[29] in accordance with standards 136 and 136A WElsh Language Regulations (No.1) 2015.

4.9 Mae sylwadau arweinydd un o gynghorau sir mwyaf Cymru wrth iddo gyhoeddi adroddiad blynyddol safonau'r Gymraeg yn arwydd o'r awydd ymysg sefydliadau i ymateb yn gadarnhaol i heriau'r gyfundrefn newydd:

'Dros y 25 mlynedd ddiwethaf mae nifer y siaradwyr Cymraeg yng Nghaerdydd wedi mwy na dyblu ac rydym eisiau adeiladu ar hynny a chwarae ein rhan yn cefnogi gweledigaeth Llywodraeth Cymru i gyrraedd miliwn o siaradwyr Cymraeg erbyn 2050. Mae safonau'r Gymraeg, yn ogystal â'n strategaeth Caerdydd Ddwyieithog, yn mynd i fod yn allweddol er mwyn cyflawni hyn.

Rydym eisoes wedi gwneud cynnydd ar y daith i ddod yn brifddinas wirioneddol ddwyieithog, fel sefydliad yn ogystal â thrwy'r ddinas. Fodd bynnag, mae heriau yn bodoli o hyd ac rydym yn gweithio'n galed ar draws yr awdurdod, a chyda'n partneriaid hefyd, i hybu a hyrwyddo defnydd o'r Gymraeg.'

**Y Cynghorydd Huw Thomas,
Arweinydd Cyngor Dinas Caerdydd**

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**

Rhan 2:
Er bod pethau'n gwella mae gwaith pellach i'w wneud

Part 2:
Despite improvements further work is needed

Barn y Comisiynydd

Mae lle i wella mewn rhai sectorau a rhai ardaloedd a lle mae dyletswyddau newydd wedi eu gosod. Trwy ddyfalbarhau y bydd sefydliadau'n llwyddo i gydymffurfio â'r safonau ac, yn sgil hynny, sicrhau bod ansawdd profiadau dinasyddion sy'n defnyddio'r Gymraeg yn gwella.

Yn gyson, rwyf yn clywed pobl yn sôn am ddiffygion gwasanaethau'r sector iechyd sy'n cadarnhau pwysigrwydd cyflwyno Rheoliadau Safonau'r Gymraeg ar gyfer y sector hwnnw.

Dylai sefydliadau cyhoeddus ei gwneud hi'n amlwg i bobl sy'n defnyddio'r Gymraeg pa hawliau i wasanaeth sydd ganddynt a sut gellir cysylltu â'r sefydliad i gwyno os nad ydynt ar gael fel y dylent. Yn achos nifer o sefydliadau, nid yw'r pethau sylfaenol hyn yn amlwg i'r dinesydd ac mae pobl yn troi ataf am gymorth ac i geisio datrysiad. Ar brydiau, mae'n cymryd hyder a dyfalbarhad i gwyno yn uniongyrchol wrth sefydliad ac mae'n bwysig i'r llwybr fod yn un hwylus i'r dinesydd sy'n ceisio gwasanaeth Cymraeg. Dyna pam fod fy ngallu i weithredu ar ran y cyhoedd trwy ymchwilio i gwynion mor bwysig.

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.

Er bod cynnydd i'w weld o ran darpariaeth rhai gwasanaethau Cymraeg, mae rhagor eto i'w wneud i sicrhau eu bod ar gael fel y dylent

5.1 Er bod tystiolaeth o sawl ffynhonnell yn cadarnhau bod cynnydd o ran darpariaeth gwasanaethau Cymraeg, adroddodd aelodau grwpiau trafod y Comisiynydd fod eu profiadau hwy wrth ddefnyddio'r Gymraeg yn parhau'n llai ffafriol na phe baent yn defnyddio'r Saesneg.

O'n i ffonio'r Swyddfa Gofrestru ddoe. Wnaethon nhw ddeud 'Does 'na neb Cymraeg yma rŵan' - dwn i ddim os oedd yr un person Cymraeg wedi mynd allan i gael cinio.

Mi ddaeth boi acw efo ffurflen cais cynllunio - wnes i ofyn 'Ga i'r un Gymraeg os gwelwch yn dda?'. 'O na, ma hwnnw yn y swyddfa,' medda fo.

Does ganddyn nhw neb ar gael i siarad Cymraeg ar y pryd, a dwi 'di bod ar ffôn yn hir iawn yn disgwl.

Ddoe oedd rhaid i fi fynd i swyddfa'r cyngor lleol i ofyn am fagiau ailgylchu... Wnes i ofyn i'r derbynnydd yn Gymraeg ac roedd yn rhaid aros, gadael rhif ffôn ac yn y blaen.

Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

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.

They don't have anyone available to speak Welsh and I've had to wait on the phone for ages.

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.

Source: The Welsh Language Commissioner's discussion groups 2016

Mae'r ystadegau canlynol sy'n deillio o arolygon y Comisiynydd yn rhoi enghreifftiau o ble y mae angen gwella:

Gwefannau 53% o'r holl sefydliadau cyhoeddus a arolygwyd oedd yn darparu pob un o'r tudalennau gwefan yr ymwelwyd â hwy yn Gymraeg fel y dylent.
Tri chyngor sir yn unig oedd yn cynnal pob un o'r tudalennau gwefan yr ymwelwyd â hwy yn gyflawn yn Gymraeg a Saesneg.[30]

Ffôn 40% o'r galwadau i 16 cyngor sir a atebwyd gan dderbynnydd oedd yn gallu cynnal sgwrs ddigonol yn Gymraeg er mwyn deall natur yr ymholiad a throsglwyddo'r alwad yn llwyddiannus i swyddog arall priodol, fel sy'n ofynnol.[31]

Cafodd 8% o'r galwadau i brif rif ffôn neu ganolfan alwadau sefydliadau cyhoeddus eu hateb gan berson yn Saesneg yn unig.

Gohebiaeth Ni dderbyniwyd ymateb i 31% o'r ohebiaeth a anfonwyd yn Gymraeg yn ystod yr arolwg gohebiaeth. Roedd pobl ychydig yn llai tebygol o dderbyn ymateb i e-byst, llythyron a negeseuon ar Facebook wrth ddefnyddio'r Gymraeg.

Defnyddio gwasanaethau gohebiaeth: derbyn ymateb i ohebiaeth Gymraeg o gymharu â'r Saesneg

Mae sefydliadau'n llai tebygol o ymateb i ohebiaeth Gymraeg mewn sawl cyfrwng:

E-bost   ● **74% Cymraeg** yn derbyn ateb   ● **78% Saesneg**
Llythyr   ● **60% Cymraeg** yn derbyn ateb   ● **65% Saesneg**
Facebook   ● **73% Cymraeg** yn derbyn ateb   ● **74% Saesneg**

[30] Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.
[31] 16 o'r 22 cyngor sir sy'n gweithredu Safon 11a, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

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.

Cyfryngau Cymdeithasol

23% o gyfrifon Twitter sefydliadau cyhoeddus oedd yn darparu gwasanaeth cyfatebol yn Gymraeg ac yn Saesneg, naill ai mewn un cyfrif dwyieithog neu gyfrifon Cymraeg a Saesneg ar wahân. Defnyddir y cyfrifon gan amlaf ar gyfer rhannu gwybodaeth, newyddion, digwyddiadau ac ail-drydar negeseuon sefydliadau eraill.

15% o'r 26 sefydliad sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 oedd yn cydymffurfio â gofynion y safonau perthnasol a osodwyd arnynt yng nghyswllt eu cyfrifon Twitter.[32]

Roedd darpariaeth cyfrifon Facebook sefydliadau, sy'n cael eu defnyddio'n llai aml ganddynt na'u cyfrifon Twitter, ychydig yn well. 29% o gyfrifon Facebook oedd yn darparu gwasanaeth Cymraeg cyfatebol.

32% o'r sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 oedd yn cydymffurfio â gofynion y safonau perthnasol a osodwyd arnynt yng nghyswllt eu cyfrifon Facebook.[33]

5.3 Canfu'r arolwg i wasanaethau cyfryngau cymdeithasol fod pob un o'r 26 sefydliad sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 wedi dangos bod y gallu ganddynt i osod negeseuon yn Gymraeg ar y cyfryngau cymdeithasol ond nad oeddent yn gwneud hynny'n gyson. Mae enghreifftiau o gynghorau'n llwyddo i gynnal cyfrifon sy'n darparu gwasanaeth cyfartal gyda chyfrif dwyieithog a chyfrifon Cymraeg a Saesneg ar wahân, sy'n dangos bod modd cynnal gwasanaeth llwyddiannus y naill ffordd neu'r llall.

5.4 O safbwynt y sector iechyd, mae egwyddor y cynnig rhagweithiol wedi ei mabwysiadu ers 2012 pan gyhoeddwyd y fframwaith strategol 'Mwy na geiriau' gan Lywodraeth Cymru. Er hyn, nid yw sylwadau aelodau grwpiau trafod y Comisiynydd yn rhoi sicrwydd bod y cysyniad wedi'i wreiddio eto yn niwylliant sefydliadau'r sector.

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.

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[32] Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.
[33] Mwy na geiriau … , Llywodraeth Cymru, 2012.

[32] Further information about the survey is available in Appendix 1
[33] More than just words…. , Welsh Government, 2012

Yn yr ysbyty mae'n amhosibl defnyddio'r Gymraeg. Pan dwi'n mynd i'r apwyntiad, dwi'n dweud 'Bore da, mae gen i apwyntiad'; mae popeth yn Saesneg ar ôl hynny. Mae'n digwydd bob tro. Os wyt ti'n mynd i apwyntiad meddygol, dwyt ti ddim eisiau cwyno...

Roeddwn i yn yr ysbyty, a'r nyrsys yn dod i mewn a dweud 'Bore da', yn gwisgo lanyards, ond wedyn yn troi i'r Saesneg, gan ddweud 'I went to a Welsh school but I don't use it'. Mae angen cefnogaeth arnyn nhw i godi eu hyder i ddefnyddio'r Gymraeg yn y gwaith.

Fe dreuliais i bum awr yng nghanolfan ddamweiniau yn yr ysbyty y dydd o'r blaen... Roedd un o'r nyrsys â bathodyn Cymraeg, a wedes i 'O, chi'n siarad Cymraeg?' ac mi atebodd 'Oh, no - this is the only uniform they could give me.'

Ar ôl symud tŷ mi wnes i drio cofrestru hefo'r bwrdd iechyd a chymryd wythnosau i ffeindio allan pa feddygfeydd oedd gan feddyg Cymraeg. Roedd y meddyg Cymraeg tu allan i'r dalgylch - sôn am broblemau cofrestru ges i - ond mae o wedi 'nerbyn i achos 'mod i wedi mynnu rhywun sy'n siarad Cymraeg.

Mae pobl hŷn yn eu wythdegau, nawdegau, yn mynd i mewn i ysbytai a chartrefi preswyl a does 'na ddim modd iddyn nhw gal sgwrs yn Gymraeg. Ro'n i ar y Cyngor Iechyd Cymuned am 8 mlynedd, ac roedden ni'n derbyn cwynion byth a beunydd.

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.

5.5 Fel sy'n cael ei nodi yn strategaeth Llywodraeth Cymru, *Cymraeg 2050: Miliwn o siaradwyr*, gallai newid arferion yn y sector iechyd a gwasanaethau cymdeithasol wneud cyfraniad gwerthfawr i nod y strategaeth o gynyddu defnydd o'r Gymraeg gan fod bron i 200,000 o staff yn darparu gwasanaethau yn y sector yng Nghymru a chleifion yn dod i gyswllt â'r gwasanaeth 20 miliwn o weithiau'r flwyddyn.[34]

5.6 Mae'r data canlynol sy'n deillio o arolygon y Comisiynydd yn rhoi enghreifftiau o ble mae angen gwella:

Gohebiaeth   30% o'r ohebiaeth Gymraeg anfonwyd at Fyrddau Iechyd ac Ymddiriedolaethau GIG Cymru dderbyniodd ymateb, o gymharu â 40% o'r ohebiaeth anfonwyd yn Saesneg. Derbyniwyd ymateb Saesneg i 17% o'r darnau o ohebiaeth a anfonwyd yn Gymraeg.

Gwefannau   Nid oedd 55% o dudalennau Cymraeg gwefannau Byrddau Iechyd ac Ymddiriedolaethau GIG Cymru yn cyfateb â'r Saesneg neu mi roeddent yn cynnwys gwallau. Mae hyn yn ganran sylweddol uwch na'r 18% ar gyfer tudalennau gwefannau'r holl sefydliadau a arolygwyd.

5.7 Mae safonau'r Gymraeg yn gosod dyletswydd ar sefydliadau cyhoeddus i asesu anghenion sgiliau Cymraeg swyddi newydd a swyddi gwag a nodi hynny wrth eu hysbysebu. Adroddwyd eisoes bod arolwg swyddi'r Comisiynydd yn awgrymu bod arferion cynghorau sir yn newid yn sgil cyflwyno safonau'r Gymraeg gan fod cynnydd i'w gael yn nifer y swyddi hysbysebwyd gyda gofynion sgiliau hanfodol.

5.8 Fodd bynnag, ni welwyd yr un math o gynnydd gan Fyrddau Iechyd ac Ymddiriedolaethau GIG Cymru, nad ydynt eto yn gweithredu safonau'r Gymraeg. Mae'r ganran o swyddi a hysbysebwyd gyda sgiliau Cymraeg yn ofyniad hanfodol yn parhau'n isel ar 1%, sef 13 o'r 1,492 o swyddi a gofnodwyd. Mae'n ganran sylweddol is nag unrhyw sector arall a arolygwyd, ac nid yw'n arddangos unrhyw newid ers 2015-16. Awgryma hyn nad yw'r sector iechyd wedi mabwysiadu arferion newydd o ran asesu gofynion swyddi.

5.9 Gan droi sylw at un o amcanion safonau'r Gymraeg, sef sicrhau mwy o gysondeb o ran y gwasanaethau Cymraeg sydd ar gael i bobl ledled Cymru, mynegwyd barn gan fynychwyr grwpiau trafod y Comisiynydd, er bod profiadau cadarnhaol i'w cael mewn rhai

34 Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017.

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

35 Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017.

mannau, nad ydynt i'w cael ymhob rhan o Gymru. Maent o'r farn fod lle mae person yn byw'n parhau i ddylanwadu ar y cyfleoedd sydd ar gael i ddefnyddio'r Gymraeg.

O'dd gofyn i fi fynd ar gwrs ymwybyddiaeth cyflymder, ond i gael y cwrs yn Gymraeg byddai'n rhaid i mi fynd i'r gogledd. Dwi'n derbyn na fydd ar gael yn Aberdâr, ond mae gogledd Cymru'n afresymol.

Os dwi'n gwasgu'r botwm Cymraeg ar y ffôn, dwi'n gorfod aros 15 munud. Fyddai hynny ddim yn digwydd yn Saesneg. Pam ddylen i fodloni dim ond am fy mod i'n byw yn y de-ddwyrain? Dylai'r safonau fod yn gyson reit drwy Gymru … Ddylia lle dan ni'n byw ddim bod yn ffactor; dylia gwasanaethau Cymraeg gael eu cynnig ym mhob sir.

Ar ôl profiad o symud i fyw dwi wedi gweld gwahaniaeth, er 'mod i'n byw yn yr un sir o hyd a'r un bwrdd iechyd yn gyfrifol am y gwasanaethau... Yn yr hen feddygfa ro'n nhw'n gofyn drwy ba iaith o'ch chi moyn iddyn nhw gysylltu; dyw'r feddygfa newydd ddim cystal. Dyn nhw ddim yn defnyddio'r un systemau felly doedd cofnod o ddewis iaith rhywun ddim yn cael ei drosglwyddo... Mae 'na le i wella.

Mae profiadau yn y cyngor sir drws nesaf yn hollol wahanol. Hyd yn oed pan dach chi'n pwyso i siarad hefo rhywun yn Gymraeg dach chi'n dueddol o gael rhywun yn Saesneg. Rydach chi'n gofyn a dach chi'n cael 'Wnawn ni ffeindio rhywun i ffonio chi'n ôl'... Mae 'na oedi bob tro. Dyn nhw ddim yn ateb e-byst, dyn nhw ddim yn ateb tweets - ma' nhw'n siomedig.

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.

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.

Mae angen gwella ansawdd gwasanaethau Cymraeg

6.1 Wrth geisio ennyn hyder dinasyddion a'u hannog i ddefnyddio'r Gymraeg, rhaid ystyried ansawdd y gwasanaeth yn ogystal â'i argaeledd. Mae ansawdd yn greiddiol i'r profiad, ac ni ddylai'r ffaith fod y dinesydd yn dewis defnyddio'r Gymraeg arwain at dderbyn gwasanaeth o ansawdd eilradd.

6.2 Gall ansawdd olygu pethau gwahanol i wahanol bobl - mae'n dibynnu ar amgylchiadau'r unigolyn a'r math o wasanaeth y mae'n ei ddefnyddio. Mae natur y gwasanaeth weithiau'n golygu bod iaith yn greiddiol i'w ansawdd, megis yn achos gwasanaethau gofal. Dro arall mae ansawdd gwasanaeth yn ddibynnol ar ymddygiad ac ymagwedd y darparwr; gall hefyd ymwneud â sicrhau cywirdeb.

> Dach chi'n ffonio'r cyngor ac ma 'na neges pwyswch 2 am Gymraeg. Dach chi'n pwyso 2 ac ma'r person yn siarad Saesneg hefo chi ac erbyn dach chi drwadd i rywun sydd yn siarad Cymraeg, mae'r amser wedi costio.

> Mae'n nhw'n rhoi arwyddion parhaol i fyny yn ddwyieithog fel maen nhw fod i, ond unrhyw arwydd dros dro mae o'n uniaith Saesneg yn aml iawn.

> Dwi'n gwybod bod yna ffurflen ar gael yn ddwyieithog a pan dach chi'n gofyn am un Gymraeg, maen nhw'n dweud 'O sori, maen nhw gyd wedi mynd - wnewch chi ddod nôl mewn pythefnos?'

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?'

Pan wnes i ffonio'r cyngor, wnes i wasgu'r botwm Cymraeg am 'mod i wedi cael y dewis, ond gorfod i mi roi ffôn lawr ar ôl dal am yn hir.

Google Translate mae'r cyngor yn ddefnyddio i drydar yn Gymraeg.

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.

Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

6.3   Mae arolygon siopwr cudd y Comisiynydd yn ystod 2016-17 yn ategu sylwadau aelodau grwpiau trafod y Comisiynydd ac yn tystio nad yw ansawdd y gwasanaeth Cymraeg a gynigir bob amser fel y dylai fod.

6.4   Canfu'r arolwg gwefannau fod 96% o'r sefydliadau cyhoeddus yn yr arolwg yn cynnwys botwm dewis iaith ar y tudalennau ymwelyd â hwy, y ganran 15% yn uwch nac yn 2015-16. Ond nid yw'r botwm bob amser yn gweithio nac yn gwireddu ei bwrpas o hwyluso defnyddio'r naill iaith a'r llall, sy'n golygu y caiff y Gymraeg ei thrin yn llai ffafriol.

6.5   Yn achos un cyngor sir, roedd clicio'r botwm dewis iaith yn arwain at gyfieithiad gan Google Translate o'r dudalen Saesneg; roedd enghreifftiau niferus hefyd o wefannau lle'r oedd clicio'r botwm dewis iaith yn arwain y defnyddiwr at dudalen hafan y wefan yn yr iaith arall yn hytrach nag i'r dudalen gyfatebol. Roedd gwefan arall yn cynnwys botwm dewis iaith ar dudalennau Cymraeg y wefan, ac felly'n caniatáu i'r defnyddiwr newid iaith i'r Saesneg, ond nid oedd botwm ar y tudalennau Saesneg yn rhoi dewis i newid o'r Saesneg i'r Gymraeg.

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 Roedd tudalennau sydd angen eu diweddaru'n gyson - megis rhestrau neu gofrestrau - yn llai tueddol o fod ar gael yn Gymraeg. Sylwyd bod gwybodaeth megis dyddiadau a phrisiau heb eu diweddaru mewn sawl achos. Canfu'r arolwg fod tudalennau ag elfennau technegol - megis teclynnau chwilio, neu offer ar-lein megis adnodd talu neu ffurflenni cyfeirio - yn llai tueddol o fod ar gael yn Gymraeg. Roedd dolenni ar goll ar dudalennau Cymraeg a chynnwys heb ei ddiweddaru, nid oedd hynny'n wir yn achos y tudalennau Saesneg cyfatebol. Nid oedd atodiadau ar ffurf PDF ar gael yn Gymraeg bob amser er bod rhywun yn eu cyrchu o ochr Gymraeg y wefan.

6.7 Yn achos rhai gwefannau, dim ond trwy fynd i'r dudalen gyfatebol ar y wefan Saesneg yn gyntaf ac yna pwyso'r botwm dewis iaith yr oedd modd cael mynediad at y tudalennau Cymraeg.

6.8 Nodwyd gan aelodau o grwpiau trafod, ac mi ganfuwyd yn ystod arolwg codi ymwybyddiaeth o wasanaethau Cymraeg y Comisiynydd hefyd, fod staff sefydliadau yn gwisgo bathodyn a oedd yn rhoi'r argraff eu bod yn medru darparu'r gwasanaeth yn Gymraeg ond nad oedd y sgiliau ganddynt i wneud hynny.

6.9 Ychydig dros hanner derbynfeydd cynghorau sir oedd yn arddangos arwydd eu bod yn medru darparu gwasanaeth yn Gymraeg, er bod y safonau'n ei gwneud yn ofynnol i bob un ohonynt wneud hynny a bod deunyddiau parod ar gael yn hwylus ac am ddim.[35]

6.10 Wrth fesur ansawdd gwasanaeth mae'r ymddygiad a ddangosir tuag at y dinesydd sy'n derbyn y gwasanaeth yn elfen hanfodol ac mae hynny'n cael ei adlewyrchu yn y safonau proffesiynol sy'n cael eu gosod ar weithwyr y sector cyhoeddus mewn sawl maes trwy rhoi pwyslais ar ddangos parch. Gwnaed sylwadau gan nifer o aelodau'r grwpiau trafod ynghylch y modd yr oedd eu dewis i ddefnyddio'r Gymraeg yn arwain at ymddygiad gan y sefydliad oedd yn gwneud iddynt deimlo yn israddol.

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.

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[35] Mae Comisiynydd y Gymraeg yn darparu nwyddau Iaith Gwaith yn rhad ac am ddim er mwyn cynorthwyo sefydliadau i hybu cyfleoedd i ddefnyddio'r Gymraeg wrth ddarparu gwasanaethau i'r cyhoedd yng Nghymru, megis bathodynnau, cortynnau gwddf a phosteri.

[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.

Roedd y person ar ben arall y ffôn yn meddwl mai tynnu coes oeddwn i wrth gwyno am y gwasanaeth Cymraeg.

'Why do you want it in Welsh? Would you like me to explain it to you?'

Dach chi'n teimlo'n isel-radd yn aml iawn, achos dach chi'm yn cael ymateb yn y Gymraeg.

Cwestiwn twp hefyd ydy, pan dach chi'n siarad yn Gymraeg mae nhw'n gofyn 'Do you want to speak to someone in Welsh?' Mae o'n amlwg yn dydi?! Ond mae'n cael ei ofyn yn aml iawn.

Mae e'n rhwystredig tu hwnt... Mae e' fel petaen ni'n ddinasyddion ail ddosbarth.

6.11 Nodwyd yn adroddiad sicrwydd y Comisiynydd yn 2015-16 fod angen i sefydliadau cyhoeddus ddylanwadu ar agweddau ac ymddygiad ieithyddol eu staff fel eu bod yn ymwybodol o'u hymrwymiadau i ddarparu gwasanaethau yn Gymraeg. Mae cwrteisi ieithyddol sylfaenol yn greiddiol i'w gallu i ddarparu gwasanaeth o ansawdd da.

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.

Mae angen i sefydliadau wella eu trefniadau hunan reoleiddio, a gweithredu ar eu canfyddiadau er mwyn sicrhau eu bod yn cydymffurfio â safonau'r Gymraeg

7.1 Mae Fframwaith Rheoleiddio'r Comisiynydd yn pwysleisio bod angen i sefydliadau gymryd cyfrifoldeb eu hunain dros sicrhau eu bod yn cydymffurfio fel y dylent â safonau'r Gymraeg neu gynlluniau iaith Gymraeg. Hynny yw, mae'n rhaid iddynt hunanreoleiddio'n effeithiol.[36]

7.2 Amlygodd arolwg y Comisiynydd nad oedd argraffiadau swyddogion sefydliadau o lefel eu cydymffurfedd bob amser yn cyd-fynd â realiti profiadau pobl oedd yn defnyddio'u gwasanaethau, er enghraifft:[37]

- nododd swyddogion y 26 o'r sefydliadau a gyfwelwyd fod pob un ohonynt yn arddangos deunyddiau ym mhob pwynt gwasanaeth er mwyn rhoi gwybod i'r cyhoedd fod modd defnyddio'r Gymraeg. Fodd bynnag, roedd realiti profiadau go iawn yn wahanol: 54% o sefydliadau oedd yn arddangos deunyddiau o'r fath yn eu derbynfeydd;

- nododd 22 o'r 26 sefydliad fod brawddeg yn cael ei chynnwys mewn gwahoddiadau i gyfarfodydd sy'n agored i'r cyhoedd fod croeso i ddefnyddio'r Gymraeg. Fodd bynnag, wrth wirio gwefannau'r un sefydliadau, dim ond ar un wefan y gwelwyd tystiolaeth fod yr arfer hwnnw'n cael ei weithredu.

7.3 Canfu'r un arolwg nad oedd cyfran o sefydliadau'n cydymffurfio â dyletswyddau cymharol syml i'w gweithredu, megis cyhoeddi hysbysiad cydymffurfio ar wefan, rhoi cyfarchiad dwyieithog ar beiriant ateb, neu sicrhau bod staff derbynfeydd sy'n medru siarad Cymraeg yn gwisgo bathodyn i gyfleu hynny, er enghraifft:

- yn nerbynfeydd 25% o'r sefydliadau lle'r oedd gwasanaeth Cymraeg ar gael, nid oedd aelodau staff yn gwisgo bathodyn i arddangos hynny;

- nid oedd 29% o'r sefydliadau wedi cyhoeddi dogfen ar eu gwefan yn egluro pa safonau y mae angen iddynt fod yn eu gweithredu, er y byddai'r weithred syml o gyhoeddi hysbysiad cydymffurfio'r sefydliad yn ddigonol.

[36] Fframwaith Rheoleiddio Comisiynydd y Gymraeg, 2016.
[37] Fel rhan o arolwg codi ymwybyddiaeth o wasanaethau Cymraeg gan Iaith Cyf. ar ran y Comisiynydd casglwyd argraffiadau swyddogion 26 o sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 trwy gyfweliadau ffôn ac ymwelwyd â derbynfeydd y sefydliadau hefyd.. Ceir rhagor o fanylion am yr arolwg a'r sefydliadau fu'n rhan ohoni yn Atodiadau 1 a 2.

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 Mae safonau'n ei gwneud yn ofynnol i sefydliadau gyhoeddi gweithdrefn gwyno i egluro sut y byddant yn delio â chwynion ynghylch eu cydymffurfedd â safonau'r Gymraeg. Pwrpas hynny yw sicrhau bod gan bobl hyder i gwyno'n uniongyrchol i'r sefydliadau. Dangosodd arolwg y Comisiynydd mai 37% o sefydliadau oedd wedi cyhoeddi gwybodaeth am sut y byddent yn delio â chwynion o'r fath gan y cyhoedd.[38]

Cyhoeddi gweithdrefn gwyno

37%

37% o sefydliadau cyhoeddus oedd wedi cyhoeddi gweithdrefn gwyno ar eu gwefan.
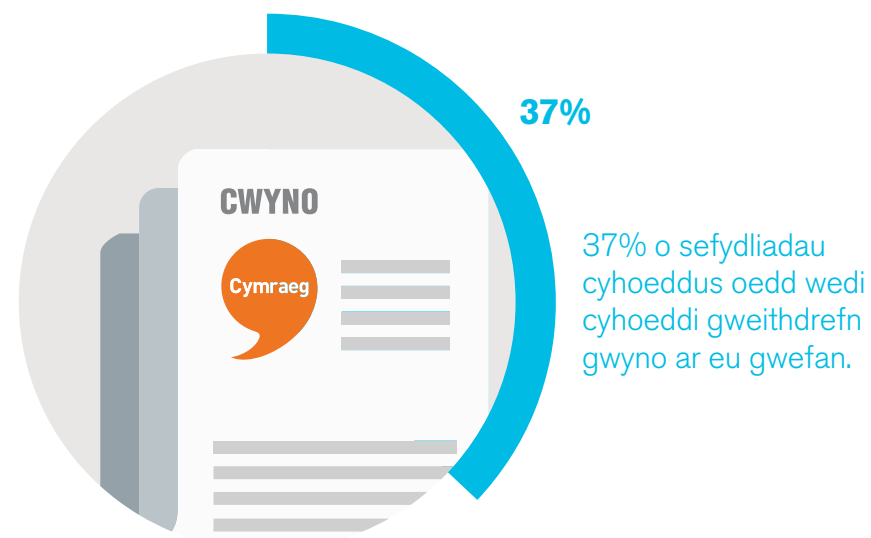
7.5 Mae dyletswydd ar sefydliadau i gyhoeddi adroddiadau blynyddol safonau'r Gymraeg. Rhaid i'r 26 sefydliad sy'n gweithredu Rheoliadau (Rhif 1) 2015 sef y cynghorau sir, awdurdodau parciau cenedlaethol a Gweinidogion Cymru, gyhoeddi adroddiad blynyddol heb fod yn hwyrach na 30 Mehefin yn dilyn y flwyddyn ariannol y mae'r adroddiad yn ymwneud â hi. Rhaid i'r adroddiad gynnwys ystadegau penodol a bennwyd yn y Rheoliadau. Y dyddiad ar gyfer cyhoeddi adroddiadau blynyddol safonau'r Gymraeg y sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 2), (Rhif 4) a (Rhif 5) yw 30 Medi, felly nid oes modd cynnwys dadansoddiad ohonynt yn yr adroddiad hwn.

7.6 Cynhaliwyd arolwg o wefannau'r 26 sefydliad sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 - 22 ohonynt oedd wedi cyhoeddi adroddiad.[39]

[38] Sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) a (Rhif 2) 2015, a (Rhif 4) a (Rhif 5) 2016.
[39] Ceir rhagor o wybodaeth am yr arolwg yn Atodiad 1.

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

37%

37% of organisations had published a complaints procedure on their website.
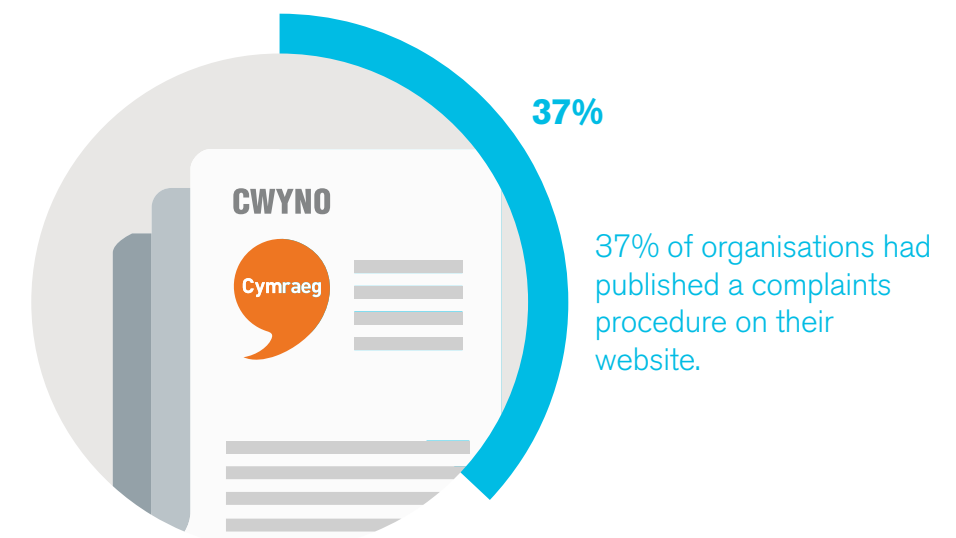
7.5 Organisations have a duty to publish Welsh language standards annual reports. The 26 organisations implementing Regulations (No. 1) 2015, county councils, national park authorities and Welsh Ministers, are required to publish an annual report no later than 30 June after the financial year to which 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 Llwyddodd 21 sefydliad i adrodd ar nifer y cwynion. O'r rhain roedd 3 yn nodi nad oeddent wedi derbyn unrhyw gwynion am y safonau cyflenwi gwasanaethau. Nodwyd gan 10 sefydliad arall iddynt dderbyn 5 cwyn neu lai; 17 cwyn oedd yr uchafswm i sefydliad adrodd ei fod wedi eu derbyn. Ni adroddwyd gan unrhyw sefydliad iddo dderbyn cwynion yn ymwneud â'r safonau llunio polisi; un sefydliad yn unig adroddodd iddo dderbyn cwynion ynghylch y safonau gweithredu. Roedd mwyafrif y cwynion, sef 109 ohonynt, felly yn ymwneud â'r safonau cyflenwi gwasanaethau a nifer fach (2) yn ymwneud â'r safonau gweithredu.

7.8 O safbwynt sgiliau cyflogeion, adroddwyd bod 20,386 o aelodau o staff y sefydliadau dan sylw (sydd gyfystyr â 42%) yn meddu ar sgiliau ar lefelau rhuglder 1-5. Dylid nodi, fodd bynnag, fod lefelau 1 a 2 yn gyfystyr â sgiliau sylfaenol yn unig.

7.9 Gwelwyd diffygion wrth adrodd ar ofynion newydd, penodol. Er enghraifft, mae'n ofynnol i sefydliadau adrodd ar nifer y staff fynychodd gyrsiau hyfforddi yn Gymraeg ynghylch recriwtio a chyfweld, rheoli perfformiad, gweithdrefnau cwyno a disgyblu, ymsefydlu, ac iechyd a diogelwch. O'r 22 sefydliad oedd wedi llunio adroddiad blynyddol, naw ohonynt lwyddodd i adrodd yn gywir, gyda 12 naill ai heb adrodd neu heb adrodd yn gywir.[40]

7.10 Disgwylir i sefydliadau gynnwys data am asesiadau ieithyddol swyddi gwag a hysbysebwyd ganddynt. Adroddwyd bod gofynion ieithyddol 8,204 o swyddi wedi cael eu hasesu ac yn sgil hynny bod 1,425 swydd (17%) wedi eu categoreiddio fel rhai â'r Gymraeg yn sgil hanfodol; 33 swydd (0.4%) yn gofyn am angen dysgu sgiliau Cymraeg pan benodir a 3,337 swydd (40%) wedi eu categoreiddio fel rhai â'r Gymraeg yn sgil dymunol. Nid oedd angen unrhyw sgiliau Cymraeg ar gyfer 3,409 swydd (41.5%).

[40] Ar adeg ystyried yr adroddiadau, roedd un o'r 22 sefydliad wedi herio'r safon berthnasol.

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.

Rhan 3:
Rhaid newid ymddygiad er mwyn hybu a hwyluso'r Gymraeg

Barn y Comisiynydd

Mae'r canfyddiad nad yw siaradwyr Cymraeg yn defnyddio'r iaith wrth ymwneud â sefydliadau cyhoeddus yn hysbys ers blynyddoedd. Un o gryfderau Mesur y Gymraeg yw bod y ddyletswydd i sefydliadau hybu a hyrwyddo defnydd yn mynd law yn llaw â'r angen i ddarparu gwasanaethau yn Gymraeg.

Ond, er mwyn gweithredu'r ddyletswydd hon, rhaid i sefydliadau drawsnewid eu hagweddau a'u diwylliant ac mae nifer wedi cychwyn eisoes. Rwy'n cydnabod na fydd modd gwneud hynny dros nos - mae'n golygu gwaith caled er mwyn ennyn hyder siaradwyr Cymraeg a'u cymell i gynyddu defnydd o'r iaith yn eu bywydau bob dydd.

Bwriadaf ddarparu cyngor a hwyluso trafodaeth rhwng sefydliadau er mwyn eu hysgogi i fynd ati'n rhagweithiol i ystyried pa amgylchiadau fyddai'n eu galluogi i argyhoeddi pobl fod modd defnyddio'r Gymraeg, ac na fydd eu profiadau'n llai ffafriol os byddant yn gwneud hynny.

Mae'n gwbl allweddol fod strategaethau hybu effeithiol yn cael eu paratoi a'u gweithredu er mwyn sicrhau y caiff nifer y siaradwyr Cymraeg ei gynnal neu ei gynyddu.

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 Yn ôl ymchwil Cyngor ar Bopeth yn 2015 mae siaradwyr Cymraeg yn awyddus i dderbyn gwasanaethau Cymraeg, ac mae'r awydd hwnnw yn cynyddu.[41] Wedi dweud hynny, mae Llywodraeth Cymru fodd bynnag, yn cydnabod nad yw bodolaeth gwasanaethau Cymraeg ynddo'i hun yn gwarantu y bydd pobl yn eu defnyddio.[42] Yn y cyd-destun hwn felly mae Mesur y Gymraeg yn gosod dyletswydd ar sefydliadau cyhoeddus i hybu a hwyluso defnyddio'r Gymraeg. Mae'n gosod disgwyliad ar sefydliadau cyhoeddus, nad oedd yn bodoli o angenrheidrwydd dan Ddeddf yr Iaith Gymraeg 1993, i'w gwneud yn haws i bobl ddefnyddio'r Gymraeg a'u hannog i wneud hynny yn eu bywydau bob dydd.

8.2 Amlygir pa mor ganolog yw hybu neu hwyluso defnyddio'r Gymraeg wrth weithredu'r safonau yn y diffiniadau canlynol ym Mesur y Gymraeg:

> … ystyr "safon cyflenwi gwasanaethau" yw safon sy'n ymwneud
> â gweithgaredd cyflenwi gwasanaethau, ac y bwriedir iddi hybu neu hwyluso defnyddio'r Gymraeg, neu weithio tuag at sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg, pan gyflawnir y gweithgaredd hwnnw.
>
> … ystyr "safon gweithredu" yw safon sy'n ymwneud â swyddogaethau, neu fusnes neu ymgymeriad arall [sefydliad] […] y bwriedir iddi hybu neu hwyluso defnyddio'r Gymraeg.[43]

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] Hefyd ar gael yn Gymraeg: deall y defnydd a'r diffyg defnydd o wasanaethau Cymraeg, Cyngor ar Bopeth, 2015.
[42] Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017.
[43] Adran 28, 30 a 31 Mesur y Gymraeg (Cymru) 2011, Llywodraeth Cymru.

[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.

Cyn gallu hyrwyddo defnydd o'r Gymraeg, mae angen i sefydliadau wella'u dealltwriaeth o'r rhesymau pam y mae cyfran sylweddol o siaradwyr Cymraeg yn dewis peidio â defnyddio'r iaith wrth ymwneud â hwy

Mi faswn i wrth fy modd tasa fo'n llai o ymdrech.

Yn y swyddfa bost, maen nhw'n gofyn 'Dach chi isho fo'n Gymraeg neu'n Saesneg' ac mae pobl yn deud 'Saesneg' oherwydd mae'r Gymraeg yn ormod o waith, dydi pobl ddim yn ei ddallt o.

Ma'n hynod o ddiddorol fod 'na siaradwyr Cymraeg yn fodlon derbyn tystysgrifau Saesneg. Un o'r pethau sy'n hanfodol ydi bod plant yn cael eu dysgu yn yr ysgol sut i ddefnyddio'r Gymraeg - sut i ddefnyddio twll yn y wal; sut i lenwi ffurflenni - trio dangos ei fod o yn rwbath sydd yn ddi-rwystr.

Nid ni sydd i fod yma heddiw naci, ond y bobl sydd yn gwasgu'r botwm Saesneg yn y twll yn wal, sydd yn llenwi'r ffurflen yn Saesneg - ac i fi y broblem sydd ganddon ni ydi sut ydan ni'n perswadio'r Cymry yna ddyla fod yn defnyddio gwasanaethau yn Gymraeg.

Bydde fe'n rili neis os bydde Cymry i gyd yn mynd mewn i siop ac yn dechre sgwrs yn Gymraeg, wedyn os nad y'n nhw'n siarad Cymraeg, troi i'r Saesneg. Ond na beth mae'r bathodyn Iaith Gwaith 'na ambyti ondife, mae angen e am bod pobl ddim yn neud hwnna.

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.

8.3 Mae sawl arolwg diweddar wedi dangos bod cyfran sylweddol o siaradwyr Cymraeg yn dewis peidio â defnyddio'r iaith wrth ymwneud â sefydliadau cyhoeddus, ac mae tystiolaeth yn awgrymu bod nifer o ffactorau'n dylanwadu ar eu dewis iaith wrth ddefnyddio gwasanaethau. Mae'r sylwadau a wnaed yn ystod sgyrsiau yng ngrwpiau trafod y Comisiynydd yn datgelu cymaint o wahanol ffactorau sy'n dylanwadu ar arferion siaradwyr Cymraeg a bod eu newid yn mynd i fod yn broses hir a heriol.[44]

8.4 34% o'r siaradwyr Cymraeg a holwyd fel rhan o'r Arolwg Omnibws oedd yn dymuno delio â sefydliadau cyhoeddus yn Gymraeg mewn sefyllfaoedd megis ffonio'r cyngor sir, derbyn gwasanaethau iechyd neu dderbyn gwybodaeth gan asiantaethau'r llywodraeth. Er hynny, roedd 97% ohonynt yn datgan eu bod yn meddwl ei bod yn bwysig cael hawliau i ddefnyddio'r Gymraeg. Maent felly'n cefnogi bodolaeth gwasanaethau Cymraeg mewn egwyddor, ac yn falch eu bod ar gael, ond nid ydynt o reidrwydd yn barod i'w defnyddio. Mae'r gyfran yn gyson â chanfyddiadau arolwg 2015 16 pan nododd 32% o siaradwyr Cymraeg mai'r Gymraeg fyddai'n well ganddynt ei defnyddio wrth ddelio â sefydliadau cyhoeddus.

8.5 Yn 2014-15 gofynnodd Arolwg Cenedlaethol Llywodraeth Cymru a fyddai'n well gan bobl gyfathrebu drwy gyfrwng y Gymraeg ynteu'r Saesneg â staff iechyd a gofal cymdeithasol. O'r 1,600 o siaradwyr Cymraeg a oedd yn rhan o'r arolwg, 17% ohonynt a nododd mai'r Gymraeg oedd eu dewis iaith wrth ymwneud â'r gwasanaeth, a nododd 19% y byddent yn dewis y naill iaith neu'r llall. Saesneg oedd dewis iaith 64% o siaradwyr Cymraeg wrth ymwneud gyda staff y sector iechyd neu ofal cymdeithasol.[45]

8.6 Gofynnwyd i ymatebwyr hefyd a oeddent wedi defnyddio'r Gymraeg i gyfathrebu â staff iechyd neu staff gofal cymdeithasol yn ystod y 12 mis diwethaf. Canfu'r arolwg mai 31% oedd wedi gwneud hynny yn ystod y 12 mis diwethaf.

8.7 Mae sylwadau aelodau grwpiau trafod y Comisiynydd yn 2016-17 yn rhoi cipolwg o ba mor niferus yw'r ffactorau sy'n dylanwadu ar ddewis siaradwyr Cymraeg wrth benderfynu ar ddewis iaith wrth ymwneud â sefydliadau cyhoeddus. Mae'r sylwadau'n amlygu bod angen i sefydliadau gymryd camau ymarferol i hybu a hwyluso defnyddio'r Gymraeg os ydynt am gynyddu defnydd o'r iaith.

44 Arolwg Omnibws Siaradwyr Cymraeg Beaufort Research 2017; Arolwg Defnydd Iaith Comisiynydd y Gymraeg a Llywodraeth Cymru 2013-14; Arolwg Cenedlaethol Llywodraeth Cymru 2014-15
45 Arolwg Cenedlaethol Llywodraeth Cymru 2014-15

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.

Ma rhywun yn meddwl 'O dwi'n bod chydig bach o niwsans yn fan hyn… nai neud o'n Saesneg…'.

Rhaid i rywun fynd allan o'i ffordd i gael gwasanaeth Gymraeg.

Pan ydych chi'n ffonio am rhywbeth, chi eisiau ateb i'r cwestiwn ar unwaith heb oedi.

Weithiau rydach chi'n ffonio'r llinell Gymraeg, ac mae'r person sy'n ateb yn siarad Cymraeg, ond hanner munud i mewn i'r sgwrs maen nhw'n deud 'Dwi ddim yn ddigon hyderus i ddelio efo'r alwad yn Gymraeg'. Dydi'r staff ddim i weld yn cael digon o hyfforddiant a chefnogaeth i allu gweithio yn Gymraeg.

Mae fel petai popeth yn frwydr. Dwi'n gwybod cyn codi'r ffôn 'mod i'n mynd i gael trafferth.

Mae plant yn siarad Saesneg yn gyntaf i ofyn am rywbeth yn y siop… a fi o hyd yn gofyn iddyn nhw pam wnaethon nhw hynny.

Fi'n trial darllen cyhoeddiadau'r corff yn Gymraeg, ond mae'r iaith yn rhy ffurfiol.
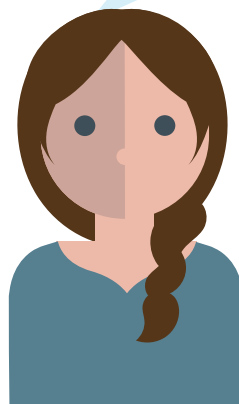
One tends to think 'Oh I'm being a bit of a nuisance here… I'll do it in English…'

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.
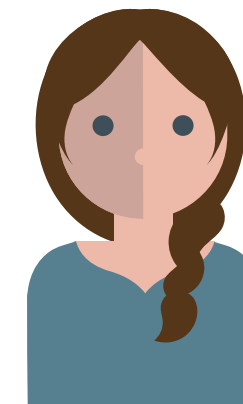
8.8 Cadarnhaodd gwaith ymchwil Cyngor ar Bopeth yn 2015 fod amrywiaeth gymhleth o resymau sy'n effeithio ar y defnydd presennol o wasanaethau Cymraeg:

○ 'Byddem yn dadlau bod yna rwystrau strwythurol i sut mae sefydliadau yn cynllunio, yn darparu ac yn hyrwyddo eu gwasanaethau Cymraeg, sy'n golygu yn aml ei bod yn anoddach defnyddio'r gwasanaethau hyn a'u bod yn llai amlwg na'r ddarpariaeth Saesneg.

○ 'Fodd bynnag, mae rhwystrau ymddygiad yn effeithio ar pam y mae siaradwyr Cymraeg yn defnyddio, neu'n peidio â defnyddio, gwasanaethau sydd eisoes yn bodoli. Mae'r rhwystrau hyn yn seiliedig ar sut y mae siaradwyr Cymraeg yn defnyddio ac yn ystyried eu Cymraeg, eu canfyddiadau o wasanaethau Cymraeg, a'u profiadau blaenorol o ddefnyddio gwasanaethau Cymraeg.

○ 'Mae'n bwysig nodi bod rhwystrau strwythurol a rhwystrau ymddygiad yn ategu ac yn dylanwadu ar ei gilydd yn aml.'[46]

8.9 Gofynnodd Arolwg Defnydd Iaith 2013-15 y Comisiynydd a Llywodraeth Cymru i 5,500 o siaradwyr Cymraeg a oeddent yn ceisio defnyddio'r Gymraeg wrth ddelio â sefydliadau cyhoeddus. 27% o'r siaradwyr Cymraeg rhugl oedd bob amser yn ceisio defnyddio'r Gymraeg, 26% yn ceisio ei defnyddio fel arfer a 26% yn defnyddio'r iaith weithiau. Pan ofynnwyd i'r rhai a oedd yn ceisio defnyddio'r Gymraeg (i ba bynnag raddau) pa mor aml yr oeddent yn llwyddo i ddefnyddio'r Gymraeg wrth ddelio â sefydliadau cyhoeddus, 64% ohonynt oedd yn llwyddo unai bob amser, bron bob amser, neu fel arfer.[47]

8.10 Fel y tystia'r adroddiad hwn, mae cynnydd o safbwynt argaeledd ac ansawdd gwasanaethau cyhoeddus Cymraeg ers i sefydliadau fabwysiadu cynlluniau iaith Gymraeg ac ers iddynt ddechrau gweithredu safonau'r Gymraeg. Beth felly sydd i gyfrif, y tu hwnt i ddiffyg darpariaeth, am y gyfran isel o siaradwyr Cymraeg rhugl sy'n defnyddio gwasanaethau Cymraeg? Oes gan sefydliadau ddealltwriaeth o natur y rhwystrau sy'n golygu nad yw pobl yn defnyddio'r gwasanaethau sydd eisoes yn cael eu darparu ganddynt yn Gymraeg?

46 Hefyd ar gael yn Gymraeg: deall y defnydd a'r diffyg defnydd o wasanaethau Cymraeg, Cyngor ar Bopeth, 2015
47 Arolwg Defnydd Iaith Llywodraeth Cymru a Chomisiynydd y Gymraeg 2013-15

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 Adroddwyd yn helaeth yn adroddiad sicrwydd y Comisiynydd yn 2015-16 am brofiadau pobl o orfod gwneud mwy o ymdrech, neu ddwyn perswâd ar sefydliadau i gyflenwi gwasanaethau, neu orfod aros yn hirach wrth ddefnyddio'r Gymraeg. Mae sylwadau aelodau o grwpiau trafod y Comisiynydd yn 2016 yn cadarnhau bod profiadau felly yn parhau - mae'r sylwadau'n ategu'r ddamcaniaeth fod siaradwyr Cymraeg, er eu bod yn dymuno derbyn gwasanaeth yn Gymraeg, ac mai dyna fyddai orau ganddynt, yn penderfynu defnyddio'r gwasanaeth yn Saesneg.

8.12 Mae'r Arolwg Omnibws yn cadarnhau bod profiadau blaenorol o dderbyn gwasanaethau diffygiol yn rhwystr. Rhestrwyd y ffactorau canlynol pan ofynnwyd i siaradwyr Cymraeg nodi pa newidiadau fyddai'n eu gwneud yn fwy tebygol o ddefnyddio gwasanaethau Cymraeg sefydliadau cyhoeddus yn y dyfodol:

Byddwn yn fwy tebygol o ddefnyddio gwasanaethau yn Gymraeg …

o   pe bawn i'n gwybod bod y gwasanaethau Cymraeg ar gael bob tro
o   pe bawn i'n gwybod eu bod ar gael
o   pe bawn i'n cael dewis
o   pe bai'r dewis yn cael ei wneud yn glir i mi
o   pe baen nhw'n cychwyn y sgwrs yn Gymraeg
o   ar ôl gwella fy hyder i siarad Cymraeg gan nad ydw i'n ddigon rhugl
o   pe bai'r iaith yn llai ffurfiol a mwy naturiol
o   pe na bawn i'n cael trafferth deall acen ogleddol/deheuol weithiau
o   pe bai'n haws
o   pe bai'r gwasanaeth ar gael yn gynt
o   pe baent yn cael eu hysbysebu
o   pe baent o safon well - dydi gwasanaethau Cymraeg sy'n cael eu cynnig ddim o safon uchel

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…

o   if I knew that Welsh language services were going to be available every time
o   if I knew they were available
o   if I was given a choice
o   if the choice was made clear to me
o   if they started the conversation in Welsh
o   after I improve my confidence in speaking Welsh as I'm not fluent enough
o   if the language was less formal and more natural
o   if I didn't have trouble understanding a northern/southern accent sometimes
o   if it was easier
o   if the service was available quicker
o   if they were advertised
o   if they were of better quality - the Welsh language services offered are not of a high quality

Er mwyn creu cwsmeriaid ar gyfer gwasanaethau Cymraeg rhaid i sefydliadau wneud mwy na hysbysu pobl eu bod ar gael - rhaid iddynt eu marchnata'n ddeallus ac argyhoeddi pobl eu bod am lwyddo i ddiwallu eu hanghenion

9.1 Un peth yw hysbysu dinasyddion bod modd defnyddio'r Gymraeg, peth arall yw gwneud iddynt deimlo'n ddigon hyderus i wneud hynny.

9.2 Mae sylwadau gan siaradwyr Cymraeg yn ystod grwpiau trafod y Comisiynydd yn cadarnhau eu bod yn fwy tebygol o ddefnyddio'r iaith os yw'r sefydliad yn ymddwyn yn rhagweithiol. Awgryma'r sylwadau hefyd fod angen o hyd i rai o'r prif sefydliadau cyhoeddus yng Nghymru ddeall pwysigrwydd cynnig gwasanaethau'n rhagweithiol gan eu bod ar hyn o bryd yn colli cyfle i hybu defnydd o'r Gymraeg.

> Mae clywed Cymraeg yn gyntaf yn rhoi hyder i fi siarad Cymraeg o'r dechrau.

> Mae gweld bathodyn yn gwneud chi'n fwy hyderus i ddechrau sgwrs yn Gymraeg neu i fod isio gwasanaeth Cymraeg. Os dydi'r gwasanaeth Cymraeg ddim yn eich wyneba chi, wnewch chi ddim mynd amdano fo.

> I fi gael tocyn parcio i staff lle fi'n gweithio, roedd ffurflen i lenwi ac mewn llinell fach ar y gwaelod, roedd e'n gweud, os o'ch chi am gael y ffurflen yn Gymraeg, o'dd rhaid gwneud cais arbennig - yn lle bo nhw'n rhoi ffurflen ddwyieithog i ni. Trafferth yw, roedd nifer o'r staff yn siarad Cymraeg ond doedd neb yn mynd i fynd i'r drafferth o gysylltu. Es i i'r drafferth, ac yn y diwedd ges i daflen Gymraeg.

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.

Welsh column

Mae angen i'r cyhoedd wybod pa wasanaethau sydd ar gael yn Gymraeg fel bo nhw'n gallu manteisio arnyn nhw, yn lle bo ni'n gorfod mynd i'r drafferth o ofyn amdanyn nhw.

O ran y natur ddynol, os yw'r bathodyn iaith gwaith yn cael ei wisgo chi'n gwbod yn iawn bo chi'n gallu neud e (siarad Cymraeg). Mae'n eithaf diddorol, chi'n ffendio'r genhedlaeth hŷn wastad yn dechre sgwrs yn Gymraeg, ddim fel peth gwleidyddol - dyna beth oedd yn naturiol.

Os chi'n mynd mewn i'r feddygfa, dylen nhw jyst cofnodi Cymraeg yn nodiadau a chario 'mlaen yn Gymraeg, heb fod rhaid i chi ddweud 'Alla i gael gwasanaeth Cymraeg plîs?' Dyle cynnig rhagweithiol ddigwydd yn naturiol.

Mae yn help i weld y bathodyn Iaith Gwaith. Dwi'n teimlo 'Gwych, dwi am allu siarad Cymraeg' yn lle 'Co ni'n mynd 'to'.

Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

9.3   Yn ogystal â buddsoddi mewn gwasanaethau Cymraeg a bod yn barod i'w cynnig, mae Llywodraeth Cymru o'r farn:

- o   fod angen i ddarparwyr wybod sut i helpu i gynyddu'r defnydd a wneir ohonynt;
- o   bod gofyn cael marchnata deallus;
- o   bod angen i ddarparwyr gymryd cyfrifoldeb i gynllunio gwasanaethau mewn ffordd sy'n diwallu anghenion y cwsmer.

English column

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.

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.

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 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:

- o   providers need to know how to facilitate their increased use;
- o   this demands intelligent marketing;
- o   the onus is on the provider to design services in a way which is geared to the needs of the customer.

Mae o'r farn y bydd dull gweithredu sy'n canolbwyntio ar y cwsmer yn gofyn am ffyrdd newydd a gwahanol o weithio ynghyd â newid mewn agwedd, er mwyn denu a meithrin sylfaen gynyddol o gwsmeriaid ar gyfer gwasanaethau Cymraeg.[48]

9.4 Mae aelodau o grwpiau trafod y Comisiynydd wedi datgan yr un farn yn ystod 2016-17: bod gweithredu'r cynnig rhagweithiol yn golygu llawer mwy na darparu gwybodaeth am fodolaeth gwasanaethau. Mae'n golygu creu amgylchedd lle bydd y dinesydd yn hyderus fod y dewis iaith sy'n cael ei gynnig yn un go iawn ac y caiff ei anghenion eu diwallu petai'n dewis defnyddio'r Gymraeg.

Mae angen normaleiddio defnyddio'r Gymraeg – mae'r Cyngor Sir wedi cael eu canmol tipyn bach heddiw ond y broblem yw, tu ôl i'r llenni, so nhw'n gweithio drwy gyfrwng y Gymraeg.

Ar ddiwedd y dydd rhaid cael y diwylliant iawn. Ar ôl gweithio i gyngor sir yr holl flynyddoedd, erbyn hyn lle mae'r Gymraeg yn y cwestiwn does 'na ddim rhwystrau o gwbl. Mae pawb jest yn ei dderbyn o. Mae eisiau creu'r diwylliant priodol - dyna'r unig beth sydd yn mynd i symud petha ymlaen.

Wrth ffonio'r ysbyty dwi'n deud 'Bore da'; mae'r derbynnydd yn dweud 'Bore da'. Ond wedyn wrth gario mlaen i siarad Cymraeg maen nhw'n ateb 'Dan ni wedi cal gorchymyn i ddeud 'Bore da' wrth gwsmeriaid er mwyn ein bod yn ffitio hefo'r rheolau'.

[48] Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017 (t.53).

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).

> Dwi'n meddwl ar ddiwedd y dydd bod angen normaleiddio, hwnna sydd ddim yn bodoli mewn ffordd, a ma hwnna'n dibynnu lot ar ddiwylliant.

> Mae angen i'r arweinyddiaeth fod yn iawn fel bod diwylliant y sefydliad yn galluogi gwasanaethau Cymraeg i gael eu cynnig.

Ffynhonnell: Grwpiau trafod Comisiynydd y Gymraeg 2016

9.5 Cynhaliwyd arolwg gan y Comisiynydd o weithgareddau'r 26 sefydliad cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 i godi ymwybyddiaeth o'u gwasanaethau Cymraeg. Ni lwyddodd cyfran helaeth o'r sefydliadau a arolygwyd, 77% ohonynt, i gynnig enghraifft o weithgareddau a dulliau rhagweithiol o hybu a hysbysebu gwasanaethau Cymraeg.[49]

> 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] Safon 82, sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1 2015)

[49] Standard 82, organisations implementing the Welsh Language Standards (No.1) Regulations 2015

9.6 Gwnaed sylw gan aelod o grŵp trafod bod angen i sefydliadau ystyried beth sy'n mynd i ysgogi siaradwyr Cymraeg i ddefnyddio'r iaith ac y dylent ragosod dewis iaith fel Cymraeg er mwyn dwyn perswâd ar ragor o siaradwyr Cymraeg i ddefnyddio'r gwasanaethau:.

> Cymraeg ddylai'r 'default' fod, nes mae rhywun yn dewis fel arall.
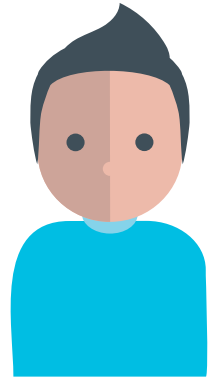
9.7 Mae strategaeth Llywodraeth Cymru ar gyfer cynyddu defnydd o'r iaith erbyn 2050 hefyd yn cydnabod pa mor allweddol yw'r cynnig rhagweithiol. Nodir ei bod yn hollbwysig nad oes unrhyw beth yn rhwystro pobl rhag derbyn gwasanaethau yn Gymraeg. Nodir bod angen i ddarparwyr gwasanaethau fynd ati'n rhagweithiol i gynnig y Gymraeg a bod gwasanaethau Cymraeg ar gael yn eang ac o ansawdd cyfatebol i'r hyn a gynigir yn Saesneg:

> Yn ogystal â buddsoddi mewn gwasanaethau Cymraeg a bod yn barod i'w cynnig, mae angen i ddarparwyr wybod sut i helpu i gynyddu'r defnydd a wneir ohonynt. Mae gofyn cael marchnata deallus i wneud hyn, a rhoi'r cyfrifoldeb ar y darparwyr i gynllunio gwasanaethau mewn ffordd sy'n diwallu anghenion y cwsmer. Bydd y dull gweithredu hwn sy'n canolbwyntio ar y cwsmer yn gofyn am ffyrdd newydd a gwahanol o weithio ynghyd â newid mewn agwedd, er mwyn denu a meithrin sylfaen gynyddol o gwsmeriaid ar gyfer gwasanaethau Cymraeg.[50]

[50] Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017

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:

> Welsh should be the default, until someone chooses differently
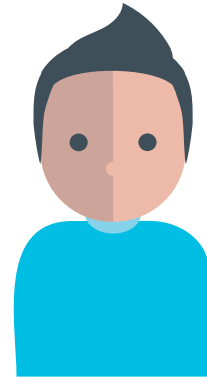
9.7 The Welsh Government's strategy for increasing the use of Welsh by 2050 also acknowledges the importance of the active offer. It notes that it is essential that there are no barriers to receiving services in Welsh. It also notes that service providers must ensure that Welsh language services are 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.

Mae'n allweddol fod strategaethau hybu'n cael eu paratoi a'u gweithredu er mwyn sicrhau y caiff nifer y siaradwyr Cymraeg ei gynnal neu ei gynyddu

10.1 Pennwyd gofynion pellach i hybu'r Gymraeg ar gynghorau sir ac awdurdodau parciau cenedlaethol a hynny drwy bennu dosbarth ychwanegol o safonau ar eu cyfer. Mae'r 'safonau hybu' yn gosod dyletswydd ar sefydliadau i lunio a chyhoeddi strategaeth 5 mlynedd sy'n esbonio sut maent yn bwriadu mynd ati i hybu'r Gymraeg ac i hwyluso defnyddio'r Gymraeg yn ehangach yn eu hardaloedd.[51]

10.2 Rhaid i'r strategaethau hybu gynnwys targed ar gyfer cynyddu neu gynnal nifer y siaradwyr Cymraeg yn yr ardal erbyn diwedd y cyfnod o 5 mlynedd dan sylw a chynnwys datganiad sy'n esbonio sut mae'r sefydliad yn bwriadu cyrraedd y targed.[52]

10.3 Cynhaliwyd arolwg gan y Comisiynydd yn ystod Chwefror a Mawrth 2017 er mwyn casglu gwybodaeth ynghylch y graddau y mae'r cynghorau sir ac awdurdodau parciau cenedlaethol cyhoeddus yn llwyddo i gyflawni'r hyn sy'n ofynnol. Mae'r safonau perthnasol wedi eu gosod ar 25 o sefydliadau cyhoeddus, ond gan fod pedwar sefydliad wedi unai herio'r safon neu nad oedd yn ofynnol iddynt gyhoeddi strategaeth erbyn dyddiad cynnal yr arolwg, 21 o sefydliadau gafodd eu cynnwys yn yr arolwg.[53]

10.4 Cyhoeddwyd strategaeth hybu ar wefan 15 o'r 21 sefydliad, er bod statws drafft yn perthyn i bedair ohonynt yn ystod cyfnod yr arolwg. Roedd tri chyngor sir wedi cyhoeddi strategaeth cyn diwrnod gosod y safonau gan eu bod eisoes yn cynllunio'n strategol. Adroddwyd gan y sefydliadau eraill mai prosesau cymeradwyo yn bennaf oedd yn gyfrifol am y ffaith na chyhoeddwyd eu strategaeth mewn pryd.

10.5 O'r 15 strategaeth a gyhoeddwyd, naw ohonynt oedd yn pennu targed ar gyfer nifer y siaradwyr Cymraeg yn yr ardal ac roeddent yn amrywio o bennu cynnydd o 0.5% i fwy na 5%. O'r strategaethau nad oedd wedi cynnwys targed ar gyfer nifer y siaradwyr Cymraeg yn yr ardal, roedd dwy yn pennu targedau ar gyfer carfannau penodol o'r boblogaeth megis plant oed ysgol a gweithlu'r cyngor sir. Bwriad i gynyddu, yn hytrach na chynnal, nifer y siaradwyr Cymraeg sydd felly i'w gael ymhob un o'r 11 strategaeth lle ceir targed.

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] Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 sy'n pennu safonau ar gyfer Gweinidogion Cymru, cynghorau sirol ac awdurdodau parciau cenedlaethol.
[52] Safon 145, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.
[53] Mae rhestr o'r sefydliadau cyhoeddus a gafodd eu cynnwys yn yr arolwg yn Atodiad 2. Er bod safon 145 a 146 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 wedi eu cynnwys yn hysbysiadau cydymffurfio pob cyngor sir ni chafodd pedwar cyngor eu cynnwys oherwydd eu bod unai wedi herio'r safon neu bod y diwrnod gosod heb basio ar adeg cynnal yr arolwg.

[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 Roedd dwy strategaeth a luniwyd i ymateb i heriau penodol Cyfrifiad 2011 yn ardaloedd y cynghorau sir yn cydnabod yr angen i gynyddu defnydd, trosglwyddiad, a chaffael iaith. Er nad ydynt wedi pennu targed meintiol penodol, maent yn cynnwys rhaglen waith fanwl er mwyn hybu a hwyluso defnydd yn ehangach. Mae ynddynt hefyd waelodlin fanwl o ddemograffeg a defnydd y Gymraeg ac felly mae gallu gan y sefydliadau hyn i bennu targed meintiol ystyrlon ar sail cynnwys eu strategaethau.

10.7 O'r ddwy strategaeth arall mae'r naill yn cydnabod yr angen 'i gynnal nifer y siaradwyr Cymraeg yn y fwrdeistref sirol', ond nid yw'n ymhelaethu, a'r llall yn ddogfen sy'n nodi'r angen am waith mapio cyn y gellir sefydlu gwaelodlin.

10.8 Roedd pob un o'r 15 strategaeth yn cynnwys esboniad o'r modd yr oedd y sefydliadau'n bwriadu hybu a hwyluso defnyddio'r Gymraeg, ond roeddent yn amrywio o ran trylwyredd.

10.9 Wrth ystyried sut mae'r sefydliadau yn egluro sut y bydd modd iddynt asesu graddau llwyddiant ymhen pum mlynedd, 11 sefydliad sydd wedi cynnwys gwaelodlin yn sylfaen i fesur cynnydd yn ei erbyn. Er mai ffigyrau Cyfrifiad 2011 ddefnyddir gan fwyaf, mae sawl corff yn cydnabod na fydd ffigyrau Cyfrifiad 2021 ar gael fel ffon fesur ar ddiwedd y cyfnod 5 mlynedd ac y bydd angen adnabod dangosyddion gwahanol a ffynonellau data eraill. Nid oedd tair strategaeth wedi pennu unrhyw ddangosyddion meintiol neu fethodoleg i fonitro cynnydd.

10.10 Canfu'r arolwg fod y strategaethau'n amrywio o ran eu huchelgais i gynyddu nifer y siaradwyr Cymraeg. Cynnydd yn nifer y disgyblion ysgol sy'n derbyn addysg Gymraeg yw'r prif fodd o gyflawni'r targedau ymhob strategaeth, er bod sefydliadau hefyd yn pennu cynnydd yn nifer y rhai sy'n dysgu Cymraeg yn y gymuned ac yn y gweithlu, cynnydd o ran trosglwyddo'r iaith yn y cartref, a thwf naturiol y boblogaeth mewn rhai ardaloedd.

10.11 Mae 14 o'r 15 strategaeth a gyhoeddwyd yn cynnwys amcanion strategol, targedau neu gynlluniau gweithredu sy'n amlinellu gweithgaredd hybu a hwyluso defnyddio'r Gymraeg yn ehangach. Maent yn amrywio'n fawr o ran manylder ac felly rhagwelir ar ddiwedd cyfnod y strategaeth y bydd ansawdd y dystiolaeth i alluogi asesu cydymffurfedd y sefydliadau â'r safonau yn amrywio'n fawr hefyd.

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 Tuedd gyffredinol oedd gan fwyafrif y strategaethau i fonitro ac adolygu cynnydd, yn gyfnodol ac ar ddiwedd pum mlynedd ac mae'n debygol y bydd ansawdd y dystiolaeth ar ddiwedd cyfnod y strategaeth yn amrywio llawer, ynghyd â gallu'r sefydliadau i hunanasesu eu llwyddiant.

10.13 **Nodweddion da strategaethau hybu**
Mae'r gwaith arolygu wedi adnabod bod y nodweddion isod yn cryfhau'r strategaethau ac yn ennyn hyder ynddynt fel dogfennau awdurdodol.

Perchenogaeth ac atebolrwydd
Mae rhai strategaethau yn dangos perchenogaeth amlwg gan y sefydliad cyfan e.e. rhagair gan y Prif Weithredwr, Cadeirydd, a strwythur atebolrwydd clir ar gyfer gweithredu ac asesu cynnydd.

Gwaelodlin
Mae'r strategaethau mwyaf cynhwysfawr yn seilio'u targedau a'u cynlluniau gweithredu ar gyfer hybu a hwyluso ar dystiolaeth feintiol ac ansoddol o ran siaradwyr Cymraeg a charfannau o siaradwyr Cymraeg yr ardal (gan ddefnyddio'r Cyfrifiad, Arolwg Defnydd Iaith, ymchwil perthnasol ar ran y cyrff eu hunain ac eraill yn genedlaethol); data addysg; data trosglwyddo iaith; gwybodaeth am y ddarpariaeth gymunedol gyfredol; ffigurau dysgu Cymraeg.

Gweledigaeth glir
Mewn strategaeth disgwylir gweld datganiad o weledigaeth glir gyda blaenoriaethau strategol perthnasol ac mae hyn i'w weld mewn sawl un. Ond mae tudalennau agoriadol rhai o'r strategaethau yn aneglur o ran yr hyn y mae'r corff yn gobeithio'i gyflawni gan gyfleu naws o orfod cydymffurfio â gofyniad cyfreithiol. Gydag eraill mae nod a tharged yn bodoli ond maent yn gudd yng nghorff y strategaeth ac nid oes safle amlwg iddynt fel gweledigaeth sefydliadol neu bartneriaethol glir. Mae datganiad clir o weledigaeth yn gymorth nid yn unig i'r cyhoedd ddeall trywydd y corff ond mae'n gymorth hefyd i holl staff y sefydliad sy'n gorfod gweithredu'r camau perthnasol.

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.

Partneriaid
Mae rhai o'r strategaethau yn rhai partneriaethol yn eu hanfod, wrth i rai o'r Fforymau Iaith gymryd rhan ganolog yn y gwaith o'u llunio. Er bod cyfeiriad at bartneriaid / rhanddeiliaid ym mhob un o'r strategaethau a arolygwyd, maent yn amrywiol iawn o ran lefel y cyfranogiad a chydweithio a arfaethir. Mae'r strategaethau hynny sy'n rhoi pwyslais ar gydweithio â phartneriaid a rhanddeiliaid yn ennyn hyder bod perchenogaeth iddynt ar sawl lefel yn lleol, ac nid ar lefel y sefydliad yn unig. Mae'r cynlluniau gweithredu mwyaf cynhwysfawr yn cyffwrdd â phob maes perthnasol ac yn ymrwymedig i weithio mewn partneriaeth â sefydliadau sector cyhoeddus, preifat a'r trydydd sector, ac wrth gwrs y bobl leol.

Cyd-destun ehangach
Mae'r strategaethau mwyaf cynhwysfawr yn ymdrin â chyd-destun ehangach o ran ffyniant y Gymraeg, er enghraifft, y cyd-destun cymdeithasol / economaidd lleol; croesgyfeirio â chynllun strategol Cymraeg mewn addysg a strategaethau eraill sy'n gorgyffwrdd yn lleol ac yn genedlaethol (iechyd a llesiant, er enghraifft).

Mesur cynnydd
Mae'r strategaethau mwyaf cynhwysfawr yn pennu targedau clir, blaenoriaethau strategol, dangosyddion meintiol, a chynllun gweithredu manwl gyda chyswllt clir rhwng y gweithgareddau a'r blaenoriaethau strategol. Mae'r cynlluniau gweithredu mwyaf cynhwysfawr yn pennu targedau ac amserlen glir, ynghyd â chofnodi cyfrifoldebau.

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.

Atodiad 1

Methodolegau arolygon

Appendix 1

Survey methodologies

Mae pob sefydliad cyhoeddus a gafodd ei gynnwys yn arolygon y Comisiynydd yn darparu gwasanaethau i bobl yng Nghymru. Roedd pob un a arolygwyd unai wedi derbyn hysbysiad cydymffurfio gan y Comisiynydd yn cynnwys y safonau oedd yn berthnasol i'r arolwg penodol, neu'n gweithredu cynllun iaith Gymraeg statudol. Cafodd rhai sefydliadau eu cynnwys er nad oeddent dan ddyletswydd i ddarparu rhai o'r gwasanaethau yn ystod y cyfnod arolygu - naill ai oherwydd bod diwrnod gosod y safon heb basio neu oherwydd bod y sefydliad wedi herio'r ddyletswydd i gydymffurfio.

Arolwg cyfryngau cymdeithasol

Prif nod yr arolwg oedd casglu gwybodaeth am y profiad o ddefnyddio'r Gymraeg wrth ddefnyddio cyfrifon cyfryngau cymdeithasol sefydliadau cyhoeddus. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â safonau'r Gymraeg.[54] Ymgymerwyd â'r gwaith gan swyddogion y Comisiynydd.

Yn ystod misoedd Ebrill a Mai 2016 ymwelwyd â chyfrifon cymdeithasol 70 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015, (Rhif 2) 2016 a (Rhif 5) 2016.[55] Ymwelwyd unwaith â chyfrifon Twitter a Facebook pob sefydliad.

Cofnodwyd a oedd cyfrifon yn cael eu cynnal ar wahân yn Gymraeg a Saesneg neu'n ddwyieithog, nifer y dilynwyr a nifer y negeseuon. Cofnodwyd ym mha iaith yr oedd y sefydliad yn cyhoeddi negeseuon, a'r iaith a ddefnyddiwyd i ymateb.

Cofnodwyd sylwadau yn ogystal am ansawdd y gwasanaeth gan ystyried materion megis a oedd bywgraffiad y cyfrifon ar gael yn Gymraeg neu'n ddwyieithog, amlder y defnydd o'r cyfrifon; cysondeb y cynnwys ac a oedd dewis iaith yn cael ei gydnabod wrth ymateb i negeseuon.

Arolwg gwasanaethau ffôn

Prif nod yr arolwg oedd casglu gwybodaeth am y profiad o ddefnyddio'r Gymraeg wrth ddefnyddio gwasanaethau ffôn sefydliadau cyhoeddus. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â safonau'r Gymraeg.[56] Ymgymerwyd â'r gwaith gan swyddogion y Comisiynydd.

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] Safonau 58, 59 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015; 54, 55 Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016; 55, 56 Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016
[55] Mae rhestr o'r sefydliadau cyhoeddus gafodd eu cynnwys yn yr arolwg yn Atodiad 2. Nid oedd gan Gyngor Sir y Fflint gyfrif Facebook. Nid oedd gan Awdurdod Heddlu Trafnidiaeth Prydeinig gyfrifon Facebook a Twitter.
[56] Safonau 8,9,10,11,13,16,17 a 22 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015; (Rhif 2) 2016, (Rhif 4) 2016 a (Rhif 5) 2016

[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.

Rhwng misoedd Rhagfyr 2016 a Mawrth 2017 gwnaed 219 o alwadau i brif rif ffôn 73 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015, (Rhif 2) 2016, (Rhif 4) 2016 a (Rhif 5) 2016.[57] Galwyd rhif y llinell Gymraeg os oedd un yn cael ei hysbysebu gan y sefydliad ar ei wefan. Gwnaed tair galwad i bob sefydliad, i'r un prif rif ffôn, gan gyflwyno ymholiad gwahanol bob mis ar ddyddiau ac amserau gwahanol.

Cyflwynwyd yr ymholiad yn Gymraeg a cheisiwyd siarad Cymraeg yn unig yn ystod yr alwad. Ceisiwyd cyfyngu unrhyw ddefnydd o'r Saesneg i ofyn am wasanaeth Cymraeg.

Cofnodwyd os oedd y Gymraeg yn cael ei defnyddio i gyfarch y galwr gan beiriant neu gan berson a pha iaith a ddefnyddiwyd gan y sefydliad o ddechrau i ddiwedd yr alwad: a lwyddodd y derbynnydd i gynnal sgwrs yn Gymraeg er mwyn llwyddo i ddeall natur yr ymholiad ac yna drosglwyddo i aelod arall o staff i ddarparu gwasanaeth ar y pwnc penodol? Cofnodwyd a lwyddwyd i ymdrin â'r ymholiad yn ei gyfanrwydd yn Gymraeg. Cofnodwyd sylwadau yn ogystal am ansawdd y gwasanaeth gan ystyried materion megis a oedd gwasanaeth Cymraeg yn cael ei gynnig yn rhagweithiol neu a oedd angen i'r ymchwilydd ofyn am gael defnyddio'r Gymraeg ac a oedd hynny yn creu ymdeimlad o fod yn achosi trafferth ac a oedd rhif ffôn y gwasanaeth Cymraeg yr un fath â rhif y gwasanaeth Saesneg.

Arolwg gwasanaethau gohebiaeth

Prif nod yr arolwg oedd casglu gwybodaeth am y profiad o ddefnyddio'r Gymraeg wrth dderbyn ymateb i ohebiaeth a anfonwyd at sefydliadau cyhoeddus. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â'u dyletswyddau, boed hynny'n safonau'r Gymraeg neu gynllun iaith Gymraeg.[58] Comisiynwyd cwmni Trywydd i ymgymryd â'r gwaith ar ran y Comisiynydd.

Rhwng misoedd Tachwedd 2016 a Mawrth 2017 anfonwyd cyfanswm o 12 darn o ohebiaeth yr un at 86 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015, (Rhif 2) 2016, (Rhif 4) 2016, (Rhif 5) 2016 a Byrddau Iechyd ac Ymddiriedolaethau GIG Cymru. Anfonwyd cyfanswm o 1,032 darn o ohebiaeth: llythyrau, e-byst, negeseuon testun a negeseuon i gyfrifon Facebook.[59] Anfonwyd nifer gyfartal o ohebiaeth Gymraeg a Saesneg er mwyn gallu cymharu amserau ymateb a gweld os oedd oedi oherwydd i'r ymholydd ddewis defnyddio'r Gymraeg.

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.

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57 Mae rhestr o'r sefydliadau cyhoeddus gafodd eu cynnwys yn yr arolwg yn Atodiad 2. Nid yw'r safonau gwasanaethau ffôn perthnasol wedi eu gosod ar y Cwmni Benthyciadau Myfyrwyr na'r Awdurdod Heddlu Trafnidiaeth Prydeinig. Ni wiriwyd gwasanaethau ffôn Archwilydd Cyffredinol Cymru oherwydd bod Swyddfa Archwilio Cymru wedi ei gynnwys yn yr arolwg.
58 Safonau 1, 7, 58, 59 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015; 1, 7, 54, 55 Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016; 1, 7, 58, 59 Rheoliadau Safonau'r Gymraeg (Rhif 4) 2016; 1, 7, 55, 56 Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016.
59 Mae rhestr o'r sefydliadau cyhoeddus gafodd eu cynnwys yn yr arolwg yn Atodiad 2.

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.

Cofnodwyd ym mha iaith yr oedd y sefydliad yn ymateb i'r ohebiaeth ac yn darparu unrhyw wybodaeth bellach. Cofnodwyd hefyd sawl diwrnod gwaith a gymerwyd i ymateb. Cofnodwyd sylwadau yn ogystal am ansawdd y gwasanaeth gan ystyried materion megis cywirdeb a safon yr iaith, diwyg yr ohebiaeth a ddefnyddiwyd ac a oedd wedi ei lofnodi.[60]

Arolwg gwefannau

Prif nod yr arolwg oedd casglu gwybodaeth am y profiad o ddefnyddio'r Gymraeg wrth ddefnyddio gwefannau sefydliadau cyhoeddus. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â'u dyletswyddau, boed hynny'n safonau'r Gymraeg neu gynllun iaith Gymraeg.[61] Ymgymerwyd â'r gwaith gan swyddogion y Comisiynydd.

Rhwng misoedd Mehefin a Medi 2016 ymwelwyd â gwefannau 104 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015, (Rhif 2) 2016, (Rhif 4) 2016, (Rhif 5) 2016, (Rhif 6) 2017 a Byrddau Iechyd GIG Cymru. Edrychwyd ar gyfanswm o 3,285 o dudalennau gan anelu at ymweld â 30 tudalen o dair adran benodol o bob gwefan.[62]

Cofnodwyd a oedd dewis iaith yn cael ei gynnig i'r defnyddiwr ar dudalen sblash; a oedd pob tudalen yr ymwelwyd â hi ar gael yn Gymraeg ac yn cyfateb â'r dudalen Saesneg; ac a oedd modd gwelywio o un iaith i'r llall. Pan oedd y tudalennau Cymraeg a Saesneg yn cyfateb o ran cynnwys a thestun, ond nid o reidrwydd y diwyg, cofnodwyd eu bod yn cyfateb oni bai bod y diwyg yn amharu ar yr ystyr, â'r Gymraeg o'r herwydd yn cael ei thrin yn llai ffafriol. Os oedd rhywfaint o'r cynnwys ar goll neu wybodaeth wedi dyddio, at bwrpas yr arolwg penodol hwn cofnodwyd bod y dudalen ar gael yn Gymraeg.

Cofnodwyd sylwadau yn ogystal am ansawdd y gwasanaeth: diwyg y tudalennau, safon yr iaith a ddefnyddiwyd a pha mor hwylus oedd ei ddefnyddio.

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.

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[60] Defnyddiwyd y diffiniadau canlynol ar gyfer cofnodi safon iaith yr ohebiaeth: cywir - testun sydd o safon ramadegol gywir ac yn darllen yn naturiol; rhannol gywir - testun oedd yn darllen yn gywir ar y cyfan ond yn cynnwys gwallau treiglo, sillafu neu Gymraeg ansafonol; gwallus - testun lle mae gormod o wallau difrifol yn tynnu sylw
[61] Safonau 52, 55, 56 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015; 48, 49, 50, 51, 52 Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016; 52, 55, 56 Rheoliadau Safonau'r Gymraeg (Rhif 4) 2016; 49, 50, 51, 52, 53 Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016; 55, 56, 57, 58, 59 Rheoliadau Safonau'r Gymraeg (Rhif 6) 2017
[62] Edrychwyd ar adrannau cyfatebol gwefannau sefydliadau sy'n darparu'r un math o wasanaethau.

[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.

Arolwg llunio a chyhoeddi dogfennau

Prif nod yr arolwg oedd casglu gwybodaeth am y profiad o ddefnyddio'r Gymraeg wrth chwilio am a defnyddio gwahanol ddogfennau sefydliadau cyhoeddus, megis llyfrynnau, taflenni, pamffledi, cardiau, agendau â phapurau trafod cyfarfodydd, cofnodion, adroddiadau blynyddol, canllawiau a datganiadau i'r wasg. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â safonau'r Gymraeg.[63] Ymgymerwyd â'r gwaith gan swyddogion y Comisiynydd.

Yn ystod mis Mawrth 2017 ymwelwyd â gwefannau 26 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 i gyrchu dogfennau a oedd ar gael i'w lawr lwytho. Ymwelwyd â thudalennau Cymraeg a Saesneg a chyrchu'r dogfennau oedd wedi eu cyhoeddi'n fwyaf diweddar yn adrannau cyfatebol y gwefannau ar gyfer sefydliadau sy'n darparu'r un math o wasanaethau. Os nad oedd y dogfennau wedi eu dyddio, lawrlwythwyd y rhai oedd yn ymddangos agosaf at frig y dudalen.

Cyrchwyd nifer cyson o'r un mathau o ddogfennau gan bob sefydliad - cyfanswm o 207 o ddogfennau. Cofnodwyd a oedd yr un dogfennau ar gael yn Gymraeg ac yn Saesneg ai peidio.

Arolwg safonau materion atodol

Prif nod yr arolwg oedd casglu gwybodaeth ynghylch gallu sefydliadau cyhoeddus i gyhoeddi strategaethau, gweithdrefnau a gwybodaeth ar eu gwefannau - dogfennau a luniwyd ganddynt er mwyn egluro sut y maent yn bwriadu cydymffurfio â'r safonau. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â safonau'r Gymraeg.[64] Ymgymerwyd â'r gwaith gan swyddogion y Comisiynydd.

Yn ystod mis Gorffennaf 2016 ymwelwyd â gwefannau 26 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 i gyrchu dogfennau sy'n cofnodi pa safonau y mae'r sefydliad dan ddyletswydd i gydymffurfio â hwy; dogfennau sy'n esbonio sut mae'r sefydliad yn bwriadu cydymffurfio â'r safonau hynny; dogfennau sy'n cofnodi trefniadau goruchwylio cydymffurfedd y sefydliad; a dogfennau sy'n cofnodi gweithdrefn gwyno'r sefydliad. Cofnodwyd a oedd y dogfennau ar gael ai peidio. Ymwelwyd â gwefannau 31 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016 yn ystod mis Mawrth 2017 i gyrchu'r un dogfennau.

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.

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63 Safonau 40, 41, 43, 44, 46 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.
64 Safonau 155, 156, 157, 159, 161, 162, 163, 165, 167, 168, 169, 171, 173, 175 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015, Safonau 149, 150, 151, 153, 155, 156, 157, 159, 161, 162, 163, 165, 167, 169 Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016.

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.

Yn ystod Mai 2017 ailymwelwyd â gwefannau sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) a (Rhif 2), yn ogystal â gwefannau sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 4) a (Rhif 5) am y tro cyntaf, i gyrchu gwybodaeth am drefn y sefydliad o dderbyn cwynion gan y cyhoedd ynghylch y modd y maent yn gweithredu safonau'r Gymraeg. Erbyn y dyddiad hwn roedd yn ofynnol i bob sefydliad, ac eithirio un, oedd yn rhan o'r arolwg fod yn cydymffurfio â'r safonau perthnasol.[65]

Arolwg swyddi

Prif nod yr arolwg oedd casglu gwybodaeth ynghylch arferion sefydliadau cyhoeddus o gynnwys a disgrifio gofynion sgiliau Cymraeg wrth recriwtio staff i swyddi gwag a swyddi newydd. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â'u dyletswyddau, boed hynny'n safonau'r Gymraeg neu gynllun iaith Gymraeg.[66] Ymgymerwyd â'r gwaith gan swyddogion y Comisiynydd.

Rhwng misoedd Tachwedd 2016 a Mawrth 2017 cofnodwyd gwybodaeth am 4,002 o swyddi hysbysebwyd ar wefannau 73 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015, (Rhif 2) 2016, (Rhif 4) 2016, (Rhif 5) 2016 a Byrddau Iechyd ac Ymddiriedolaethau GIG Cymru.[67] Cyrchwyd y wybodaeth trwy ymweld â thudalennau recriwtio gwefannau'r sefydliadau unigol a/neu wefannau grŵp os defnyddid hwy. Darllenwyd y tudalennau cyfrwng Cymraeg a Saesneg os oeddent ar gael.

Cofnodwyd pa sgiliau Cymraeg oedd yn hanfodol neu'n ddymunol ar gyfer y swyddi ar sail y wybodaeth a gyhoeddwyd yn yr hysbysebion, disgrifiadau swyddi a manylebau person. Cofnodwyd sylwadau am ansawdd y wybodaeth: sut mae sefydliadau'n disgrifio'r gofynion sgiliau Cymraeg a pha mor eglur ac ystyrlon oedd y gofynion i'r sefydliad ac i'r ymgeisydd. Cofnodwyd hefyd a oedd gwybodaeth am y swyddi a hysbysebwyd ar gael yn Gymraeg.

Yn achos cynghorau sir, cafodd swyddi atodol mewn ysgolion megis staff cludo plant, staff arlwyo ac ati eu cofnodi. Ni chafodd swyddi staff addysgu a staff cymorth dysgu mewn ysgolion eu cofnodi.

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 Safonau 156, 162, 168, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015; 150, 156, 162 Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016; 150, 156, 162, Rheoliadau Safonau'r Gymraeg (Rhif 4) 2016; 153, 159, 165 Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016. Roedd Swyddfa'r Comisiynydd Gwybodaeth wedi herio'r safonau perthnasol ac felly roedd y ddyletswydd i gydymffurfio wedi ei gohirio.
66 Safonau 136A, 137, 137A, 138, 139 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015; 132A, 133, 133A, 134, 135 Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016; 131A, 132, 132A, 133, 134 Rheoliadau Safonau'r Gymraeg (Rhif 4) 2016; 134A, 135, 135A, 135, 136 Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016
67 Mae rhestr o'r sefydliadau cyhoeddus gafodd eu cynnwys yn yr arolwg yn Atodiad 2. Ni hysbysebwyd unrhyw swyddi gan 10 o'r sefydliadau oedd yn rhan o'r arolwg yn ystod y cyfnod arolygu.

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.

Oherwydd nifer sylweddol y swyddi a hysbysebir gan sefydliadau'r sector iechyd, penderfynwyd cofnodi detholiad yn unig o'r swyddi a hysbysebwyd, sef y chwe grŵp staff sy'n fwyaf tebygol o gael cyswllt gyda'r cyhoedd - gweinyddol a chlerigol; gweithwyr iechyd proffesiynol perthynol; gwasanaethau clinigol ychwanegol; gweithwyr proffesiynol gwyddonol a thechnegol; meddygol a deintyddol a nyrsys a bydwragedd cofrestredig, a hynny yn ystod y cyfnod rhwng 1 Chwefror a 3 Mawrth 2017.

Ni chofnodwyd unrhyw gyfleoedd gwirfoddoli a hysbysebwyd gan y sefydliadau.

Arolwg codi ymwybyddiaeth o wasanaethau Cymraeg

Prif nod yr arolwg oedd casglu gwybodaeth ynghylch y graddau y mae sefydliadau cyhoeddus yn hybu a hyrwyddo'r gwasanaethau Cymraeg sy'n cael eu darparu ganddynt ac yn mynd ati'n rhagweithiol i annog pobl i'w defnyddio. Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â safonau'r Gymraeg.[68] Comisiynwyd cwmni IaithCyf. i ymgymryd â'r gwaith ar ran y Comisiynydd.

Yn ystod misoedd Chwefror a Mawrth 2017 cynhaliwyd cyfweliadau ffôn gyda swyddogion 25 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 er mwyn casglu gwybodaeth am weithdrefnau cyfredol, eu cynlluniau i'r dyfodol ac enghreifftiau o arferion da.[69] Derbyniodd y swyddogion ganllaw cyfweliad ymlaen llaw a threfnwyd amser penodol ar gyfer cynnal y cyfweliadau. Gofynnwyd i'r swyddogion hefyd ddarparu unrhyw dystiolaeth ddogfennol a fyddai'n cadarnhau cydymffurfiaeth megis dogfennau polisi, strategaethau hybu a hwyluso, canllawiau marchnata a hysbysebu, canllawiau grant a phrotocolau derbynfeydd.

Cofnodwyd gwybodaeth ynghylch arferion y 25 sefydliad o groesawu defnydd o'r Gymraeg mewn cyfarfodydd; defnyddio'r Gymraeg mewn digwyddiadau cyhoeddus; arddangos arwyddion mewn derbynfeydd i nodi bod croeso i bobl ddefnyddio'r Gymraeg a sicrhau bod staff y dderbynfa yn gwisgo bathodyn i'r un pwrpas; hysbysebu bod gwasanaethau Cymraeg ar gael mewn cyhoeddusrwydd, dogfennau a gwefannau sy'n cyfeirio at y gwasanaethau cyfatebol cyfrwng Saesneg; cyhoeddi gwybodaeth am y safonau y mae'r sefydliad dan ddyletswydd i gydymffurfio â hwy ac esboniad o sut y byddai'n cydymffurfio.

Yn ystod yr un cyfnod ymwelwyd un waith â 54 o dderbynfeydd cyhoeddus gwahanol oedd yn cael eu cynnal gan 26 sefydliad cyhoeddus.[70] Cafodd prif dderbynfa pob sefydliad ei chynnwys yn ogystal â derbynfeydd swyddfeydd rhanbarthol, llyfrgelloedd, lleoliadau hamdden a lleoliadau addysg gymunedol. Defnyddiwyd dull 'siopwr cudd', gan

68 Safonau 30, 35, 67, 68, 81, 82, 155, 159, 161, 165, 167, 171, 173, 175 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015
69 Mae rhestr o'r sefydliadau cyhoeddus gafodd eu cynnwys yn yr arolwg yn Atodiad 2. Nid oedd Cyngor Bwrdeistref Sirol Merthyr Tudful yn dymuno cyfrannu i'r arolwg
70 Cafodd derbynfeydd sy'n cael eu cynnal gan Gyngor Sirol Bwrdeistref Sirol Merthyr Tudful eu cynnwys yn yr arolwg

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.

gyflwyno ymholiad. Cofnodwyd a oedd unrhyw wasanaeth Cymraeg a ddarparwyd yn cael ei hysbysebu yn y dderbynfa a sut y gwnaed hynny. Os oedd gwasanaeth Saesneg yn cael ei hysbysebu, cofnodwyd a oedd cyfeiriad at wasanaeth cyfatebol yn Gymraeg. Cofnodwyd hefyd os oedd arwydd yn cael ei arddangos yn y dderbynfa oedd yn datgan bod croeso i bobl ddefnyddio'r Gymraeg, deunyddiau megis posteri Iaith Gwaith.[71] Cofnodwyd yn ogystal â oedd staff y dderbynfa yn gallu darparu gwasanaeth Cymraeg ac a oeddent yn gwisgo bathodyn oedd yn cyfleu hynny. Cofnodwyd hefyd a oedd dogfennau ar gael yn y dderbynfa oedd yn cofnodi pa safonau y mae'r sefydliad dan ddyletswydd i gydymffurfio â hwy.

Ymwelwyd hefyd â gwefannau a chyfrifon Twitter a Facebook yr un 26 sefydliad i ganfod os oedd gwasanaethau Cymraeg yn cael eu hybu a'u hysbysebu. Cofnodwyd a oedd datganiad uniongyrchol yn nodi bod gwasanaethau Cymraeg ar gael neu a oedd y cyfrifon yn rhoi argraff gyffredinol bod gwasanaethau Cymraeg ar gael.

Arolwg safonau hybu'r Gymraeg

Prif nod yr arolwg oedd casglu gwybodaeth ynghylch y graddau y mae sefydliadau cyhoeddus yn hybu'r Gymraeg yn unol â'r safonau hybu a osodwyd arnynt - safonau sy'n ymwneud ag unrhyw weithgaredd y bwriedir iddi hybu neu hwyluso defnyddio'r Gymraeg yn ehangach.[72] Mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i ddod i gasgliad ar gydymffurfedd sefydliadau â safonau'r Gymraeg yn ogystal ag amlygu enghreifftiau o arferion da.[73] Comisiynwyd Nico i ymgymryd â'r gwaith ar ran y Comisiynydd.

Rhwng misoedd Chwefror a Mawrth 2017 ymwelwyd â gwefannau 21 o sefydliadau cyhoeddus sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 i wirio a oedd y sefydliad wedi cyhoeddi strategaeth hybu'r Gymraeg. Er bod y safonau perthnasol wedi eu gosod ar 25 o sefydliadau cyhoeddus dim ond 21 oedd yn rhan o'r arolwg. Roedd y gweddill naill ai wedi herio'r safon neu bod diwrnod gosod y safon heb basio yn ystod cyfnod yr arolwg.

Cofnodwyd a oedd y sefydliad wedi cyhoeddi strategaeth 5 mlynedd yn esbonio sut mae'n bwriadu hybu'r Gymraeg a hwyluso ei defnydd yn ehangach yn yr ardal; a oedd targed ar gyfer cynnal neu gynyddu'r ganran o siaradwyr Cymraeg yn yr ardal ymhen 5 mlynedd; ac a oedd y sefydliad yn cynnwys datganiad yn egluro'r modd yr oedd yn bwriadu cyrraedd y targed a'r dyddiad y byddai'n asesu'r strategaeth ac yn cyhoeddi fersiwn diwygiedig.

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] Mae Comisiynydd y Gymraeg yn darparu nwyddau Iaith Gwaith yn rhad ac am ddim er mwyn cynorthwyo sefydliadau i hybu cyfleoedd i ddefnyddio'r Gymraeg wrth ddarparu gwasanaethau i'r cyhoedd yng Nghymru
[72] Mae rhestr o'r sefydliadau cyhoeddus gafodd eu cynnwys yn yr arolwg yn Atodiad 2. Er bod safon 145 a 146 wedi eu cynnwys yn hysbysiadau cydymffurfio pob cyngor sirol ni chafodd pedwar cyngor eu cynnwys oherwydd eu bod unai wedi herio'r safon neu bod y diwrnod gosod heb basio ar adeg cynnal yr arolwg.
[73] Safonau 145, 146 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

[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.

Cofnodwyd sylwadau yn ogystal ynghylch ansawdd y strategaethau gan ystyried pa mor debygol yr oeddent o alluogi'r sefydliadau i gydymffurfio â'r safonau perthnasol.

Aseswyd digonolrwydd y strategaethau hefyd o ran gallu i gynorthwyo sefydliadau i asesu graddau llwyddiant a'r strwythur atebolrwydd sydd yn gysylltiedig â'u gweithredu. Cofnodwyd arferion da er mwyn galluogi adnabod nodweddion trosglwyddadwy y byddai modd annog sefydliadau eraill i'w mabwysiadu er mwyn gwella cydymffurfedd.

Arolwg Omnibws Siaradwyr Cymraeg

Prif nod yr arolwg oedd casglu gwybodaeth am agweddau pobl sy'n siarad Cymraeg at y gwasanaethau Cymraeg ddarperir gan sefydliadau cyhoeddus a'u profiad o'u defnyddio. Comisiynwyd cwmni Beaufort Research i ymgymryd â'r gwaith ar ran y Comisiynydd ac yn ystod mis Mawrth 2017 cynhaliwyd cyfweliad dros y ffôn gyda 500 o siaradwyr Cymraeg 16 oed a hŷn.

Cofnodwyd ymatebion i gwestiynau yn ymwneud â barn pobl am y cyfleoedd oedd ar gael i ddefnyddio'r Gymraeg yn eu bywyd bob dydd, gyda busnesau, elusennau a chyrff cyhoeddus a hefyd ynghylch pa iaith y byddai'n well ganddynt ei defnyddio wrth ddelio â chyrff cyhoeddus mewn sefyllfaoedd megis wrth ffonio cyngor sir neu dderbyn gwasanaeth iechyd. Gofynnwyd hefyd i gyfranwyr am eu barn am gyfres o ddatganiadau yn ymwneud â derbyn gwasanaeth yn Gymraeg os ydynt yn dymuno hynny, cael cynnig gwasanaeth Cymraeg yn rhagweithiol, hawliau pobl i ddefnyddio'r Gymraeg a gallu pobl i gwyno os ydynt yn anfodlon â'r ddarpariaeth sy'n cael ei chynnig.

Gan fod arolwg tebyg wedi ei gynnal ym mis Mawrth 2016 mae'r canfyddiadau'n cynorthwyo'r Comisiynydd i fesur os yw profiadau pobl sy'n defnyddio'r Gymraeg yn gwella wrth i'r gyfundrefn safonau ymsefydlu.

Grwpiau trafod

Prif nod y grwpiau oedd casglu gwybodaeth am brofiadau pobl sy'n dewis defnyddio'r Gymraeg wrth iddynt geisio gwasanaethau gan sefydliadau cyhoeddus. Ymgymerwyd â'r gwaith gan swyddogion y Comisiynydd.

Cynhaliwyd y grwpiau trafod hawliau i ddefnyddio'r Gymraeg yn ystod misoedd Gorffennaf a Rhagfyr 2016 yn ardaloedd Caernarfon, Wrecsam, Caerdydd, Caerfyrddin, Rhuthun, Llangefni, Merthyr Tudful ac Aberteifi, gan ddenu oddeutu 60 o fynychwyr.

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.

Atodiad 2

Sefydliadau cyhoeddus a arolygwyd

Mae pob sefydliad cyhoeddus a gafodd ei gynnwys yn arolygon y Comisiynydd yn darparu gwasanaethau i bobl yng Nghymru. Roedd pob un a arolygwyd unai wedi derbyn hysbysiad cydymffurfio gan y Comisiynydd neu'n gweithredu cynllun iaith Gymraeg statudol. Cafodd rhai sefydliadau eu cynnwys er nad oeddent dan ddyletswydd i ddarparu rhai o'r gwasanaethau yn ystod y cyfnod arolygu - naill ai oherwydd bod diwrnod gosod y safon heb basio neu oherwydd bod y sefydliad wedi herio'r ddyletswydd i gydymffurfio.

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.

Sefydliad	cyfryngau cymdeithasol	ffôn	gohebiaeth	gwefannau	swyddi	llunio a chyhoeddi dogfennau	materion atodol	codi ymwybyddiaeth o wasanaethau	hybu'r Gymraeg
Awdurdod Parc Cenedlaethol Arfordir Penfro	✔	✔	✔	✔	✔	✔	✔	✔	✔
Awdurdod Parc Cenedlaethol Bannau Brycheiniog	✔	✔	✔	✔	✔	✔	✔	✔	
Awdurdod Parc Cenedlaethol Eryri	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Bwrdeistref Sirol Blaenau Gwent	✔	✔	✔	✔	✔	✔	✔		
Cyngor Bwrdeistref Sirol Caerffili	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	✔	✔	✔	✔	✔	✔	✔		
Cyngor Bwrdeistref Sirol Conwy	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Bwrdeistref Sirol Merthyr Tudful	✔	✔	✔	✔	✔	✔	✔	✔	
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Bwrdeistref Sirol Torfaen	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Bwrdeistref Sirol Wrecsam	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Dinas a Sir Abertawe	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Dinas Caerdydd	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Dinas Casnewydd	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Gwynedd	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Sir Bro Morgannwg	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Sir Ceredigion	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Sir Ddinbych	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Sir Fynwy	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cyngor Sir Gaerfyrddin	✔	✔	✔	✔	✔	✔	✔	✔	✔

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	✔	✔	✔	✔	✔	✔	✔	✔	✔

	Sefydliad	cyfryngau cymdeithasol	ffôn	gohebiaeth	gwefannau	swyddi	llunio a chyhoeddi dogfennau	materion atodol	codi ymwybyddiaeth o wasanaethau	hybu'r Gymraeg
Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015	Cyngor Sir Penfro	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Cyngor Sir Powys	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Cyngor Sir y Fflint	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Cyngor Sir Ynys Môn	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Gweinidogion Cymru	✔	✔	✔	✔	✔	✔	✔		
Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016	Amgueddfa Cymru	✔	✔	✔	✔	✔		✔		
	Archwilydd Cyffredinol Cymru[74]							✔		
	Asiantaeth Sicrwydd Ansawdd Addysg Uwch	✔		✔	✔	✔		✔		
	BBC		✔	✔	✔	✔		✔		
	Canolfan Mileniwm Cymru	✔	✔	✔	✔	✔		✔		
	Chwaraeon Cymru	✔	✔	✔	✔	✔		✔		
	Colegau Cymru	✔	✔	✔	✔	*		✔		
	Comisiwn Brenhinol Henebion Cymru	✔	✔	✔	✔	✔		✔		
	Comisiwn Cydraddoldeb a Hawliau Dynol	✔	✔	✔	✔	✔		✔		
	Comisiwn Ffiniau a Democratiaeth Leol i Gymru	✔	✔	✔	✔	*		✔		
	Comisiynydd Plant Cymru	✔	✔	✔	✔	*		✔		
	Comisiynydd Pobl Hŷn Cymru	✔	✔	✔	✔	✔		✔		
	Cwmni Benthyciadau Myfyrwyr	✔			✔	✔		✔		
	Cyfoeth Naturiol Cymru	✔	✔	✔	✔	✔		✔		

[74] Ni chafodd Archwilydd Cyffredinol Cymru ei gynnwys yn yr arolygon. Profwyd yn hytrach wasanaethau Swyddfa Archwilio Cymru sy'n gweithio i gefnogi swyddogaethau'r Archwilydd

	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 Commission for Wales	✔	✔	✔	✔	*		✔		
	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.

Rheoliadau Safonau'r Gymraeg (Rhif 2) 2016

Sefydliad	cyfryngau cymdeithasol	ffôn	gohebiaeth	gwefannau	swyddi	llunio a chyhoeddi dogfennau	materion atodol	codi ymwybyddiaeth o wasanaethau	hybu'r Gymraeg
Cymdeithas Llywodraeth Leol Cymru	✔	✔	✔	✔	✔		✔		
Cyngor Celfyddydau Cymru	✔	✔	✔	✔	✔		✔		
Cyngor Gweithredu Gwirfoddol Cymru	✔	✔	✔	✔	*		✔		
Cyngor Llyfrau Cymru	✔	✔	✔	✔	*		✔		
Estyn	✔	✔	✔	✔	✔		✔		
Gardd Fotaneg Genedlaethol Cymru	✔	✔	✔	✔	✔		✔		
Llyfrgell Genedlaethol Cymru	✔	✔	✔	✔	✔		✔		
National Theatre Wales	✔	✔	✔	✔	*		✔		
Opera Cenedlaethol Cymru	✔	✔	✔	✔	✔		✔		
S4C	✔	✔	✔	✔	✔		✔		
Sefydliad Dysgu a Gwaith	✔	✔	✔	✔	✔		✔		
Swyddfa Archwilio Cymru	✔	✔	✔	✔	✔		✔		
Swyddfa'r Comisiynydd Gwybodaeth	✔	✔	✔	✔	✔		✔		
Theatr Genedlaethol Cymru	✔	✔	✔	✔	✔		✔		
Uned Ddata - Cymru	✔	✔	✔	✔	✔		✔		
Y Comisiwn Etholiadol	✔	✔	✔	✔	*		✔		
Cronfa Loteri Fawr	✔	✔	✔	✔	✔		✔		
Y Swyddfa Gyfathrebiadau	✔	✔	✔	✔	*		✔		

Rheoliadau Safonau'r Gymraeg (Rhif 4) 2016

Sefydliad	cyfryngau cymdeithasol	ffôn	gohebiaeth	gwefannau	swyddi	llunio a chyhoeddi dogfennau	materion atodol	codi ymwybyddiaeth o wasanaethau	hybu'r Gymraeg
Cyngor y Gweithlu Addysg		✔	✔		✔				✔
Tribiwnlys Adolygu Iechyd Meddwl Cymru		✔	✔						✔
Tribiwnlys Anghenion Addysgol Arbennig Cymru		✔	✔						✔

The Welsh Language Standards (No. 2) Regulations 2016

Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
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

Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
Education Workforce Council		✔	✔		✔				✔
Mental Health Review Tribunal for Wales		✔	✔						✔
Special Educational Needs Tribunal for Wales		✔	✔						✔

	Sefydliad	cyfryngau cymdeithasol	ffôn	gohebiaeth	gwefannau	swyddi	llunio a chyhoeddi dogfennau	materion atodol	codi ymwybyddiaeth o wasanaethau	hybu'r Gymraeg
Rheoliadau Safonau'r Gymraeg (Rhif 4) 2016	Tribiwnlys Eiddo Preswyl Cymru		✔	✔				✔		
	Tribiwnlys Prisio Cymru		✔	✔		*		✔		
	Tribiwnlys Tir Amaethyddol Cymru		✔	✔				✔		
Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016	Awdurdod Heddlu Trafnidiaeth Prydeinig	*		✔	✔	✔		✔		
	Awdurdod Tân ac Achub Canolbarth a Gorllewin Cymru	✔	✔	✔	✔	✔		✔		
	Awdurdod Tân ac Achub De Cymru	✔	✔	✔	✔	✔		✔		
	Awdurdod Tân ac Achub Gogledd Cymru	✔	✔	✔	✔	✔		✔		
	Comisiwn Cwynion Annibynnol yr Heddlu	✔	✔	✔	✔	✔		✔		
	Comisiynydd Heddlu a Throseddu Dyfed Powys	✔	✔	✔	✔	✔		✔		
	Comisiynydd Heddlu a Throseddu Gogledd Cymru	✔	✔	✔	✔	✔			✔	
	Comisiynydd Heddlu a Throseddu Gwent	✔	✔	✔	✔	*		✔		
	Comisiynydd yr Heddlu a Throseddu De Cymru	✔	✔	✔	✔	✔		✔		
	Prif Gwnstabl Heddlu De Cymru	✔	✔	✔	✔	✔		✔		
	Prif Gwnstabl Heddlu Dyfed Powys	✔	✔	✔	✔	✔		✔		
	Prif Gwnstabl Heddlu Gogledd Cymru	✔	✔	✔	✔	✔		✔		
	Prif Gwnstabl Heddlu Gwent	✔	✔	✔	✔	✔		✔		
	Prif Gwnstabl yr Heddlu Trafnidiaeth Prydain	✔		✔	✔	✔		✔		
	Addysg Oedolion Cymru									
	Dewis Gyrfa				✔					

	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. 4) Regulations 2016	Residential Property Tribunal Wales		✔	✔				✔		
	Valuation Tribunal for Wales		✔	✔		*		✔		
	Agricultural Land Tribunal for Wales		✔	✔				✔		
The Welsh Language Standards (No. 5) Regulations 2016	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	✔	✔	✔	✔	✔			✔	
	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				✔					

Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016

Sefydliad	cyfryngau cymdeithasol	ffôn	gohebiaeth	gwefannau	swyddi	llunio a chyhoeddi dogfennau	materion atodol	codi ymwybyddiaeth o wasanaethau	hybu'r Gymraeg
Coleg Brenhinol Cerdd a Drama Cymru				✔					
Coleg Caerdydd a'r Fro				✔					
Coleg Cambria				✔					
Coleg Ceredigion				✔					
Coleg Gwent				✔					
Coleg Gŵyr Abertawe				✔					
Coleg Merthyr Tudful				✔					
Coleg Penybont				✔					
Coleg Sir Benfro				✔					
Coleg Sir Gâr				✔					
Coleg y Cymoedd				✔					
Coleg Catholig Dewi Sant				✔					
Cyngor Cyllido Addysg Uwch Cymru				✔					
Grŵp Llandrillo-Menai				✔					
Grŵp NPTC (Nedd Port Talbot)				✔					
Prifysgol Abertawe				✔					
Prifysgol Aberystwyth				✔					
Prifysgol Bangor				✔					
Prifysgol Caerdydd				✔					
Prifysgol Cymru y Drindod Dewi Sant				✔					
Prifysgol Cymru				✔					

The Welsh Language Standards (No. 5) Regulations 2016

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				✔					
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				✔					

	Sefydliad	cyfryngau cymdeithasol	ffôn	gohebiaeth	gwefannau	swyddi	llunio a chyhoeddi dogfennau	materion atodol	codi ymwybyddiaeth o wasanaethau	hybu'r Gymraeg
Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016	Prifysgol De Cymru				✔					
	Prifysgol Glyndŵr				✔					
	Prifysgol Metropolitan Caerdydd				✔					
	Y Brifysgol Agored				✔					
Cynlluniau Iaith Gymraeg	Bwrdd Iechyd Addysgu Powys			✔	✔	✔				
	Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg			✔	✔	✔				
	Bwrdd Iechyd Prifysgol Aneurin Bevan			✔	✔	✔				
	Bwrdd Iechyd Prifysgol Betsi Cadwaladr			✔	✔	✔				
	Bwrdd Iechyd Prifysgol Caerdydd a'r Fro			✔	✔	✔				
	Bwrdd Iechyd Prifysgol Cwm Taf			✔	✔	✔				
	Bwrdd Iechyd Prifysgol Hywel Dda			✔	✔	✔				
	Ymddiriedolaeth GIG Felindre			✔		✔				
	Ymddiriedolaeth GIG Gwasanaethau			✔		✔				
	Ymddiriedolaeth GIG Iechyd Cyhoeddus Cymru			✔		✔				

✔ dan ddyletswydd i ddarparu yn unol â'r holl safon(au) a arolygwyd yn ystod cyfnod yr arolwg, data wedi ei gofnodi

✔ ddim dan ddyletswydd i ddarparu yn unol â'r holl safon(au) a arolygwyd yn ystod cyfnod yr arolwg, data wedi ei gofnodi

* dan ddyletswydd i ddarparu yn unol â'r safon(au) a arolygwyd, dim data ar gael i'w gofnodi

* ddim dan ddyletswydd i ddarparu yn unol â'r safon(au) a arolygwyd, dim data ar gael i'w gofnodi

	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

Preparing for a Welsh Language Bill

Call for evidence: summary of responses

Date of publication: July 2017

Preparing for a Welsh Language Bill
Call for evidence: summary of responses

Audience
Public bodies in Wales; third sector bodies in Wales; private sector companies in Wales; organisations who work to promote the use of the Welsh language; the Welsh Language Commissioner; other interested parties and the public.

Overview
This document summarises the experience and views of some of the bodies already operating under the Welsh language Standards, bodies which are preparing to come under the Standards, and some other stakeholders.

The Welsh Government will consider the responses as part of the evidence to produce policy proposals in a White Paper to be published over the summer. It is not the intention of the Welsh Government, by publishing the responses received, to interfere with or influence any decisions made by the Welsh Language Commissioner or the Welsh Language Tribunal.

Action required
None – for information only.

Further information
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Additional copies
This document can be accessed from the Welsh Government's website at http://gov.wales/topics/welshlanguage/legislation-for-the-welsh-language/preparing-for-a-welsh-language-bill/?lang=en

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

OGL

Contents

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Introduction

Background

1. In the Assembly Plenary Session on 18 May 2016, the First Minister committed to seek to amend the Welsh Language Measure (Wales) 2011 ("the Measure") during this Assembly period.

2. The Measure is the current legislative framework in relation to the Welsh language. The Measure establishes the role of the Welsh Language Commissioner and sets the framework in relation to the Welsh language Standards ("the Standards").

3. In an oral statement in the Assembly on 12 July 2016, the Minister for Lifelong Learning and Welsh Language said:

   "*I'm keen to look again at the Measure to ensure that the legislative basis for the Welsh language is appropriate, up to date and makes the process for imposing standards less bureaucratic.*"

4. On 31 January 2017, the Minister for Lifelong Learning and Welsh Language issued a written statement, beginning a period of informal engagement with partners and stakeholders. The statement called for evidence of experiences of working under the Standards regime established by the Measure, the role of the Welsh Language Commissioner, and the arrangements to promote and facilitate the use of the language. The period of engagement came to an end on 31st March 2017.

5. The Minister for Lifelong Learning and Welsh Language asked three specific questions:

   - What is your experience or opinion of the Standards regime? I would like to hear in particular about the processes of setting and enforcing Standards, and your experience of implementing or preparing to implement the Standards within your organisation.
   - The Welsh Language Commissioner's role includes regulatory functions and responsibilities for promoting and facilitating use of the language. Is the balance right?
   - What is your experience or opinion on the current arrangements for promoting and facilitating the use of the Welsh language. In particular I would like to hear your views on who should be responsible for promoting the Welsh language, whilst keeping in mind the confusion that may arise where a number of bodies are operating in the same field.

Engagement methods

6. Three different methods were used to gather evidence from stakeholders and partners:

- a call for stakeholders and partners to present written evidence (35 responses);
- three workshops were held with representatives of bodies subject to the Standards or bodies about to be made subject to them – 49 officials attended these;
- Individual meetings with two bodies.

7. This document contains a report on the written evidence obtained by issuing a call for evidence.

Summary of written responses

8. 35 written responses were received following the call for evidence. This document summarises those responses and identifies the main themes highlighted. Responses were received from the following bodies:

Body	Number
Local Authorities	**10**
Blaenau Gwent County Borough Council	
Neath Port Talbot County Borough Council	
Bridgend County Borough Council	
Cardiff Council	
City and County of Swansea Council	
Gwynedd Council	
Anglesey County Council	
3 Local Authorities who wish to remain anonymous	
Public bodies in the Education sector	**4**
Colleges Wales	
Higher Education Funding Council for Wales	
Estyn	
Language, Policy and Planning Research Unit, School of Welsh, Cardiff University	
Public bodies in the Justice sector	**4**
Police and Crime Commissioner for Dyfed-Powys	
North Wales Fire and Rescue Services	
South Wales Police	
North Wales Police	
Public bodies in the Health sector	**2**
Abertawe Bro Morgannwg University Health Board	
1 body that wishes to remain anonymous	
Other public bodies	**2**
Information Commissioner's Office – Wales	
1 body that wishes to remain anonymous	
Others	**13**
National Centre for Learning Welsh	
Mentrau Iaith Cymru	
Mentrau Iaith Bro Dinefwr, Sir Ddinbych, Merthyr Tudful, Rhondda Cynon Taf, Sir y Fflint & Maelor	
Mudiad Meithrin	
Ateb	
Cymdeithas yr Iaith Gymraeg	
Dyfodol i'r Iaith	
Welsh National Opera	

| 1 body that wishes to remain anonymous | |

9. The responses do not necessarily represent the experience of each body that falls into the above categories and it must be remembered that it is not the public's opinion that was gathered.

10. The majority of the responses responded to the three questions in order, but others chose to respond to the first question in relation to experience or opinion regarding the Standards regime only.

11. There was considerable overlap in the comments on questions two and three, and so this summary deals with the themes that arise under both questions together. The questions ask specifically about the experience and views of organisations, and so quantitative data has not been gathered.

12. Contributions provided in Welsh have been translated into English and are marked by an asterisk (*) and labelled accordingly.

The Standards regime

Question 1 – What is your experience or opinion of the Standards regime? I would like to hear in particular about the processes of setting and enforcing Standards, and your experience of implementing or preparing to implement the Standards within your organisation.

The value and effect of Standards

13. A number of the responses show support to the Government's vision to create a million Welsh-speakers and to the principle that public bodies in Wales should offer services in Welsh. Of the respondents that make general comments on the Standards, the vast majority agree with the principle of having Standards:

    The County Council welcomes the principles of the Welsh Language (Wales) Measure 2011.

    Anglesey County Council [Translation]

    The Council fully supports the principle behind the standards.

    Neath Port Talbot County Borough Council

    Most of the Standards have been implemented smoothly, building on the Welsh Language Scheme.

    Blaenau Gwent County Borough Council

    *Gwynedd Council and hunaniaith[1] both welcome the commitment and vision of the Government of Wales for the Welsh language, which is the ambition to create a million speakers by 2050

    Gwynedd Council [Translation]

    We agree with the principle of the Standards.

    Local Authority that wishes to remain anonymous

    *The change to the standards system has caused change in departments and individuals.

    Cardiff Council [Translation]

    *Certainly the new standards have led to a significant increase in the availability of services in some Welsh local authorities and this is something to be welcomed.

    Cardiff Council [Translation]

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[1] Menter Iaith Gwynedd

The ethos of the Standards has meant promoting the language within the organisation has been positive.

Local Authority that wishes to remain anonymous

The standards have been a strong driver for promoting improvements in our Welsh language services. They have provided us with a useful set of directives against which we are able to evaluate the range and effectiveness of our Welsh language services. They have helped us to identify particular areas where we need to improve opportunities for staff to use their Welsh language skills. They have also provided an additional impetus for staff to undertake Welsh language training.

Estyn

I fully support the Welsh Language and any movements to improve its use throughout Wales. To this end, I am sure that in general terms, the process of ensuring services are fully compliant with the requirements set out by the Welsh Language Standards has and will continue to benefit the public in terms of ensuring equality of provision.

Police and Crime Commissioner for Dyfed-Powys

*There is also a need to recognise that preparing for the new requirements has provided an opportunity to put the Welsh language and its role in providing quality services back on the radar and a chance to re-establish previous good practice.

North Wales Police [Translation]

The renewed commitment and thoroughness required by the standards has 'raised our game' and the level of prescription has got us to a good place.

Welsh National Opera

*The process of going through the Standards gave us an opportunity to look at all our Welsh output. Although we have implemented a Welsh Language Scheme since 1998, it was an opportunity to check that we are following our Scheme and it was an opportunity for us to look at the gaps, if any.

Wishes to remain anonymous [Translation]

*The experiences of our clients who have been through the process of having standards imposed and beyond has been a positive one – increasing the confidence of staff who speak Welsh and raising awareness of the language, and the importance of delivering services through the medium of Welsh.

Wishes to remain anonymous [Translation]

14. Three bodies identify certain circumstances that are not covered by the Standards at the moment:

> *Standards imposed on local authorities in accordance with the Welsh Language Measure 2011 do not refer specifically to providing additional learning support. Neither have there been efforts to set standards on school governing bodies.*
>
> <div align="right">Mudiad Meithrin [Translation]</div>

> *Take, for example, a situation where someone asks for a Welsh language service by a body that is over the counter but not at a reception... Further, in the case of the police, only when someone is "assisting with enquiry" or "if one or more of those persons have been arrested" is there a requirement to provide face-to-face services in Welsh.*
>
> *The current law does not guarantee unconditionally the right of bodies to work internally and externally in Welsh only.*
>
> *... employees of companies, such as bus, rail and energy, are not entitled to learn Welsh, nor is there a requirement on the bodies to put policies in place in order to properly plan the workforce.*
>
> <div align="right">Cymdeithas yr Iaith [Translation]</div>

> *We consider there is scope to strengthen the link between the standards and implementation of the target of a million speakers and to that end, it would be good to add clauses to monitor use of the services available in the Welsh language as part of the requirements of the standards.*
>
> <div align="right">Wishes to remain anonymous [Translation]</div>

15. One organisation believes the Standards are weaker than previous arrangements:

> *What the standards do is to set a minimum provision of Welsh, and the reality is that the minimum imposed was too low to meet the general commitment and ambition of Gwynedd Council for the Welsh language.*
>
> *In the case of Gwynedd Council, where the standards were considered as a minimum, and they did not adequately reflect the Council's commitment towards the Welsh language, in order to protect that commitment, the Council has been required to draw up and adopt a new language policy in order to safeguard the Council's ambition for the Welsh language, along with the commitment to take every opportunity to promote the language.*
>
> <div align="right">Gwynedd Council [Translation]</div>

16. One body asks how the standards' success is measured:

> *It is not clear what success should look like – is it more speakers or less complaints? What exactly should we be monitoring to show how we are improving? Who is capturing and sharing this information? Who has an eye on the bigger picture outside of the Standards?*
>
> North Wales Fire and Rescue Services

Bodies subject to the Standards

17. Just one respondent comments on the bodies that are subject to the Standards:

> **There is not a single bank or supermarket that provides a complete Welsh language service and the development of Welsh language services is not a priority for any of them. The private sector companies are not responding to the moral obligation on them, therefore a legal duty must be put on them.*
>
> Cymdeithas yr Iaith [Translation]

18. This respondent also draws attention to Cardiff Airport and on-line companies such as Gumtree, Twitter and Trip Advisor.

Number and nature of the Standards

19. Of those who comment on this matter, a number refer to the number and detail of the Standards, along with the kind of language used:

> *Some of Standards relate to the same requirement and on this basis we feel there is scope for rationalisation.*
>
> Blaenau Gwent County Borough Council

> *The standards are very prescriptive in part but not in others. The language used is unclear. Should there be so many standards relating to a single area of work – e.g. meetings?*
>
> Neath Port Talbot County Borough Council

> *Compliance Notice – 172 Standards, repetitive in nature. Can be summarised to a 40 point action plan.*
>
> Local Authority that wishes to remain anonymous

> **There are over 170 standards imposed... the requirements can be summarised into far fewer standards which would make the regulations much clearer to the public and to the staff who implement the standards. There is no need for 12 separate standards on only answering the phone or 6 for creating 1 annual report for example.*
>
> Cardiff Council [Translation]

A smaller set of more achievable standards would have a far bigger impact on the health board's ability to improve Welsh language service provision and will also encourage more staff engagement and overall compliance.

Local Health Board that wishes to remain anonymous [Translation]

There is scope to improve the phraseology of the regulations, to ensure that they are clear and unambiguous to the user

Colleges Wales [Translation]

20. A number of the responses state that it is very difficult for the public to understand which services are available in Welsh, and because of that their rights are not clear:

It is very difficult for the individual Welsh citizen to discern their Welsh language rights in a straightforward and clearly understandable manner.

Language, Policy and Planning Research Unit, School of Welsh, Cardiff

We believe, that from a service user's perspective, the introduction of the Standards have meant uncertainty with who, what, where and when they can expect a Welsh language service. A simplified and clearer set of standards would have meant more organisations implementing the Standards sooner.

Local Authority that wishes to remain anonymous

Not public friendly – contrary to the intention, the standards do not simplify the process for the public

North Wales Fire and Rescue Services

It is unlikely that the general Welsh speaker will know their details [the compliance notices], and because of this it is unlikely that the general Welsh speaker knows exactly what are their rights.

Dyfodol i'r Iaith [Translation]

21. One respondent calls for a framework that would offer more flexibility to bodies to agree on Standards that are appropriate for them:

Some Welsh Language Standards would be better set through a process of local dialogue between individual organizations and the regulator, the Welsh Language Commissioner. In other words, rather than being set as regulations, that is as secondary legislation and everything entailed by that in terms of inflexibility and bureaucratic burden, such commitments to the Welsh language, similar to many commitments made under Welsh Language Schemes, could be agreed

through negotiation with the Welsh Language Commissioner and then be subject to the approval of the Minister.
Language, Policy and Planning Research Unit, School of Welsh, Cardiff

22. Two bodies believe a principle or principles should be adopted as the basis for the Standards regime:

Although we would not want to go back to a regime of language schemes, one of the strengths of that regime was the standard clause in them o 'treat the two languages on a basis of equality'. This created an expectation that each body would have a statutory language scheme to improve their Welsh language provision over time.
Cymdeithas yr Iaith [Translation]

We would welcome future legislation that affords organisations a degree of flexibility in their Welsh language provisions through a principle based-approach which recognises the different purposes and client groups of public authorities and, in particular, ones such as the ICO which operates in all four parts of the UK.

To illustrate this approach, one can look at the Data Protection Act 1998 (DPA), which is primarily based on eight principles but applies throughout all sectors of public administration and the wider economy. The DPA is no less complex in its application than the Welsh Language Act, and failure to comply can still result in legally-enforceable and effective regulatory action, but there is much greater scope for interpretation amongst practitioners. In addition, it successfully promotes the rights of individuals whilst balancing the practicality of service delivery, a balance that we feel the existing Welsh language legislation fails to achieve.
Information Commissioner's Office – Wales

23. One body is of the opinion that bodies should be motivated to reach a high Standard:

A quality mark should be created within the public sector with an impetus to reach the best quality mark. This would allow Councils to develop according to their own ability by giving a positive rather than critical message about Welsh language developments.
Menter Iaith Rhondda Cynon Taf [Translation]

Making, setting and implementing the Standards

24. The majority of the responses include comments on this point. Of those, several refer to the length of the process and most consider the regime to be bureaucratic:

The whole process itself has been a protracted and unnecessarily arduous one; bureaucratic and time consuming, for officers, members as well as the Commissioner and her staff.

Neath Port Talbot County Borough Council

*The preparatory work for the Welsh language standards on Gwynedd Council (in the same way as for other public organisations) was also a burden, with the need for:

- *self assessment*

- *response to consultation on the draft standards*

- *standards investigation (136 question questionnaire)*

- *response to the consultation on the Welsh Language Commissioner's Enforcement Policy*

- *response to the consultation on the draft compliance notice*

- *receiving 151 Standards in the final notice*

Gwynedd Council [Translation]

*The process of establishing standards in the force has been awfully long. We had the initial questionnaire in January 2015, and it has taken over 2 years for the standards to come into force.

Public body that wishes to remain anonymous [Translation]

The process of setting and enforcing the standards was overly bureaucratic, especially at the consultation stage. Moreover the nature of the language used in the consultation documents meant that the directives were not always accessible and easy to understand.

Estyn

WNO found the initial investigation by WLC into their current Welsh language provisions to be cumbersome and prescriptive. WNO was presented with a questionnaire of some 30 pages, with a covering letter from the WLC informing them that a response was invited by a certain deadline. The letter also informed WNO that WLC would in any case be conducting its 'own investigation into WNO's current Welsh language provision and practices'. This statement appeared rather overbearing, and was somewhat disheartening as management contemplated filling the 30 page questionnaire.

Welsh National Opera

25. One respondent is of the opinion that developing the Standards in this way, although laborious, has been a positive step:

The process by which the Commissioner's office has developed the Standards has been thorough. It includes opportunities for organisations to comment on the draft Standards, and on their draft Compliance Notice. Such opportunities are essential and welcome, although the number and complexity of the Standards mean that the process of responding is rather laborious and time-consuming. The process also includes some opportunities for direct dialogue with the Commissioner's Office, and these are very welcome.

Higher Education Funding Council for Wales

26. According to some respondents, the Standards regime means that bodies concentrate on complying with a process rather than improving services:

*Another burden which follows from the standards is the need to test and record how we comply with the standards, at a time when resources are scarce. This raises the question of what real value it adds in terms of improving the quality, range and availability of Welsh services to the citizen?

An example of this is that many of the standards in the field of policy making expect bodies to be able to evidence how we mainstream the Welsh language. That could lead to the need for Gwynedd Council to document things in ways we have not been used to doing and to do so in order to show that we are compliant with the policy making standards. Creating a regime to satisfy the regulator which does not, in fact, add value to citizens, is contrary to the principles of Gwynedd Council.

Gwynedd Council [Translation]

We have become more focussed on process rather than being focussed on implementation, promotion and facilitation.

Blaenau Gwent County Borough Council

*The danger of exclusively focusing on the regulatory side is that it is possible to offer far fewer activities and services in Welsh without breaching a certain standard ... As the Commissioner only looks at which standards have been breached, it is understandable perhaps that some officials and organisations will only look at compliance rather than what services should be offered in Welsh.

Cardiff Council [Translation]

*There is a danger that we lose focus on the bigger picture, namely providing genuine language choice and trying to promote greater use of the language in everyday life because of the need to keep detailed records to satisfy reporting requirements only.

North Wales Police [Translation]

Introducing the Welsh language Standards may have brought some organisations 'up to speed' but those who were making headway in improvements have suffered a decline in momentum as the Standards have taken a lot of energy and resources to adopt – it almost feels like we are now coming out of a long tunnel and can just about see the light at the end where we can start looking positively at what we can do to continue this momentum but there is no support to be able to do this effectively.

<div align="right">Public body that wishes to remain anonymous</div>

27. Two bodies comment on the separation of responsibilities between Welsh Government and the Commissioner in terms of making and setting the Standards:

*The fact that the regulations were written and agreed by Welsh Ministers and regulated by the Commissioner has added to the frustration experienced by Councils.

<div align="right">Local Authority that wishes to remain anonymous [Translation]</div>

*Indeed, rather than following the Welsh Language Commissioner's independent conclusions, civil servants have limited language rights because of individual lobbying by bodies which fall under the Standards. In many cases, it appears that the civil servants and lawyers forget that it is possible to vary the Standards through the Commissioner's compliance notice if needed, rather than in the regulations themselves.

<div align="right">Cymdeithas yr Iaith [Translation]</div>

28. Another factor referred to by some of the bodies subject to the Standards is that challenging the Standards in the compliance notice has led to differences between bodies within similar geographical areas:

The Standards, in their naming were seen as a way of building on the Council's Welsh Language Schemes and moving towards a common standard of Welsh language services delivered throughout Wales, albeit taking some authorities more time to reach the desired level, again due to demographics and workforce skills.

We are now at a stage where, in South East Wales, each Council's Compliance Notice varies greatly due to individual challenges put forward.

<div align="right">Local Authority that wishes to remain anonymous</div>

At the present moment, 7 of the 22 LAs (over 30%) have not yet had their compliance notice finalised. As a result, those LAs which have agreed their notices – in general those who are doing their utmost to

comply – are in more of a position to be criticised. This is hardly a level playing field!

City and County of Swansea Council

*The standards regime also means that there must be a 'challenge' to the standards in order to receive specific exceptions or a little further clarity regarding the requirements, and this has led to a lack of 'standard' across sectors and regions. The system has rewarded organisations that have challenged the most. The regime should allow flexibility for the Commissioner to allocate revisions to the standards for all organisations in identifying issues/problems systematically across whole sectors.

Cardiff Council [Translation]

*The term Standard means there is a standard, however, some local authorities have challenged the wording/interpretation of some standards and have received exceptions. It seems that the standards are being applied inconsistently across Wales because of the exceptions between organisations.

Local Authority that wishes to remain anonymous [Translation]

Interpreting the Standards and codes of practice

29. The majority of respondents feel the Standards can be difficult to interpret and there is criticism regarding the lack of publication of codes of practice, sharing good practice, and sharing information and explanations about decisions made by the Commissioner:

There was little forthcoming advice, guidance and detail in relation to the interpretation of the Standards and the expectation of WLCO... Whilst the Policy Team has made every effort to interpret the Standards and advise accordingly, the implementation is the responsibility of all 3,500 staff overseen by the management. This is a challenge given that the service areas will interpret the relevant standards differently.

Blaenau Gwent County Borough Council

It has been difficult to obtain effective guidance throughout the process, any request has been met with a referral to the legislation/Welsh Government or that help cannot be provided due to the regulatory nature of the Commissioner's role.

Neath Port Talbot County Borough Council

The reluctance of the Commissioner to issue Codes of Practice, statutory under the Welsh Language (Wales) Measure 2011 has meant

the interpretation of the requirements varies from Council to Council, and more so down to officer level.

Although the Commissioner has offered general guides on specific service delivery aspects, the interpretation of each standard is what all authorities have been seeking.

Local Authority that wishes to remain anonymous

Where we have requested clarification or an explanation of a detail within a standard, we have received excerpts from the Legislation.

Local Authority that wishes to remain anonymous

In order to increase consistency and transparency, the council would like to see the Commissioner publish more information on the website to promote shared understanding. For example, when clarity is given on a particular standard, this should be published on the website so that all organisations adhering to the same standard are party to the same level of detail at the same time. The council would like to see this extended to the outcome of investigations – together with any advice/resolutions – to prevent the same or similar complaints from being received elsewhere and to improve practice across Wales.

Bridgend County Borough Council

The Register of Complaints which the OWLC publishes in line with the legislation does not really contain enough detail for it to be of any use either for members of the public to review what has happened or for other WLOs to compare with their own experience.

City and County of Swansea Council

It is clear that there is ambiguity in the Standards with each Force interpreting some Standards differently. This leads to a lack of consistency across the policing service and therefore has the potential to cause confusion to the public. It would have therefore been beneficial to each force if they had been issued with guidance notes outlining the Commissioner's expectations for each Standard. Such guidance would also have reduced the demand on the Commissioner's Team in dealing with a myriad of queries from each force.

South Wales Police

*Establishing the new requirements would be much easier if guidance, advice notes and generic templates were available to organisations in order to assist the process of responding to the needs of the Standards. For example it would be useful for organisations to receive a template for producing a monitoring report.

North Wales Police [Translation]

Individual organisations are now left to their own devices to proactively attempt to share good practice which is in danger of being sporadic and adhoc – Bwrdd yr Iaith accomplished this effectively but this has been lost and consequently the process of sharing what works well has been less successful

North Wales Fire and Rescue Services

It would be a positive step if the Commissioner was better able to identify and share good practice across organizations facing similar challenges. This would also help to engender even more goodwill and positive attitudes towards the Welsh language.

Estyn

*There is a need to advise bodies through the process, particularly those new to bilingualism. Not alienating [people] in the proses of implementing the standards is essential to the success of the language in the future.

Colleges Wales [Translation]

30. Some responses give specific examples where the Standards create ambiguity:

One small example – our extensive use of social media, video content and other downloads became an area of focus: what would we need to do about 'archive' content that was not available bilingually? There was simply not enough time or money to 'retro-fit' some of this content bilingually, but removing it seemed perverse as it made our available content less 'rich'.

Welsh National Opera

Our Wales office does not have a reception service as we are not an open office in the traditional sense of being open to the public. However, standards relating to a reception service have been imposed on the ICO, along with other standards that suggest some form of publicly-available office. This has understandably led to confusion within the ICO Wales office as to how we are to comply.

Information Commissioner's Office – Wales

For example, standard 69 relates to official notices. The definition of an "official notice" at paragraph 41 of Part 3 is circular. It states that an "official notice" means any notice that a body publishes to inform persons about service delivery activities or changes to service delivery activities, but does not include official notices prescribed by an enactment. Should this be revised to state any notices prescribed by an enactment?

31. Some respondents note that it is not clear how the Standards deal with outsourcing services and working in partnership with other authorities to provide services:

> *At the level of collaboration, it is at times, difficult on a practical level where neighbouring public bodies are exempt from certain Standards or have not yet received a Final Compliance Notice. This can create a lack of agreement on the need to provide some documentation bilingually or hold well-being meetings in Welsh without an interpreter service.*
>
> Anglesey Council [Translation]

> *There is much confusion as to the status of partnerships (formal and informal), joint initiatives and arm's-length bodies... It seems that decisions made by these groupings are not necessarily subject to any set of standards – but implementation by their constituent bodies would be subject to each one's individual set of standards (where they exist) – potentially requiring 4 or more slightly different interpretations (including possibly none).*
>
> City and County of Swansea Council

> *Public services are now more conscious of the benefits of collaboration and joint working – but the Standards do not capitalise on this. There should be more synergy (ie the same not different standards) to facilitate collaboration and more direction offered (sharing of best practice)*
>
> North Wales Fire and Rescue Services

> *The increasing element of organisations coming together to provide services, or outsourcing public services, requires expert guidance and support from the Welsh Language Commissioner to equip public organisations to make meaningful decisions about alternative models of delivering public services and also to be a means to protect the Welsh language, and what alternative models (if any) would be included under the Welsh Language (Wales) Measure 2011. There is an obvious risk to the Welsh language if consortia, and other models set up to provide public services, are not subject to the Language Standards.*
>
> Menter Iaith Sir y Fflint a Maelor [Translation]

32. Two bodies note that the requirements are not clear in terms of bodies operating beyond the borders of Wales:

*We are concerned that wording compliance notices for agencies which work across the UK to note the requirement to ensure the provision of 'information for Wales only' in Welsh means that there will be no assurance that all the documents and information that is relevant to Wales, provided by agencies such as the Information Commissioner's Office, is available in Welsh because it also applies to other countries of the UK.

<div align="right">

Mudiad Meithrin [Translation]

</div>

Practical problems

33. According to a number of the bodies subject to the Standards or bodies about to be made subject to the Standards, there are practical problems in complying with the Standards:

There are some areas of recognised shortfall of Welsh speakers where dealing with the public is a requirement to some degree or other. There is little or no external Recruitment taking place at the moment into LAs. As a result, the option is not available to recruiting into new positioins to redress this. The main source for fulfilling vacant positions is as a result of redeployment of existing staff whose current roles are going and their Welsh language skills may not be a perfect match for the available posts. It is not an option to make these members of staff redundant and then to recruit someone specifically because of their Welsh language skills.

<div align="right">

City and County of Swansea Council

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Staff profile is a challenge for us i.e. with only around 40 fluent Welsh speakers and a lack of staff with language ability in the areas most needed i.e. receptions etc... Equally 'confidence' to develop language skills is also a significant challenge. We are encouraging staff to take up the language, however the 'mystery shopper' approach and the punitive sanction and threat of fines for non-compliance, leaves many officers too scared to say something in Welsh, in case they say it wrong.

<div align="right">

Blaenau Gwent County Borough Council

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The council employs 3,257 members of staff and only 2.7% speak, read or write in Welsh. The council conducted a survey of these employees to ascertain whether they would be prepared to assist non-Welsh speaking colleagues. Only 41 were prepared to assist. The feedback was that Welsh speakers did not feel confident enough to provide translation support or to converse in Welsh in a business context.

<div align="right">

Bridgend County Borough Council

</div>

It also leaves a gap in how public bodies can influence other organisations, and especially through third party agreements. In addition, the exceptions that have been allowed for some standards, or the fact that some Councils are exempt from certain basic standards, mean that at times agreement cannot be reached on some key issues.

Gwynedd Council [Translation]

The level of work required to comply with the Standards has resulted in little or no time to promote the use of the language, within our organisation. We now rely on the work of external organisations, such as Mentrau Iaith, to promote the use of the language socially on our behalf.

Local Authority that wishes to remain anonymous

There are 24 solicitors and barristers employed within the Authority's Legal Services, one of whom feels competent enough to use their Welsh language skills for business purposes but only in their own areas of specialism. There is only one Welsh speaker in the Authority's Licensing Section and that person is not a licensing officer. There are no staff within the Procurement Team who have Welsh language skills… In terms of availability in the general market of solicitors who are Welsh spoken or sufficiently skilled in Welsh, it is only recently that the Welsh language has been used for legal education and then only in limited form. Welsh speaking lawyers are not available in sufficient numbers or in sufficient areas in order to provide a full range of services through the medium of Welsh.

Neath Port Talbot County Borough Council

One particular area of concern for my organisation is in relation to the implementation of the Standards by the services delivered on our behalf (commissioned services). As many of the services I commission are highly specialised in nature, relating to the administration of justice or the provision of support for victims of crime and the pool of potential suppliers is already quite restricted, insisting that they must be able to provide a fully bilingual service could reduce this pool further and impact negatively on a competitive tendering process and our ability to provide some of these unique services.

Police and Crime Commissioner for Dyfed-Powys

Whilst preparatory work had been undertaken in advance of the final compliance notice, this short timescale for implementation has placed a great deal of pressure on the Force to ensure it is fully compliant with the standards.

South Wales Police

We do have concerns that some of the new Standards will be difficult for us to meet, either because they are not really applicable to our particular activities, or because they will be disproportionately burdensome for a relatively small organisation such as HEFCW

<div align="right">Higher Education Funding Council for Wales</div>

We simply do not have, and nor are we likely to be able to recruit, the number of Welsh speakers required for us to provide Welsh language support continuously for Welsh speaking service users.

<div align="right">Local Health Board that wishes to remain anonymous</div>

The health board cannot monitor the implementation of the standards across such a large, diverse, multidisciplinary organisation. Thousands of interactions between staff and service users takes place each day, across a wide variety of healthcare settings. This would require another level of bureaucracy to police and monitor, therefore, the health board cannot measure and guarantee compliance with the standards at all times. The only way the health board would know if a standard has been breached would be as a result of a complaint or feedback stating so.

<div align="right">Local Health Board that wishes to remain anonymous</div>

*It is unlikely each of the Welsh local authorities or other public bodies have experts in the field of socio-linguistics who would be able to draw up an effective [Welsh language] facilitation plan.

<div align="right">Dyfodol i'r Iaith [Translation]</div>

Compliance costs

34. Several responses refer to the costs of compliance:

It has been a real challenge for elected members who are making difficult decisions to cut services and reduce budgets, whilst having to agree budgets to implement the Welsh Language standards.

Further the timing around the introduction of the Standards has been unfortunate given the significant changes in legal frameworks that affect how the council delivers services. The timing of the introduction of the Standards has been unhelpful as they came when the Local Authority was making every effort to understand and respond to the new legislative and policy framework requirements in relation to Future Generations Act, Social Services and Wellbeing Act, Violence against Women, Domestic Abuse and Sexual Violence Act etc. Thus the Local Authority like every other in Wales has been under a significant and enduring bureaucratic burden.

<div align="right">Blaenau Gwent County Borough Council</div>

In the case of in-house developments, there is no real problem in designing systems which are compliant with our standards... In such cases, providing for a Welsh language processing option may need a work-around or some expensive customisation, neither of which are an easy option. It would help if some further leverage were available at a national level to try to ensure that fully bilingual software is available.

City and County of Swansea Council

*As regards translation and documentation, we would like to see a situation where all documents are publicly available in Welsh and English across all organisations in Wales, but we have to prioritise translation resources. The requirements of standard 41 in particular means that we translate up to 60 thousand words each month for minutes of sub-committees.

Cardiff Council [Translation]

*The aspiration of the Force is to comply with the requirement of the Welsh language Standards in full. But the timing of the introduction of the Standards has been highly unfortunate thinking about the financial challenges that have faced the Police and the need to make significant savings.

North Wales Police [Translation]

*It must be remembered that Welsh speakers are in the minority in Wales and there is therefore a need to consider how to integrate and communicate a positive message about the development [of the standards] with those who do not speak Welsh. Especially because there is an additional cost attached to implementing the standards.

Colleges Wales [Translation]

The standards have hugely increased our expenditure on translation services and we are reviewing how best this can be managed in future... We currently expect the cost of reaching compliance in the current financial year to be up to £40,000. We have budgeted £20,000 for next year too. This does not include the considerable internal staff time involved. These are large sums of money for a charitable organisation (such as WNO) to find.

Welsh National Opera

Complaints and investigations into a breach of a Standard

35. Almost every response comments on the complaints process, and there are strong views in general about the length and complexity of the process.

In the case of a language complaint , if the complainant goes directly to the Welsh Language Commissioner, the organisation does not have an opportunity at all to respond to the complaint or the complainant, as the Commissioner either investigates the complaint directly itself, or if it decides that the complaint is not valid but that there is sufficient evidence of a lack on the part of the organisation, the Commissioner may use that as grounds to conduct an inquiry anyway ... The slowness of the process for conducting an investigation by the Commissioner also devalues the process and procedure for the organisation, but more importantly for the complainant.

Gwynedd Council [Translation]

There is a need to reform the complaints and enforcement process, and a move to a system similar to the Ombudsman where complaints are referred to the regulator only when the organisation has not dealt with the issue sufficiently. As far as I'm aware, the Ombudsman does not undertake an investigation lasting 4 months or more on the basis of 1 tweet.

1. *Organisation validates*

2. *Organisation provides comments on the terms of reference*

3. *Organisation provides evidence*

4. *Accept and respond to the proposed decision*

5. *Accept the final decision*

The process takes at least 3-4 months, no matter how simple the complaint /investigation is, and the organisation needs to provide 5 responses to each complaint. This procedure is not sustainable.

Cardiff Council [Translation]

The complaints process is extremely long-winded and involved. It is recognised that this is in many ways a result of the regulations governing the process, and the fact that there are opportunities for resolution at various points – but it would be preferable if complainants could be referred in the first instance to the body involved to allow a resolution/explanation.

City and County of Swansea Council

This current heavy handed approach slows down a resolution to the complaint and impacts negatively on the goodwill within the organisation.

Neath Port Talbot County Borough Council

The process is very bureaucratic and in some cases we have been able to resolve the issue very quickly, but continue to be part of an investigation about something that has been acted on many months previously.

Local Authority that wishes to remain anonymous [Translation]

The Commissioner continued to investigate what she deemed an invalid complaint, without opening dialogue with us, and providing an opportunity for us to consider the 'complaint' internally using our well-established complaints procedure rather than embark on a lengthy and time-consuming investigation.

Blaenau Gwent County Borough Council

The process of resolving small errors on the whole is seen as lengthy and time-consuming to resolve. The lengthy and costly processes are another way of turning the public and organisations against the language.

Colleges Wales [Translation]

It is also questionable whether the timetable and such a bureaucratic process (which is set in the Measure) will encourage people to complain about the lack of a service in Welsh, and convince the complainant that the Welsh language service will be available as a result of conducting the inquiry? Knowing about some who have submitted complaints as individuals, the process is long, complex, difficult and tedious, without result, despite being 'under consideration' for a long time.

Menter Bro Dinefwr [Translation]

36. The vast majority of responses express the opinion that complaints should be referred to the body itself in the first place.

The council would like to see this focus on local resolution of complaints being adopted in relation to implementation of the Welsh language standards. We strongly believe that all complaints should be investigated locally in the first instance though the use of corporate complaints procedures and only if this is not possible should they be escalated to the Commissioner.

Bridgend County Borough Council

The Commissioner's process for handling complaints also creates difficulty and is unfair to the organisation and the complainant. The Welsh Language Commissioner's complaints process is fundamentally different to that of the Public Services Ombudsman, as the organisation is not given the first opportunity to respond to the complainant and

redress the error made, enabling the organisation to put better arrangements in place to make sure it does not happen again.

<div align="right">Gwynedd Council [Translation]</div>

*It would be easier to build a positive message about the language across the organisation if the internal process enabled us to resolve issues at the earliest opportunity. Many issues such as simple spelling mistakes can be corrected very quickly.

<div align="right">Local Authority that wishes to remain anonymous [Translation]</div>

The investigation into complaints is both unnecessary and lengthy, and could easily be rectified by treating Welsh language complaints in the same manner as any other complaint, through the Corporate Complaints procedure where the intervention of the Commissioner as the Ombudsman would better deliver the positive and often instant results for customers.

<div align="right">Local Authority that wishes to remain anonymous</div>

*It would be constructive to consider how it would be possible to ensure that the body will have the opportunity to resolve a complaint in the first instance, before the Commissioner intervenes. Requiring the body to investigate and propose a solution through their complaints procedure as a first step would follow a similar procedure by other organisations such as Public Services Ombudsman's Office.

<div align="right">Wishes to remain anonymous [Translation]</div>

37. One respondent notes the possible advantages of changing the complaints system:

    *It is likely that a change to the process of dealing with complaints could free up the Commissioner's resources to share good practice and successes from implementing the standards, which is an area that could be useful.

<div align="right">Wishes to remain anonymous [Translation]</div>

38. One body expresses a different opinion:

    *The process as it is implemented by the Commissioner means that the individual must receive an injustice (in his or her view), complain to the organisation about the injustice, wait to receive a response, then, if the response is unsatisfactory, the individual is expected to send a complaint to the Commissioner. This may in itself deter many from expressing an opinion. We would call for a more flexible and effective system, with definite and powerful penalties. We would agree, of course, that there is scope for a complaints regime, but we believe that the current system puts too much burden on the individual to express

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dissatisfaction, and not enough on the organisations to improve their provision.

<div align="right">Dyfodol i'r Iaith [Translation]</div>

Penalties

39. Just one respondent comments on the Commissioner's role in setting fines and other penalties. Having listed the enforcement actions available to the Commissioner, the respondent notes:

    It is the council's view that it would make for better compliance with the standards and an improvement in service delivery if the Commissioner's office were to work with the council rather than impose sanctions, as outlined above.

<div align="right">Bridgend County Borough Council</div>

Reviewing the Measure

40. One respondent comments on the timing of the review of the Measure:

    *In general, we welcome this review and believe that there is an opportunity to improve and streamline some of the core elements of the process of placing and enforcing the standards. We would also like to note that it is still is early days and it is essential that any proposed changes take that into account – it feels soon to introduce radical changes at the moment. We also feel that not enough time has passed to measure the impact of the standards on the Welsh language.

<div align="right">Wishes to remain anonymous [Translation]</div>

Regulatory functions and promoting and facilitating the use of Welsh

Question 2 – The Welsh Language Commissioner's role includes regulatory functions and responsibilities for promoting and facilitating use of the language. Is the balance right?

Question 3 - What is your experience or opinion on the current arrangements for promoting and facilitating the use of the Welsh language. In particular I would like to hear your views on who should be responsible for promoting the Welsh language, whilst keeping in mind the confusion that may arise where a number of bodies are operating in the same field.

41. There was considerable overlap in the comments received under these questions, and so this summary deals with the themes that arise under both questions together.

42. It is important to note also that fewer respondents chose to answer these questions.

43. It appears that some respondents interpret 'promoting and facilitating' in the specific context of the Standards regime, that is, perhaps without considering the broader range of activities that could be described as 'promoting and facilitating'. This must be kept in mind in relation to the following comments.

Responsibilities of the Welsh Language Commissioner

44. Of the responses received on this point, just one respondent is of the opinion that the balance is right:

> *The Health Board believes that the balance of the Welsh Language Commissioner's role is right, although initially the Health Board had concerns that the Commissioner would be acting solely as a regulator.*
>
> Abertawe Bro Morgannwg University Health Board

45. The majority of respondents feel that there is not a balance between the regulatory functions of the Commissioner and those relating to promoting and facilitating:

> **Certainly, the role of the Welsh Language Commissioner since its inception has leant more toward regulation rather than promoting and facilitating the use of the Welsh language, and the Commissioner has not been able to combine the two functions in the same way and that was achieved by the Welsh Language Board earlier.*
>
> Gwynedd Council [Translation]

> *There is no balance between promotion and regulation.*

Local Authority that wishes to remain anonymous

It would be more useful if the WLC became more like the EHRC – there seems to be more of a balance between the role of regulator and that of providing support and guidance.

Neath Port Talbot County Borough Council

*Most of the Commissioner promotional work is largely concentrated with organisations that do not come under statutory duties (3rd sector etc.). We would welcome further promotion and facilitation work with organisations that are subject to the standards such as local authorities. It is difficult for the Commissioner to offer constructive and practical 'advice' to organisations on compliance with the standards because of its role as regulator.

Cardiff Council [Translation]

We fully appreciate that the Welsh Government and the Commissioner need robust arrangements to ensure that public sector bodies engage properly with their responsibilities in relation to using and promoting use of the Welsh language. However, we consider that the balance has moved somewhat too far in the direction of regulating public bodies.

Higher Education Funding Council for Wales

The emphasis should be more on the promotion rather than regulation of organisations' and individuals' efforts.

Police and Crime Commissioner for Dyfed-Powys

It appears that the Commissioner's role is driven primarily by her regulatory functions and less so by her promotional and facilitating work. It may be helpful if there was a better balance between the two roles.

Estyn

Our view is that during the implementation process, the Commissioner has weighted the balance too far in favour of regulatory functions. As a regulating body ourselves, we fully understand the importance of getting this balance correct, and over 30 years experience as a regulator has taught us that there is far greater value in helping organisations improve their practices and taking a pragmatic view as opposed to taking enforcement action.

Information Commissioner's Office - Wales

*We do not think that the role of supporting and promoting general /social use of the language by the Commissioner is evident to Wales'

learners, beyond the improvements that will hopefully come in due course as a result of the standards.

National Centre for Learning Welsh [Translation]

*The Welsh Language Commissioner's direct promotion and facilitation work is not evident to the public, and we worry there is a danger it will be seen as a regulatory body, with the Welsh language Tribunal being central and the promotion and facilitation work supplementary and peripheral. We see a place to develop this work by holding a forum for the Welsh Language Commissioner's partners in order to build on and develop promotion and facilitation campaigns in certain areas e.g. community use, education, health, social care, children's work, in order to ensure consistency and sharing of good practice experiences.

Mudiad Meithrin [Translation]

*Perhaps the Commissioner's role as facilitator should be marketed more, because it is the regulatory role which is prominent.

Wishes to remain anonymous [Translation]

*As a result of cuts in funding to the Commissioner's offices, it looks like there is no way for the Commissioner to spend time on the promotion and facilitation element. This element has been neglected since the abolition of the Welsh Language Board. Although there is a need to be robust in regulating it looks like far too much emphasis is on the regulatory procedures.

Menter Iaith Merthyr Tudful [Translation].

From the outset there has been a lack of clarity as to the functional identity of the office of the Welsh Language Commissioner. This relates in part to the legislation but also to how the role has been described in public discourse.Thus, the Welsh Language Commissioner is variously conceived of as a regulator, an ombudsman, a policy advisory body, a champion engaged in promoting the Welsh language, and as an advocate for Welsh speakers. Many of these roles are mutually incompatible and are in conflict with each other. As a result, the office of the Welsh Language Commissioner is in the invidious position of occupying contradictory roles both by dint of public expectation and also by dint of the Measure. The regulatory style adopted by the Welsh Language Commissioner has also contributed to the perceptions of others of the functional identity of the office.

Language, Policy and Planning Research Unit, School of Welsh, Cardiff University

Over the last five years, the emphasis has been on establishing the standards, and creating a regulatory structure to support them; this process has been arduous and lengthy one, and we believe as well that the current system is too cumbersome. We accept that there is a need to protect the rights of the Welsh language, but it must be acknowledged that growth as well and protection is the challenge and the priority now if the language is to thrive.

<div align="right">Dyfodol i'r Iaith [Translation]</div>

46. A number of respondents note that the balance between the Commissioner's different functions have changed over time:

> *Dialogue with the Commissioner has been notable by its absence throughout the process ... However, over recent months this has improved with meaningful dialogue taking place in relation to the challenge.*

<div align="right">Neath Port Talbot County Borough Council</div>

> *When we did eventually receive a visit from the WLCO's office, this proved a positive and constructive engagement opportunity to raise concerns and clarify some burning points at the time. It was also the first time we were told we were doing well in a particular area of implementation and that the practice was possibly good practice.*

<div align="right">Local Authority that wishes to remain anonymous</div>

> *The Health Board has found the Commissioner's publications, guidance documents and workshops very informative and useful. Staff who attended the workshops have been able to use the content of the workshop to promote and facilitate the use of Welsh in the workplace for staff and service users... The Commissioner has promoted good initiatives and encourages organisations to replicate good practice.*

<div align="right">Health Board that wishes to remain anonymous</div>

> *At the beginning of the relationship with the Commissioner's Office, there was more of a vote on compliance, but recently, we have received more help from the office. For example, by meeting officials more often and by the Commissioner's office holding information events.*

<div align="right">Public body that wishes to remain anonymous [Translation]</div>

> *Whilst our initial relationship with the Welsh Language Commissioner's Office was focused on compliance, over the past 6 months, we have seen this relationship develop to more of an advisory role in aiding our understanding of the Standards and also providing advice on the challenge process.*

The process also includes some opportunities for direct dialogue with the Commissioner's Office, and these are very welcome. The recent Briefing Session which the Commissioner's office organised for higher and further education organisations, including HEFCW, was very helpful in clarifying the practicalities of the process. Members of the Commissioner's staff will now have an individual meeting with each of the organisations affected by the new legislation. That is a very important stage for us, as it will enable us to raise our questions and concerns about the Standards which pose particular difficulties for us, or which we do not consider applicable to us. We hope that the Commissioner's office will be responsive to these concerns, and willing to take a flexible and proportionate approach.

<div align="right">Higher Education Funding Council for Wales</div>

47. Two respondents feel the roots of the problem date back to the period when the Commissioner was established:

    *It is unfortunate that the Welsh Language Commissioner's role was undermined right at the outset when the Welsh language standards were rejected.

<div align="right">Gwynedd Council [Translation]</div>

   *In our opinion it was particularly unfortunate that the Welsh language Commissioner's role was undermined at the outset when the Welsh language Standards were rejected, and that has had a very negative impact on the image and credibility of the Commissioner, and has put her work back. This has also created a situation where there was no requirement or means for Councils to start to moving forward for a long time and it is going to be very difficult to recover the momentum lost because of that.

<div align="right">Menter Iaith Sir y Fflint a Maelor [Translation]</div>

48. Some respondents are concerned about the negative effect of regulatory language:

    *The emphasis on regulation also means that all the discourse around the Welsh language standards (since their inception) is negative, and that is reflected at its worst amongst Language Officers of public organisations, who are the very stakeholders that should be advocates on behalf of the Welsh language Commissioner! Another side effect of the emphasis on regulation is that there is a danger that all the Welsh language resources of public organisations (Language Officers) are entirely occupied by the regulator's regime and demands.

<div align="right">Gwynedd Council [Translation]</div>

*There is an over use of negative vocabulary which does little to foster
good relations. Instances of this include: the contact email for
commissioner's office is
'**investigationandenforcement** @welshlanguagecommissioner.wale
s'*

<div align="right">Blaenau Gwent County Borough Council</div>

*Bear in mind there is no actual distinction between individuals living
and working in Wales, and individuals working within organisations
striving to achieve the standards: they are the same people and their
main experience is of the language of compliance, imposition and
enforcement... We have found the language involved in the process to
be negative and intimidating: 'imposition' and 'enforcement' in
particular are not helpful when in fact the changes being made are
positive and for the right reasons. It has very definitely felt like it's all
'stick' and no 'carrot'.*

<div align="right">Welsh National Opera</div>

**The Standards should be a positive tool for change, but the
conversation surrounding them has been negative since the beginning,
and the emphasis and the encouragement given to 'complaining'
about the lack of Welsh service adds to this negativity. Need the
opportunity and platform to record, celebrate and share good practice.*

<div align="right">Menter Iaith Rhondda Cynon Taf</div>

49. A small number of responses draw attention to the Commissioner's public
campaigns about the standards:

*The current campaign, encouraging individuals to complain to the
commissioner in the first instance, does not promote and facilitate
Welsh speakers to use and expect their service in Welsh. A more
positive campaign would be to encourage users to use their Welsh
when visiting Councils.*

<div align="right">Local Authority that wishes to remain anonymous</div>

*We understand that the public campaign has actively encouraged
people to test organisations and lodge complaints with the
Commissioner. Again, this is a negative focus – where is the positive
PR campaign? It shouldn't just be about naming and shaming.*

<div align="right">Welsh National Opera</div>

**The Commissioner has gone about announcing and promoting on
television and in the media, if Welsh speakers are unhappy with
provision of a service they can complain directly to the Commissioner.*

<div align="right">Local Authority that wishes to remain anonymous</div>

50. Another theme that appears in the responses is acknowledgment of what is being lost as a result of the focus on regulation:

It is believed that restarting the activities undertaken in the past by the Welsh Language Board and/or the Welsh Local Government Association for public sector language officers to discuss developments and share good practice in relation to supporting and promoting the Welsh language would be of significant assistance.

Anglesey Council [Translation]

Meetings of Rhwydiaith and, to a lesser degree, Equality Officers Network allowed for a fairly free exchange of information, ideas and good practice – particularly regarding intiatives which an individual LA may have tried out

City and County of Swansea Council

There is a need of support and guidance for Welsh language officers and organisations in order to help them to fulfil the requirements of the language duties. When support that has been provided following a request fir information or guidance it has been useful.

North Wales Police [Translation]

There is also a need for the promotion and facilitation of the language in the wider Welsh society, beyond the public sector organisations themselves. In our experience, the current take-up of Welsh language services is, in practice, low. This suggests that there is a need for more confidence-building measures, promotional activities and courses to encourage Welsh speakers and Welsh learners to use the language in a broader range of contexts, and to identify themselves as Welsh speakers. We suggest that greater priority should be given to those kind of activities in future, rather than the development of further regulation.

Higher Education Funding Council for Wales [Translation]

Because the current role of the Welsh Language Commissioner leans more towards regulation rather than promotion and facilitation, there is a gap in terms of offering leadership, help and practical support to institutions to do more to promote and facilitate, as well as providing more services through the medium of Welsh. The Commissioner therefore needs to look again at the support that can be offered to bodies which are subject to the Standards.

This gap is also evident in the context of the private sector, and to a lesser extent, the third sector, and the lack of information sharing about the Commissioner's work in these areas, and the relationship with the work of the Mentrau Iaith, or opportunities to work together also confirm

that some aspects of the existing arrangements do not facilitate action and collaboration, thus ensuring the best outcomes for the language.

Menter Bro Dinefwr [Translation]

This gap is highlighted in the absence of any activities that bring Language Officers of public organisations together to discuss the language, Standards, publications and guidance documents etc, an element which the Welsh Language Board and the WLGA (through the network 'Rhwydiaith') used to deliver in the past.

Menter Iaith Sir y Fflint a Maelor [Translation]

The feedback from a number of Council Officers is that they miss the leadership, assistance and support which was available to them from the Welsh Language Board previously.

Menter Iaith Rhondda Cynon Taf [Translation]

51. Several respondents said that a combination of legislation and activities to promote and facilitate was needed in order to increase the number of Welsh-speakers and language use.

Certainly, it is not through legislation and regulation alone that we will succeed in increasing the numbers of Welsh speakers and the number of those who choose and use the language every day – there is a need for law and instinct to ensure that. Certainly, the standards should be a positive tool for change, along with the far-reaching efforts to encourage and promote the Welsh language, as well as opportunities and a platform to record, celebrate and share good practice.

Gwynedd Council [Translation]

There is need for an act and language duties. But there is also a need to promote the use and to provide support as well.

North Wales Police [Translation]

What is crucial is that everyone feels pride in having two languages in Wales and that we support the people of Wales to understand the developments. The legislation which has happened is good but now we must ignite the public's interest in order to secure the sustainability and prosperity of the Welsh language.

Colleges Wales [Translation]

It must be remembered that the purpose of regulation is to ensure compliance and to aim for progress against a set of specific indicators, but more importantly than that, it should support the more challenging and far-reaching vision of creating more speakers of the language, and prepare a range of opportunities for everyone to use it [the Welsh language] *in all aspects of their lives.*

52. Comments about the current arrangements to promote and facilitate the Welsh language were few, beyond comments made about the Standards regime and the Commissioner's role. However, as is seen throughout this report, the need to strengthen activities to promote the language is a consistent theme:

> **Unfortunately, confusion already exists since the abolition of the Welsh Language Board, Welsh has been weakened, with responsibility for protecting, promoting and growing the language shared between too many bodies. Now there is no single place to get the full service. It doesn't matter who is responsible, what's needed is clarity and ease of process.*
>
> Colleges Wales [Translation]

Who should promote and facilitate the use of the Welsh language?

53. Two respondents list specific factors that should be considered in making appropriate arrangements:

> 1. *That a change in regulatory style is necessary in that whichever body undertakes the function of regulation that it becomes an enabling regulator.*
>
> 2. *That the public visibility of the operation of public policy in the area of the promotion of the Welsh language and the encouragement of its use is weak and needs to be strengthened.*
>
> 3. *That a more structured approach to the management of institutional transitions is necessary in that any significant new public bodies, offices or post holders would clearly benefit from purposeful briefing and institutional induction.*
>
> 4. *That greater clarity, both amongst institutions and also in terms of public understanding and visibility, is needed in relation to the distribution of institutional functions whether that function is regulation, the providing of policy advice, of promoting and encouraging the use of the Welsh language, or legal intervention and adjudication.*
>
> 5. *That greater clarity amongst institutions is required regarding the relative independence and lines of accountability between institutional actors in the operation of their respective functions.*
>
> Language, Policy and Planning Research Unit, School of Welsh, Cardiff University

(i) The need for a coherent strategy based on a thorough understanding of Bilingualism and recognised Language Planning principles.

(ii) The need for continuity and consistency over an extended period of time. Under the current regime political change (e.g. change of Minister) and change among civil servants could endanger that continuity.

(iii) The need to increase the emphasis on promoting the language, not just on securing rights. [...]

(iv) The need for boundaries of responsibility between the different entities with responsibility for the Welsh language to be clear and unambiguous.

(v) The need to prioritise co-ordination of the different entities' efforts, rather than allowing competition for the same resources.

<div align="right">Dyfodol i'r Iaith [Translation]</div>

54. It is generally agreed that national policy should be a matter for the Welsh Government:

> *It is a role for the Welsh Government to set strategic direction and policy for the language and the long term vision is set out in the document 'A Million Welsh Speakers by 2050 '*
>
> <div align="right">Anglesey Council [Translation]</div>

> *Menter Iaith Sir Ddinbych welcomes the commitment and vision of the Welsh Government to the Welsh language, which is the ambition of creating a million speakers by 2050, and believes that it is the responsibility of the Government to set the framework and policy direction for the Welsh language. Similarly, we believe that the monitoring framework and ensuring accountability for implementation in accordance with the policy direction set out in A Million [Welsh] Speakers by 2050 is the responsibility of Government.*
>
> <div align="right">Menter Iaith Sir Ddinbych [Translation]</div>

> *Were the Welsh Government to create an arms length body [henceforth ALB] with the purpose of undertaking certain functions to promote the Welsh language and to encourage its use, it remains that case that it is wholly appropriate, indeed necessary, that the Welsh Government has ownership of public policy and that it remains accountable for that the the National Assembly for Wales.*
> Language, Policy and Planning Research Unit, School of Welsh, Cardiff University

> *The Welsh Government will determine and distribute budgets ... It will be the Welsh Government's responsibility to decide fundamental policy*

(e.g.that the Welsh language should be promoted and that the aim is to create a bilingual Wales) and to specify objectives from time to time (e.g.a million speakers by 2050).

<div align="right">Dyfodol i'r Iaith [Translation]</div>

55. One respondent describes the options for an arm's length body to promote the Welsh language:

...presented in ascending order of their degree of autonomy from the Welsh Government:

- *Executive agency – the shortest arm's length;*

- *Departmental sponsored body- the median arm's length;*

- *Independent public interest body – the longest arm's length.*

Note that this rules out the creation of an ALB as a constitutional body that is wholly independent from the Welsh Government, is accountable to the National Assembly for Wales, has appointments made to it by the National Assembly for Wales and has its budget set by the National Assembly for Wales. The reason for this is that only bodies with a Parliamentary or constitutional function require independence of this sort [e.g. Auditor General, Ombudsman]. The scholarly and professional literature unambiguously demonstrate that to provide an ALB with public policy functions that degree of independence entails very considerable risk indeed as regards accountability and performance in particular. The options that attend to the management of such risks have, of necessity, some degree of accountability to Government. Thus, the challenge is to ensure the correct balance between the independence of the ALB and the accountability of the Minister.

<div align="right">Language, Policy and Planning Research Unit, School of Welsh, Cardiff University</div>

56. Several respondents believe one body is able to fulfil different functions, with some referring to the Welsh Language Board:

*In terms of promoting and facilitating the use of Welsh at the national level, it is believed that one can look at the Welsh Language Board model as one of good practice. It succeeded in maintaining the balance between regulation and promotion and facilitation of the Welsh language. It is believed, therefore, that a single body can carry out both functions successfully and build a relationship of collaboration with individual organisations in order to strengthen the use of the Welsh language.

<div align="right">Angelsey Council [Translation]</div>

Certainly, in the current financial climate, it would be very difficult to justify the establishment of a new body at arm's length from the Welsh Government to be responsible for promoting and facilitating the Welsh language, and establishing a promotional body separate from the Welsh Language Commissioner would to an extent confirm the interpretation of its role as regulatory only, and create another layer of complexity and bureaucracy. Certainly, there is a loss and a gap following the abolition of the Welsh Language Board, but most of the criticism of the Board when it was operational was that is was a 'quango'! What is needed now is to marry the role of regulation and promotion and facilitation far better, and in order to facilitate this, it is suggested that it would be good to see the Government transfer the grant regime for promoting and facilitating the Welsh Language to the Commissioner (as it was in the Welsh Language Board previously). That would be a means of encouraging creativity and innovation, characteristics that are difficult to find within a regime of civil servants.

Gwynedd Council [Translation]

The continued promotion of the Welsh Language should be the role of the Welsh Language Commissioner.

South Wales Police

Our view is that having a single independent body is an effective method for regulating legislation and promoting good practice. We are aware of the confusion surrounding this area of responsibility, and note the establishment of the Welsh Language Commissioner.

Infomation Commissioner's Office - Wales

Promoting the benefits of learning and using Welsh seem to be done in a piecemeal way at present. There needs to be a more coherent and strategic approach to this task. The Commissioner is well placed to do this promotional work and this would be likely to ensure a greater synergy between promotional campaigns and legislative work.

Estyn

In terms of promoting and facilitating the language, it is possible for the Commissioner to do this if they establish a sub-brand and receive substantial funding to sustain marketing campaigns to support it.

Colleges Wales [Translation]

It is quite feasible to create an institutional arrangement in which greater clarity and visibility is given to the function of promoting and encouraging the use of the Welsh language without creating a new ALB. This could be accomplished through transforming the office of

the Welsh Language Commissioner so that its core function is that of promotion.

Language, Policy and Planning Research Unit, School of Welsh, Cardiff University

57. Others note there should be a specific body to be responsible for promotion and facilitation functions. It is not always clear whether this should be a new body or not:

*The absence of a body at arm's length from the Government to promote the Welsh language is clear, and neither a regulator like the Commissioner nor the Welsh Government should be responsible for this ... it would be of great benefit having a new body responsible for these aspects as well as the allocation of grants, working with private organisations and scrutinising organisations' processes to offer positive assistance and advice. The Government has been engaged in elements of this work but having an arm's length body with specific duties for promotion and use of the Welsh language and increasing bilingualism would be very exciting and would stimulate the change needed in order to ensure that Wales become fully bilingual country.

Cardiff Council [Translation]

We believe that either the Welsh Government or the Commissioner (subject to a rebalance of their functions) should be responsible for promoting the Welsh Language. When consulting on our Welsh Language Promotion Strategy it was evident that there was a clear lack of strategic planning, commissioning and co-ordination and delivery of Welsh Language services in Blaenau Gwent.

Blaenau Gwent County Borough Council

*There would be benefit in having a central body with strategic responsibility for language planning in Wales which would be responsible for language promotion/ Welsh for Adults / Welsh in education etc.

North Wales Police [Translation]

*One 'body'/national team could co-ordinate all activities across a range of organisations, creating integrated campaigns on multiple platforms to promote the language.

This should be a small, agile body/ team that is able to undertake a programme of engagement with stakeholders, who have creative skills and an understanding of all platforms. All related organisations would need to 'buy into' this vision and agree to plan strategically together. We need a meaningful narrative throughout the year, not the commissioning of ad-hoc campaigns.

National Centre for Learning Welsh [Translation]

It is difficult for a body to be a regulator and a promoter at the same time.

<div align="right">Wishes to remain anonymous</div>

*...it is possible that the Government is not the best body to implement the role of promoting and facilitating the use of Welsh throughout Wales. That asks for qualities such as flexibility and creativity, to respond to local need, practical support, piloting, trust etc. Wouldn't a body at arms length from the the Welsh Government fulfill these roles more effectively?

<div align="right">Menter Iaith Sir Ddinbych [Translation]</div>

*An arm's length body would act to co-ordinate, raise awareness, develop and monitor initiatives and policies to promote the Welsh language across the different relevant areas.

<div align="right">Dyfodol i'r Iaith [Translation]</div>

*We continue to argue for the establishment of a body separate from the Commissioner and the Government to take responsibility for promoting the Welsh language, namely the Welsh Language Council which would be able to use finance and strategy to promote the use of the language.

<div align="right">Cymdeithas yr Iaith [Translation]</div>

58. One body believes the Welsh Government could be responsible for leading promotion and facilitation:

*As a Menter Iaith we accept calls from the Government to promote the Government's marketing projects. The projects are ad hoc and without thorough planning. The Mentrau Iaith across Wales promote the Welsh language in the Community generally even if they are promoting the marketing schemes of other partners, e.g. Cymraeg for Kids, Welsh for adults etc. It would be better if the Government had more resources perhaps to lead on promoting and facilitating nationally through the Welsh partners in a structured way with advice from marketing specialists and language planning.

<div align="right">Menter Iaith Merthyr Tudful [Translation]</div>

59. A large number of the responses that comment on promoting and facilitating note it is a role for a number of bodies. Of these, some refer to the Standard that imposes a duty on local authorities to have a strategy to promote the Welsh language, and others refer to the need for leadership and co-ordination:

Under the Standards, each Council has a responsibility to increase the number of Welsh speakers by promoting the use of Welsh (Standard 145), this is only achievable with clear direction from Welsh

Government on Welsh Education Policy, training and appropriate funding of organisations, such as the Urdd and Mentrau Iaith if it is to realise the target of a million Welsh speakers by 2050.

Local Authority that wishes to remain anonymous

We have recently produced our Welsh Language Promotion Strategy. We are proud of the efforts we made in developing this important document, which will set out how we will work in partnership to promote and facilitate engagement with and use of the Welsh Language... We would welcome support from the Commissioner as a 'critical friend' as we strive to effectively deliver against out commitments in the Strategy.

Blaenau Gwent County Borough Council

*.. standard 145 has led to the creation of Bilingual Cardiff Strategy for promoting and facilitating Welsh ... There is no requirement to submit the strategy to the Commissioner or the Government therefore the content of these strategies are the sole responsibility of the local authorities. Because the Welsh Government is about to publish a strategy for a million Welsh speakers it would have been useful to receive further advice on how local authorities can contribute to the achieving this aim or even to ensure that the compliance dates coincide. The Commissioner has officials responsible for promoting and facilitating the Welsh language to private organisation but there is a need to focus on sharing good practice and facilitate the use of Welsh in the organisations subject to the standards also.

Cardiff Council [Translation]

The promotion of the Welsh language lies primarily with the Welsh Government with its strategic role e.g. education, grant funding, planning etc. However, there is also a role for other organisations, including local government, but only in so far as their remit extends. The specific promotion standard places an expectation on local government which it is not able to fulfil – targets are required that only set us up to fail! ... A more realistic approach would be to have nationally set targets to which every organisation can contribute. This would help alleviate concerns due to potential issues with changing demographics, etc.

Neath Port Talbot County Borough Council

The responsibility for promoting the Welsh language belongs to everyone. The Commissioner, Welsh Government, public sector organisations, private sector and the public have a duty to promote the Welsh language and its use within Wales. The Welsh Language Commissioner, along with Welsh Government, should monitor how organisations are promoting and facilitating the use of Welsh.

Everyone has a responsibility for promoting the Welsh language. The Commissioner, Welsh Government, public sector organisations, private sector and the public all have a duty to promote the Welsh language and its use within Wales.

Abertawe Bro Morgannwg University Health Board

*What is clear is that each organisation under the standards regime has a responsibility of promoting the language and the services.

Colleges Wales [Translation]

*Many of these bodies [the third sector] *are essential to the survival and growth of Welsh as a community language as they offer an opportunity for people to volunteer through the medium of Welsh and enable people to receive services in their mother tongue, as well as celebrating the language and the traditions associated with it.*

Wishes to remain anonymous [Translation]

*We note the need to ensure strong leadership in the field, ensuring the coordination of promotional bodies already operating on the ground. There are a number of organisations already operating, including the Mentrau Iaith, Welsh for Kids, members of 'Mudiadau Dathlu'r Gymraeg', Welsh for adults, Coleg Cymraeg Cenedlaethol and Mudiad Meithrin. While we agree that so many bodies can lead to confusion, we note that mapping and coordinating the work already is happening on the ground in order to be able to develop, share and recognise what is happening already.

Mudiad Meithrin [Translation]

60. Some – the Mentrau Iaith and some local authorities – believe more responsibility and resources should be given to community-level activities:

*Ensuring greater responsibility for Welsh Language partners to take action in their fields would mean that it is possible to continue to offer flexibility and creativity, a response to local needs, practical support, innovation and piloting new projects, developing local ownership, etc. We therefore believe that more responsibility should be given to the Mentrau Iaith and Welsh language partners to take action, but that there is a need to ensure further investment in the work to develop that role to its full potential.

Menter Bro Dinefwr [Translation]

Next steps

61. The Welsh Government is grateful to all those who responded to the call for evidence and who attended one of the workshops. All responses contribute to the evidence we are considering as we develop policy proposals to reform legislation supporting the Welsh language.

62. The Government will publish those proposals in a White Paper. There will be a full public consultation on the White Paper.