

## CYNGOR BWRDEIS TREF SIROL RHONDDA CYNON TAF

### RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

#### *Welsh Language Cabinet Steering Group*

A Meeting of the **Welsh Language Cabinet Steering Group** will be held at the **Block F, Rhondda Cynon Taf Council Headquarters, Clydach Vale, CF40 2XX.** on **28 November 2017 at 2.00 pm**

Contact: Hannah Williams (Tel No. 01443 424062)

### ITEMS FOR CONSIDERATION

Pages

#### 1. **DECLARATION OF INTEREST**

To receive disclosures of personal interest from Members in accordance with the Code of Conduct.

Note:

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal interest.
2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they must notify the Chairman when they leave.

#### 2. **MINUTES**

To receive the minutes of the Welsh Language Cabinet Steering Group meeting which was held on 19<sup>th</sup> June, 2017.

**(Pages 5 - 20)**

#### 3. **SIMULTANEOUS TRANSLATION PROVISION**

To receive the report of the Temporary Director, Education & Lifelong Learning, providing the Welsh Language Steering Group with an opportunity to discuss the current simultaneous translation provision at full Council and various committee meetings facilitated by the Welsh Language Services Unit, the Executive and Regulatory Business Unit and Legal and Democratic Services.

**(Pages 21 - 54)**

**4. THE WELSH GOVERNMENT'S PROPOSALS FOR WELSH LANGUAGE BILL**

To receive the report of the Temporary Director, Education & Lifelong Learning, providing 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

**(Pages 55 - 226)**

**5. WELSH: WHAT'S CHANGED FOR COMMISSIONED PARTNERS**

To receive the report of the Temporary Director, Education & Lifelong Learning, providing the Welsh Language Cabinet Steering Group with an update on the Welsh Language Standards and the implications for Commissioned Partners.

**(Pages 227 - 246)**

**6. MENTER IAITH - GRANT CYMRAEG 2050**

To receive an update from Menter Iaith in respect of Grant Cymraeg 2050.

**7. URGENT BUSINESS**

To consider any other business, which the Chairman by reason of special circumstances is of the opinion should be considered at the meeting as a matter of urgency.

**Circulation: - All Members of the Steering Group, as follows:-**

**COUNTY BOROUGH COUNCILLORS:**

G. Hopkins (Chair)  
(Mrs) J. Rosser (Vice-Chair)  
R Bevan  
M Webber  
S. Rees-Owen  
J. James

**OFFICERS:**

Esther Thomas, Director of Education & Lifelong Learning  
Wendy Edwards, Head of Community Learning  
Steffan Gealy, Head of Welsh Language Service  
Christian Hanagan, Service Director of Cabinet & Public Relations

**MENTER IAITH**

Einir Sion

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## **CYFARFOD SWYDDOGOL O GRŴP LLYWIO'R CABINET AR FATERION Y GYMRAEG CYNGOR RHONDDA CYNON TAF**

Cofnodion cyfarfod Grŵp Llywio'r Cabinet ar faterion y Gymraeg ddydd Llun 19 Mehefin 2017 am 10.00am ym Mhencadlys y Cyngor, Cwm Clydach.

### **Dyma Gynghorwyr y Fwrdeistref Sirol oedd yn bresennol:-**

G. Hopkins – Cadeirydd

R. Bevan     J. Rosser     S. Rees-Owen

### **Dyma'r Swyddogion oedd yn bresennol**

Mrs W. Edwards – Pennaeth Addysg yn y Gymuned

Mr S. Gealy – Rheolwr Gwasanaethau Cymraeg

Ms E. Siôn – Menter Iaith

Ms E. Thomas – Cyfarwyddyd Dros Dro, Addysg a Dysgu Gydol Oes

Mr G. Colombo De Menezes – Swyddog Graddedig

Ms K. Herbert – Swyddog Graddedig

Ms Hannah Williams – Swydd Busnes y Cabinet

### **1. CROESO AC YMDDIHEURIADAU**

Achubodd y Cadeirydd ar y cyfle i groesawu Aelodau newydd, a'r ddau Swyddog Graddedig, i gyfarfod Grŵp Llywio'r Cabinet ar faterion y Gymraeg. Daeth ymddiheuriadau oddi wrth y Cynghorydd Bwrdeistref Sirol M. Webber a'r Ysgrifennydd i'r Cabinet, Mr C. Hanagan.

### **2. DATGANIAD O FUDDIANNAU**

Doedd dim datganiadau o fuddiant yn ymwneud â'r agenda.

### **3. COFNODION**

Cymeradwywyd cofnodion y cyfarfod a gynhaliwyd ar 25 Ionawr, 2017 yn gofnodion cywir o'r cyfarfod yn dilyn y newid canlynol:

**26. Strategaeth Hybu'r Gymraeg** – Paragraff 13, yn cyfeirio at amser pan fydd y boblogaeth yn fwy craff, i'w ddileu, a'i ddiwygio i 'Esboniodd yr Aelod o'r Cabinet ar faterion Datblygu'r Economi, Twristiaeth, a Chynllunio mor anodd yw datblygu adeiladau newydd yn sgîl diffyg tir a newid demograffig.'

#### **4. ADRODDIAD CYDYMFFURFIO Â SAFONAU'R GYMRAEG 2016-2017 – I'W GYFLWYNO I GOMISIYNYDD Y GYMRAEG**

Achubodd Pennaeth Addysg yn y Gymuned ar y cyfle i ddarparu Aelodau newydd y Grŵp Llywio gefndir Deddf yr Iaith Gymraeg, y Safonau sydd newydd gael eu cyflwyno, a gwaith Grŵp Llywio'r Cabinet ar faterion y Gymraeg.

Esboniodd y Swyddog fod Deddf yr Iaith Gymraeg 1993 wedi gwneud y Gymraeg yn gydradd â'r Saesneg yng Nghymru; a bod y Cynulliad Cenedlaethol wedi pasio Mesur y Gymraeg (Cymru) yn 2011 er mwyn rhoi statws swyddogol i'r Gymraeg yng Nghymru.

Yn 2015 fe gyflwynodd Comisiynydd y Gymraeg Safonau'r Gymraeg, wedi'u sefydlu gan Lywodraeth Cymru o dan Fesur y Gymraeg (Cymru) 2011. Esboniodd y Swyddog fod gan y Cyngor ddyletswydd i gydymffurfio â'r safonau hyn, neu efallai y caiff dirwy ei roi yn dilyn pob cwyn wedi'i chadarnhau. Cafodd aelodau o'r Grŵp Llywio eu hatgoffa fod y Cyngor yn herio 14 o'r Safonau yn sgîl problemau gydag amserlenni, ayyb. O ganlyniad i hyn, roedd y Comisiynydd wedi ymestyn rhai terfynau amser penodol hyd at fis Mawrth 2018. Esboniodd y Swyddog fod chwe chyfieithydd ar y pryd wedi cael eu hyfforddi er mwyn lleddfu'r pwysau ar y gwasanaeth, a bod y Cyngor yn dal wedi ymrwymo i hybu'r Gymraeg, ac i beidio â'i hystyried yn llai ffafriol na'r Saesneg.

Esboniodd y Swyddog fod y Cabinet wedi cymeradwy'r Cynllun Gweithredu yn 2016, gan ddiolch i Fforwm Iaith am ei waith partneriaeth helaeth wrth sicrhau bod y safonau yn cael eu bodloni, a gan ddiolch hefyd i'r holl Aelodau, gan roi sylwadau i'r perwyl nad yw'r Gymraeg yn wleidyddol, ond yn thema drawsbleidiol yng Nghynllun Corfforaethol y Cyngor yn ei gyfanrwydd.

Hysbyswyd aelodau'r Grŵp Llywio mai'r Adroddiad o'u blaen yw ail adroddiad monitro blynyddol y Cyngor o ran y ffordd y mae wedi cydymffurfio â'r Safonau Statudol. Esboniwyd bod Safonau 158, 164 a 170 o'r Hysbysiad Cydymffurfio a gyhoeddwyd o dan Adran 44 o Fesur y Gymraeg (Cymru) 2011 yn ei gwneud yn ofynnol i'r Cyngor lunio Adroddiad mewn perthynas â bob blwyddyn ariannol sy'n sail i'r ffordd mae'r Cyngor wedi cydymffurfio â'r safonau cyflenwi gwasanaethau, y safonau llunio polisi, a'r safonau gweithredu.

Diolchodd y Cadeirydd i'r Swyddog am ei Hadroddiad, gan wneud y sylw ei bod yn bleser arbennig gweld cynnydd yn cael ei wneud ym mhob rhan o Feysydd gwasanaeth y Cyngor. Holodd y Cadeirydd y cwynion a ddaeth i

law yn ystod blwyddyn ariannol 2016-17, ac, yn benodol, y rheiny yn ymwneud â gwersi nofio. Hysbysodd y Swyddog, y bu tri ymchwiliad:-

1. Gwersi Nofio a gynhelir drwy gyfrwng y Gymraeg
2. Un ymateb e-bost allan o'r swyddfa heb ei gyfieithu
3. Ymateb e-bost wedi'i gyhoeddi drwy gyfrwng y Saesneg

O ran ystyried gwersi nofio, esboniodd y Swyddog fod y Gwasanaeth Hamdden wedi bod yn rhagweithiol yn ei ymateb i'r gŵyn, gyda chyfarfodydd cadarnhaol yn cael eu cynnal. Esboniwyd bod ymdrechion i ddatblygu sgiliau iaith y staff yn parhau ond nad oedd pob un ohonyn nhw, er gwaetha'r modd, â chymwysterau llawn. Mae hysbyseb barhaus wedi'i rhyddhau ar gyfer Hyfforddwy'r Nofio Cymraeg eu hiaith, ond hyd yn hyn does dim un cais wedi dod i law. Fe benderfynwyd o ganlyniad i hyn gysylltu ag ysgolion cyfrwng Cymraeg er mwyn datblygu rhaglen ar gyfer rhai 16-18 oed, a gâi eu hyfforddi a'u talu i gyflwyno gwersi nofio.

Cyfeiriodd y Cynghorydd S. Rees-Owen y Grŵp at dudalen 51 o'r Adroddiad, lle dangosid gwybodaeth Hysbysebu; gofynnai pa swyddi yn y Cyngor na fydden nhw'n gofyn am sgiliau Cymraeg. Esboniodd y Swyddog taw mater ar gyfer pob gwasanaeth unigol yw hwn, ond fe ddarparodd enghraifft o staff mewnlol yn yr Adran Gyllid, nad oedden nhw o bosibl angen sgiliau iaith Gymraeg, ond ei fod yn bosibl efallai y bydd angen i staff sy'n gweithio gyda'r cyhoedd neu wrth y dderbynfa allu sgwrsio drwy gyfrwng y Gymraeg.

Nododd y Cynghorydd hefyd nad oedd sôn am nifer y Cymry Cymraeg ymhlith yr Aelodau Etholedig. Fe hysbysodd Rheolwr Gwasanaethau Cymraeg nad oedd hyn wedi'i gynnwys gan nad oedd yn un o ofynion y Comisiynydd. Ychwanegodd y Swyddog fod tri ar ddeg o Aelodau Etholedig ar hyn o bryd â dealltwriaeth o'r Gymraeg, a'i fod yn bleser arbennig nodi fod eraill wedi dangos diddordeb mewn dysgu.

Cyfeiriodd Ms E. Siôn, Menter Iaith, yn ôl at agwedd recriwtio y Cyngor, gan wneud y sylw fod yma gyfle i feysydd gwasanaeth ailymweld â'r broses gwneud cais, gan sicrhau bod rhagor o swyddi cyhoeddus yn cynnwys gwybodaeth am y sgiliau iaith Gymraeg oedd yn ofynnol.

Fe hysbysodd y Swyddog fod rhaid i'r Adroddiad gael ei gyhoeddi ar wefan y Cyngor erbyn 30 Mehefin 2017.

Diolchodd y Cadeirydd i'r Swyddog am yr Adroddiad, gan wneud y sylw y dylai Adroddiadau yn y dyfodol fod yn sail i gynllun y Cyngor.

Yn dilyn trafod, **PENDERFYNWYD:**

- a) Nodi cynnwys yr Adroddiad

- b) Argymhell bod yr adroddiad yn cael ei gyhoeddi ar wefan Cyngor Bwrdeistref Sirol Rhondda Cynon Taf a'i fod ar gael ym mhob un o swyddfeydd yr awdurdod sydd ar agor i'r cyhoedd cyn 30 Mehefin 2017 fan bellaf.
- c) Gwneud trefniadau ar gyfer rhoi gwybod i'r cyhoedd bod yr adroddiad blynyddol wedi cael ei gyhoeddi.

## 5. HYRWYDDO'R GYMRAEG MEWN CYMUNEDAU LLEOL

Aeth y Swyddogion Graddedig, M. K. Herbert a Mr G. Colombo De Menezes ati i roi i'r Grŵp Llywio wybodaeth mewn perthynas â phrosiect yr oedden nhw'n ymgymryd ag ef er mwyn cynorthwyo'r Cyngor o ran ei ofyniad i fodloni holl safonau statudol perthnasol fel y nodwyd yn yr Hysbysiad Cydymffurfio Statudol o dan Safonau'r Gymraeg newydd 2015.

Y nod oedd, yn ôl esboniad y Swyddogion, i greu cynllun cyflenwi sy'n pennu sut y gellir mynd i'r afael â'r argymhellion sy'n cael eu gwneud o fewn maes gwasanaethau iaith Gymraeg o fewn rhaglenni trechu tlodi yn Rhondda Cynon Taf, a hynny er mwyn ategu strategaeth bum mlynedd ehangach y Cyngor ar gyfer hybu'r iaith Gymraeg yn Rhondda Cynon Taf.

Esboniwyd fod nifer o ddulliau wedi cael eu defnyddio er mwyn casglu gwybodaeth a data mewn perthynas â defnyddwyr yr iaith Gymraeg ym mhob man ar draws Rhondda Cynon Taf, gan gynnwys arolygon sgiliau staff, a thrafodaethau mewnol ac allanol.

Roedd canlyniadau'r arolwg fel a ganlyn:-

- Cafwyd cyfweiliadau â chyfanswm o 85% o aelodau o'r staff
- Mae mwyafrif helaeth (80%) wedi dweud taw ychydig neu ddim dealltwriaeth yn gyffredinol sydd ganddynt
- Dim ond 6% (pump o bobl) sydd â gwybodaeth dda, a 9% (wyth o bobl) sy'n ystyried eu hunain yn rhugl
- Cwm Cynon oedd â'r nifer uchaf o siaradwyr Cymraeg (neu drigolion oedd yn eu gweld eu hunain yn ddigon hyderus i ddefnyddio'r iaith)

Aeth y Swyddogion ymlaen i gyflwyno i'r Grŵp Llywio y prif faterion sy'n gysylltiedig â hybu'r iaith Gymraeg yn Rhondda Cynon Taf:-

- Diffyg staff sydd â sgiliau iaith Gymraeg
- Cysylltu'r iaith Gymraeg â'r Ysgol/Addysg
- Y meddylfryd nad oes angen yr iaith Gymraeg yn yr ardal hon
- Adnoddau a chyllid cyfyngedig
- Dealltwriaeth o'r Safonau a sut maen nhw'n berthnasol i'r cyrff gwirfoddol

Gan gydnabod y materion a chyfleoedd sydd wedi'u cyflwyno i gyrff a chlybiau yn Rhondda Cynon Taf, argymhellodd y Swyddogion fel hyn:-



- Dosbarthu 'pecyn gwybodaeth' i bob sefydliad/clwb gwaith er hwylustod cyfeirio a chyflenwi adnoddau am ddim
- Cynnal trafodaethau â'r Gwasanaeth Ymgysylltu a Chyfranogiad Ieuencid er mwyn cael gwybod rhagor am eu gweithgareddau a dysgu gan eu dulliau a thechnegau.
- Datblygu gwefan/ap/gofod a rennir ar wefan Cyngor Rhondda Cynon Taf ar gyfer aelodau pob corff gwirfoddol/clwb gwaith

Nododd y Cadeirydd fod y gwaith sydd wedi'i wneud gan y Swyddogion Graddedig wedi cydnabod angen am gydbwysedd rhwng creu galw a darparu ar gyfer galw, gan ychwanegu y byddai hyn yn fater parhaus i'w ddilyn ymlaen oherwydd demograffig Rhondda Cynon Taf.

Rhoddwyd enghraifft ddrafft o'r pecyn gwybodaeth a gâi ei ddosbarthu i gyrff a chlybiau gwaith, i aelodau'r Grŵp Llywio, gan gydnabod y byddai hyn yn adnodd defnyddiol ar gyfer cyfieithu cyflym.

Cwestiynodd y Cadeirydd gynnwys ffactorau diwylliannol yn y pecyn drafft, gan awgrymu y byddai'n fwy syml pe bai'n cynnwys cyfeiriadau mwy penodol at faterion cydymffurfio.

Cododd y Cadeirydd gwestiwn arall mewn perthynas â'r Uned Gwasanaethau Cymraeg, a'r cymorth mae'n ei gynnig, a chadarnhaodd Rheolwr Gwasanaeth Cymraeg y byddai'r Uned yn cyfieithu ar gyfer y cyrff hynny wedi'u comisiynu gan y Cyngor.

Roedd Cyfarwyddyd Dros Dro, Addysg a Dysgu Gydol Oes wedi'i siomi wrth weld nifer helaeth o'r bobl fu'n destun arolwg heb hyder yn eu gwybodaeth o'r Gymraeg, ac felly wedi rhoi sgôr isel iddyn nhw'u hunain. Nododd y Cyfarwyddyd Dros Dro fod pedair ysgol uwchradd cyfrwng Cymraeg yn Rhondda Cynon Taf, a bod pob ysgol cyfrwng Saesneg yn cyflwyno addysg Gymraeg. Cytunodd aelodau'r Grŵp Llywio fod materion hyder yn rhan annatod o'r ffordd y bydd pobl yn eu gweld eu hunain.

Dilynodd sgysiau ynghylch dulliau o godi lefelau hyder yn y rheiny sy'n meddu ar wahanol alluoedd o sgiliau Cymraeg. Awgrymodd Ms E. Siôn y byddai sesiwn ymwybyddiaeth iaith fer yn ddefnyddiol yn rhan o unrhyw arolwg iaith yn y dyfodol. Byddai hyn yn caniatáu i bobl gael dealltwriaeth well o'u lefel gwybodaeth. Tawelodd S. Gealy, Pennaeth Gwasanaeth Cymraeg feddwl y Grŵp, gan nodi bod Llywodraeth Cymru wrthi'n lansio dull asesu a fydd yn fodd i ganiatáu i ddefnyddwyr hunan-asesu eu galluoedd mewn amgylchedd cyfforddus. Rhoddodd wybod hefyd fod y Gwasanaeth Cyfieithu

newydd gyflogi Tiwtor sy'n gallu cynnig gwasanaeth i'r rheiny sy'n dymuno magu eu sgiliau iaith.

Mynegodd y Cynghorydd Rees-Owen mor bwysig yw hi i'r Cyngor roi gwybod am yr holl gymorth sydd ganddo i'w gynnig i gyrff, staff a thrigolion, er mwyn iddyn nhw gael dealltwriaeth ehangach o'r cyfleoedd.

Dilynodd trafodaethau ynghylch rôl y Sector Gwirfoddol, a chofiodd y Grŵp am y dyletswyddau hynny sy'n cael eu gwahanu o ddyletswyddau'r Cyngor o dan y Cynllun Gweithredu. Hysbysodd y Swyddogion Graddedig, os yw'r corff gwirfoddol neu'r darparrydd clwb gwaith wedi'i gomisiynu gan y Cyngor, fod angen iddyn nhw gydymffurfio â'r Safonau. Ychwanegodd y Cynghorydd J. Rosser, Aelod o'r Cabinet ar faterion Addysg a Dysgu Gydol Oes, er bod y ffigurau yn isel ar gyfer defnyddwyr Cymraeg yn y Sector Gwirfoddol, fod yn eu plith agwedd gadarnhaol, a bodlonrwydd dysgu.

Awgrymodd Ms E. Siôn y byddai'n ddefnyddiol pe bai rhagor o wasanaethau yn cael eu cynnig ym mhob clwb gwaith, ac y byddai Gyrfa Cymru yn ychwanegiad gwerthfawr a lleol i'r rhestr.

Cafodd trafodaethau eu cynnal eto ynghylch proses recriwtio'r Cyngor, gydag Aelodau yn nodi bod angen am ddiffiniad mwy cadarn o agwedd iaith Gymraeg y fanyleb person. Cytunodd Pennaeth Addysg yn y Gymuned nad oes gan y gofynion 'hanfodol' a 'dymunol' yr un ystyr ar gyfer pob rôl a swyddogaeth. Er enghraifft, mae'n bosibl y bydd gofyn am sgiliau Cymraeg llafar mewn swydd derbynnydd, ond bod cyfathrebu yn Gymraeg ar bapur yn ofyniad dymunol. Cytunodd aelodau'r Grŵp Llywio fod hyn yn fater y mae angen i'r adran Adnoddau Dynol a Phenaethiaid Gwasanaethau gael dealltwriaeth gryfach ohono cyn hysbysebu swydd.

Wrth gloi, rhoddodd y Swyddogion Graddedig dawelwch meddwl i'r Grŵp Llywio y bydden nhw'n parhau â'u gwaith gyda'r Uned Gwasanaethau Cymraeg a'r Rhaglenni Trechu Tlodi, gan gymryd i ystyriaeth y sylwadau a gafodd eu gwneud gan aelodau.

Diolchodd y Cadeirydd i'r Swyddogion Graddedig am eu cyflwyniad llawn gwybodaeth, gan awgrymu y dylen nhw ddychwelyd i gyfarfod o Grŵp Llywio'r Cabinet ar faterion y Gymraeg yn y dyfodol er mwyn rhoi'r wybodaeth ddiweddaraf ar y cynnydd sy'n cael ei wneud.

**\*Safodd aelodau'r Grŵp Llywio am 11.00am am funud o dawelwch er mwyn cofio dioddefwyr tân Tŵr Grenfell.**

Cododd y Cynghorydd S. Rees-Owen, a hithau'n un o aelodau newydd Grŵp Llywio'r Cabinet ar faterion y Gymraeg, nifer o gwestiynau mewn perthynas â'r

trefniadau cyfieithu newydd ar gyfer cyfarfodydd o Bwyllgorau'r Cyngor. Hysbyswyd y Cynghorydd y trefnir bod offer cyfieithu ar gael ym mhob cyfarfod perthnasol yn y dyfodol, heb fod angen rhoi gwybod ymlaen llaw.

**6. DYDDIAD Y CYFARFOD NESAF**

Hysbysodd y Cadeirydd fod cyfarfod nesaf Grŵp Llywio'r Cabinet ar faterion y Gymraeg i fod i ddigwydd ddydd Mawrth 14 Tachwedd 2017, ar yr amod nad oes angen cyfarfod ar ddyddiad cynharach.

**Daeth y cyfarfod i ben am 11.10am**

**Y Cynghorydd G Hopkins**

**Cadeirydd**

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**OFFICIAL ATTENDANCE OF RHONDDA CYNON TAF COUNCIL'S  
WELSH LANGUAGE CABINET STEERING GROUP**

Minutes of the meeting of the Welsh Language Cabinet Steering Group on Monday 19<sup>th</sup> June 2017 at 10am at the Council Headquarters, Clydach Vale.

**County Borough Councillors in attendance:-**

G Hopkins - Chairman

R Bevan      J Rosser      S Rees-Owen

**Officers in attendance**

Mrs W Edwards – Head of Community Learning

Mr S Gealy – Service Manger – Welsh Language Services

Ms E Siôn - Menter Iaith

Ms E Thomas – Temporary Director, Education & Lifelong Learning

Mr G Colombo De Menezes – Graduate Officer

Ms K Herbert – Graduate Officer

Ms Hannah Williams – Cabinet Business Officer

**1. WELCOME & APOLOGIES**

The Chair took the opportunity to welcome new Members and the two Graduate Officers to the meeting of the Welsh Language Cabinet Steering Group. Apologies for attendance were received from County Borough Councillor M Webber and the Secretary to the Cabinet, Mr C Hanagan.

**2. DECLARATION OF INTEREST**

There were no declarations of interest made pertaining to the agenda.

**3. MINUTES**

The minutes of the 25<sup>th</sup> January, 2017 were approved as an accurate reflection of the meeting subject to the following amendment:-

**26. The Welsh Language Promotion Strategy** – paragraph 13 – ‘at a time where the population is savvier’ to be removed and amended to ‘The Cabinet Member for Economic Development, Tourism and Planning explained the difficulty of developing new buildings due to a lack of land and a change in demographic.’

#### **4. WELSH LANGUAGE STANDARDS COMPLIANCE REPORT TO THE WELSH LANGUAGE COMMISSIONER 2016-17.**

The Head of Community Learning took the opportunity to provide new Members of the Steering Group with the background of the Welsh Language Act, the newly introduced Standards and the work of the Welsh Language Cabinet Steering Group.

The Officer explained that in 1993, the Welsh Language Act was passed, which put the Welsh Language on an equal footing with the English Language in Wales; and in 2011, the Welsh Language (Wales) Measure was passed by the National Assembly for Wales to give the Welsh Language official status in Wales.

In 2015, the Welsh Language Commissioner introduced the Welsh Language Standards, established by the Welsh Government under the Welsh Language (Wales) Measure 2011. The Officer explained that it was the Council's duty to comply with these standards, or a fine could be issued following each complaint upheld. The Steering Group were reminded that 14 of the Standards were challenged by Rhondda Cynon Taf due to issues with time scales etc, and as a result, the Commissioner had extended certain deadlines to March 2018. The Officer explained that since the appeal, six simultaneous translators had been trained to relieve the pressure on the service and that the Council remained committed to its duty to promote the Welsh Language and to consider it no less favourably than the English Language.

The Officer explained that Cabinet approved the Action Plan in 2016; thanking Fforwm Iaith for their extensive partnership work in ensuring the standards are met and thanking all Members, commenting that the cross-party Steering Group highlighted that the Welsh Language isn't political, but rather a cross-cutting theme in the Council's Corporate Plan as a whole.

Members of the Steering Group were advised the report before them was the second annual monitoring report published by the Council in respect of the way it has complied with the Statutory Standards. It was explained that Standards 158, 164 and 170 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011 requires the Council to produce a report in relation to each financial year which underpins the way in which the Council has complied with the service delivery standards, the policy making standards and the operational standards.

The Chair thanked the Officer for her report, commenting that it was pleasing to see progress being made across service areas of the Council. The Chair queried the complaints received during the financial year 2016-17, and in particular, those relating to swimming lessons. The Officer advised that there had been three investigations:-

1. Swimming Lessons conducted in the medium of Welsh
2. One non-translated out of office email response
3. An email response delivered in the medium of English

With regard to swimming lessons, the Officer explained that the Leisure department had been pro-active in their response to the complaint, with positive meetings taking place. It was explained that there was an ongoing attempt to develop staff language skills but unfortunately not all were fully qualified. An ongoing advert had been released for Welsh speaking Swimming Instructors but there had been no applicants. Consequently it had been decided to contact Welsh-medium schools in order to develop a programme for 16-18 year olds, who would be trained and paid for delivering swimming lessons.

Councillor S Rees-Owen referred the Group to page 51 of the report, where Recruitment and Advertising information was displayed; asking which posts in the Council wouldn't require Welsh Language skills. The Officer explained that this was an issue for each individual service, but provided an example of internal staff in the Finance department, who may not require skills but staff working with the public or at reception may need to be able to converse in the medium of Welsh.

The Councillor also noted that there was no mention of the number of Welsh speakers among the Elected Members. The Service Manager, Welsh Language Services advised that this wasn't included as it wasn't a requirement by the Commissioner. The Officer added that there were currently thirteen Elected Members with an understanding of the Welsh Language and that it was pleasing to note that others had shown an interest in learning.

Ms E Siôn, Menter Iaith, referred back to the recruitment aspect of the Council, commenting that there was an opportunity for service areas to revisit the application process, ensuring that more public posts include information on the Welsh Language skills required.

The Officer advised that the report had to be published to the Council's website by no later than 30<sup>th</sup> June 2017.

The Chair thanked the Officer for the report, commenting that future reports should inform the Council's plan.

Following discussions, it was **RESOLVED** to:

- a) Note the contents of the report
- b) Approve the report for publication on Rhondda Cynon Taf County Borough Council's website and in each of the authority's offices that are open to the public by no later than 30<sup>th</sup> June 2017.
- c) Make arrangements for publicising the fact that the annual report has been published.

## **5. PROMOTION OF THE WELSH LANGUAGE WITHIN LOCAL COMMUNITIES**

Graduate Officers, Ms K Herbert and Mr G Colombo De Menezes provided the Welsh Language Cabinet Steering Group with information in respect of a project they were undertaking to support the Council in its requirement to meet all relevant statutory standards as noted in the Statutory Compliance Notice under the new Welsh Language Standards, 2015.

The Officers explained that the aim was to Create a delivery plan that identifies how the recommendations made in the 'Welsh language services within tackling poverty programmes in RCT' can be addressed to support the Council's wider 5 year strategy for promoting the Welsh language in RCT.

It was explained that a number of methods were used to collect information and data in respect of Welsh language users throughout RCT, including staff skills surveys and internal and external discussions.

The results of the survey were as follows:-

- A total of 85 staff members were interviewed
- The vast majority (80%) have said they have little or none overall understanding
- Only 6% (5 people) have a good knowledge and 9% (8 people) were considered fluent
- The Cynon Valley had the highest number of Welsh language speakers (or residents who perceived themselves as confident enough to use the language)

The Officers went on to provide the Steering Group with the main issues related to Welsh Language promotion in the County:-

- Lack of staff with Welsh Language Skills
- Welsh language is associated with School / Education
- Mindset that the Welsh language is not required in this area
- Limited resources and funding



- Understanding of the Standards and how they apply to the voluntary organisations

Recognising the issues and opportunities presented to organisations and clubs within RCT, the Officers recommended that:-

- An 'information pack' is distributed to each organisation/ work club setting for ease of reference and provision of complimentary resources
- Discussions be held with the Youth Engagement and Participation Services (YEPS) to find out more about their activities and learn from their approaches and techniques.
- A website/app/shared space on RCT website for members of each voluntary organisation/work club be developed

The Chair commented that the work conducted by the Graduate Officers recognised that there was a need for balance between creating demand and providing for demand, adding that this would be an ongoing issue to progress due to the demographic of RCT.

Members of the Steering Group were provided with a draft example of the information pack which would be distributed to organisations and work clubs, recognising that it would be a useful resource for quick translation.

The Chair queried the inclusion of cultural factors in the draft pack, suggesting that it would be more streamlined if it were to contain more specific reference to compliance issues.

The Chair also raised a query in respect of the Welsh Language Unit and the support they offer, with the Service Manager, Welsh Language Services confirming that the unit would translate for those organisations commissioned by the Council.

The Temporary Director, Education & Lifelong Learning was disappointed to see that a vast amount of people surveyed were not confident in their knowledge of the Welsh Language and had therefore underscored themselves. The Temporary Director commented that there were four Welsh Medium Secondary schools in RCT, and all English Medium schools provided Welsh Language education. Members of the Steering Group agreed that confidence issues are an integral part in the way a person perceives themselves.

Conversations ensued around methods to raise confidence levels in those who possess Welsh Language skills at different abilities. Ms E Sion suggested that a short language awareness session would be useful as part

of any future language survey, allowing people to have a better understanding of their knowledge level. The Head of the Welsh Language Service, S Gealy reassured the Group that the Welsh Government are in the process of launching an assessment tool which will allow users to self-assess their Welsh abilities in a comfortable environment. It was also advised that the Translation Service had recently employed a Tutor who is able to offer a service to those wishing to develop their language skills.

Councillor Rees-Owen expressed the importance of the Council conveying the support it has to offer to organisations, staff and residents, in order for them to have a broader understanding of the opportunities.

Discussions ensued around the role of the Voluntary Sector, where the Group recalled the duties being separated from those of the Council under the Action Plan. The Graduate Officers advised that if the voluntary organisation or work club provider is commissioned by the Council, there is a need for them to comply with the Standards. The Cabinet Member for Education & Lifelong Learning, Councillor J Rosser, added that although the figures of Welsh Language users within the Voluntary Sector were low, there was a positive attitude and willingness to learn amongst them.

Ms E Siôn suggested that it would be useful if more services within each work club were included and that 'Gyrfa Cymru' would be a valuable and local addition to the list.

Discussions again formed around the recruitment process of the Council, with Members commenting that there was a need for more robust definition of the Welsh Language aspect of the person specification. The Head of Community Learning agreed that the requirements, 'essential' and 'desirable' do not have the same meaning for every role. For example, a receptionist post may require essential Welsh skills orally, but to communicate Welsh in written form may be a desirable requirement. Members of the Steering Group unanimously agreed that this is something which both the Human Resources department and the Heads of Service recruiting need to have a stronger understanding of prior to advertising a post.

The Graduate Officers concluded by reassuring the Steering Group that they would continue their work with the Welsh Language Unit and the Tackling Poverty Programmes, taking into account the comments made by Members.

The Chair thanked the Graduate Officers for their informative presentation, suggesting that they return to a future meeting of the Welsh Language Cabinet Steering Group to present an update on the progress made.

**\*At 11am, Members of the Steering Group stood for a National minute silence to remember the victims of the Grenfell Tower fire.**

As a new Member of the Welsh Language Cabinet Steering Group, Councillor S Rees-Owen raised several questions in respect of the new translation arrangements for Committee meetings of the Council. The Councillor was advised that translation equipment will be made available at all future relevant meetings, with there being no need to give notice.

**6. DATE OF NEXT MEETING**

The Chair advised that the next meeting of the Welsh Language Cabinet Steering Group was due to take place on Tuesday 14<sup>th</sup> November, 2017, providing a meeting isn't needed at an earlier date.

**This meeting closed at 11:10am**

**Cllr G Hopkins  
Chairman.**

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## CYNGOR BWRDEISTREF SIROL RHONDDA CYNON TAF

### GRŴP LLYWIO'R CABINET AR FATERION Y GYMRAEG

28 TACHWEDD 2017

#### DARPARU GWASANAETH CYFIEITHU AR Y PRYD I GYNGOR BWRDEISTREF SIROL RHONDDA CYNON TAF YN EI GYFARFODYDD O'R CYNGOR LLAWN A'I BWYLLGORAU

#### ADRODDIAD Y CYFARWYDDWR ADDYSG A DYSGU GYDOL OES MEWN TRAFODAETH Â'R AELOD PERTHNASOL SYDD Â CHYFRIFOLDEB, Y CYNGHORYDD G. HOPKINS

**AWDUR:** Wendy Edwards, Pennaeth Addysg yn y Gymuned (01443 744111)  
Steffan Gealy, Rheolwr Gwasanaethau'r Gymraeg (01443 570002)

#### 1. DIBEN YR ADRODDIAD

- 1.1 Diben yr adroddiad yw rhoi cyfle i Grŵp Llywio'r Cabinet ar faterion y Gymraeg i drafod y ddarpariaeth cyfieithu ar y pryd yn y Cyngor llawn a chyfarfodydd pwyllgorau amrywiol wedi'i hwyluso gan Uned Gwasanethau Cymraeg y Cyngor, Uned Busnes Rheoleiddiol a Gweithredol a'r Gwasanaethau Cyfreithiol.

#### 2. ARGYMHELLION

Dyma'r argymhellion i aelodau o Grŵp Llywio'r Cabinet ar faterion y Gymraeg:

- 2.1 Nodi cynnwys yr adroddiad;
- 2.2 Pwysu a mesur yr wybodaeth a chynnig sylwadau.
- 2.3 Cymeradwyo canllawiau drafft ar gyfer hwyluso cyfarfodydd dwyieithog gyda chyfieithu ar y pryd (Atodiad 2) ynghyd â hyfforddiant pellach ar gyfer bawb sydd ynglŷn â chyfarfodydd dwyieithog.

#### 3. RHESYMAU DROS YR ARGYMHELLION

- 3.1 Mae'n ofynnol i'r Cyngor, o dan safonau 24, 24A, 26, 26A, 27A, 27D, 29, 29A 32, 33, 74, 79, 114, 118, 139 ei Hysbysiad Cydymffurfio a gafodd ei gyhoeddi o dan Adran 44 Mesur y Gymraeg (Cymru) 2011, i

gynnal gwasanaeth cyfieithu ar y pryd mewn cyfarfodydd mewnol ac allanol (Atodiad 1).

- 3.2 Mae'r gofyniad i ddarparu gwasanaethau cyfieithu ar y pryd i gefnogi'r Cyngor i gwrdd â Safonau'r Gymraeg wedi rhoi pwysau ychwanegol ar wasanaethau'r Cyngor, yn enwedig y Gwasanaethau Cyfreithiol a Llywodraethol a Gwasanaethau'r Gymraeg.
- 3.3 Bydd yr adroddiad hwn yn rhoi cyfle i gymeradwyo canllawiau newydd ar ddarparu gwasanaeth cyfieithu ar y pryd i sicrhau bod Cynghorwyr a staff yn effro i'r camau sydd rhaid eu hystyried er mwyn galluogi pobl i ddefnyddio eu dewis iaith yn gwbl naturiol a hwylus mewn cyfarfodydd sy'n cynnwys darpariaeth cyfieithu ar y pryd.

#### **4. CEFNDIR**

- 4.1 Derbyniodd Cyngor Rhondda Cynon Taf ei Hysbysiad Cydymffurfio terfynol gan Gomisiynydd y Gymraeg ar 30 Medi 2015. Roedd yr Hysbysiad yn ymdrin â'r ddyletswydd sydd ar y Cyngor i fodloni 171 o Safonau sy'n ymwneud â'r Gymraeg a gafodd eu pennu gan Lywodraeth Cymru o dan Fesur y Gymraeg (Cymru) 2011. Cafodd cais i herio rhai Safonau, gan gynnwys y Safonau o ran Cyfieithu ar y Pryd, ei gyflwyno i'r Comisiynydd ar 29 Mawrth 2016.
- 4.2 Cyhoeddodd Comisiynydd y Gymraeg yr Hysbysiad Cydymffurfio terfynol diwygiedig ar gyfer Cyngor Rhondda Cynon Taf ym mis Medi 2016. Er bod yr hysbysiad diwygiedig yn adlewyrchu newidiadau i'r amserlenni a gytunwyd gan Gomisiynydd yr Iaith Gymraeg yng ngoleuni apêl y Cyngor, doedd e ddim wedi lleihau'r gofyn ar y Cyngor i ddarparu cyfieithu ar y pryd mewn cyfarfodydd.

#### **5. SEFYLLFA BRESENNOL**

- 5.1 Yn dilyn trafodaethau rhwng y Gwasanaethau Cyfreithiol a Llywodraethol, Gwasanaethau'r Gymraeg a Chyfarwyddwr Gwasanaeth Swyddfa'r Cabinet a Chysylltiadau Cyhoeddus (Mehfin 2017), penderfynwyd hwyluso darpariaeth cyfieithu ar y pryd ym mhob cyfarfod llawn o'r Cyngor a phwyllgorau a oedd i'w cynnal yn siambr y Cyngor ar unwaith.
- 5.2 Mae calendr dros dro'r cyfarfodydd yn cynnwys 139 ar gyfer y flwyddyn Fwrdeistrefol lawn, ac eithrio unrhyw gyfarfodydd ychwanegol sy'n cael eu galw ar frys, yn ychwanegol at y rhai sy wedi'u nodi yn 5.3 isod.
- 5.3 Yn unol ag ymdrechion y Cyngor i gynyddu cyfranogiad trigolion yn y broses Craffu, mae gofyn pellach ar y Cyngor i hwyluso cyfieithu ar y pryd mewn cyfarfodydd Pwyllgor mewn gwahanol leoliadau ledled y

Fwrdeistref Sirol. Hyd yn hyn, mae 9 cyfarfod wedi cael eu trefnu i'w cynnal 'oddi ar y safle'.

- 5.4 Derbyniodd Gwasanaethau'r Gymraeg fuddsoddiad ychwanegol yn 2016/2017 (dau gyfieithydd ychwanegol ynghyd â chynyddu o un swydd o 30 awr i 37 awr) i ymdrin â'r galw cynyddol am wasanaethau cyfieithu papur a cheisiadau cyfieithu ar y pryd ad-hoc. Doedd y cyllid ychwanegol ddim ar gyfer hwyluso darpariaeth cyfieithu ar y pryd naill mewn cyfarfodydd llawn o'r Cyngor a Phwyllgorau yn siambr y Cyngor nac mewn gwahanol leoliadau ledled y Fwrdeistref Sirol.
- 5.5 Wedi dweud hynny, mae 4 o gyfieithwyr y Cyngor wedi derbyn cwrs hyfforddi 10 awr er mwyn darparu sgiliau cyfieithu ar y pryd sylfaenol. Mae arbenigedd a hyblygrwydd y garfan bresennol i'w gymeradwyo, yn enwedig parodwydd gwirfoddol y staff o ran newid eu horiau gwaith er mwyn bodloni anghenion y Cyngor. Fodd bynnag, yn allweddol ar gyfer datblygu sgiliau cyfieithu ar y pryd lefel uwch yw cyfleoedd digonol i ymarfer yn ogystal â sicrhau bod camau cadarn ar waith ar gyfer pawb sydd ynglŷn â chyfarfodydd dwyieithog er mwyn cynnal darpariaeth hwylus.
- 5.6 Yn ogystal, bu peth pryderon ymysg staff ac Aelodau Etholedig ynghylch darparu'r gwasanaeth mewn cyfarfodydd, yn bennaf yn sgil bod y ddarpariaeth yn newydd a'r cymhlethdodau sy'n cwmpasu agweddau ar hwyluso dwy iaith mewn cyfarfodydd. Bydd canllawiau cadarn ar gyfer pawb sydd ynglŷn â hwyluso cyfarfodydd yn gymorth i fynd i'r afael â'r pryderon hynny.

## **6. CAMAU NESAF**

- 6.1 Er mwyn sicrhau bod y Cyngor yn parhau i wneud cyfraniad adeiladol at y Gymraeg ac i sicrhau y caiff Cynghorwyr, staff a'r cyhoedd gyfrannu yn eu dewis iaith yn y modd mwyaf hwylus, mae canllawiau drafft wedi cael eu paratoi ar gyfer eu cymeradwyo.
- 6.2 Mae'r canllawiau drafft yn seiliedig ar ddogfen gyngor y Comisiynydd Iaith: ***Drafftio Dwyieithog, Cyfieithu a Chyfieithu ar y Pryd***
- 6.3 Yn ogystal, bydd hyfforddiant yn cael ei drefnu ar gyfer Cynghorwyr a staff (gan gynnwys hyfforddiant penodol i'r rheiny sydd â nam ar eu clyw, Cadeiryddion a staff cyfieithu) yn cael ei drefnu gan Wasanaethau Llywodraethol a'r Uned Gwasanaethau Cymraeg.

## **7. GOBLYGIADAU O RAN CYDRADDOLDEB AC AMRYWIOLDEB**

Wrth fynd i'r afael â'r angen i hwyluso cyfieithu ar y pryd yn holl gyfarfodydd llawn y Cyngor a Phwyllgorau i'w cynnal yn siambr y

Cyngor, cafodd hen system gylch y siambr ar gyfer pobl trwm eu clyw ei thynnu a gosod system bersonol dwy sianel yn ei lle.

**8. YMGYNGHORI**

Doedd broses ymgynghori ddim yn ofynnol ar gyfer yr adroddiad hwn.

**9. GOBLYGIAD(AU) ARIANNOL**

Gallai peidio â chydymffurfio â Safon olygu cosbau ariannol o hyd at £5,000. Hefyd, bydd costau argraffu a hyfforddiant yn sgîl pwyntiau adran 6.

**10. GOBLYGIADAU CYFREITHIOL NEU DDEDDFWRIAETH BERTHNASOL**

Mesur y Gymraeg (Cymru) 2011 a Safonau Statudol ar gyfer y Gymraeg 2015 sy'n rheoleiddio'r gwaith yma.

**11. CYSYLLTIADAU Â CHYNLLUN CORFFORAETHOL / BLAENORIAETHAU CORFFORAETHOL ERAILL Y CYNGOR**

Mae'r Gymraeg yn thema drawstoriadol yn y Cynllun Corfforaethol ac yn effeithio ar yr holl flaenoriaethau corfforaethol gan fod angen i'r Cyngor gydymffurfio â'r Hysbysiad Cydymffurfio diwygiedig a gafodd ei gyhoeddi gan Gomisiynydd y Gymraeg ym Medi 2016.

**12. CASGLIAD**

12.1 Mae gan y Cyngor hanes da o weithredu'r Safonau yn unol â'i Hysbysiad Cydymffurfio a darparu cyfleoedd ar gyfer Cynghorwyr a thrigolion i gael mynediad at wasanaethau drwy gyfrwng y Gymraeg. Serch hynny, mae'r gofyniad i hwyluso cyfieithu ar y pryd fel y mae ar hyn o bryd yn her sylweddol i'r Cyngor, felly mae rhaid dilyn canllawiau cadarn er mwyn ceisio fynd i'r afael â'r her hynny.

12.2 Y gobaith yw bydd canllawiau a chyfleoedd hyfforddiant yn cyfrannu'n sylweddol at fynd i'r afael â rhai o'r pryderon ynghylch cynnal cyfarfodydd dwyieithog ac yn darparu'r wybodaeth angenrheidiol ar sut i gael mwy o gyfraniad gan bawb sydd ynglŷn â nhw.



## ATODIAD 1 – SAFONAU SY’N YMWNEUD Â CHYFIEITHU AR Y PRYD

24	Cyflenwi Gwasanaethau	Os byddwch yn gwahodd un person ("P") yn unig i gyfarfod, rhaid ichi ofyn i P a fyddai'n dymuno defnyddio'r Gymraeg yn y cyfarfod, a hysbysu P y byddwch, os oes angen, yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw.	30/03/2016
24A	Cyflenwi Gwasanaethau	Os byddwch wedi gwahodd un person ("P") yn unig i gyfarfod, a bod P wedi eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu).	30/03/2016
26	Cyflenwi Gwasanaethau	Os byddwch yn gwahodd unigolyn ("A") i gyfarfod, a bod y cyfarfod yn ymwneud â llesiant A, rhaid ichi ofyn i A a yw'n dymuno defnyddio'r	30/03/2016

26A	Cyflenwi Gwasanaethau	<p>Gymraeg yn y cyfarfod, a hysbysu A y byddwch, os oes angen, yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg at y diben hwnnw.</p> <p>Rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg ar gael mewn cyfarfod- (a) os yw'r cyfarfod yn ymwneud â llesiant unigolyn ("A") a wahoddwyd, a (b) os yw A wedi eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg yn y cyfarfod; os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu.</p>	30/03/2016
27A	Cyflenwi Gwasanaethau	<p>Os byddwch wedi gwahodd mwy nag un person i gyfarfod (nad yw'n ymwneud â llesiant un neu ragor o'r unigolion a wahoddir), a bod o leiaf 10% (ond llai na 100%) o'r gwahoddedigion wedi eich hysbysu eu bod yn dymuno</p>	30/03/2016

27D	Cyflenwi Gwasanaethau	<p>defnyddio'r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod.</p> <p>Os byddwch wedi gwahodd mwy nag un person i gyfarfod (nad yw'n ymwneud â llesiant un neu ragor o'r unigolion a wahoddir), a bod pawb a gafodd wahoddiad wedi eich hysbysu eu bod yn dymuno defnyddio'r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu).</p>	30/03/2016
29	Cyflenwi Gwasanaethau	<p>Os byddwch yn gwahodd mwy nag un person i gyfarfod, a bod y cyfarfod hwnnw yn ymwneud â llesiant un neu ragor o'r unigolion a wahoddwyd, rhaid ichi - (a) gofyn i'r unigolyn hwnnw neu i bob un o'r unigolion hynny a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod, a (b)</p>	30/03/2016

29A	Cyflenwi Gwasanaethau	<p>hysbysu'r unigolyn (neu'r unigolion hynny) y byddwch, os oes angen, yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg at y diben hwnnw.</p> <p>Rhaid ichi ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg mewn cyfarfod - (a) os ydych wedi gwahodd mwy nag un person i'r cyfarfod, (b) os yw'r cyfarfod yn ymwneud â llesiant un neu ragor o'r unigolion a wahoddwyd, ac (c) os oes o leiaf un o'r unigolion hynny wedi eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg yn y cyfarfod; os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu.</p>	30/03/2016
32	Cyflenwi Gwasanaethau	<p>Os byddwch yn gwahodd personau i siarad mewn cyfarfod yr ydych yn ei drefnu sy'n agored i'r cyhoedd rhaid ichi - (a) gofyn i bob person a wahoddir i siarad a yw'n</p>	30/03/2016

dymuno defnyddio'r Gymraeg, a (b) os yw'r person hwnnw (neu o leiaf un o'r personau hynny) yn eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg, darparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg at y diben hwnnw (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu).

Os byddwch yn trefnu cyfarfod sy'n agored i'r cyhoedd, rhaid ichi sicrhau bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod, a rhaid ichi hysbysu'r rheini sy'n bresennol ar lafar yn Gymraeg - (a) bod croeso iddynt ddefnyddio'r Gymraeg, a (b) bod gwasanaeth cyfieithu ar y pryd ar gael. Rhaid cydymffurfio â safon 33 ymhob amgylchiad, ac eithrio:

- pan fo gwahoddiad neu hysbyseb i'r cyfarfod wedi gofyn i bersonau eich hysbysu a ydynt yn dymuno defnyddio'r Gymraeg, a bod

		dim un person wedi eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg yn y cyfarfod.	
74	Cyflenwi Gwasanaethau	Os byddwch yn cael cais am grant yn Gymraeg, a bod angen cyf-weld ag ymgeisydd fel rhan o'ch asesiad o'r cais rhaid ichi - (a) cynnig darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg er mwyn i'r ymgeisydd allu defnyddio'r Gymraeg yn y cyfweiliad, a (b) os yw'r ymgeisydd yn dymuno defnyddio'r Gymraeg yn y cyfweiliad, darparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw (os nad ydych yn cynnal y cyfweiliad yn Gymraeg heb wasanaeth cyfieithu).	30/03/2016
79	Cyflenwi Gwasanaethau	Os byddwch yn cael tendr yn Gymraeg, a bod angen cyf-weld â thendrwr fel rhan o'ch asesiad o'r tendr rhaid ichi - (a) cynnig darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg fel bod modd i'r tendrwr ddefnyddio'r	30/03/2016

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Gweithredu

Gymraeg yn y cyfweiliad, a (b) os yw'r tendrwr yn dymuno defnyddio'r Gymraeg yn y cyfweiliad, darparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw (os nad ydych yn cynnal y cyfweiliad yn Gymraeg heb wasanaeth cyfieithu).

Os byddwch yn cael cwyn gan aelod o staff neu'n cael cwyn ynghylch aelod o staff, a bod angen cyfarfod â'r aelod hwnnw o staff, rhaid ichi - (a) gofyn i'r aelod o staff a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod; (b) esbonio y byddwch yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw os yw'n ofynnol; ac os yw'r aelod o staff yn dymuno defnyddio'r Gymraeg, rhaid ichi ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu).

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Gweithredu

Os byddwch yn trefnu cyfarfod ag aelod o staff ynghylch achos disgyblu mewn perthynas â'i ymddygiad, rhaid ichi - (a) gofyn i'r aelod o staff a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod, a (b) esbonio y byddwch yn darparu gwasanaeth cyfieithu at y diben hwnnw os yw'n ofynnol; ac, os yw'r aelod o staff yn dymuno defnyddio'r Gymraeg, rhaid ichi ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i Saesneg yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu).

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Gweithredu

Rhaid ichi sicrhau bod eich ffurflenni cais am swyddi - (a) yn rhoi lle i unigolion nodi eu bod yn dymuno defnyddio'r Gymraeg mewn cyfweiliad neu ddull arall o asesiad, a (b) yn esbonio y byddwch yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw os oes angen; ac, os yw'r unigolyn yn

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dymuno defnyddio'r Gymraeg  
yn y cyfweiliad neu'r asesiad,  
rhaid ichi ddarparu  
gwasanaeth cyfieithu ar y  
pryd yn y cyfweiliad neu  
asesiad (os nad ydych yn  
cynnal y cyfweiliad neu'r  
asesiad yn Gymraeg heb y  
gwasanaeth cyfieithu  
hwnnw).

## **Atodiad 2**

### **Testun drafft canllawiau ar gynnal cyfarfodydd dwyieithog â chymorth cyfieithu ar y pryd**

Mae Cyngor Bwrdeistref Sirol Rhondda Cynon Taf wedi ymrwymo i beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg, a bydd yn sicrhau y gall pobl sy'n dymuno byw eu bywydau drwy gyfrwng y Gymraeg wneud hynny yn eu hymwneud gyda'r Cyngor; a bod gan Gynghorwyr ac eraill sy'n dymuno defnyddio'r Gymraeg mewn cyfarfodydd Cyngor bob cyfle i wneud hynny.

Paratowyd y canllawiau yma er mwyn cefnogi Cynghorwyr a staff:

- i ddefnyddio'r Gymraeg os mai dyna yw eu dymuniad,
- ddefnyddio cyfarpar cyfieithu ar y pryd yn y modd mwyaf priodol os ydyn nhw am eu defnyddio, a
- i sicrhau bod cyfarfodydd dwyieithog yn cael eu cynnal yn y modd mwyaf hwylus posibl.

### **TREFNU CYFARFOD DWYIEITHOG**

Dylai Cynghorwyr a staff gwasanaethau sy'n dymuno trefnu cyfieithu ar y pryd mewn cyfarfodydd ystyried y canlynol:

- Dylid rhoi cymaint o rybudd ag y bo modd i Uned Gwasanaethau'r Gymraeg er mwyn trefnu cyfieithydd.
- Sicrhau bod pob gohebiaeth sy'n ymwneud â'r cyfarfod yn ddwyieithog gan gynnwys rhai dros dro a godir er dibenion y cyfarfod;
- Datgan ar hysbysebion ac ar agenda cyfarfodydd y bydd hi'n bosibl siarad yn y naill iaith neu'r llall, ac y bydd gwasanaeth cyfieithu ar y pryd ar gael;
- Sicrhau bod y cyfieithydd / Uned Gwasanaethau'r Gymraeg ( [cyfieithu-translation@rctcbc.gov.uk](mailto:cyfieithu-translation@rctcbc.gov.uk) ) yn derbyn y dogfennau sy'n berthnasol i'r cyfarfod ymlaen llaw, gan gynnwys unrhyw ddatganiadau neu sgriptiau a baratowyd ymlaen llaw os yw'n briodol;
- Cylchredeg geirfa a therminoleg berthnasol os bydd y cyfarfod yn trafod pwnc nad yw fel rheol yn cael ei drafod drwy gyfrwng y Gymraeg;
- Fel rheol, dyw cyfieithu ar y pryd ddim yn cael ei ddarparu o'r Saesneg i'r Gymraeg, er y gall hyn ddigwydd mewn rhai amgylchiadau;
- Egluro i'r cyfieithydd ar y pryd wrth drefnu'r gwasanaeth pa fath o gyfarfod sydd dan sylw – cyfarfod cyhoeddus, cyfarfod pwyllgor, cyfweiliad, seminar, cyfarfod cymdeithas wirfoddol, ac ati.
- Sicrhau bod digon o amser i osod offer cyfieithu ar y pryd cyn i'r cyfarfod ddechrau a bod modd i bobl gael gafael ar yr offer yn hawdd;
- Sicrhau bod yr ystafell lle mae'r cyfarfod yn cael ei gynnal yn briodol ac o'r maint cywir, a bod yr acwsteg yn dderbyniol;
- Sicrhau bod yr ystafell lle cynhelir y cyfarfod yn addas ac o'r maint iawn, a bod yr acwsteg yn dderbyniol;

### **DEFNYDDIO CLUSTFFONAU CYFIEITHU YN YSTOD CYFARFOD**

- Trowch ar y clustffonau a gadael yn y sefyllfa 'ar'
- Rhowch freichiau'r clustffon ym mhob un o'ch clustiau i eistedd ar ei lawr - hynny yw, fel bydd y clustffon yn hongian o dan y gen.
- Gwnewch yn siŵr eich bod yn gallu clywed y cyfieithydd yn ystod prawf byr drwy'r Cadeirydd
- Os na allwch chi glywed, addasu'r gyfrol neu ei dwyn i sylw'r Cadeirydd (pwy fydd yn siarad â'r cyfieithydd)
- Os oes angen codi mater ynglŷn â'r offer cyfieithu / cyfieithu, gwnewch hynny trwy'r Cadeirydd.
- Diffoddwch y clustffon ar ddiwedd y cyfarfod a gadewch ar y ddesg
- Mae'r holl glustffonau yn cael eu glanhau ar ôl eu defnyddio gan y cyfieithwyr. Fodd bynnag, mae croeso i ddefnyddwyr y clustffonau ddefnyddio'r dillad golchi i lanhau'r clustffonau a fydd ar gael ym mhob cyfarfod.

### **CYFRANNU YN YSTOD CYFARFOD**

- Os ydych chi'n cyfrannu, siaradwch yn glir trwy'r microffonau ar y desgiau a diffoddwch y microffonau ar ôl eich cyfraniad.
- Cyn i chi ddechrau siarad yn Gymraeg, gadewch i eraill wybod eich bod ar fin gwneud hynny.
- Cofiwch, oherwydd natur cyfieithu ar y pryd, nid yw pob gair yn cael ei gyfieithu
- Dylai cadeiryddion cyfarfodydd sicrhau bod cyfranwyr yn siarad yn eu tro, ac mae hyn yn arbennig o bwysig mewn cyfarfodydd dwyieithog

### **CADEIRYDDIO CYFARFOD DWYIEITHOG**

Mae gan gadeiryddion rôl bwysig i'w chwarae wrth sicrhau y gall pobl ddefnyddio eu dewis iaith. Gallant osod y tŷn ar gyfer y cyfarfod. Gall y cadeirydd wneud y canlynol i hwyluso cyfarfod dwyieithog llwyddiannus:

- Agorwch y cyfarfod yn ddwyieithog: "Noswaith dda a chroeso i chi gyd" / "Noson dda a chroeso"
- Cyhoeddi bod gwasanaeth cyfieithu ar y pryd yn cael ei ddefnyddio fel bod unrhyw un sy'n dymuno cyfrannu yn y Gymraeg yn gwybod y gallant wneud hynny.

- Cyhoeddi bod y clustffonau cyfieithu ar yr un pryd yn cael eu glanhau ar ôl pob defnydd, ond mae croeso i ddefnyddwyr ddefnyddio'r cadachau glanhau sydd i'w cael yn y siambr.
- Gofynnwch i'r di-Gymraeg wisgo eu clustffonau a sicrhau bod yr offer yn gweithio'n iawn a bod y gwrandaŵr di-Gymraeg yn deall ac yn gallu gweithredu'r clustffonau.
- Atgoffwch y siaradwyr i ddefnyddio'r microffonau - dim ond yr hyn y mae'r cyfieithydd yn ei glywed bydd yn cael ei gyfieithu.
- Esboniwch y dylai pawb siarad yn ei dro gan na all y cyfieithydd gyfieithu dau lais ar yr un pryd.
- Os oes problem gyda'r offer cyfieithu neu os oes angen eglurhad o ran cyfieithiad, gwahoddwch Aelodau i ddod ag e at sylw'r Cadeirydd.

## **CYMORTH A HYFFORDDIANT**

Mae modd i Wasanaethau Llywodraethol ac Uned Gwasanaethau'r Gymraeg drefnu hyfforddiant a chefnogaeth ar ddefnyddio offer cyfieithu ar y pryd mewn cyfarfodydd ac ar hwyluso cyfarfodydd dwyieithog. Yn ychwanegol at hyfforddiant cyffredinol, mae croeso i Gynghorwyr a staff gysylltu â'r naill wasanaeth neu'r llall yn uniongyrchol ar gyfer sesiynau hyfforddi 'drws agored' byr pan fo'n gyfleus. Gall hyfforddiant ar gyfieithu ar y pryd / systemau dolen ar gyfer y rheiny sydd â nam ar eu clyw hefyd gael ei gynnwys yn rhan o unrhyw hyfforddiant. Am ragor o wybodaeth, ffoniwch <ewnau yma>

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**WELSH LANGUAGE CABINET STEERING GROUP**

**28 NOVEMBER 2017**

**SIMULTANEOUS TRANSLATION PROVISION  
FOR RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL AT  
FULL COUNCIL AND COMMITTEE MEETINGS**

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

**AUTHOR:** Wendy Edwards, Head of Community Learning (01443 744111)  
Steffan Gealy, Service Manager, Welsh Language Services  
(01443 570002)

**1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to provide the Welsh Language Steering Group with an opportunity to discuss the current simultaneous translation provision at full Council and various committee meetings facilitated by Welsh Language Services Unit, the Executive and Regulatory Business Unit and Legal and Democratic Services.

**2. RECOMMENDATIONS**

It is recommended that the Welsh Language Steering Group:

- 2.1 Note the content of the report;
- 2.2 Consider and comment on the information provided.
- 2.3 Approve draft guidelines for facilitating bilingual meetings with simultaneous translation (Appendix 2) and further training for all involved in the facilitation of bilingual meetings.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 Standards 24, 24A, 26, 26A, 27A, 27D, 29, 29A 32, 33, 74, 79, 114, 118, 139 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011 requires the Council to

provide simultaneous translation at both public and internal meetings (Appendix 1).

- 3.2 The requirement to provide simultaneous translation services to support the Council to meet the Welsh Language Standards has had a greater impact on Council services, in particular Legal and Democratic Services and Welsh Language Services.
- 3.3 This report will provide an opportunity to approve new guidelines on simultaneous translation provision to ensure that Members and staff are aware of the procedures which need to be considered to enable people to use their language of choice freely and naturally at meetings where simultaneous translation is provided.

#### **4. BACKGROUND**

- 4.1 Rhondda Cynon Taf received its 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 established by the Welsh Government under the Welsh Language (Wales) Measure 2011. An application to challenge Standards which involved simultaneous translation was presented to the Commissioner on 29 March 2016.
- 4.2 The Welsh Language Commissioner issued the amended final Notice of Compliance for Rhondda Cynon Taf Council in September 2016. Although the amended notice reflected changes to timescales agreed by the Welsh Language Commissioner in light of the Council's appeal, it did not reduce the obligation on the Council to provide simultaneous translation at meetings.

#### **5. CURRENT POSITION**

- 5.1 Following discussions between Legal and Democratic Services, Welsh Language Services and Service Director for Cabinet Office and Public Relations (June 2017), it was decided to facilitate simultaneous provision at all full Council and Committee meetings held in the Council chamber with immediate effect.
- 5.2 The provisional calendar of meetings includes 139 meetings timetabled for the full Municipal year, excluding any additional meetings called as and when, in addition to those noted in 5.3 below.
- 5.3 In line with the Council's attempts to increase resident participation in the Scrutiny process, there is a further requirement to facilitate simultaneous provision at Committee meetings held at various

locations throughout the County Borough. To date, 9 meetings are scheduled to be held 'off-site'.

- 5.4 Welsh Language Services gained additional investment in 16/17 (two additional translators plus an increase of one post from 30 hours to 37 hours) to deal with increasing demand for paper translation services and ad-hoc simultaneous translation requests. The additional funding was not intended to facilitate simultaneous provision neither at all full Council and Committee meetings held in the Council chamber nor at various locations throughout the County Borough.
- 5.5 Nevertheless, 4 of the Council's current translators have undergone a 10 hour training course to provide them with basic simultaneous translation skills. We are encouraged by the level of expertise exhibited by the team and the flexibility and voluntary willingness they have shown in terms of changing their working hours in order to meet the needs of the Council. However, key to the development of higher-level simultaneous translation skills is having sufficient opportunities to practise as well as having robust procedures in place for those all involved in bilingual meetings to aim for seamless provision.
- 5.6 There have also been some concerns among staff and Elected Members regarding the provision of this service at meetings mainly due to the fact that the provision is new and the complexities surrounding approaches on facilitating two languages at meetings. The preparation of guidelines for all involved with the facilitation of bilingual meetings will help to alleviate some of those concerns.

## 6. **NEXT STEPS**

- 6.1 In order to ensure the Council continues to make a constructive contribution towards the Welsh language and in order that Members, staff and the public may contribute as seamlessly as possible in their chosen language, draft guidelines have been prepared for approval.
- 6.2 The draft guidelines are based on the Welsh Language Commissioner's advice document: ***Bilingual Drafting, Translation and Interpretation***.
- 6.3 In addition, future training for staff and Members (including specific training on the use of simultaneous translation equipment for the hard of hearing, Chairs of meetings and translation staff) will be arranged by Democratic Services/Welsh Language Services.

## **7. EQUALITY AND DIVERSITY IMPLICATIONS**

In addressing the need to facilitate simultaneous translation at all full Council and Committee meetings held in the Council chamber with immediate effect, the chamber's old common Loop system for the hard of hearing was removed in favour of a dual channel personal Loop.

## **8. CONSULTATION**

A consultation process was not required for this report.

## **9. FINANCIAL IMPLICATION(S)**

Non-compliance with the relevant Standards could incur financial penalties of up to £5,000 per breach. Also, printing and training costs may be incurred as a result of the points outlined in section 6.

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

Welsh Language (Wales) Measure 2011 and Welsh Language Statutory Standards 2015 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 The Council has a good track record of implementing the Standards as set out in the Compliance Notice and providing opportunities for Elected Members and residents to access services through the medium of Welsh. The requirement to facilitate simultaneous translation has been a significant challenge for the Council and, as such, procedures need to be followed in to order to overcome some of the challenges.

12.2 The provision of guidelines and training opportunities will hopefully go a long way in alleviating some of the concerns with regards to the provision of bilingual meetings and provide the necessary information on how to get increased contribution from all involved.



## APPENDIX 1 – STANDARDS RELEVANT TO SIMULTANEOUS TRANSLATION

24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2016
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh	30/03/2016

language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.

26A

Service Delivery

You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.

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27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	30/03/2016
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from	30/03/2016

29	Service Delivery	<p>Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).</p> <p>If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must -</p> <p>(a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.</p>	30/03/2016
29A	Service Delivery	<p>You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the</p>	30/03/2016

32	Service Delivery	<p>individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p> <p>If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>	30/03/2016
33	Service Delivery	<p>If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation</p>	30/03/2016

service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.

You must comply with standard 33 in every circumstance, except:

- where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.

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Service Delivery

If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the

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Service Delivery

Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).

If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).

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Operational

If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).

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Operational

If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will

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Operational

provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service). You must ensure that your application forms for posts - (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in

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Welsh without that translation  
service).

## **Appendix 2**

### **Draft text for guidelines on facilitating bilingual meetings with the aid of simultaneous translation**

Rhondda Cynon Taf County Borough Council is committed to treating the Welsh language no less favourably than the English language and will ensure that people who wish to live their lives through the medium of Welsh can do so in their dealings with the Council; and that Elected Members and others who wish to use the Welsh Language in Council meetings have every opportunity to do so.

This guidance has been prepared in order to support Elected Members and staff so that:

- those who wish to use the Welsh language can do so,
- those who rely on simultaneous translation can use the equipment appropriately, and
- bilingual meetings are as seamless as possible.

### **ARRANGING A BILINGUAL MEETING**

Elected Members and staff of service areas who wish to arrange simultaneous translation at meetings should consider the following:

- As much notice as possible should be given to the Welsh Language Unit in order to schedule an interpreter.
- All communication shared in relation with the meeting is bilingual, including those that are only temporary for the purposes of the meeting;
- Announcing on advertisements and on the agenda of meetings that it will be possible to speak in either language, and that interpretation facilities will be available;
- Ensuring that the interpreter/Welsh Language Unit ([translation-cyfieithu@rctcbc.gov.uk](mailto:translation-cyfieithu@rctcbc.gov.uk)) receives documentation relevant to the meeting beforehand, including any pre-prepared statements or scripts if appropriate;
- Circulating glossaries and relevant terminology if the meeting deals with a field that is not usually discussed in Welsh;
- Remembering that the interpretation service is provided for those who do not speak Welsh. Interpretation is not often offered from English to Welsh, although this can happen in some circumstances;
- Explaining to the interpreter when arranging the service what type of meeting will be held, such as a public meeting, a committee meeting, interview, seminar, meeting of a voluntary organization.
- Ensuring that there is sufficient time to set up the interpretation facilities before the meeting and that people have easy access to them;
- Ensuring that the room where the meeting is held is appropriate and of the right size, and that the acoustics are acceptable;
- Ensuring that there are anti-bacterial wipes available in the room so users may choose to sanitize the translation headphones;

### **USING TRANSLATION HEADPHONES DURING A MEETING**

- Switch on the headphones and leave in the 'on' position
- Place the arms of the headphone in each of your ears to sit downwards

- Make sure you can hear the interpreter during a brief test via the Chair
- If you cannot hear, adjust the volume or bring it to the attention of the Chair (who will speak to the translator)
- If an issue needs to be raised with regards to the translation/translation equipment, please do so via the Chair.
- Switch off the headset at the end of the meeting and leave on the desk
- All headphones are cleaned after use by the translators. However, users of the headphones are welcome to use the sanitising wipes to clean the earpieces that will be available at each meeting.

### **CONTRIBUTING IN WELSH DURING A MEETING**

- If you are contributing, please speak clearly via the microphones on the desks and switch off the microphones after your contribution.
- Before you start speaking in Welsh, please let others know that you're about to do so.
- Be mindful that due to the nature of simultaneous translation, not every word is not translated
- Chairs of meetings should ensure that contributors speak in turn, and this is especially important at bilingual meetings

### **CHAIRING A BILINGUAL MEETING**

Chairpersons have an important role to play in ensuring that people can use their language of choice. They can set the tone for the meeting. The chairperson can do the following to facilitate a successful bilingual meeting:

- Open the meeting bilingually : “Noswaith dda a chroeso i chi gyd” / “Good evening and welcome”
- Announce that a simultaneous translation service is in use so that anyone wishing to contribute in Welsh know they can do so
- Announce that the simultaneous translation headphones are sanitized after each use, but users are also welcome to use the wipes provided
- Ask all non-Welsh speaking members to wear their headsets and ensure that the equipment is working properly and that the non-Welsh speaking listener understands and can operate the headset.

- Remind the speakers to use the microphones, since the interpreters can only translate what they can hear.
- Explain that everybody should speak in turn as the translator can never translate more than one contributor at a time
- If there's an issue with the translation equipment or clarification is needed with regards to a translation, invite Members to bring it to the Chair's attention

## **TRAINING AND SUPPORT**

Training and support on using simultaneous translation equipment at meetings and facilitating bilingual meetings may be arranged by Democratic Services and Welsh Language Services. In addition to pre-arranged training, Members and staff are welcome to contact either service directly for short 'open-door' policy training sessions as and when convenient. Using simultaneous translation equipment alongside loop systems for the hard of hearing may also be covered by training. For more information, contact <insert agreed contacts here>

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## CYNGOR BWRDEISTREF SIROL RHONDDA CYNON TAF

### GRŴP LLYWIO'R CABINET AR FATERION Y GYMRAEG

28 TACHWEDD 2017

#### TARO'R CYDBWYSEDD IAWN: CYNIGION LLYWODRAETH CYMRU AR GYFER BIL Y GYMRAEG NEWYDD

#### ADRODDIAD Y CYFARWYDDWR ADDYSG A DYSGU GYDOL OES MEWN TRAFODAETH Â'R AELOD PERTHNASOL SYDD Â CHYFRIFOLDEB, Y CYNGHORYDD G. HOPKINS

**Awdur:** Wendy Edwards, Pennaeth Addysg yn y Gymuned (01443 744111)  
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#### 1. DIBEN YR ADRODDIAD

- 1.1 Diben yr adroddiad yw rhoi amlinelliad i Grŵp Llywio'r Gymraeg ar faterion y Gymraeg o ddogfen Taro'r cydbwysedd iawn: *Cynigion Llywodraeth Cymru ar gyfer Bil y Gymraeg newydd.*

#### 2. ARGYMHELLION

Dyma'r argymhellion i aelodau o Grŵp Llywio'r Cabinet ar faterion y Gymraeg:

- 2.1 Nodi cynnwys yr adroddiad;
- 2.2 Pwyso a mesur yr wybodaeth a chynnig sylwadau

#### 3. CEFNDIR

- 3.1 Mae gan bawb yng Nghymru hawliau penodol i gael gwasanaethau cyhoeddus yn Gymraeg. Mae Safonau'r Gymraeg yn ddyletswyddau cyfreithiol ar gyrff sy'n darparu gwasanaethau cyhoeddus sy'n rhoi gofynion arnynt i ddarparu gwasanaethau penodol yn y Gymraeg. Ar hyn o bryd mae Comisiynydd y Gymraeg yn gyfrifol am sicrhau bod gyrff yn cydymffurfio â'r Safonau.
- 3.2 Derbyniodd Cyngor Rhondda Cynon Taf ei Hysbysiad Cydymffurfio terfynol gan Gomisiynydd y Gymraeg ar 30 Medi 2015. Roedd yr Hysbysiad yn ymdrin â'r ddyletswydd sydd ar y Cyngor i fodloni 171 o Safonau o dan Fesur y Gymraeg (Cymru) 2011.

- 3.3 Ar hyn o bryd, mae Llywodraeth Cymru a nifer o gyrff eraill sy'n ddarostyngedig i Safonau'r Gymraeg, o'r farn bod gormod o bwyslais ar reoleiddio, a diffyg pwyslais ar hybu. Mae'r Safonau yn gam mawr ymlaen o ran creu hawliau i bobl gael gwasanaethau yn y Gymraeg. Fodd bynnag, mae'r Safonau yn niferus a chymhleth ac mae'r ffordd y gwneir ac y gorfodir y Safonau yn fiwrocraidd ac yn cymryd amser hir.
- 3.4 Mae Llywodraeth Cymru o'r farn bod perygl y gall y sefyllfa hon danseilio ewyllys da tuag at yr iaith a dargyfeirio adnoddau a staff oddi wrth y brif dasg o wella gwasanaethau Cymraeg.
- 3.5 Yn ogystal â symleiddio'r ffordd y mae'r system yn gweithio, mae Llywodraeth Cymru yn bwriadu gwella'r trefniadau ar gyfer hyrwyddo a hwyluso'r defnydd o'r Gymraeg, a gwneud gwelliannau i'r system Safonau'r Gymraeg.

#### **4. SEFYLLFA BRESENNOL**

- 4.1 Er bod Safonau'r Gymraeg yn newydd o hyd, mae tystiolaeth (cyf. Hawliau'n Gwreiddio:Adolygiad Sicrwydd 2016-17 Comisiynydd y Gymraeg Atodiad 1) yn awgrymu bod y Safonau yn gwneud gwahaniaeth i ansawdd a chysondeb gwasanaethau Cymraeg.
- 4.2 Ar yr un pryd, mae cyrff sy'n gweithio dan y Safonau, gan gynnwys Cyngor Bwrdeistref Sirol Rhondda Cynon Taf, yn dweud ei bod yn anodd eu deall, eu gweithredu a'u monitro.
- 4.3. O ganlyniad, lansiodd Llywodraeth Cymru ymgynghoriad ar 9 Awst 2017 ar gynigion ar gyfer Bil y Gymraeg newydd a fyddai'n bennaf yn:
- sefydlu Comisiwn y Gymraeg fel prif gorff i fod yn gyfrifol am hybu'r Gymraeg ac am fonitro a gorfodi cydymffurfiaeth â'r Safonau;
  - diddymu rôl Comisiynydd y Gymraeg;
  - cadw Safonau'r Gymraeg cyfredol ond symleiddio'r prosesau sy'n gysylltiedig â gwneud a gosod y Safonau;
  - trosglwyddo'r gyllideb a'r adnoddau ar gyfer gwaith penodedig arall y mae'n ei wneud ar hyn o bryd i hybu'r Gymraeg i Gomisiwn y Gymraeg;
  - diddymu'r cyfyngiadau presennol yn y ddeddfwriaeth bresennol fel y gellid gosod Safonau ar unrhyw gorff cyn belled â bod gwneud hynny o fewn pŵer y Cynulliad
  - gosod Safonau ychwanegol ar gyrff neu gael gwared ag eithriadau a ganiateir i gyrff ar hyn o bryd, os yn briodol.
- 4.4 I'r perwyl hwn, nod Llywodraeth Cymru yw sicrhau:
- a. cysondeb ac ansawdd yn y ddarpariaeth o wasanaethau Cymraeg;
  - b. atebolrwydd y cyrff sy'n darparu'r gwasanaethau hynny;



- c. camau gorfodi os na chaiff y Safonau eu bodloni, a
- ch. lleihau biwrocratiaeth a sicrhau gwerth am arian

## **5. CAMAU NESAF A HOFF OPSIYNAU LLYWODRAETH CYMRU**

- 5.1. Yr adran fwyaf arwyddocaol o'r Bil i effeithio ar Gyngor Rhondda Cynon Taf yw'r adran ar Safonau'r Gymraeg. Mae Llywodraeth Cymru wedi ymgynghori ar bum opsiwn.

### **Opsiwn 1: dim newid**

O dan Opsiwn 1 byddai'r system bresennol yn parhau. Nid yw Llywodraeth Cymru o'r farn bod hyn yn ymarferol.

### **Opsiwn 2: diwygio'r system bresennol**

O dan Opsiwn 2, byddem yn cadw'r system bresennol ond yn gwneud gwelliannau:

- a. Dileu neu ddiwygio Safonau nad ydynt yn cyfrannu'n uniongyrchol at wella gwasanaethau.
- b. Dileu neu ddiwygio Safonau sy'n ddrud i'w gweithredu ond sy'n arwain at ychydig iawn o fudd i'r cyhoedd;
- c. Rhoi mwy o gyfleoedd i gyrff ddefnyddio crebwyll rhesymol heb danseilio yr egwyddor o Safonau gorfodadwy. Mae rhai Safonau yn caniatáu hyn eisoes, er enghraifft, drwy fynnu bod corff yn cynnal asesiad.
- ch. Cyhoeddi canllawiau i helpu gyrff i fodloni'r Safonau.

O bryd i'w gilydd, bydd Llywodraeth Cymru hefyd yn adolygu'r Safonau y mae'n rhaid i gyrff gydymffurfio â nhw, er mwyn gweld a allent ddarparu mwy drwy'r Gymraeg.

### **Opsiwn 3: set fechan o Safonau mwy cyffredinol yn y ddeddfwriaeth sylfaenol**

Byddai Opsiwn 3 yn wahanol i'r system bresennol o Safonau. Yn y system hon, byddai nifer fechan o Safonau mwy cyffredinol ym Mil y Gymraeg Er mwyn i'r system weithio, byddai'n rhaid i'r gyfraith ganiatáu eithriadau i'r Safonau fel eu bod yn rhesymol a chymesur i gyrff gwahanol.

### **Opsiwn 4: cynlluniau eithrio wedi'u rheoleiddio sy'n seiliedig ar set fechan o Safonau mwy cyffredinol**

O dan Opsiwn 4, byddai'r Safonau ym Mil y Gymraeg. Byddai'n rhaid i bob corff baratoi cynllun o eithriadau a ddylai fod yn gymwys iddo. Byddai angen cymeradwyaeth Llywodraeth Cymru i bob cynllun eithriadau.

## **Opsiwn 5: nodi hawliau i unigolion ddefnyddio'r Gymraeg mewn deddfwriaeth sylfaenol**

Byddai Opsiwn 5 yn rhoi hawliau cyfreithiol i bobl ddefnyddio'r Gymraeg gyda chyrff yng Nghymru. Yn yr achos hwn, oherwydd y cyfyngiadau ar sgiliau Cymraeg y gweithlu, mae Llywodraeth Cymru yn gwybod y byddai'n rhaid iddyn nhw wneud eithriadau i'r hawliau er mwyn i'r system weithio. Byddai'n rhaid teilwra'r eithriadau hyn i bob corff unigol.

- 5.2 Yr opsiwn a ffeirir gan Lywodraeth Cymru yw Opsiwn 2, sef diwygio'r system bresennol o Safonau. Mae Llywodraeth Cymru yn credu bod Opsiwn 2 yn cynnig system effeithiol sy'n gorfodi cyrff i wella yn raddol dros amser. Mae Llywodraeth Cymru yn credu hefyd bod yr opsiwn hwn yn adeiladu ar y gwaith a wnaed yn barod gan Lywodraeth Cymru, y Comisiynydd a chyrff eraill, gan sicrhau nad ydym yn gwastraffu'r adnoddau yr ydym eisoes wedi eu buddsoddi yn system y Safonau.

## **6. CONSENSWS AWDURDODAU LLEOL**

- 6.1 Yn ystod cyfnod ymgynghori a gynhaliwyd dros yr haf (2017), cyfrannodd Awdurdodau Lleol at 'alwad am dystiolaeth' (Atodiad 2) gan Lywodraeth Cymru, a gasglodd brofiad a barn rhai o'r cyrff sydd eisoes yn gweithredu o dan Safonau'r Gymraeg, cyrff sy'n paratoi i ddod o dan y Safonau, a rhai rhanddeiliaid eraill.
- 6.4 Ar y cyfan, croesawodd rhanddeiliaid yr egwyddor y tu ôl i'r Safonau ond nododd bron pob ymateb sylw ar y broses gwyno, ac roedd barn gref yn gyffredinol ynghylch hyd a chymhlethdod y broses.
- 6.5 Felly, yn gyffredinol, mae swyddogion y cyngor a swyddogion iaith yn croesawu'r adolygiad ar y broses gwyno sy'n ymwneud â Safonau'r Gymraeg cyfredol ac maen nhw hefyd yn croesawu'r cynnig i sefydlu corff unigol newydd sy'n gyfrifol am hyrwyddo'r Gymraeg yn ogystal â sicrhau bod cyrff yn cydymffurfio â Safonau .
- 6.6 Byddai'r corff unigol arfaethedig hefyd yn chwarae rhan hanfodol wrth gyflwyno Cymraeg 2050 a chynorthwyo'r Awdurdodau Lleol â'u dyletswydd statudol i gyfrannu at y strategaeth genedlaethol hon.
- 6.7 Fodd bynnag, mae peth pryder bod diddymu rôl y Comisiynydd yn peryglu colli'r consensws anwleidyddol cyffredinol sy'n ymwneud â'r iaith.

## **7. GOBLYGIADAU O RAN CYDRADDOLDEB AC AMRYWIAETH**

Ar hyn o bryd, does dim goblygiadau Cydraddoldeb ac Amrywioldeb uniongyrchol oherwydd cyfnod cynnar y broses ddeddfwriaethol. Mae Llywodraeth Cymru wedi cyhoeddi Asesiad Effaith Cydraddoldeb manwl i fynd gyda'r ymgynghoriad.

**8. YMGYNGHORI**

Doedd proses ymgynghori ddim yn ofynnol ar gyfer yr adroddiad hwn.

**9. GOBLYGIAD(AU) ARIANNOL**

Ar hyn o bryd, does dim goblygiadau ariannol uniongyrchol oherwydd cyfnod cynnar y broses ddeddfwriaethol, ond os mabwysiadir Opsiwn 2 fel y nodwyd uchod, efallai y bydd angen ailedrych ar adnoddau ar gyfer gweithredu'r Safonau. Pa opsiwn bynnag sy'n cael ei fabwysiadu, bydd y Comisiwn arfaethedig newydd yn parhau i fedru codi dirwy (hyd at £5,000 ar hyn o bryd) ar ben gofyn i'r llysoedd weithredu mewn achosion o ddiffyg cydymffurfio.

**10. GOBLYGIADAU CYFREITHIOL NEU DDEDDFWRIAETH BERTHNASOL**

Mesur y Gymraeg (Cymru) 2011 a Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 sy'n rheoleiddio'r gwaith yma.

**11. CYSYLLTIADAU Â CHYNLLUN CORFFORAETHOL / BLAENORIAETHAU CORFFORAETHOL ERAILL Y CYNGOR**

Mae'r Gymraeg yn thema drawsoriadol yn y Cynllun Corfforaethol ac yn effeithio ar yr holl flaenoriaethau corfforaethol gan fod angen i'r Cyngor gydymffurfio â'r Hysbysiad Cydymffurfio diwygiedig a gafodd ei gyhoeddi gan Gomisiynydd y Gymraeg ym Medi 2016.

**12. CASGLIAD**

- 12.1 Mae Cyngor Bwrdeistref Sirol Rhondda Cynon Taf yn croesawu rhai o'r newidiadau arfaethedig o ran symleiddio'r broses o weithredu'r Safonau. Mae hefyd yn croesawu'r cynnig y dylai fod yn ofynnol i bobl gwyno'n uniongyrchol i'r corff nad yw'n cydymffurfio yn y lle cyntaf cyn mynd â'u cwyn i'r Comisiwn.
- 12.2 Bydd Cyngor Bwrdeistref Sirol Rhondda Cynon Taf yn parhau i gefnogi a gweithredu'r Safonau yn eu ffurf ddeddfwriaethol bresennol ac yn unol ag unrhyw ddeddfwriaeth newydd.
- 12.2 Bydd papurau pellach yn cael eu cyflwyno pan fydd y broses ddeddfwriaethol yn aeddfedu.

Atodiad 1: Hawliau'n Gwreiddio: Adolygiad Sicrwydd 2016-17 Comisiynydd y Gymraeg

Atodiad 2: Paratoi ar gyfer Bil y Gymraeg - Galwad am dystiolaeth: crynodeb o'r ymatebion

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**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**

**Author:** Wendy Edwards, Head of Community Learning (01443 744111)  
Steffan Gealy, Service Manager, Welsh Language Services (01443  
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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 9<sup>th</sup> 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

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## Hawliau'n gwreiddio

Adroddiad Sicrwydd 2016-17

Comisiynydd y Gymraeg

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Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

## Rights taking root

The Welsh Language Commissioner's  
Assurance Report 2016-17



Cyhoeddwyd yn unol ag Adran 4  
Mesur y Gymraeg (Cymru) 2011

Published in accordance with section 4  
of the Welsh Language (Wales) Measure 2011  
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Cyhoeddwyd Hydref 2017

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Published October 2017

## Rhagair



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.<sup>1</sup> 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**  
**Comisiynydd y Gymraeg**

<sup>1</sup> Cymraeg 2050: Miliwn o siaradwyr Llywodraeth Cymru, Gorffennaf 2017.

## Foreword



When the first 26 organisations started implementing Welsh language standards last year, new rights were created for people to use the Welsh language. Since then, standards have been introduced to more organisations, and the process for their introduction and imposition continues. But what do these rights mean, and what impact are standards having on people's lives and experiences?

During 2016-17 I have been gathering information and have placed the citizen at the heart of my work when assessing the situation. I did this by putting myself in the shoes of the service user during mystery shopper surveys, by receiving and dealing with complaints, and by conducting discussion groups in communities throughout Wales.

This report shows early indications that people's experiences are improving and that Welsh language services are being actively offered on an increasing scale. It also became apparent that organisations are introducing changes to enable them to better implement the requirements of the standards.

However, not everyone is able to use the Welsh language with organisations when they wish to do so, and organisations do not always adhere to the principle of treating the Welsh language no less favourably than the English language. In order to encourage improvement and ensure rights, this report highlights where the focus needs to be in terms of increasing provision. It also underlines the importance of actively promoting services in order to maintain and increase the use of the language.

This year the Welsh Government published its ambitious strategy to create a million Welsh speakers by 2050.<sup>1</sup> 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**  
**Welsh Language Commissioner**

<sup>1</sup> 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.<sup>2</sup>
- 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.<sup>3</sup> 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 gydlynio 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.<sup>4</sup>

<sup>2</sup> Cyfrifiad 2011, Swyddfa Ystadegau Gwladol.

<sup>3</sup> Deddf yr Iaith Gymraeg 1993.

<sup>4</sup> Cyhoeddir hysbysiadau cydymffurfio ar wefan y Comisiynydd.

- 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.<sup>2</sup>
- 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.<sup>3</sup> 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.<sup>4</sup>

<sup>2</sup> The Census 2011, Office for National Statistics.

<sup>3</sup> Welsh Language Act 1993.

<sup>4</sup> 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.<sup>5</sup>
- 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.<sup>6</sup> 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 chyfweiliadau ffôn â swyddogion sefydliadau er mwyn asesu i ba raddau y maent yn llwyddo.<sup>7</sup> 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.<sup>8</sup>

<sup>5</sup> Fframwaith Rheoleiddio Comisiynydd y Gymraeg, 2017.

<sup>6</sup> Rhan 2 (3) Mesur y Gymraeg (Cymru) 2011.

<sup>7</sup> 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.

<sup>8</sup> 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.<sup>5</sup>
- 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.<sup>6</sup> 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.<sup>7</sup> 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.<sup>8</sup>

<sup>5</sup> The Welsh Language Commissioner's Regulatory Framework, 2016.

<sup>6</sup> Section 2 (3) Welsh Language (Wales) Measure 2011.

<sup>7</sup> Further details on methodologies used and a list of the organisations that were included in the surveys are available in Appendices 1 and 2.

<sup>8</sup> Further details on methodologies used and a list of the organisations that were included in the surveys are available in Appendices 1 and 2.

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## 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

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## 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



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## Rhan 1: Mae gwasanaethau Cymraeg yn gwella

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### 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 ddyletsywydd i asesu sgiliau ieithyddol swyddi yn adnabod niferoedd cynyddol o swyddi lle mae gwerth ar y Gymraeg fel sgil hanfodol.

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## Part 1: Welsh language services are improving

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### 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.

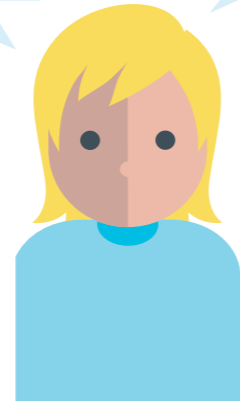
The increasing prominence of the active offer is likely to increase Welsh speakers' awareness of the opportunities available to use the language in their everyday lives.

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

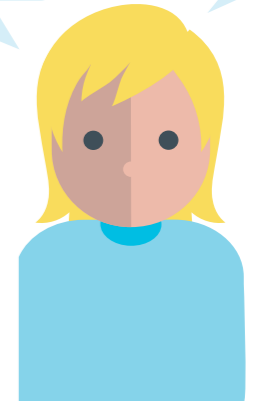
- 1.1 Yn ystod 2016-17 mae pobl ledled Cymru wedi adrodd i'r Comisiynydd am brofiadau cadarnhaol o ddefnyddio'r Gymraeg wrth geisio gwasanaethau cyhoeddus. Yn ystod sgysiau gyda phobl a fynychodd grwpiau trafod y Comisiynydd, dysgwyd bod nifer o'r farn fod y sefyllfa gyffredinol o ran darparu gwasanaethau 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.<sup>9</sup>

<sup>9</sup> 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.<sup>9</sup>

<sup>9</sup> Further information about the survey is available in Appendix 1.

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- 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.<sup>10</sup>
  - 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.<sup>11</sup>
  - 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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<sup>10</sup> Dim ond i bobl oedd yn nodi eu bod yn dymuno delio â chyrrff cyhoeddus yn Gymraeg y gofynnwyd y cwestiwn.

<sup>11</sup> Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

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- 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.<sup>10</sup>
  - 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.<sup>11</sup>
  - 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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<sup>10</sup> The question was asked only of those who noted that they wished to deal with public organisations in Welsh.

<sup>11</sup> 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.

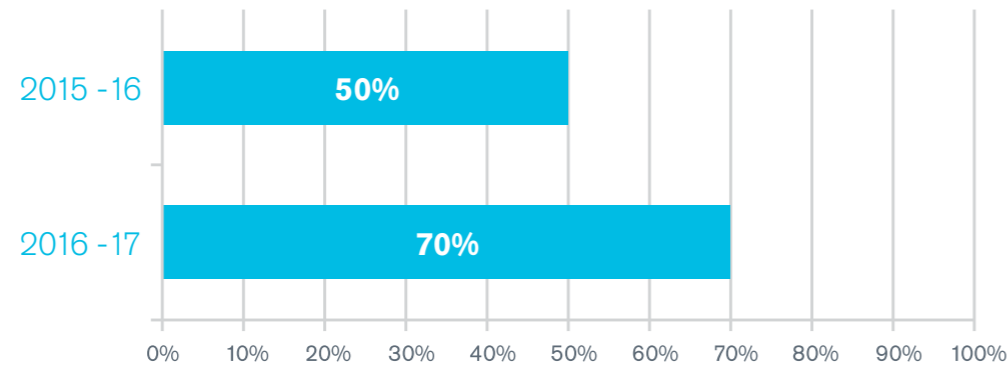
The council's online services are good, although you do tend to assume that it would not be as this is not a naturally Welsh speaking area, but these days the provision is excellent. I can pay my council tax online in Welsh for instance.



**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.<sup>12</sup>
- 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.<sup>14</sup>

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

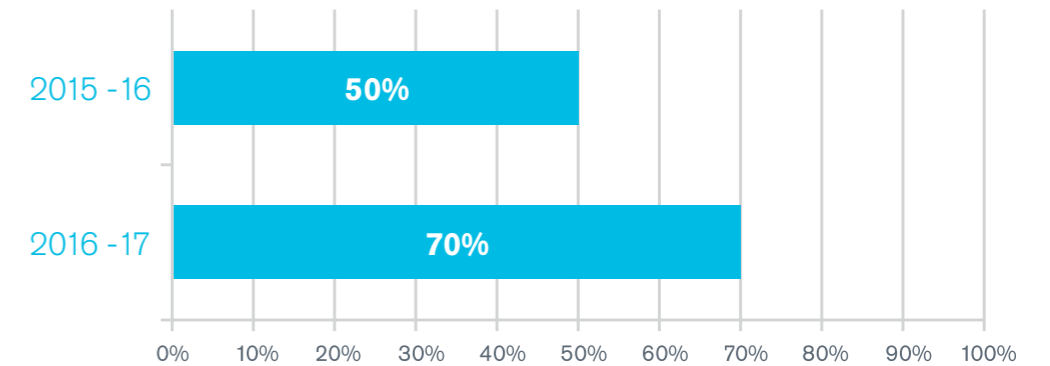


Canran y galwadau i gynghorau sir a atebwyd gan berson oedd yn gallu cynnal sgwrs yn Gymraeg a deall natur yr ymholiad

<sup>12</sup> Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.  
<sup>13</sup> Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017 (t.52).  
<sup>14</sup> 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.<sup>12</sup>
- 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<sup>13</sup>
- 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.<sup>14</sup>

**Using telephone services: operator able to conduct the conversation in Welsh and understand the nature of the enquiry**

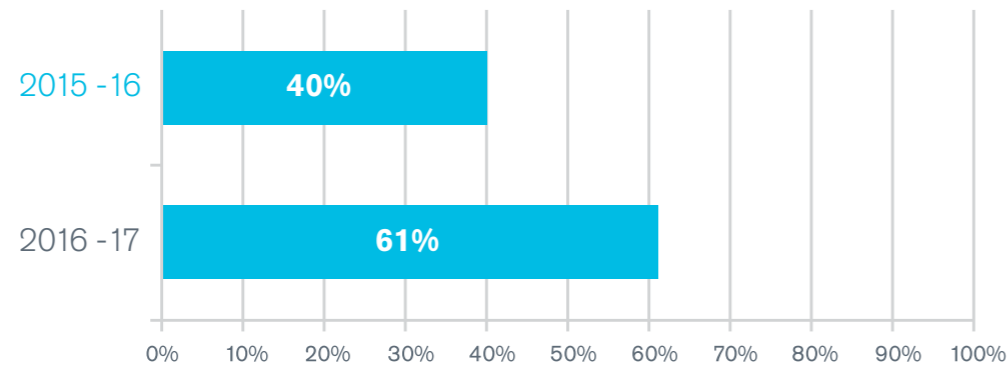


The percentage of calls to county councils answered by a person able to conduct the conversation in Welsh and understand the nature of the enquiry

<sup>12</sup> Further information about the survey is available in Appendix 1  
<sup>13</sup> Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017, (p.52).  
<sup>14</sup> Data include the calls that were transferred to an operator from an initial automated service that offered a language choice.

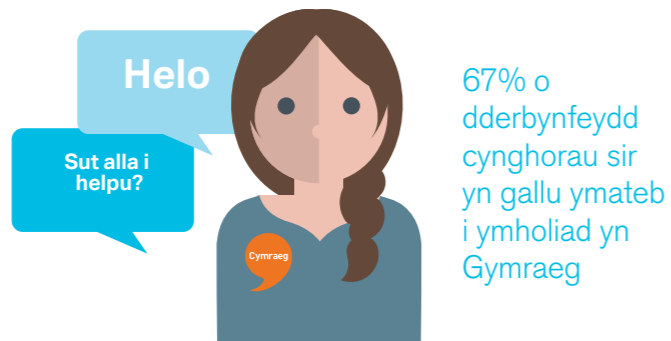
2.6 Roedd canran dderbynfeydd cynghorau sir oedd yn gallu darparu ymateb i ymholiad Cymraeg yn 2016-17 21% yn uwch nag yn ystod 2015-16.

**Defnyddio gwasanaethau derbynfa: darparu ymateb i ymholiad yn Gymraeg**



Canran y dderbynfeydd cynghorau sir oedd yn gallu darparu ymateb i ymholiad yn Gymraeg

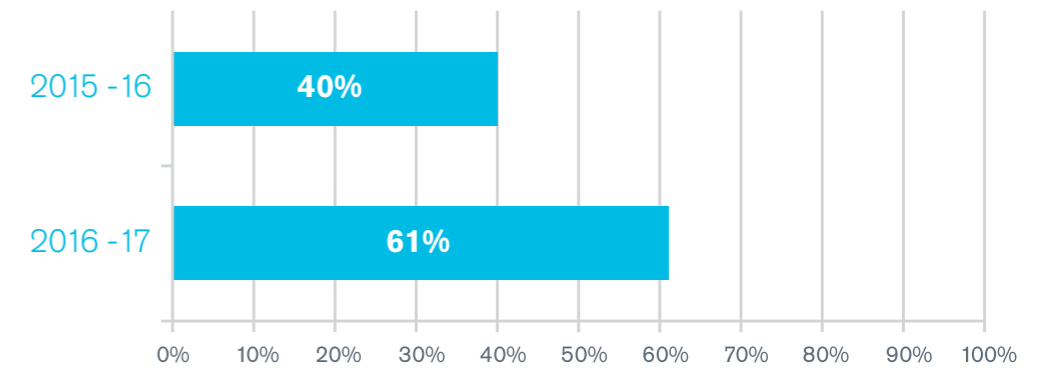
2.7 Yn ystod ymweliadau â dderbynfeydd holl gynghorau sir Cymru, pob awdurdod parc cenedlaethol a Llywodraeth Cymru, canfu'r Comisiynydd fod aelod o staff ar gael i ddarparu gwasanaeth yn Gymraeg yn 67% ohonynt.<sup>15</sup>



<sup>15</sup> Ymwelwyd â'r dderbynfeydd yn ystod arolwg codi ymwybyddiaeth o wasanaethau Cymraeg, gan laith Cyf. ar ran Comisiynydd y Gymraeg, 2017.

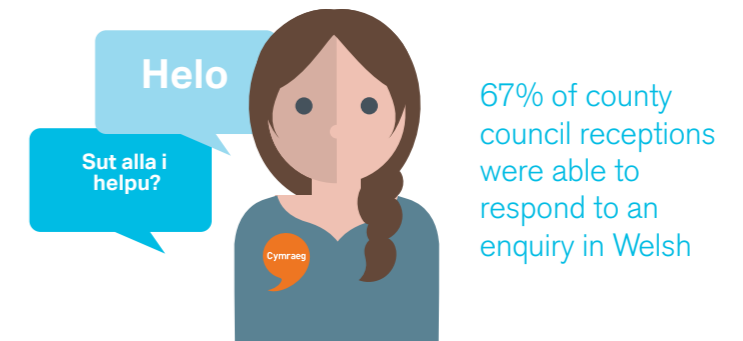
2.6 The percentage of county council receptions able to provide a response to a Welsh language enquiry in 2016-17 was 21% higher than in 2015-16.

**Using reception services: providing a response to an enquiry in Welsh**



The percentage of county council receptions able to provide a response to an enquiry in Welsh

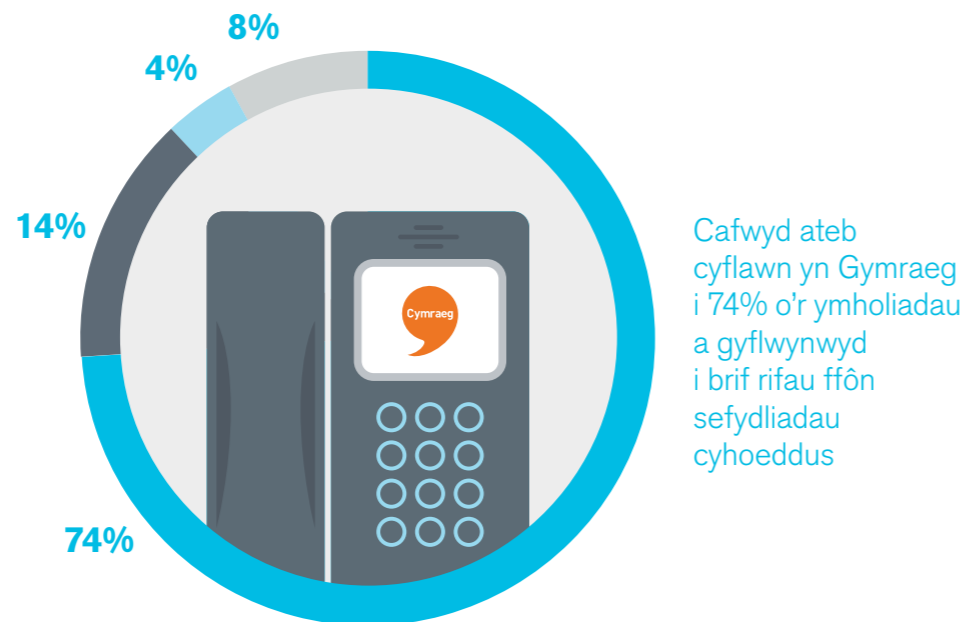
2.7 During visits to the receptions of all county councils and national park authorities and the Welsh Government, the Commissioner found that a member of staff was available to provide a service through the medium of Welsh in 67% of them.<sup>15</sup>



<sup>15</sup> Receptions were visited during the Raising awareness of Welsh language services survey by laith 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**



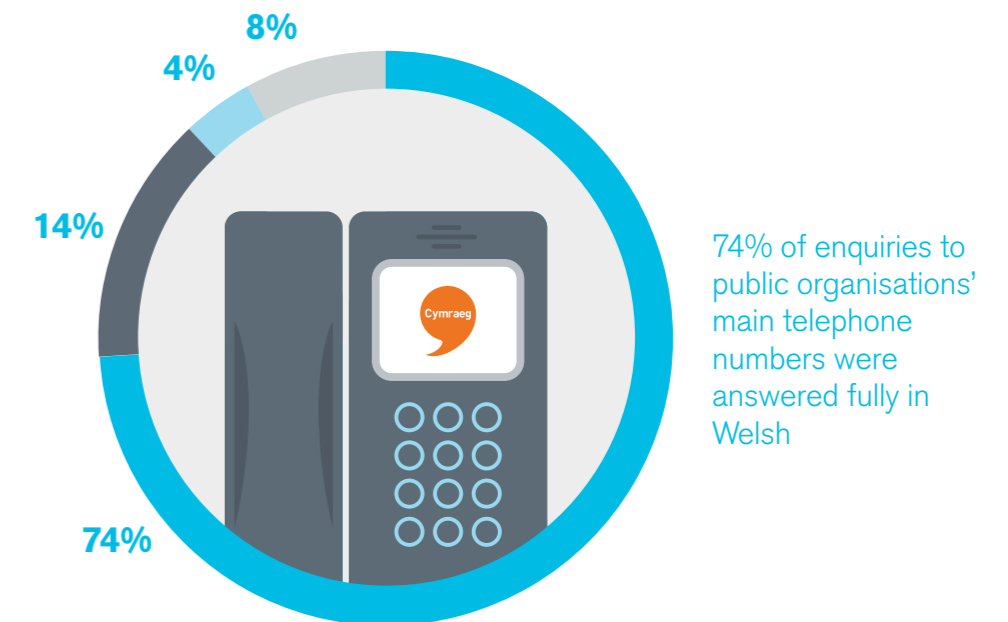
- Atebwyd yr ymholiad yn gyflawn yn Gymraeg
- Atebwyd yr alwad yn Gymraeg ond ni fu modd derbyn ymateb cyflawn
- Dim gwasanaeth Cymraeg ar gael o gwbl
- Trosglwyddwyd yr ymholiad i beiriant ateb

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.<sup>16</sup>

<sup>16</sup> 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**



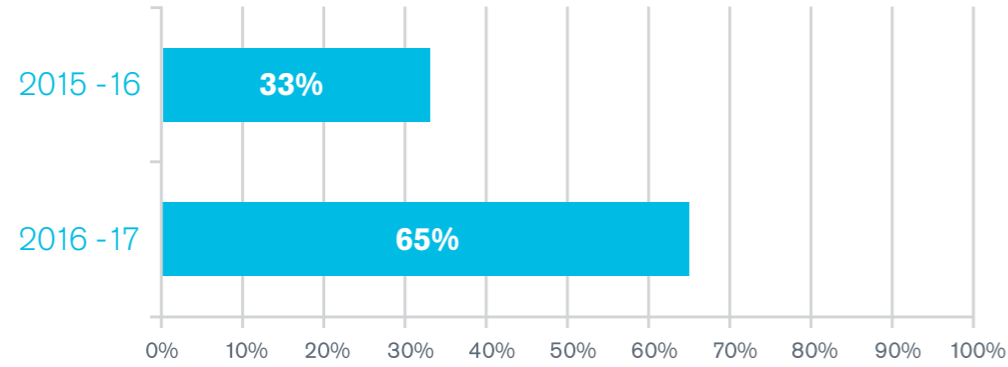
- The enquiry was answered fully in Welsh
- The call was answered in Welsh but it was not possible to receive a full response
- No Welsh service available at all
- The enquiry was transferred to an answering machine

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.<sup>16</sup>

<sup>16</sup> 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.<sup>17</sup>

**Defnyddio gwasanaethau ffôn: derbyn ymateb Cymraeg i ymholiad Cymraeg**



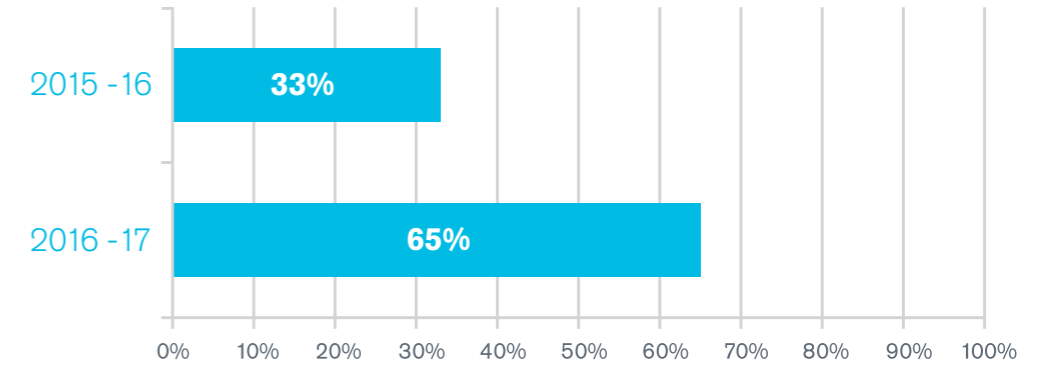
Canran yr ymholiadau ffôn atebwyd yn gyflawn yn Gymraeg gan gynghorau sir, awdurdodau parciau cenedlaethol a Gweinidogion Cymru

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.<sup>18</sup>

<sup>17</sup> 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.  
<sup>18</sup> Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

2.10 Although not all public organisations implementing the Welsh Language Standards (No.1) Regulations 2015 are required to respond fully in Welsh to telephone enquiries, it should be noted that the percentage of calls where this was achieved was 32% higher than in 2015-16.<sup>17</sup>

**Using telephone services: receiving a response in Welsh to a Welsh language enquiry**



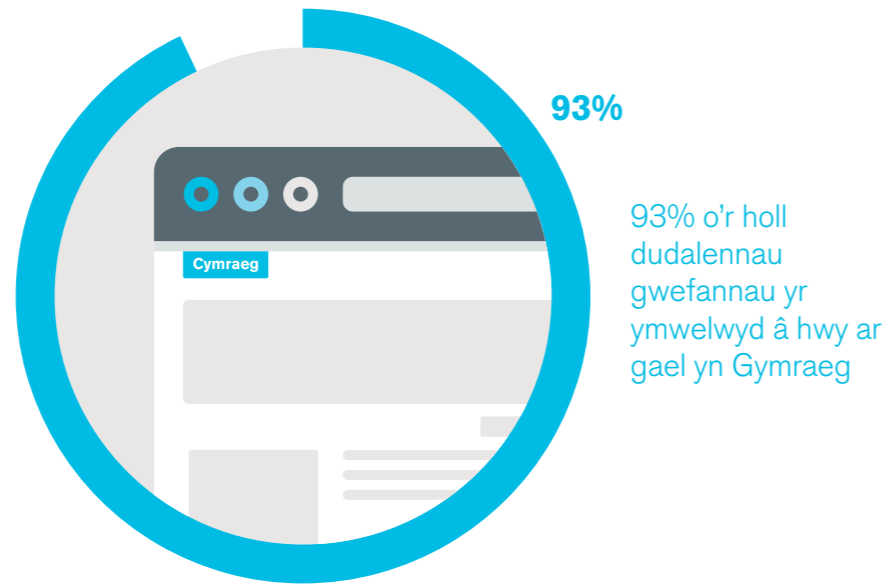
The percentage of telephone enquiries answered fully in Welsh by county councils, national park authorities and Welsh Ministers

2.11 The findings of the Commissioner's websites survey in 2016-17 also gives assurance that organisations, when planning their online provision, are giving increasing consideration to the needs of people who choose to use the Welsh language. 93% of the pages surveyed on the websites of public organisations were available in Welsh - 3,042 of the 3,285 pages. 53% of the 104 organisations successfully provided 100% of the web pages surveyed in Welsh.<sup>18</sup>

<sup>16</sup> 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.  
<sup>17</sup> Further information about the survey is available in Appendix 1.

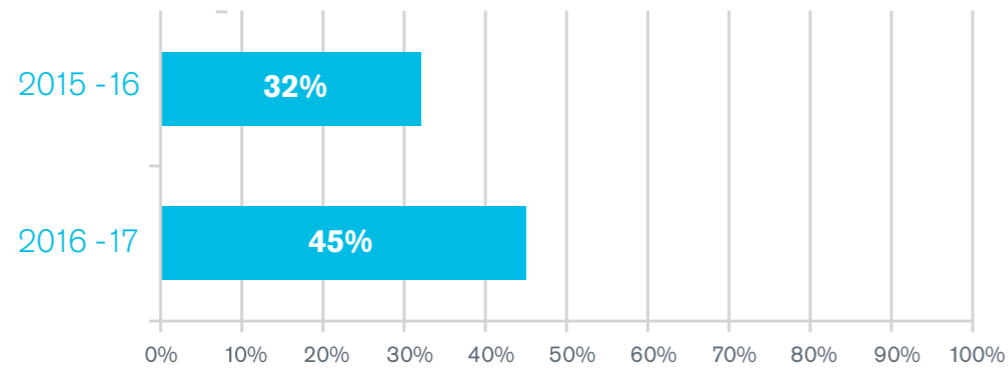


**Defnyddio gwasanaethau gwefannau: argaeledd tudalennau Cymraeg**



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.<sup>19</sup>

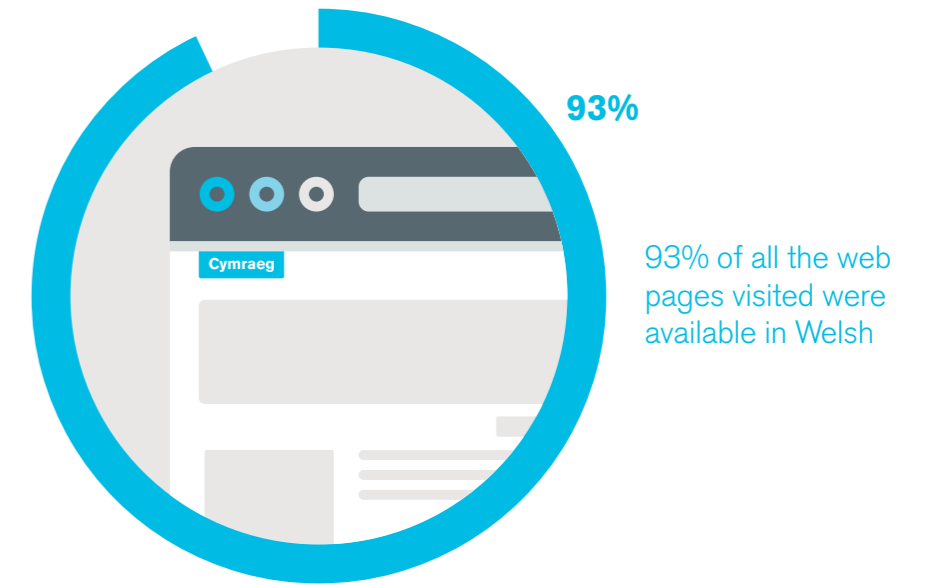
**Defnyddio gwasanaethau gwefannau: argaeledd tudalennau Cymraeg gwefannau cynghorau sir**



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

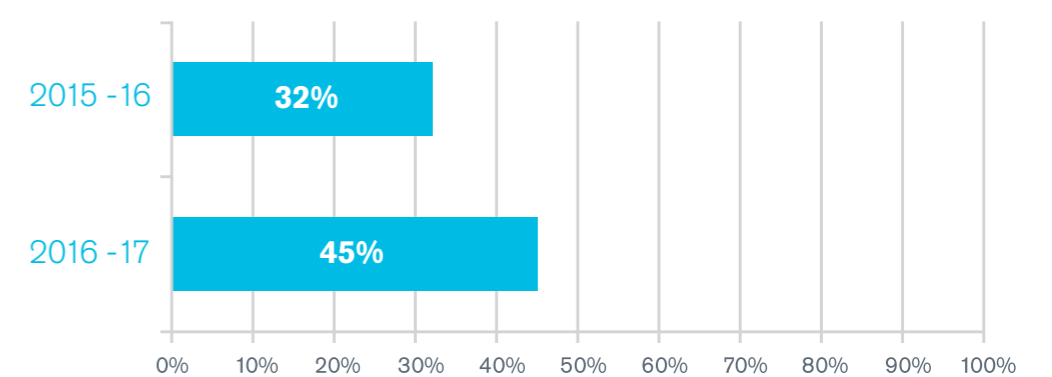
<sup>19</sup> Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

**Using website services: the availability of Welsh language web pages**



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

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



The percentage of county councils providing all web pages visited in Welsh

<sup>19</sup> 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 amdany'n 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.<sup>20</sup>
- 3.4 Gwnaed sylwadau hefyd yn ystod y sgysiau 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.

<sup>20</sup> 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.<sup>20</sup>
- 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.

<sup>20</sup> 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 laith 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.<sup>21</sup>
- 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.<sup>22</sup> Deunydd laith 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'.<sup>23</sup>

<sup>21</sup> Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru 2017 (t.53).

<sup>22</sup> Ymwelwyd â'r derbynfeydd yn ystod yr Arolwg codi ymwybyddiaeth o wasanaethau Cymraeg gan laith Cyf. ar ran Comisiynydd y Gymraeg. Yn 2015-16 roedd deunyddiau laith Gwaith i'w gweld yn 26% o'r derbynfeydd ymwelwyd â hwy.

<sup>23</sup> Mae Comisiynydd y Gymraeg yn darparu nwyddau laith 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 bathodynau, cortynnau gwddf a phosteri.

Hearing Welsh first gives me confidence to speak Welsh from the start.

It helps to see the laith 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

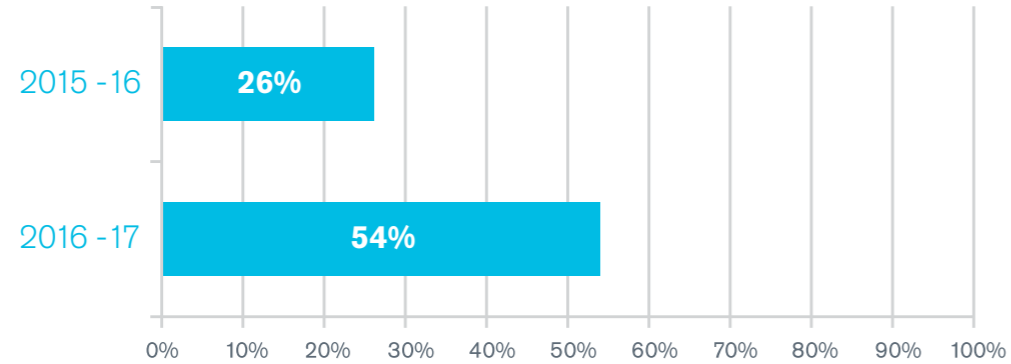
- 3.5 In its strategy to reach a million Welsh speakers by 2050 the Welsh Government states that changing the way in which a Welsh language service is offered can be addressed quickly by assisting service providers to offer their services in the most proactive manner.<sup>21</sup>
- 3.6 The Commissioner's 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.<sup>22</sup> In the majority of receptions laith 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'.<sup>23</sup>

<sup>21</sup> Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017 (p.53).

<sup>22</sup> Receptions were visited during the Raising awareness of Welsh language services survey by laith Cyf. on behalf of the Welsh Language Commissioner. In 2015-16, laith Gwaith materials were observed in 26% of receptions.

<sup>23</sup> The Welsh Language Commissioner provides free laith 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.

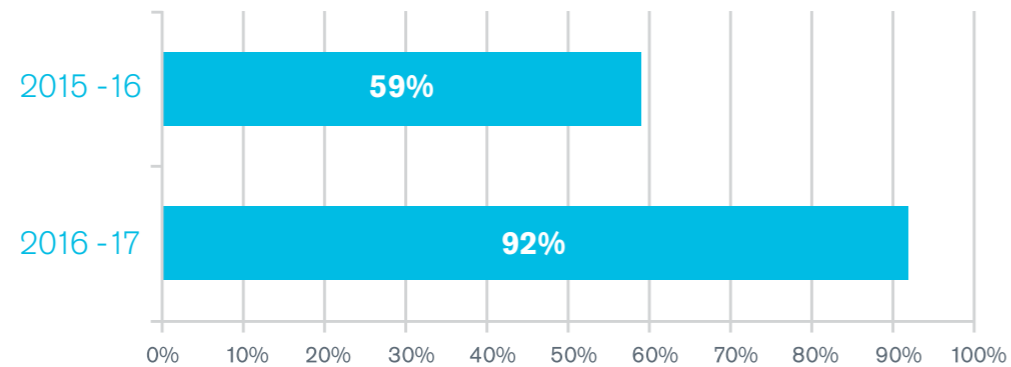
**Defnyddio gwasanaethau derbynfa: arwydd gweledol bod gwasanaeth Cymraeg ar gael**



Canran y derbynfydd oedd yn arddangos arwydd yn nodi bod croeso i ddefnyddio'r Gymraeg

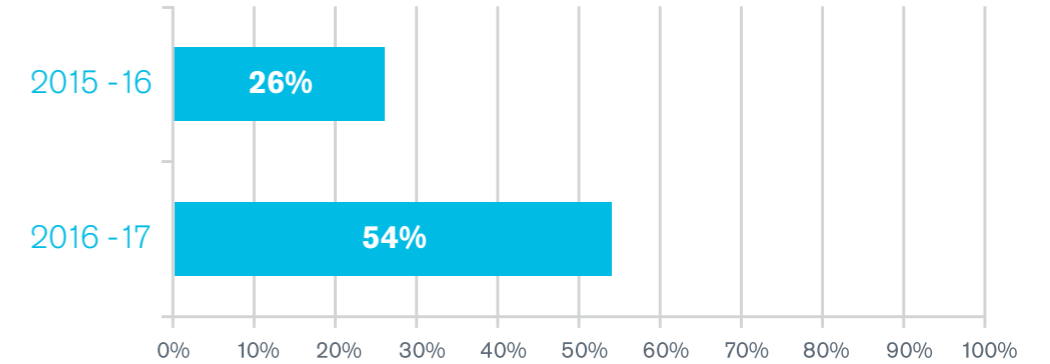
3.8 Gwelwyd bod canran y galwadau ffôn i gynghorau sir a atebwyd gan berson gyda chyfarchiad Cymraeg neu ddwyieithog 33% yn uwch nac yn 2015-16 - llwyddwyd i gyflawni hynny yn achos 92% o'r galwadau i brif rif ffôn neu ganolfan alwadau'r cynghorau.

**Defnyddio gwasanaethau ffôn: cyfarchiad Cymraeg neu ddwyieithog**



Canran y galwadau ffôn i gynghorau sir lle cafwyd cyfarchiad Cymraeg neu ddwyieithog gan berson

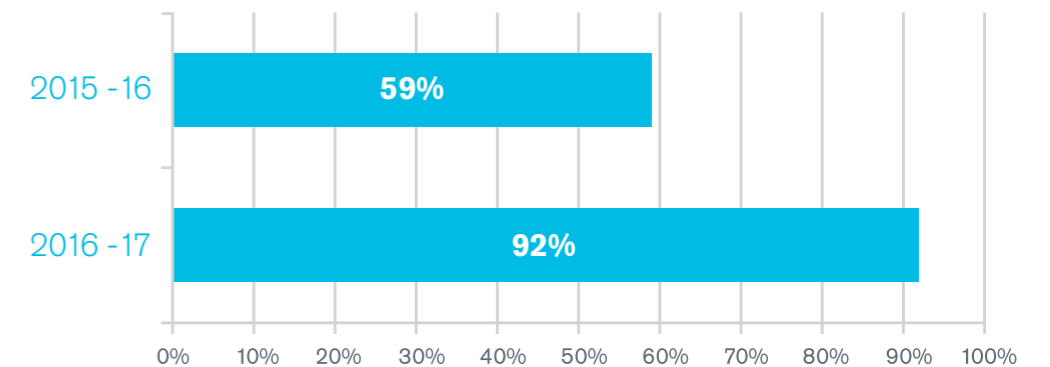
**Using reception services: visible sign that a Welsh language service is available**



The percentage of receptions displaying a sign indicating that people were welcome to use Welsh

3.8 The percentage of telephone calls to county councils answered by a person with a Welsh or bilingual greeting was 33% higher than in 2015-16 - this was achieved in the case of 92% of calls to councils' main telephone numbers or call centres.

**Using telephone services: Welsh or bilingual greeting**



The percentage of telephone calls to county councils where a Welsh or bilingual greeting was given by a person

3.9 Gwneir 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.<sup>24</sup>

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



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

<sup>24</sup> Ceir rhagor o wybodaeth am yr arolwg yn Atodiad 1 a 2.

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.<sup>24</sup>

**Using telephone services: receiving a Welsh or bilingual greeting from an automated service**

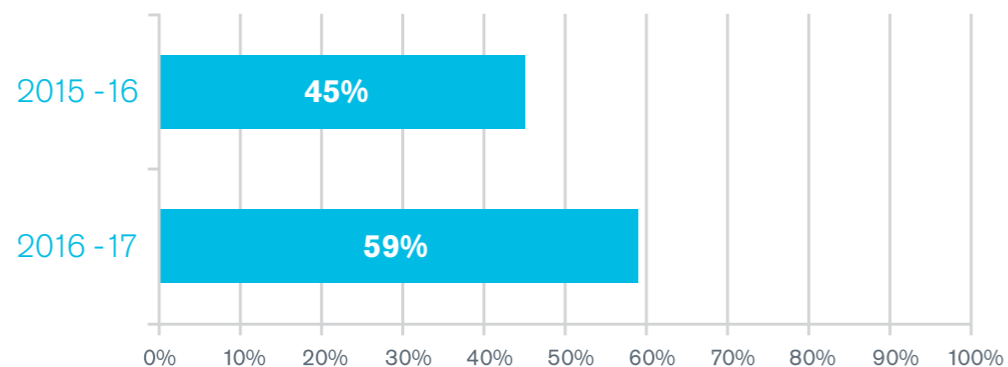


A Welsh or bilingual greeting was given during 90% of the calls to public organisations answered by an automated service

<sup>24</sup> 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**



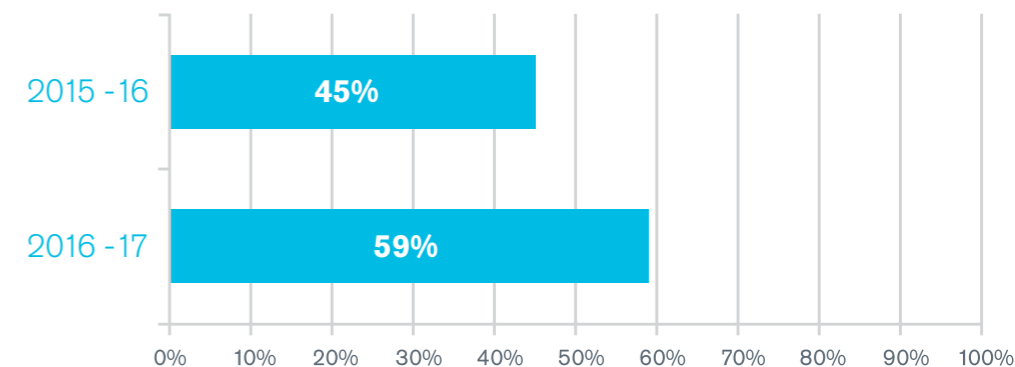
Canran gwefannau cynghorau sirol oedd â thudalen sblash i alluogi pobl i wneud dewis iaith cyn mynd i'r hafan

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**



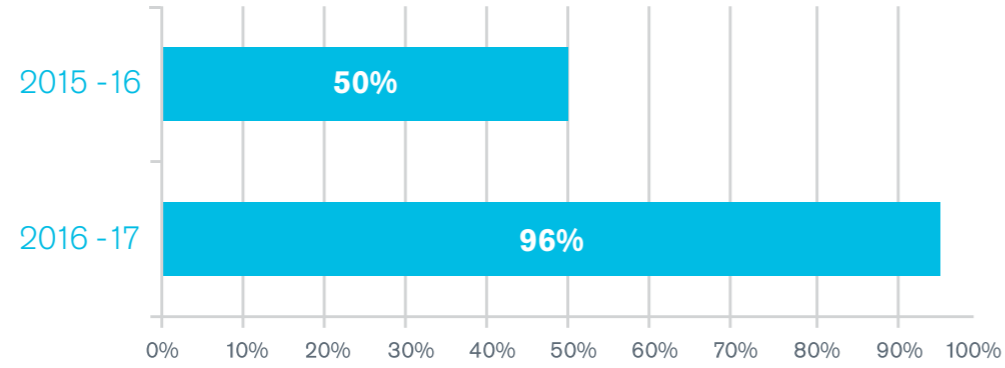
The percentage of county council websites with a splash page enabling people to make a language choice before going to the homepage

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**

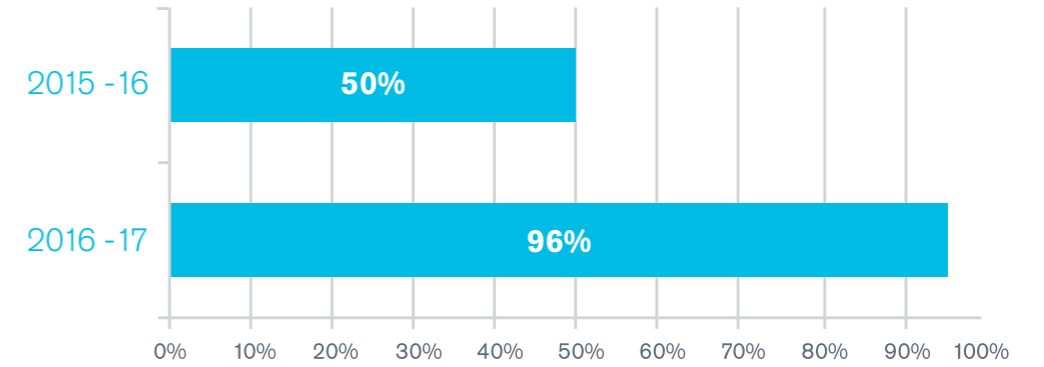


Canran y galwadau i'r cynghorau sir oedd yn cynnig dewis iaith yn syth

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.<sup>25</sup>
- 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.

<sup>25</sup> Amser gosod y safon: Portread o brofiadau pobl sy'n defnyddio'r Gymraeg, Adroddiad Sicrwydd 2015-16 Comisiynydd y Gymraeg.

## 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.<sup>25</sup>
- 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.

<sup>25</sup> Time to set the standard: A portrayal of Welsh language users' experiences, The Welsh Language Commissioner's Assurance Report 2015-16.



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 gyfweiliad 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 categorio fel swyddi sy'n gofyn bod sgiliau Cymraeg yn hanfodol, dymunol, bod angen dysgu Cymraeg neu nad yw sgiliau Cymraeg yn angenrheidiol.<sup>26</sup>
- 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.<sup>27</sup> 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.<sup>28</sup> 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.

<sup>26</sup> Safon 136, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

<sup>27</sup> Ceir rhagor o wybodaeth am yr arolwg yn Atodiad 1.

<sup>28</sup> 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.<sup>26</sup>
- 4.5 During the Commissioner's 2016-17 jobs survey, information on over four thousand posts advertised in the public sector was recorded.<sup>27</sup> 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.<sup>28</sup> 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.

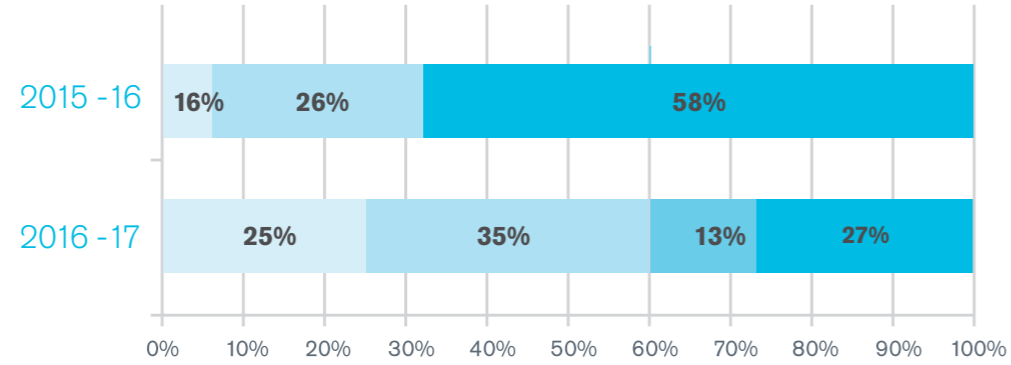
<sup>26</sup> In accordance with standard 136 of the Welsh Language Standards (No. 1) Regulations 2015.

<sup>27</sup> Further information about the survey is available in Appendix 1.

<sup>28</sup> 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**

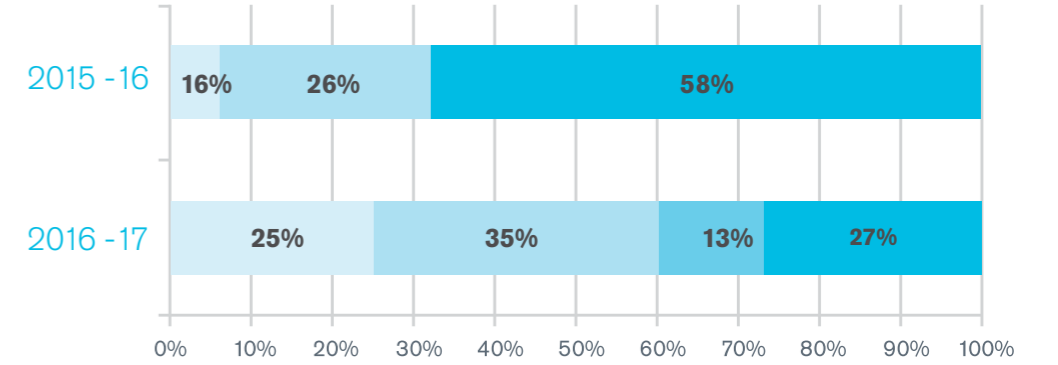


Canran y swyddi a hysbysebwyd gan gynghorau sir gyda gofynion sgiliau Cymraeg yn 2016-17

- 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**

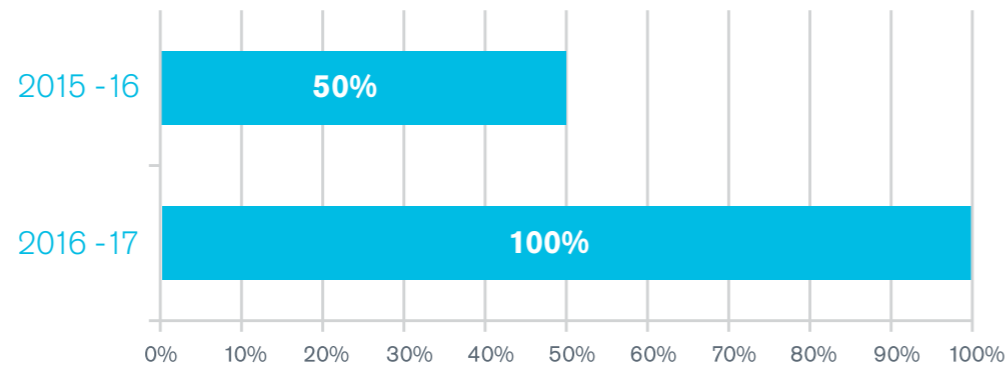


Percentage of county council posts advertised with Welsh language skills requirements in 2016-17

- essential
- desirable
- other description
- no skills

4.8 Yn 2016-17, llwyddodd pob un o'r cyngorau 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 cyngorau sir yn sgil gosod safonau'r Gymraeg.<sup>29</sup>

**Cyngorau sir yn pennu gofynion sgiliau Cymraeg wrth hysbysebu swyddi**

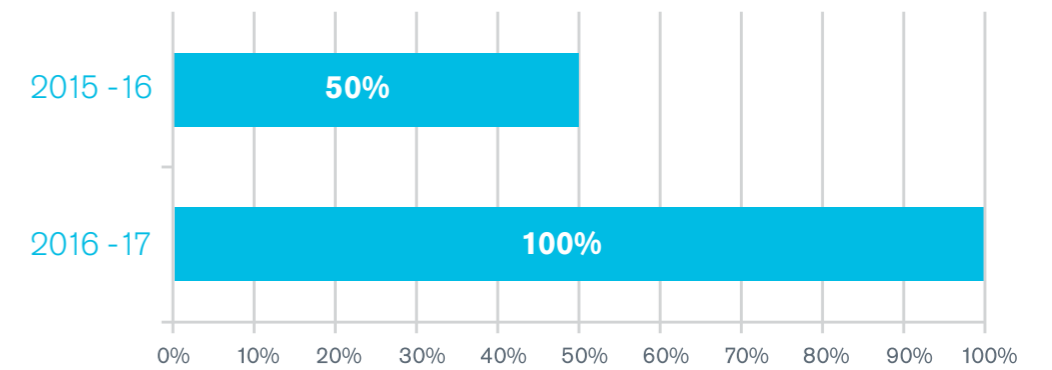


Canran y cyngorau sir yn hysbysebu swyddi gyda gofynion sgiliau Cymraeg 2016-17

<sup>29</sup> Yn unol â safonau 136 a 136A Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

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.<sup>29</sup>

**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

<sup>29</sup> 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 Ddwieithog, yn mynd i fod yn allweddol er mwyn cyflawni hyn.

Rydym eisoes wedi gwneud cynnydd ar y daith i ddod yn brifddinas wirioneddol ddwyeithog, 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**

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

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### 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.

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## Part 2: Despite improvements further work is needed

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### 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

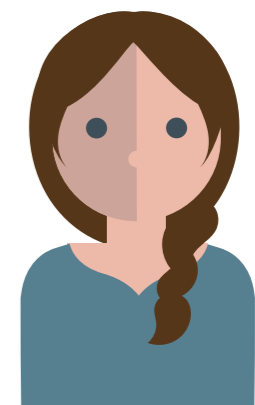
5.1 Even though evidence from a number of sources confirms that there has been an increase in the level of Welsh language service provision, the Commissioner's discussion group members report that their experiences when using the Welsh language continue to be less favourable than if they were to use 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.

Yesterday I had to go to the local council office to ask for recycling bags... I asked the receptionist in Welsh, and I had to wait, leave a phone number etc.

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



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

5.2 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.<sup>30</sup>

**Ffôn** 40% o'r galwadau i 16 cyngor sir a atebwyd gan dderbynydd oedd yn allu 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.<sup>31</sup>

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**

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

5.2 The following statistics from the Commissioner's surveys give examples of where improvements are needed:

**Websites** 53% of all public organisations surveyed provided every webpage visited in Welsh as required to do so. Only three county councils provided every web page visited fully in Welsh and English.<sup>30</sup>

**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.<sup>31</sup>

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**

<sup>30</sup>Further information about the survey is available in Appendix 1.  
<sup>31</sup> 16 of the 22 county councils implement standard 11 Welsh Language Standards (No. 1) Regulations 2015.

## Cyfyngau 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 Gymraeg 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.<sup>32</sup>

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 Gymraeg 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.<sup>33</sup>

- 5.3 Canfu'r arolwg i wasanaethau cyfyngau 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 cyfyngau 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 Gymraeg 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.

<sup>32</sup> Ceir rhagor o fanylion am yr arolwg yn Atodiad 1.

<sup>33</sup> Mwy na geiriau ... , Llywodraeth Cymru, 2012.

## 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.<sup>32</sup>

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.<sup>33</sup>

- 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.

<sup>32</sup> Further information about the survey is available in Appendix 1

<sup>33</sup> 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 drïo 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.



**Ffynhonnell:** Grwpiau trafod Comisiynydd y Gymraeg 2016

It's impossible to use Welsh in the hospital. When I go to my appointment, I say 'Good morning, I have an appointment'; and everything is in English from then on. It happens every time. If you go to a medical appointment, you don't want to complain...

I was at the hospital and the nurses came in and said 'Bore da', they were wearing lanyards, but then turned to English saying 'I went to a Welsh school but I don't use it'. They need support to increase their confidence to use Welsh at work.

I spent five hours at A&E the other day... One of the nurses had a Welsh speakers badge, and I said 'Oh, do you speak Welsh?' and they answered, 'Oh, no - this is the only uniform they could give me.'

After moving house I tried to register with the health board and it took me weeks to find out which surgeries had a Welsh speaking GP. The Welsh speaking GP was outside the catchment area - but he has accepted me as I insisted on someone who spoke Welsh.

Older people in their eighties and nineties are going into hospital and residential homes and there's no way for them to have a conversation in Welsh. I was on the Community Health Council for 8 years, and we were constantly getting complaints.



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

- 5.5 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.<sup>34</sup>
- 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 Gymraeg 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 Gymraeg swyddi newydd a swyddi gwag a nodi hynny wrth eu hysbysebu. Adroddwyd eisoes bod arolyg 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 Gymraeg 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 Gymraeg sydd ar gael i bobl ledled Cymru, mynegwyd barn gan fynychwyr grwpiau trafod y Comisiynydd, er bod profiadau cadarnhaol i'w cael mewn rhai

<sup>34</sup> *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.<sup>34</sup>
- 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

<sup>35</sup> *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 pwysu 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.

**Fynhonnell:** Grwpiau trafod Comisiynydd y Gymraeg 2016

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.

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

## 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.

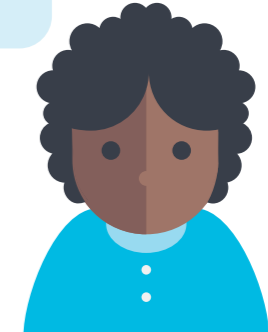


**Ffynhonnell:** Grwpiau trafod Comisiynydd y Gymraeg 2016

- 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 ymwelwyd 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.

When I phoned the council, I pressed for the Welsh option because I was given the choice, but I had to put the phone down after hanging on for ages.

The council uses Google Translate to tweet in Welsh.



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

- 6.3 The Commissioner's mystery shopper surveys during 2016-17 support comments made by members of the Commissioner's discussion groups and are evidence that the quality of the Welsh language service offered isn't always as it should be.
- 6.4 The website survey found that 96% of public organisations included in the survey provided a language selector button on the pages visited, this percentage was 15% higher than in 2015-16. But the button does not always work or achieve its aim of facilitating the use of either language, and so the Welsh language is treated less favourably.
- 6.5 In the case of one county council, clicking on the language selector button led to a page that was a Google Translate translation of the English page; there were also numerous examples of websites where clicking on the language choice button led the user to the homepage in the other language instead of the corresponding page. Another website included a language choice button on the Welsh language web pages, therefore allowing the user to change to the English version, but there was no button on the English pages giving the option to change from English to Welsh.

- 6.6 Roedd tudalennau sydd angen eu diweddarau'n gyson - megis rhestrau neu gofrestrau - yn llai tueddol o fod ar gael yn Gymraeg. Sylwyd bod gwybodaeth megis dyddiadau a phrisiau heb eu diweddarau 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 ddiweddarau, 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 derbynfydd 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.<sup>35</sup>
- 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.

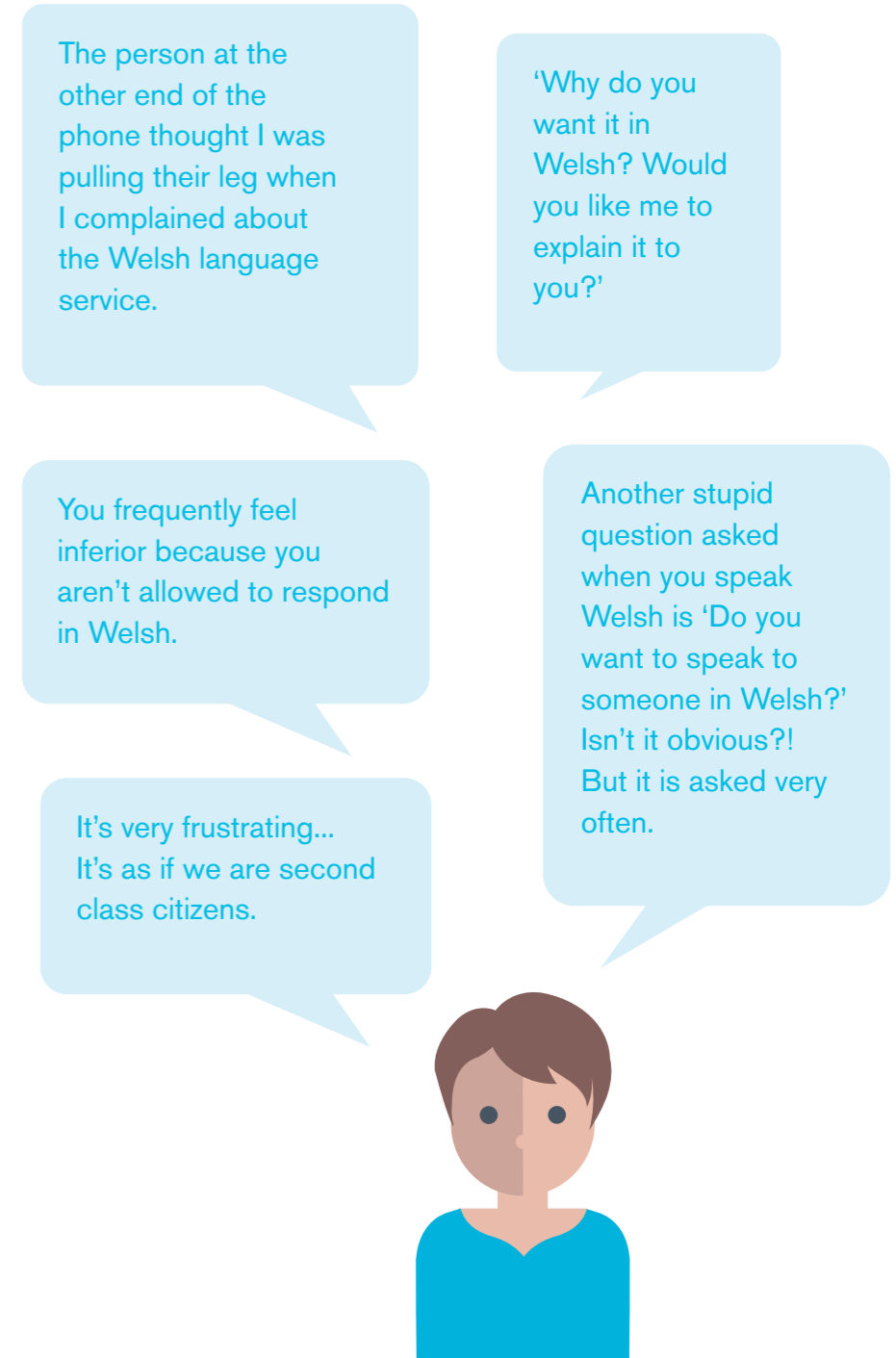
<sup>35</sup> Mae Comisiynydd y Gymraeg yn darparu nwyddau iaith Gwaith yn rhad ac am ddim er mwyn cynorthwyo sefydliadau i hybu cyfleoedd i ddefnyddio'r Gymraeg wrth ddarparu gwasanaethau i'r cyhoedd yng Nghymru, megis bathodynau, cortynnau gwddf a phosteri.

- 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.<sup>35</sup>
- 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.

<sup>35</sup> 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.



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 hymrwymiaidau i ddarparu gwasanaethau yn Gymraeg. Mae cwrteisi ieithyddol sylfaenol yn greiddiol i'w gallu i ddarparu gwasanaeth o ansawdd da.



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.<sup>36</sup>
- 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:<sup>37</sup>
- o 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 derbynfydd;
  - o 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 derbynfydd sy'n medru siarad Cymraeg yn gwisgo bathodyn i gyfleu hynny, er enghraifft:
- o yn nerbynfydd 25% o'r sefydliadau lle'r oedd gwasanaeth Cymraeg ar gael, nid oedd aelodau staff yn gwisgo bathodyn i arddangos hynny;
  - o 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.

<sup>36</sup> Fframwaith Rheoleiddio Comisiynydd y Gymraeg, 2016.

<sup>37</sup> 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 gyfweiliadau ffôn ac ymwelwyd â derbynfydd 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.<sup>36</sup>
- 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:<sup>37</sup>
- o 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
  - o 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:
- o 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;
  - o 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.

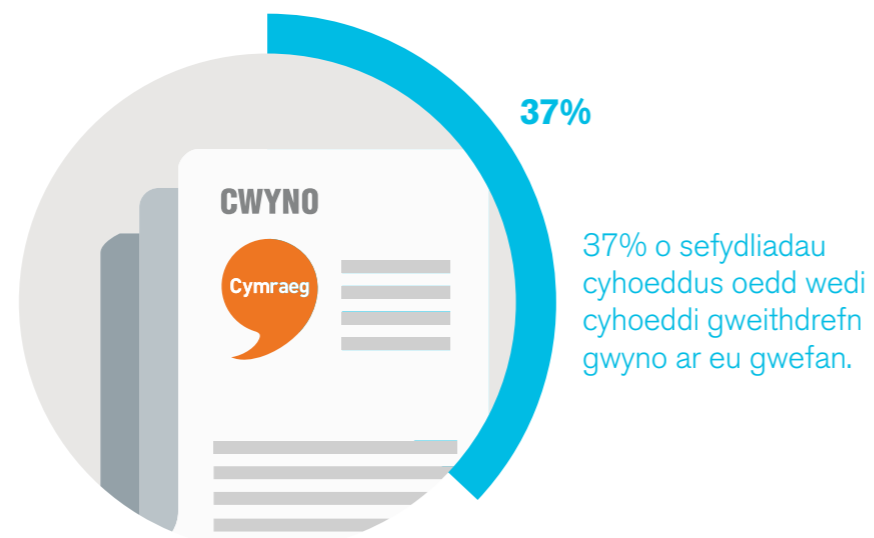
<sup>36</sup> The Welsh Language Commissioner's Regulatory Framework, 2016.

<sup>37</sup> 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.<sup>38</sup>

### Cyhoeddi gweithdrefn gwyno



- 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.<sup>39</sup>

<sup>38</sup> Sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1) a (Rhif 2) 2015, a (Rhif 4) a (Rhif 5) 2016.  
<sup>39</sup> 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.<sup>38</sup>

### Publishing a complaint procedure



- 7.5 Organisations have a duty to publish Welsh language standards annual reports. The 26 organisations implementing Regulations (No. 1) 2015, county councils, national park authorities and Welsh Ministers, are required to publish an annual report no later than 30 June after the financial year to which the report relates. The report must contain specific statistics as set out in the regulations. The publication date for the Welsh language standards annual reports of the organisations implementing Regulations (No. 2) (No. 4) and (No. 5) 2016 is 30 September, and as such it is not possible to include an analysis of them in this report.
- 7.6 A survey of the websites of the organisations operating the Welsh Language Standards Regulations (No. 1) 2015 found that 22 of them had published a report.<sup>39</sup>

<sup>38</sup> Organisations implementing the Welsh Language Standards Regulations (No.1), (No. 2), (No. 4) and (No. 5).  
<sup>39</sup> 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.<sup>40</sup>
- 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 categorio 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 categorio fel rhai â'r Gymraeg yn sgil dymunol. Nid oedd angen unrhyw sgiliau Cymraeg ar gyfer 3,409 swydd (41.5%).

<sup>40</sup> 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.<sup>40</sup>
- 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%).

<sup>40</sup> At the time of considering the reports, one of the 22 organisations had challenged the relevant standard.

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

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### 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.

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## Part 3: Behavioural change is required in order to promote and facilitate the Welsh language

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### 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.<sup>41</sup> 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.<sup>42</sup> 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.<sup>43</sup>

<sup>41</sup> Hefyd ar gael yn Gymraeg: deall y defnydd a'r diffyg defnydd o wasanaethau Cymraeg, Cyngor ar Bopeth, 2015.

<sup>42</sup> Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017.

<sup>43</sup> Adran 28, 30 a 31 Mesur y Gymraeg (Cymru) 2011, Llywodraeth Cymru.

- 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.<sup>41</sup> 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<sup>42</sup>, 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.<sup>43</sup>

<sup>41</sup> English by default: understanding the use and non-use of Welsh language Services, Citizens Advice 2015.

<sup>42</sup> Cymraeg 2050: A million Welsh speakers, Welsh Government, 2017.

<sup>43</sup> 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**

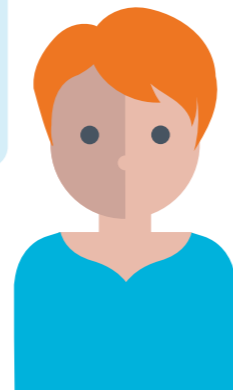
Mi faswn i wrth fy modd tasa fo'n llai o ymdrech.

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 rw bath 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 laith Gwaith 'na ambyti ondife, mae angen e am bod pobl ddim yn neud hwnna.



**Ffynhonnell:** Grwpiau trafod Comisiynydd y Gymraeg 2016

**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 laith Gwaith badge is all about isn't it, we need it because people don't do that.



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

- 8.3 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 sgysiau 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.<sup>44</sup>
- 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 reidwydd 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.<sup>45</sup>
- 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.

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

<sup>45</sup> 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.<sup>44</sup>
- 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.<sup>45</sup>
- 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.

<sup>44</sup> 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.

<sup>45</sup> 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 rydych 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.

**Fynhonnell:** Grwpiau trafod Comisiynydd y Gymraeg 2016



One tends to think 'Oh I'm being a bit of a nuisance here... I'll do it in English...'

One has to go out of one's way to get a Welsh language service.

When you phone up for something, you want an answer to the question straight away without delay.

Sometimes you phone the Welsh language line, and the person who answers speaks Welsh, but thirty seconds into the conversation they say 'I'm not confident enough to deal with the call in Welsh'. Staff don't seem to be getting enough training and support to work through the medium of Welsh.

It's as if everything is a battle. I know before picking up the phone that I'm going to have trouble.

Children speak English first to ask for something in the shop... and I always ask them why they do that.

I try to read the organisation's publications in Welsh, but the language is too formal.

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

8.8 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.<sup>46</sup>

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.<sup>47</sup>

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?

<sup>46</sup> Hefyd ar gael yn Gymraeg: deall y defnydd a'r diffyg defnydd o wasanaethau Cymraeg, Cyngor ar Bopeth, 2015  
<sup>47</sup> 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<sup>46</sup>

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.<sup>47</sup>

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?

<sup>46</sup> English by default: Understanding the use and non-use of Welsh language services, Citizens Advice 2015.  
<sup>47</sup> 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 ...**

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

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

## 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 gwneud, 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.

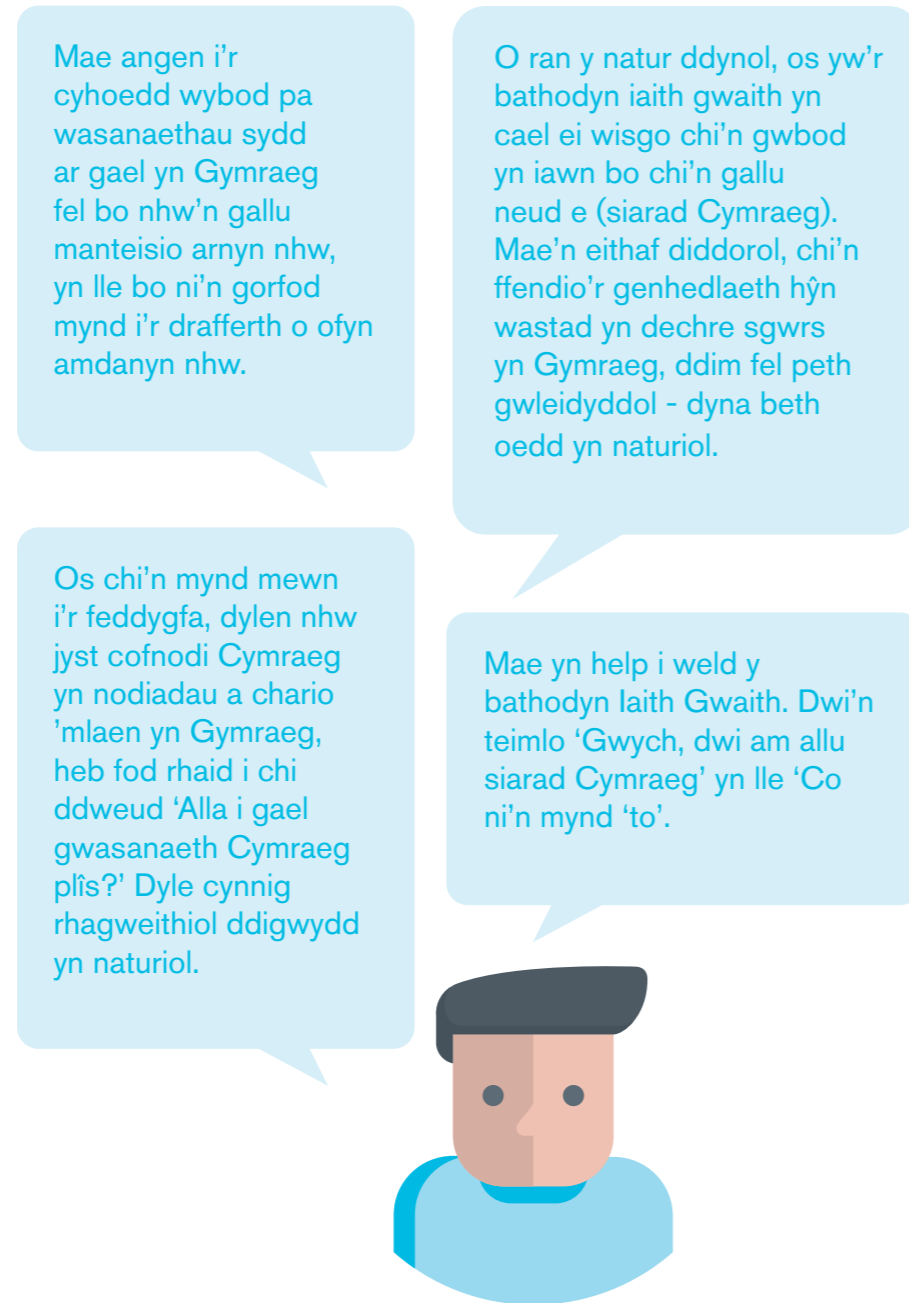
## In order to create customers for Welsh language services, organisations must do more than simply telling people they exist - they must market them intelligently and persuade people that their needs will be met

- 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.

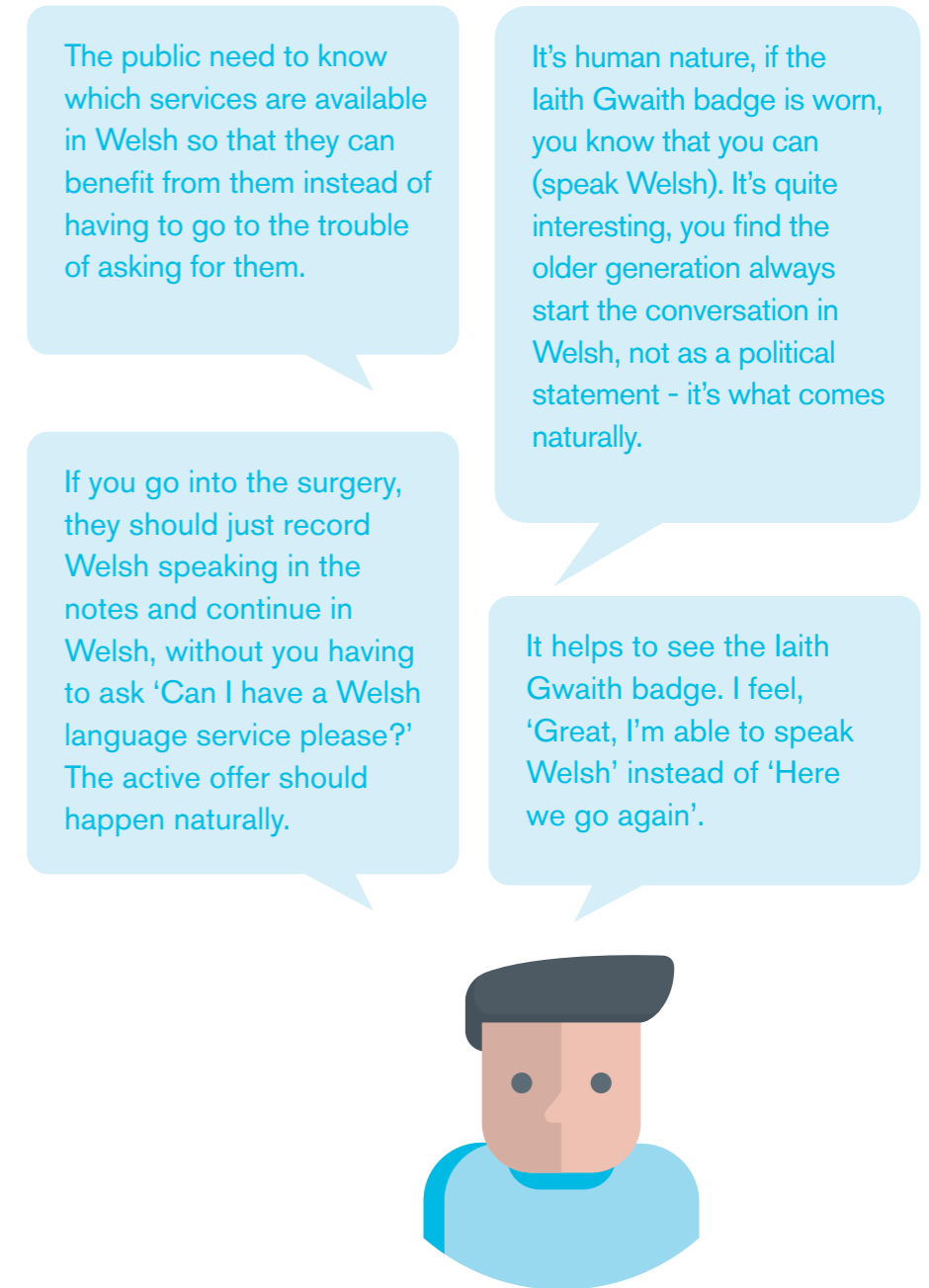
Seeing a badge makes you more confident to start the conversation in Welsh or to want to use the Welsh language service. If the Welsh language service isn't there in your face, you won't go for it.

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.



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



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

- 9.3 As well as investing in Welsh language services and being ready to offer them, the Welsh Government is of the view that:
- providers need to know how to facilitate their increased use;
  - this demands intelligent marketing;
  - the onus is on the provider to design services in a way which is geared to the needs of the customer.

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.<sup>48</sup>

- 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'.



<sup>48</sup> 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.<sup>48</sup>

- 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'.



<sup>48</sup> 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.<sup>49</sup>

<sup>49</sup> Safon 82, sefydliadau sy'n gweithredu Rheoliadau Safonau'r Gymraeg (Rhif 1 2015)

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.<sup>49</sup>

<sup>49</sup> 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.



- 9.6 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 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.<sup>50</sup>

- 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.<sup>50</sup>

<sup>50</sup> Cymraeg 2050: Miliwn o siaradwyr, Llywodraeth Cymru, 2017

<sup>50</sup> 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.<sup>51</sup>
- 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.<sup>52</sup>
- 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.<sup>53</sup>
- 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 cael ymhob un o'r 11 strategaeth lle ceir targed.

<sup>51</sup> Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 sy'n pennu safonau ar gyfer Gweinidogion Cymru, cynghorau sirol ac awdurdodau parciau cenedlaethol.

<sup>52</sup> Safon 145, Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

<sup>53</sup> 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.

## 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.<sup>51</sup>
- 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.<sup>52</sup>
- 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.<sup>53</sup>
- 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.

<sup>51</sup> The Welsh Language Standards (No.1) Regulations 2015 specify standards for Welsh Ministers, county councils and national park authorities.

<sup>52</sup> Standard 145 of the Welsh Language Standards (No. 1) Regulations 2015

<sup>53</sup> 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 ystyrllon 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 laith 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.

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## Atodiad 1

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Methodolegau arolygon

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## Appendix 1

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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.<sup>54</sup> Ymgwymerwyd 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.<sup>55</sup> 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, amllder 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.<sup>56</sup> Ymgwymerwyd â'r gwaith gan swyddogion y Comisiynydd.

<sup>54</sup> 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

<sup>55</sup> 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.

<sup>56</sup> 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

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.<sup>54</sup> 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.<sup>55</sup> 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.<sup>56</sup> The work was undertaken by the Commissioner's officers.

<sup>54</sup> 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.

<sup>55</sup> 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.

<sup>56</sup> 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.<sup>57</sup> 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 derbynydd 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.<sup>58</sup> 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.<sup>59</sup> 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.

<sup>57</sup> 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.  
<sup>58</sup> 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.  
<sup>59</sup> Mae rhestr o'r sefydliadau cyhoeddus gafodd eu cynnwys yn yr arolwg yn Atodiad 2.

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.<sup>57</sup> 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.<sup>58</sup> 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.<sup>59</sup> 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.

<sup>57</sup> 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.  
<sup>58</sup> 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  
<sup>59</sup> 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.<sup>60</sup>

## 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.<sup>61</sup> Ymgwymerwyd 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.<sup>62</sup>

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.

<sup>60</sup> 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

<sup>61</sup> 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

<sup>62</sup> Edrychwyd ar adrannau cyfatebol gwefannau sefydliadau sy'n darparu'r un math o wasanaethau.

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.<sup>60</sup>

## 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.<sup>61</sup> 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.<sup>62</sup>

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.

<sup>60</sup> 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.

<sup>61</sup> 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.

<sup>62</sup> 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 llyfrynau, 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.<sup>63</sup> Ymgwymerwyd 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 chyrru'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.<sup>64</sup> Ymgwymerwyd 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 goruchwyllo 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.

<sup>63</sup> Safonau 40, 41, 43, 44, 46 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

<sup>64</sup> 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.

## 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.<sup>63</sup> 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.<sup>64</sup> 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.

<sup>63</sup> Standards 40, 41, 43, 44, 46 of the Welsh Language Standards (No. 1) Regulations 2015

<sup>64</sup> 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 2016.

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.<sup>65</sup>

## 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.<sup>66</sup> Ymgwymerwyd 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.<sup>67</sup> 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 arlwygo ac ati eu cofnodi. Ni chafodd swyddi staff addysgu a staff cymorth dysgu mewn ysgolion eu cofnodi.

<sup>65</sup> 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.

<sup>66</sup> 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

<sup>67</sup> 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.

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.<sup>65</sup>

## 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.<sup>66</sup> 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.<sup>67</sup> 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.

<sup>65</sup> 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.

<sup>66</sup> 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.

<sup>67</sup> 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 hysbysebwr 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 bydwagedd 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.<sup>68</sup> Comisiynwyd cwmni IaithCyf. i ymgymryd â'r gwaith ar ran y Comisiynydd.

Yn ystod misoedd Chwefror a Mawrth 2017 cynhaliwyd cyfweiliadau 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.<sup>69</sup> Derbyniodd y swyddogion ganllaw cyfweiliad ymlaen llaw a threfnwyd amser penodol ar gyfer cynnal y cyfweiliadau. 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 derbynfydd.

Cofnodwyd gwybodaeth ynghylch arferion y 25 sefydliad o groesawu defnydd o'r Gymraeg mewn cyfarfodydd; defnyddio'r Gymraeg mewn digwyddiadau cyhoeddus; arddangos arwyddion mewn derbynfydd 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 dderbynfydd cyhoeddus gwahanol oedd yn cael eu cynnal gan 26 sefydliad cyhoeddus.<sup>70</sup> Cafodd prif dderbynfa pob sefydliad ei chynnwys yn ogystal â derbynfydd swyddfydd rhanbarthol, llyfrgelloedd, lleoliadau hamdden a lleoliadau addysg gymunedol. Defnyddiwyd dull 'siopwr cudd', gan

<sup>68</sup> Safonau 30, 35, 67, 68, 81, 82, 155, 159, 161, 165, 167, 171, 173, 175 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015

<sup>69</sup> 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

<sup>70</sup> Cafodd derbynfydd 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.<sup>68</sup> 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.<sup>69</sup> 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.<sup>70</sup> 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

<sup>68</sup> Standards 30, 35, 67, 68, 81, 82, 155, 159, 161, 165, 167, 171, 173, 175 Welsh Language Standards (No.1) Regulations 2015.

<sup>69</sup> 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.

<sup>70</sup> 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 laith Gwaith.<sup>71</sup> 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.<sup>72</sup> 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.<sup>73</sup> 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.

<sup>71</sup> Mae Comisiynydd y Gymraeg yn darparu nwyddau laith 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

<sup>72</sup> 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.

<sup>73</sup> Safonau 145, 146 Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

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.<sup>71</sup> 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.<sup>72</sup> 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.<sup>73</sup> 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.

<sup>71</sup> The Welsh Language Commissioner provides free laith Gwaith resources in order to help organisations promote opportunities to use Welsh when delivering services to the public in Wales.

<sup>72</sup> 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.

<sup>73</sup> 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. Comisiynydd cwmni Beaufort Research i ymgymryd â'r gwaith ar ran y Comisiynydd ac yn ystod mis Mawrth 2017 cynhaliwyd cyfweiliad 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. Ymgwymerwyd 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.

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## Atodiad 2

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### 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.

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## Appendix 2

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### 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	✓	✓	✓	✓	✓	✓	✓	✓	✓

Rheoliadau  
Safonau'r  
Gymraeg  
(Rhif 1) 2015

Organisation	social media	telephone	correspondence	websites	jobs	producing and publishing reports	supplementary provisions	raising awareness of Welsh language Services	promoting the Welsh language
	Pembrokeshire Coast National Park Authority	✓	✓	✓	✓	✓	✓	✓	✓
Brecon Beacons National Park Authority	✓	✓	✓	✓	✓	✓	✓	✓	✓
Snowdonia National Park Authority	✓	✓	✓	✓	✓	✓	✓	✓	✓
Blaenau Gwent County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Caerphilly County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Neath Port Talbot County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conwy County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Merthyr Tydfil County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bridgend County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Rhondda Cynon Taf County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Torfaen County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Wrexham County Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Swansea City and County Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cardiff City Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Newport City Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gwynedd Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Vale of Glamorgan County Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ceredigion County Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Denbighshire County Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Monmouthshire County Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Carmarthenshire County Council	✓	✓	✓	✓	✓	✓	✓	✓	✓

The Welsh  
Language  
Standards (No. 1)  
Regulations 2015

	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 <sup>74</sup>							✓		
	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	✓	✓	✓	✓	✓		✓			

<sup>74</sup> 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 <sup>74</sup>									✓	
	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	✓	✓	✓	✓	✓		✓				

<sup>74</sup> 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.

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

Rheoliadau  
Safonau'r  
Gymraeg  
(Rhif 2) 2016

Rheoliadau  
Safonau'r  
Gymraeg  
(Rhif 4) 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	✓	✓	✓	✓	*		✓		
Education Workforce Council		✓	✓		✓		✓		
Mental Health Review Tribunal for Wales		✓	✓				✓		
Special Educational Needs Tribunal for Wales		✓	✓				✓		

The Welsh  
Language  
Standards (No.2)  
Regulations 2016

The Welsh  
Language  
Standards (No.4)  
Regulations 2016

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				✓					



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				✓					

Rheoliadau  
Safonau'r  
Gymraeg  
(Rhif 5) 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				✓					

The Welsh  
Language  
Standards (No. 5)  
Regulations 2016

Sefydliad	cyfrngau 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



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Llywodraeth Cymru  
Welsh Government

## **Paratoi ar gyfer Bil y Gymraeg**

### **Galwad am dystiolaeth: crynodeb o'r ymatebion**

Dyddiad cyhoeddi: Gorffennaf 2017

# Paratoi ar gyfer Bil y Gymraeg Galwad am dystiolaeth: crynodeb o'r ymatebion

## Cynulleidfa

Cyrff cyhoeddus yng Nghymru; cyrff y trydydd sector yng Nghymru; cwmnïau y sector preifat yng Nghymru;; sefydliadau sy'n gweithio i hybu'r defnydd o'r Gymraeg; Comisiynydd y Gymraeg; partiön eraill â diddordeb a'r cyhoedd.

## Trosolwg

Mae'r ddogfen hon yn crynhoi profiad a barn rhai o'r cyrff sydd eisoes yn gweithredu o dan safonau y Gymraeg, cyrff sy'n paratoi i ddod o dan y safonau, a rhai rhanddeiliaid eraill.

Bydd Llywodraeth Cymru yn ystyried yr ymatebion fel rhan o'r dystiolaeth i gynhyrchu cynigion polisi mewn Papur Gwyn i'w gyhoeddi dros yr haf. Nid yw'n fwriad gan Lywodraeth Cymru, wrth gyhoeddi'r ymatebion a dderbyniwyd, i ymyrryd na dylanwadu ar unrhyw benderfyniadau a wneir gan Gomisiynydd y Gymraeg na Thribiwnlys y Gymraeg.

## Camau i'w cymryd

Dim – er gwybodaeth yn unig.

## Rhagor o wybodaeth

Dylid cyfeirio ymholiadau am y ddogfen hon at:

Tîm Bil y Gymraeg  
Is-Adran y Gymraeg  
Llywodraeth Cymru  
Parc Cathays  
Caerdydd  
CF10 3NQ

Ffôn: 0300 025 6052

e-bost: [UnedlaithGymraegWelshLanguageUnit@llyw.cymru](mailto:UnedlaithGymraegWelshLanguageUnit@llyw.cymru)

## Copiau ychwanegol

Mae'r ddogfen hon ar gael o wefan Llywodraeth Cymru yn <http://gov.wales/topics/welshlanguage/legislation-for-the-welsh-language/preparing-for-a-welsh-language-bill/?lang=cy>



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# Cyflwyniad

## Cefndir

1. Yn ystod Cyfarfod Llawn yn y Cynulliad ar 18 Mai 2016 fe wnaeth y Prif Weinidog ymrwymo i geisio diwygio Mesur y Gymraeg (Cymru) 2011 ("y Mesur") yn ystod y Cynulliad hwn.
2. Y Mesur yw'r fframwaith deddfwriaethol cyfredol ar gyfer y Gymraeg. Mae'r Mesur yn sefydlu swydd Comisiynydd y Gymraeg ac yn gosod y fframwaith ar gyfer Safonau'r Gymraeg.
3. Mewn datganiad datganiad llafar yn y Senedd ar 12 Gorffennaf 2016, nododd Gweinidog y Gymraeg a Dysgu Gydol Oes :  
*"rwy'n awyddus i edrych eto ar y Mesur er mwyn sicrhau fod y sylfaen ddeddfwriaethol ar gyfer y dyfodol yn addas, yn gyfredol a hefyd yn sicrhau bod y broses o wneud a gosod safonau yn llai biwrocraidd."*
4. Cyhoeddodd Gweinidog y Gymraeg a Dysgu Gydol Oes ddatganiad ysgrifenedig ar 31 Ionawr 2017 yn dechrau cyfnod o ymgysylltu anffurfiol gyda phartneriaid a rhanddeiliad. Roedd y datganiad yn gofyn am dystiolaeth am brofiadau o weithio o dan y drefn Safonau a sefydlwyd gan y Mesur, rôl Comisiynydd y Gymraeg, a threfniadau i hybu a hyrwyddo defnydd y Gymraeg. Daeth y cyfnod o ymgysylltu i ben ar 31 Mawrth 2017.
5. Gofynnodd Gweinidog y Gymraeg a Dysgu Gydol Oes dri chwestiwn penodol:
  - Beth yw eich profiad neu farn o'r gyfundrefn Safonau? Hoffwn glywed yn arbennig am y prosesau o osod a gorfodi'r Safonau, a'ch profiad o weithredu neu baratoi i weithredu'r Safonau o fewn eich corff.
  - Mae rôl Comisiynydd y Gymraeg yn cynnwys swyddogaethau rheoleiddio a chyfrifoldebau am hybu a hyrwyddo defnydd yr iaith. Ydi'r balans yn gywir?
  - Beth yw eich profiad neu farn am y trefniadau presennol am hybu a hyrwyddo defnydd y Gymraeg. Hoffwn glywed yn arbennig eich barn am bwy ddylai fod yn gyfrifol am hybu'r Gymraeg, tra'n cadw mewn cof y dryswch all godi ble mae nifer o gyrrff yn gweithredu yn yr un maes.

## Dulliau ymgysylltu

6. Defnyddiwyd tri dull gwahanol i gasglu tystiolaeth oddi wrth rhanddeiliaid a phartneriaid, sef:
  - galwad i rhanddeiliaid a phartneriaid gynnig tystiolaeth ysgrifenedig (35 o ymatebion);
  - cynhaliwyd tri gweithdy gyda chynrychiolwyr cyrff sydd yn dod o dan Safonau neu ar fin dod o dan Safonau a fynychwyd gan 49 o swyddogion;
  - cyfarfodydd unigol gyda dau gorff.
7. Adroddiad ar y dystiolaeth ysgrifenedig a gafwyd drwy'r alwad am dystiolaeth sydd yn y ddogfen hon.



## Crynodeb o'r ymatebion ysgrifenedig

8. Derbyniwyd 35 ymateb ysgrifenedig i'r alwad am dystiolaeth. Mae'r ddogfen hon yn crynhoi'r ymatebion hynny ac yn nodi'r prif themâu a amlygwyd. Cafwyd ymatebion gan y cyrff canlynol:

Sefydliad	Nifer
<b>Awdurdodau Lleol</b>	<b>10</b>
Cyngor Bwrdeisdref Sirol Blaenau Gwent	
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	
Cyngor Caerdydd	
Cyngor Dinas a Sir Abertawe	
Cyngor Gwynedd	
Cyngor Sir Ynys Môn	
3 Awdurdod Lleol am aros yn ddiennw	
<b>Cyrff cyhoeddus yn y sector Addysg</b>	<b>4</b>
Colegau Cymru	
Cyngor Cyllido Addysg Uwch Cymru	
Estyn	
Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd	
<b>Cyrff cyhoeddus yn y sector Cyfiawnder</b>	<b>4</b>
Comisiynydd Heddlu a Throsedd Dyfed Powys	
Gwasanaeth Tân ac Achub Gogledd Cymru	
Heddlu De Cymru	
Heddlu Gogledd Cymru	
<b>Cyrff cyhoeddus yn y sector Iechyd</b>	<b>2</b>
Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg	
1 corff am aros yn ddiennw	
<b>Cyrff cyhoeddus eraill</b>	<b>2</b>
Swyddfa'r Comisiynydd Gwybodaeth - Cymru	
1 corff am aros yn ddiennw	
<b>Eraill</b>	<b>13</b>
Y Ganolfan Dysgu Cymraeg Genedlaethol	
Mentrau Iaith Cymru	
Mentrau Iaith Bro Dinefwr, Sir Ddinbych, Merthyr Tudful, Rhondda Cynon Taf, Sir y Fflint & Maelor	
Mudiad Meithrin	
Ateb	
Cymdeithas yr Iaith	
Dyfodol i'r Iaith	
Opera Cenedlaethol Cymru	
1 corff am aros yn ddiennw	

9. Nid yw'r ymatebion o anghenrhaidd yn cynrychioli profiad pob un corff sydd yn syrthio o fewn y categorïau uchod a rhaid cofio mai nid barn y cyhoedd a gasglwyd.

10. Roedd mwyafrif yr ymatebion wedi ymateb i'r tri chwestiwn yn eu trefn, ond roedd eraill wedi dewis ateb y cwestiwn cyntaf am brofiad neu farn am y gyfundrefn safonau yn unig.

11. Cafwyd cryn gorgyffwrdd rhwng y sylwadau ar gwestiynau dau a thri felly mae'r crynodeb hwn yn trin y themâu sydd yn codi o dan y ddau gwestiwn ar y cyd. Roedd y cwestiynau yn gofyn yn benodol am brofiad a barn sefydliadau, felly nid oes data meintiol wedi'i gasglu.
12. Cyhoeddir unrhyw ddyfyniadau yn yr iaith y cawsant eu cyflwyno gan ymatebwyr.

## Y gyfundrefn Safonau

***Cwestiwn 1 - Beth yw eich profiad neu farn o'r gyfundrefn Safonau? Hoffwn glywed yn arbennig am y prosesau o osod a gorfodi'r Safonau, a'ch profiad o weithredu neu baratoi i weithredu'r Safonau o fewn eich corff.***

### Gwerth ac effaith Safonau

13. Mae nifer o'r ymatebion yn dangos cefnogaeth i weledigaeth y Llywodraeth i greu miliwn o siaradwyr Cymraeg ac i'r egwyddor y dylai cyrff cyhoeddus yng Nghymru gynnig gwasanaethau yn y Gymraeg. O blith yr ymatebwyr sy'n gwneud sylwadau cyffredinol am y Safonau, mae'r mwyafrif helaeth yn cytuno gyda'r egwyddor o Safonau:

*Mae'r Cyngor Sir yn croesawu'r egwyddorion Mesur y Gymraeg (Cymru) 2011.*

Cyngor Sir Ynys Môn

*The Council fully supports the principle behind the standards.*

Cyngor Bwrdeisdref Sirol Castell-nedd Port Talbot

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

Cyngor Bwrdeisdref Sirol Blaenau Gwent

*Mae Cyngor Gwynedd a hunaniaith<sup>1</sup> fel ei gilydd yn croesawu ymrwymiad a gweledigaeth Llywodraeth Cymru ar gyfer y Gymraeg, sef uchelgais i greu miliwn o siaradwyr erbyn 2050.*

Cyngor Gwynedd

*We agree with the principle of the Standards.*

Awurdod Lleol am aros yn ddiennw

*Mae'r newid i drefn y safonau wedi achosi newid gyda adrannau ac unigolion*

Cyngor Caerdydd

*Yn sicr mae'r safonau newydd wedi arwain at gynnydd sylweddol mewn argaeledd gwasanaethau Cymraeg mewn rhai awdurdodau lleol ac mae hyn yn rhywbeth i'w groesawi.*

Cyngor Caerdydd

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<sup>1</sup> Menter Iaith Gwynedd

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

Awdurdod Lleol am aros yn ddiennw

*Bu'r safonau'n sbardun cryf ar gyfer hyrwyddo gwelliannau i'n gwasanaethau Cymraeg. Maent wedi darparu set ddefnyddiol o gyfarwyddebau er mwyn i ni allu arfarnu ystod ac effeithiolrwydd ein gwasanaethau Cymraeg. Maent wedi ein helpu i nodi meysydd penodol lle mae angen i ni wella cyfleoedd i staff ddefnyddio eu medrau Cymraeg. Hefyd, maent wedi darparu symbyliad ychwanegol i staff ymgymryd â hyfforddiant Cymraeg.*

Estyn

*Cefnogaf yr iaith Gymraeg ac unrhyw fodd i wella'r defnydd ohoni drwy Gymru, i'r eithaf. I'r diben hwn 'r wyf yn sicr bod y broses o sicrhau bod gofyn i wasanaethau i gydymffurfio'n llwyr a'r gofynion a amlinellir gan Safonau'r Gymraeg a sicrhau cydraddoldeb wrth ddarparu wedi bod, yn gyffredinol, o fudd i'r cyhoedd.*

Comisiynydd Heddlu a Throsedd Dyfed-Powys

*Mae angen hefyd gydnabod bod paratoi ar gyfer y gofynion newydd wedi rhoi cyfle i ail osod y Gymraeg a'i rôl mewn darparu gwasanaethau o safon yn ôl ar radar y sefydliad a chyfle i atgyfnerthu arferion da.*

Heddlu Gogledd Cymru

*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.*

Opera Cenedlaethol Cymru

*Roedd y broses o fynd trwy'r Safonau yn gyfle i ni edrych ar ein holl allbwn Cymraeg o'r newydd. Er ein bod wedi gweithredu Cynllun Iaith ers 1998, roedd yn gyfle i wirio ein bod yn dilyn ein Cynllun ac roedd yn gyfle i ni edrych ar y bylchau, os oedd rhai.*

Am aros yn ddiennw

*Mae profiadau ein cleientiaid sydd wedi bod trwy'r broses gosod a thu hwnt wedi bod yn un positif – gan gynyddu hyder staff sy'n siarad Cymraeg a chodi ymwybyddiaeth o'r Gymraeg, a phwysigrwydd o ddarparu gwasanaethau drwy gyfrwng y Gymraeg.*

Am aros yn ddiennw

14. Mae tri chorff yn nodi rhai amgylchiadau nad yw'r Safonau yn ymdrin â nhw ar hyn o bryd:

*Nid yw'r safonau a osodwyd ar awdurdodau lleol yn unol a Mesur y Gymraeg 2011 yn cyfeirio yn benodol at ddarparu cymorth dysgu ychwanegol. Ni fu ymdrechion chwaith i osod safonau ar gyrrff llywodraethau ysgolion.*

Mudiad Meithrin

*Cymerer, er enghraifft, sefyllfa lle mae rhywun yn gofyn am wasanaeth Cymraeg gan gorff dros gownter nad yw'n dderbynfa ... Ymhellach, yn achos yr heddlu, dim ond pan fo rhywun yn "cynorthwyo gydag ymholiad" neu "os yw un neu ragor o'r personau hynny wedi ei arestio" y mae gofyniad i ddarparu gwasanaethau wyneb yn wyneb yn Gymraeg.*

*Nid yw'r gyfraith bresennol yn gwarantu'n ddiamod hawl cyrrff i weithio'n fewnol ac yn allanol yn y Gymraeg yn unig.*

*...nid oes hawl gan weithwyr cwmnïau, megis rhai bws, trên ac ynni, i ddysgu Cymraeg, na gorfodaeth ar y cyrrff i roi polisïau yn eu lle er mwyn cynllunio'r gweithlu'n iawn.*

Cymdeithas yr Iaith

*Ystyriwn fod lle i gryfhau'r cyswllt rhwng gweithrediad y safonau a'r targed o filiwn o siaradwyr ac i'r perwyl hwnnw, byddai'n dda o beth ychwanegu cymalau i fonitro defnydd o'r gwasanaethau hynny sydd ar gael yn y Gymraeg fel rhan o ofynion y safonau.*

Am aros yn ddiennw

15. Mae un sefydliad yn credu bod y Safonau yn wanach na'r trefniadau blaenorol:

*Yr hyn a wna'r safonau yw gosod isafswm ar gyfer darpariaeth Gymraeg, a'r gwirionedd yw fod yr isafswm a osodir yn rhy isel i gyfarch ymrwymiad ac uchelgais cyffredinol Cyngor Gwynedd ar gyfer yr iaith Gymraeg.*

*Yn achos Cyngor Gwynedd, ble ystyriwyd y safonau fel isafswm, ac nad oeddent yn adlewyrchiad digonol o ymrwymiad y Cyngor tuag at y Gymraeg, er mwyn diogelu'r ymrwymiad hwnnw, bu'n ofynnol i'r Cyngor lunio a mabwysiadu Polisi Iaith o'r newydd er mwyn gwarchod uchelgais y Cyngor ar gyfer y Gymraeg, ynghyd â'r ymrwymiad i fanteisio ar bob cyfle i hyrwyddo'r Gymraeg.*

Cyngor Gwynedd

16. Mae un corff yn gofyn beth yw mesur llwyddiant y safonau:

*Nid yw'n glir beth a olygir wrth llwyddiant – ai mwy o siaradwyr neu lai o gwynion? Beth yn union ddylem ni fod yn ei fonitro i ddangos sut yr ydym yn gwella?*

Gwasnaeth Tân ac Achub Gogledd Cymru

## Cyrff sy'n dod o dan y Safonau

17. Dim ond un ymatebydd sy'n gwneud sylw ar y cyrff sy'n dod o dan y safonau:

*Nid oes un banc nac archfarchnad yn darparu gwasanaeth Cymraeg cyflawn, ac nid yw datblygu gwasanaethau Cymraeg yn flaenoriaeth i'r un ohonynt. Nid yw cwmnïau'r sector breifat yn ymateb i'r ddyletswydd foesol sydd arnynt, felly mae'n rhaid rhoi dyletswydd gyfreithiol arnynt.*

Cymdeithas yr Iaith

18. Mae'r ymatebydd hwn hefyd yn tynnu sylw at Faes Awyr Caerdydd a chwmnïau ar-lein megis Gumtree, Twitter a Trip Advisor.

## Nifer a natur y Safonau

19. O blith y rhai sy'n cynnig sylwadau ar y mater hwn, mae nifer yn gwneud sylwadau ar nifer a manylder y Safonau, a'u hieithwedd:

*Some of Standards relate to the same requirement and on this basis we feel there is scope for rationalisation.*

Cyngor Bwrdeistref Sirol Blaenau Gwent

*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?*

Cyngor Bwrdeistref Sirol Castell Nedd Port Talbot

*Compliance Notice – 172 Standards, repetitive in nature. Can be summarised to a 40 point action plan.*

Awdurdod Lleol am aros yn ddi-enw

*Mae dros 170 o safonau wedi eu gosod ... gellir crynhoi'r gofynion yma i mewn i lawer llai o safonau fyddai'n gwneud y rheoliadau'n llawer cliriach i'r cyhoedd ac i'r staff sy'n gweithredu'r safonau. Er enghraifft, nid oes angen 12 safon ar ateb y ffôn yn unig na chwaith 6 ar gyfer creu 1 adroddiad blynyddol er enghraifft.*

Cyngor Caerdydd

*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.*

Bwrdd Iechyd am aros yn ddi-enw

*Mae lle i wella ieithwedd y rheoliadau, er mwyn sicrhau fod nhw'n glir ac yn eglur i'r defnyddiwr.*

Colegau Cymru

20. Mae nifer o'r ymatebion yn nodi ei fod yn anodd iawn i'r cyhoedd ddeall pa wasanaethau sydd ar gael yn Gymraeg ac o'r herwydd nid yw eu hawliau yn glir:

*Mae'n anodd iawn i'r dinesydd unigol yng Nghymru wybod pa rai yw ei hawliau iaith o ran y Gymraeg mewn ffordd y gellir ei deall yn rhwydd ac yn eglur.*

Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd

*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.*

Awdurdod Lleol am aros yn ddi-enw

*Nid ydynt yn hawdd i'r cyhoedd eu deall – sydd yn mynd yn groes i'r bwriad, nid yw'r safonau'n symleiddio'r broses i'r cyhoedd.*

Gwasnaeth Tân ac Achub Gogledd Cymru

*Mae'n annhebygol y bydd y siaradwr Cymraeg cyffredin yn gwybod eu manylion [yr hysbysiadau cydymffurfio], ac yn sgil hyn mae'n annhebygol fod y siaradwr Cymraeg cyffredin yn gwybod beth yn union yw ei hawliau.*

Dyfodol i'r iaith

21. Mae un ymatebydd yn galw am fframwaith fyddai'n cynnig mwy o hyblygrwydd i gyrff i gytuno'r Safonau sy'n gymwys iddynt:

*Byddai'n well gosod rhai Safonau Iaith Gymraeg drwy broses o ddeialog leol rhwng sefydliadau unigol a Chomisiynydd y Gymraeg. Mewn geiriau eraill, yn hytrach na'u gosod fel rheoliadau, hynny yw fel is-ddeddfwriaeth a phopeth ynghlwm wrth hynny o ran anhyblygrwydd a baich biwrocraidd, byddai modd cytuno ar ymrwymadau o'r fath i'r Gymraeg, yn debyg i lawer o'r ymrwymadau a wnaed o dan Gynlluniau Iaith Gymraeg, drwy eu negodi gyda Chomisiynydd y Gymraeg ac yna byddent yn ddarostyngedig i'w cymderadwyo gan y Gweinidog.*

Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd

22. Mae dau gorff yn credu y dylid mabwysiadu egwyddor neu egwyddorion yn sail i'r gyfundrefn safonau:

*Er nad fyddem ni am fynd yn ôl at gyfundrefn cynlluniau iaith, un o gryfderau'r gyfundrefn honno oedd y cymal safonol ynddyn nhw sef 'trin y ddwy iaith ar y sail eu bod yn gyfartal'. Roedd hyn yn creu disgwyliad y byddai gan bob corff gynllun iaith statudol i wella eu darpariaeth Gymraeg dros amser.*

Cymdeithas yr Iaith

*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.*

Swyddfa'r Comisiynydd Gwybodaeth - Cymru

23. Mae un corff o'r farn y dylid ysgogi cyrff i gyrraedd safon uchel:

*Dylid creu marc safon y Gymraeg o fewn y sector gyhoeddus gydag ysgogiad i gyrraedd y marc safon gorau. Buasai hyn yn caniatáu Cynghorau i ddatblygu yn ôl eu gallu eu hunain gan roi neges gadarnhaol yn hytrach na beirniadol i ddatblygiadau'r Gymraeg.*

Menter Iaith Rhondda Cynon Taf

## **Gwneud, gosod a gweithredu'r Safonau**

24. Mae mwyafrif yr ymatebion yn cynnig sylwadau ar y mater hwn. O blith y rheiny, mae sawl yn nodi hyd y broses ac mae'r rhan fwyaf o'r farn bod y gyfundrefn yn un fiwrocraidd:

*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.*

Cyngor Bwrdeistref Sirol Castell Nedd Port Talbot

*Bu'r gwaith paratoadol ar gyfer safonau'r Gymraeg ar Gyngor Gwynedd (yn yr un modd a sefydliadau cyhoeddus eraill) yn feichus hefyd, gyda'r angen am:*

- *hunan-asesiad*
- *ymateb i ymgynghoriad ar y safonau drafft*
- *Ymchwiliad Safonau (holiadur 136 cwestiwn)*
- *ymateb i'r ymgynghoriad ar y Polisi Gorfodi Comisiynydd y Gymraeg*
- *ymateb i'r ymgynghoriad ar yr hysbysiad cydymffurfio drafft*
- *derbyn 151 Safon yn yr hysbysiad terfynol*



*Mae'r broses o sefydlu'r safonau yn y llu wedi bod yn hir ofnadwy. Ionawr 2015 cawson ni'r holiadur cychwynnol, ac mae e wedi cymryd dros 2 flynedd i'r safonau dod i'w grym.*

Corff cyhoeddus am aros yn ddiennw

*Roedd y broses o osod a gorfodi'r safonau yn orfiwrocraidd, yn enwedig yn ystod y cyfnod ymgynghori. Ar ben hynny, roedd natur yr iaith a ddefnyddiwyd yn y dogfennau ymgynghori yn golygu nad oedd y cyfarwyddbau'n hygyrch ac yn hawdd i'w deall bob tro.*

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.*

Opera Cenedlaethol Cymru

25. Mae un ymatebydd o'r farn bod datblygu'r Safonau yn y modd hwn, er yn llafurus, wedi bod yn bositif:

*Mae proses Swyddfa'r Comisiynydd wrth ddatblygu'r Safonau wedi bod yn drwyadl iawn. Mae'n cynnwys cyfleoedd i sefydliadau gyflwyno sylwadau ar y Safonau drafft ac ar eu Hysbysiad Cydymffurfio drafft. Mae cyfleoedd o'r fath yn hanfodol ac i'w croesawu, ond mae nifer a chymhlethdod y Safonau'n golygu bod y broses o ymateb yn eithaf llafurus ac yn cymryd llawer iawn o amser. Mae'r broses hefyd yn cynnwys rhai cyfleoedd am drafod uniongyrchol gyda Swyddfa'r Comisiynydd ac mae hyn yn cael ei groesawu'n fawr.*

Cyngor Cyllido Addysg Uwch Cymru

26. Yn ôl rhai ymatebwyr, mae'r gyfundrefn Safonau yn golygu bod cyrff yn canolbwyntio ar gydymffurfio â phroses yn hytrach na gwella gwasanaethau:

*Baich arall yn sgil y safonau yw'r angen i brofi a chofnodi'r modd yr ydym yn cydymffurfio gyda'r safonau, mewn cyfnod lle bo adnoddau yn brin. Mae hyn yn codi'r cwestiwn pa werth gwirioneddol y mae'n ychwanegu o safbwynt gwella ansawdd, arlwy ac argaeledd gwasanaethau Cymraeg i'r dinesydd?*

*Enghraifft o hynny yw fod nifer o'r safonau yn y maes polisi yn disgwyl i gorff fedru tystiolaethu y modd yr ydym yn prif-ffrydio'r Gymraeg. Gallai hynny arwain at yr angen i Gyngor Gwynedd ddogfennu pethau mewn ffyrdd nad*

*ydym wedi arfer a gwneud hynny er mwyn dangos ein bod yn cydymffurfio â'r safonau polisi. Mae creu cyfundrefn er mwyn bodoloni'r rheoleiddiwr sydd ddim, mewn gwirionedd, yn ychwanegu gwerth i ddinasyddion, yn groes i egwyddorion Cyngor Gwynedd.*

Cyngor Gwynedd

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

Cyngor Bwrdeisdref Sirol Blaenau Gwent

*Y perygl o ganolbwyntio ar yr ochr rheoleiddio yn unig yw bod modd cynnig llawer llai o weithgareddau a gwasanaethau Cymraeg heb dorri safon benodol... Gan fod y Comisiynydd ond yn edrych ar ba safonau sydd wedi cael eu torri mae'n ddealladwy efallai fod rhai swyddogion a sefydliadau ond yn edrych ar gydymffurfiaeth yn hytrach na pha wasanaethau Cymraeg dylid eu cynnig.*

Cyngor Caerdydd

*Mae perygl o golli ffocws ar y darlun mwy, sef darparu dewis iaith go iawn a cheisio hybu mwy o ddefnydd o'r iaith o fewn bywyd beunyddiol oherwydd yr angen i gadw cofnodion 'manwl i fodloni gofynion adrodd yn unig.*

Heddlu Gogledd Cymru

*Efallai bod rhai sefydliadau wedi gorfod gweithio'n galetach yn sgil cyflwyniad y Safonau ond i'r sefydliadau hynny sydd wedi bod yn gydwybodol a chyson wrth gyflwyno gwelliannau mae cyflwyniad y safonau wedi golygu colli momentwm gan eu bod wedi golygu defnyddio llawer o egni ac adnoddau i'w mabwysiadu – mae'n teimlo fel ein bod yn dod allan o dwnnel hir a bod ychydig o oleuni i'w weld ac y gallwn ddechrau meddwl yn bositif eto a pharhau gyda'r momentwm ond does dim cefnogaeth ar gael i'n galluogi i wneud hyn yn effeithiol.*

Gwasnaeth Tân ac Achub Gogledd Cymru

27. Mae dau gorff yn gwneud sylw ar y rhannu cyfrifoldebau rhwng Llywodraeth Cymru a'r Comisiynydd wrth wneud a gosod Safonau:

*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.*

Awdurdod Lleol am aros yn ddiennw

*Yn wir, yn hytrach na dilyn casgliadau annibynnol Comisiynydd y Gymraeg, mae gweision sifil wedi cyfyngu hawliau iaith oherwydd llobio unigol gan gyrff sy'n dod o dan y Safonau. Mewn nifer o achosion, ymddengys bod y gweision*

*sifil a'r cyfreithwyr yn anghofio bod modd amrywio'r Safonau drwy hysbysiad cydymffurfio'r Comisiynydd os oes angen, yn hytrach nag yn y rheoliadau eu hunain.*

Cymdeithas yr Iaith

28. Ffactor arall y cyfeirir ato gan rai o'r cyrff sy'n dod o dan y Safonau yw bod herio Safonau yn yr hysbysiad cydymffurfio wedi arwain at wahaniaethau rhwng cyrff mewn ardaloedd daearyddol tebyg:

*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.*

Awdurdod Lleol am aros yn ddiennw

*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!*

Cyngor Dinas a Sir Abertawe

*Mae trefn y safonau hefyd yn golygu fod rhaid 'herio' safonau er mwyn derbyn eithriadau penodol neu ychydig o eglurdeb pellach ynglŷn â'r gofynion, ac mae hyn wedi arwain at ddiffyg 'safon' ar draws sectorau a rhanbarthau. Mae'r system wedi gwobrwyo'r sefydliadau sydd wedi herio fwyaf. Dylai'r drefn ganiatáu hyblygrwydd i'r Comisiynydd ddyrannu diwygiadau i'r safonau i bob sefydliad wrth adnabod materion/problemau systematig ar draws sectorau cyfan.*

Cyngor Caerdydd

*Mae'r term Safon yn golygu bod safon, fodd bynnag, mae rhai awdurdodau lleol wedi herio geiriad / dehongliad rhai Safonau ac wedi cael eithriadau. Mae'n ymddangos bod y Safonau yn cael eu gweithredu yn anghyson ar draws Cymru oherwydd yr eithriadau hyn rhwng sefydliadau.*

Awdurdod Lleol am aros yn ddiennw

## **Dehongli'r Safonau a chodau ymarfer**

29. Mae mwyafrif yr ymatebwyr yn teimlo bod y Safonau yn gallu bod yn anodd i'w dehongli ac mae beirniadaeth o'r diffyg cyhoeddi codau ymarfer, rhannu arfer dda, a rhannu gwybodaeth ac esboniadau am benderfyniadau gan y Comisiynydd:

*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.*

Cyngor Bwrdeisdref Sirol Blaenau Gwent

*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.*

Cyngor Bwrdeisdref Sirol Castell-Nedd Port Talbot

*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.*

Awdurdod Lleol am aros yn ddiennw

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

Awdurdod Lleol am aros yn ddiennw

*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.*

Cyngor Bwrdeisdref Sirol Pen-y-bont ar Ogwr

*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.*

Cyngor Dinas a Sir Abertawe

*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.*

Heddlu De Cymru

*Basai sefydlu'r gofynion newydd yn llawer haws pe bai mwy o ganllawiau, nodiadau cyngor a thempledi generig ar gael i sefydliadau er mwyn cynorthwyo'r broses o ymateb i anghenion y Safonau. Er enghraifft basai'n ddefnyddiol i sefydliadau dderbyn templed ar gyfer cynhyrchu adroddiad monitro.*

Heddlu Gogledd Cymru

*Mae sefydliadau unigol wedi cael eu gadael i geisio bod yn rhagweithiol wrth rannu arferion da sydd mewn perygl o fod yn achlysurol ac ad hoc – roedd Bwrdd yr Iaith yn gwneud hyn yn effeithiol ond rydym wedi colli hyn ac o ganlyniad nid yw'r broses o rannu arferion sy'n gweithio'n dda wedi bod yr un mor llwyddiannus.*

Gwasnaeth Tân ac Achub Gogledd Cymru

*Byddai'n cam cadarnhaol pe byddai'r Comisiynydd yn gallu nodi a rhannu arfer dda yn well ar draws sefydliadau sy'n wynebu heriau tebyg. Byddai hyn yn helpu i feithrin mwy o ewyllys da ac agweddau cadarnhaol at y Gymraeg hefyd.*

Estyn

*Mae angen cynghori cyrff drwy'r broses, enwedig rhai sy'n newydd i ddwyieithrwydd. Mae peidio gelyniaethu ar y broses o weithredu'r safonau yn hanfodol i lwyddiant yr iaith yn y dyfodol.*

Colegau Cymru

30. Mae rhai ymatebion yn cynnig enghreifftiau penodol ble mae dehongli'r Safonau yn creu amwyster:

*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'.*

Opera Cenedlaethol Cymru

*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.*

Swyddfa'r Comisiynydd Gwybodaeth - Cymru

*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?*

Cyngor Bwrdeisdref Sirol Castell-nedd Port Talbot

31. Mae rhai ymatebwyr yn nodi nad yw hi'n glir sut mae'r Safonau yn ymdrin gydag allanoli gwasanaethau a gweithio mewn partneriaeth gydag awdurdodau eraill i ddarparu gwasanaethau:

*Ar lefel cydweithio, mae ar brydiau'n anodd ar lefel ymarferol pan fo cyrff cyhoeddus cyfagos wedi'u heithrio o rai Safonau neu sydd ddim eto wedi derbyn Hysbysiad Cydymffurfio Terfynol. Gall hyn greu diffyg cytundeb am yr angen i ddarparu rhai dogfennaeth yn ddwyieithog neu gynnal cyfarfodydd llesiant trwy'r Gymraeg heb wasanaeth cyfieithydd.*

Cyngor Sir Ynys Môn

*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).*

Cyngor Dinas a Sir Abertawe

*Mae gwasanaethau cyhoeddus bellach yn fwy ymwybodol o fuddion cydweithio – ond nid yw'r safonau'n manteisio ar hyn. Dylai fod mwy o synergedd rhyngddynt (h.y. yr un safonau yn hytrach na rhai gwahanol) i hwyluso cydweithio a chynnig mwy o gyfarwyddyd (rhannu arferion gorau).*

Gwasnaeth Tân ac Achub Gogledd Cymru

*Mae'r elfen gynyddol o sefydliadau yn dod ynghyd i ddarparu gwasanaethau, neu'n allanoli gwasanaethau cyhoeddus, yn gofyn am arweiniad a chefnogaeth arbenigol gan Gomisiynydd y Gymraeg i arfogi sefydliadau cyhoeddus i wneud penderfyniadau ystyrlon am y modelau amgen o ddarparu*

*gwasanaethau cyhoeddus fyddai hefyd yn gyfrwng i ddiogelu'r Gymraeg, a pha fodlau amgen (os o gwbl) fyddai'n gynwysiedig o dan Mesur y Gymraeg (Cymru) 2011. Mae risg amlwg i'r Gymraeg os nad yw consortia, a modelau eraill a sefydlir i ddarparu gwasanaethau cyhoeddus, yn ddarostyngedig i'r Safonau Iaith.*

Menter Iaith Sir y Fflint a Maelor

32. Mae dau gorff yn nodi nad yw'n glir beth yw'r gofynion o ran cyrff sy'n gweithredu y tu hwnt i ffiniau Cymru:

*Pryderwn fod geirio hysbysiadau cydymffurfio asiantaethau sy'n gweithio ar draws y DU i nodi bod angen sicrhau darparu 'gwybodaeth ar gyfer Cymru yn unig' yn Gymraeg yn golygu na fydd sicrwydd y bydd yr holl ddogfennau a gwybodaeth sydd yn berthnasol i Gymru, a ddarperir gan asiantaethau megis Swyddfa'r Comisiynydd Gwybodaeth, ar gael yn Gymraeg gan ei fod hefyd yn berthnasol i wledydd eraill y DU.*

Mudiad Ysgolion Meithrin

## **Rhwystrau ymarferol**

33. Yn ôl nifer o'r cyrff sy'n dod o dan Safonau neu ar fin dod o dan Safonau, mae problemau ymarferol wrth geisio cydymffurfio â'r Safonau:

*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 positions 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.*

Cyngor Dinas a Sir Abertawe

*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.*

Cyngor Bwrdeisdref Sirol Blaenau Gwent

*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.*

Cyngor Bwrdeisdref Sirol Pen-y-bont ar Ogwr

*Mae hefyd yn gadael bwlch o ran sut mae cyrff cyhoeddus yn gallu dylanwadu ar sefydliadau eraill, ac yn enwedig felly drwy gytundebau trydydd parti. At hyn, mae eithriadau sydd wedi eu caniatáu i rai safonau, neu'r ffaith bod rhai Cynghorau wedi eu heithrio o rai safonau sylfaenol, yn golygu na ellir ar brydiau cael cytundeb ar rai materion allweddol.*

Cyngor Gwynedd

*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.*

Awdurdod Lleol am aros yn ddiennw

*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.*

Cyngor Bwrdeisdref Sirol Castell-nedd Port Talbot

*Un maes sydd yn peri pryder mawr i fy sefydliad i yw gweithredu'r gwasanaethau a gyflwynir ar ein rhan (gwasanaethau wedi'u comisiynu). Gan fod nifer o'r gwasanaethau y byddaf yn eu comisiynu yn arbenigol iawn o ran natur, yn perthyn i faes gweinyddu cyfiawnder neu ddarparu cefnogaeth i ddiodefwyr troseddau, a chan fod y pwll o gyflawnwyr sydd ar gael eisoes yn eithaf cyfyng, y mae hi'n bosib y byddai mynnu iddynt fedru rhoi gwasanaeth llwyr ddwyieithog yn lleihau'r pwll yn fwy fyth yn ogystal ag effeithio'n negyddol ar broses dendro gystadleuol a'n gallu i ddarparu rhai o'r gwasanaethau unigryw hyn.*

Comisiynydd Heddlu a Throseddau 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.*

Heddlu De Cymru

*Mae gennym bryderon y bydd rhai o'r Safonau newydd yn anodd i ni eu cyrraedd, naill ai am nad ydynt wir yn berthnasol i'n gweithgareddau penodol, neu oherwydd y byddant yn rhy feichus i sefydliad cymharol fach fel CCAUC.*

Cyngor Cyllido Addysg Uwch Cymru

*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.*

Bwrdd Iechyd am aros yn ddiennw

*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 helathcare 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.*

Bwrdd Iechyd am aros yn ddiennw

*Mae'n annhebygol fod gan bob un o awdurdodau lleol Cymru, neu gyrff cyhoeddus eraill, arbenigwyr ym maes sosioieithyddiaeth a fyddai'n gallu llunio cynllun hyrwyddo effeithiol.*

Dyfodol i'r Iaith

## **Costau cydymffurfio**

34. Mae sawl ymateb yn nodi costau cydymffurfio:

*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.*

Cyngor Bwrdeistref Sirol Blaenau Gwent

*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.*

Cyngor Sir a Dinas Abertawe

*O ran cyfieithu a dogfennau, hoffem weld sefyllfa lle mae pob dogfen gyhoeddus ar gael yn Gymraeg a Saesneg ar draws pob sefydliad yng Nghymru, ond rhaid blaenoriaethu adnoddau cyfieithu. Mae gofynion safon 41 yn benodol yn golygu ein bod yn cyfieithu hyd at 60 mil o eiriau pob mis ar gyfer cofnodion is-bwyllgorau.*

Cyngor Caerdydd

*Dyhead yr Heddlu ydy cydymffurfio â gofynion Safonau'r Gymraeg yn llawn. Ond, mae amseriad cyflwyno'r Safonau wedi bod yn hynod anffodus gan feddwl am yr heriau ariannol sydd wedi wynebu'r Heddlu a'r angen i wneud arbedion sylweddol.*

Heddlu Gogledd Cymru

*Rhaid cofio mae lleiafrif yw'r siaradwyr Cymraeg yng Nghymru ac felly mae angen ystyried y ffordd o integreiddio a chyfathrebu neges bositif am y datblygiad gyda rheini sydd ddim yn siarad Cymraeg. Enwedig gan fod cost ychwanegol o weithredu'r safonau ynghlwm.*

Colegau Cymru

*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.*

Opera Cenedlaethol Cymru

## **Cwynion ac ymchwiliadau i dor-safon**

35. Mae bron pob ymateb yn cynnig sylwadau ar y broses gwynion, gyda barn gref gyffredinol bod y broses yn rhy hir a chymleth.

*Yn achos cŵyn iaith, os aiff achwynydd yn uniongyrchol at Gomisiynydd y Gymraeg, nid yw'r sefydliad yn cael cyfle o gwbl i ymateb i'r gŵyn na'r achwynydd, gan fod y Comisiynydd naill ai'n ymchwilio i'r gŵyn yn uniongyrchol ei hun, neu os tybia nad yw'r gŵyn yn un ddilys ond bod tystiolaeth ddigonol o ddiffyg ar sail y sefydliad, gall y Comisiynydd ddefnyddio hynny fel sail i gynnal ymchwiliad beth bynnag... Mae arafwch y broses o gynnal ymchwiliad gan Gomisiynydd y Gymraeg hefyd yn dibrisio gwerth y broses a'r gyfundrefn i'r sefyliad, ond yn bwysicach fyth i'r achwynydd.*

Cyngor Gwynedd

*Mae angen diwygio'r broses gwyno a gorfodi a symud i drefn tebyg i'r ombwdsman lle caiff cwynion eu cyfeirio i'r rheoleiddiwr dim ond pan nad yw'r sefydliad wedi delio â'r mater yn ddigonol. Hyd y gwyddwn, nid yw'r ombwdsman yn ymgymryd ag ymchwiliad sy'n para 4 mis neu'n fwy ar sail 1 twît... Y drefn ymchwilio yw*

- 1. Sefydliad yn dilysu*
- 2. Sefydliad yn rhoi sylwadau ar y cylch gorchwyl*
- 3. Sefydliad yn darparu tystiolaeth*
- 4. Derbyn ac ymateb i'r penderfyniad arfaethedig*
- 5. Derbyn y pernderfyniad terfynol*

*Mae'r broses yn cymryd o leiaf 3-4 mis, waeth pa mor syml yw'r gŵyn / ymchwiliad, ac mae angen i'r sefydliad ddarparu 5 ymateb i bob cwyn. Nid yw'r weithdrefn hon yn gynaliadwy.*

Cyngor Caerdydd

*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.*

Cyngor Dinas a Sir Abertawe

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

Cyngor Bwrdeistref Sirol Castell Nedd Port Talbot

*Mae'r broses yn fiwrocrataidd iawn ac mewn rhai achosion rydym wedi gallu datrys y mater yn gyflym iawn, ond yn parhau i fod yn rhan o broses ymchwiliad am yr hyn sydd wedi dod yn ôl-weithredol am fisoedd lawer.*

Awdurdod Lleol am aros yn ddiennw

*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.*

Cyngor Bwrdeistref Sirol Blaenau Gwent

*Mae'r broses o ddatrys camgymeriadau bach ar y cyfan i weld yn hirfaith ac yn cymryd gormod o amser i'w ddatrys. Mae prosesau hir a chostus yn ffordd arall o droi'r cyhoedd a sefydliadau yn erbyn yr iaith.*

Colegau Cymru

*Rhaid cwestiynu hefyd a yw amserlen a phroses mor fiwrocraidd (sydd wedi ei gosod yn y Mesur) yn annog pobl i gwyno am ddiffyg gwasanaeth Cymraeg, ac argyhoeddi'r achwynydd y bydd gwasanaeth Cymraeg ar gael yn sgil gweithredu'r ymchwiliad? O wybod am rai sydd wedi cyflwyno cwynion fel unigolion, roedd y broses yn un hir, cymhleth, anodd a diflas, heb ganlyniad, er eu bod 'dan ystyriaeth' ers amser.*

Menter Bro Dinefwr

36. Mae'r mwyafrif helaeth o'r ymatebion o'r farn y dylai cwynion fynd at y corff ei hun yn y lle cyntaf.

*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.*

Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

*Mae proses y Comisiynydd o ymdrin â chwynion hefyd yn peri anhawster ac yn annheg i'r sefydliad ac i'r achwynydd. Y mae proses cwynion Comisiynydd y Gymraeg yn sylfaenol wahanol i drefniadau'r Ombwdsman Gwasanaethau Cyhoeddus, gan nad yw'r sefydliad yn cael y cyfle cyntaf i ymateb i'r achwynydd ac unioni'r cam a wnaethpwyd, gan alluogi'r sefydliad i roi trefniadau amgen mewn lle i sicrhau na ddigwydd eto.*

Cyngor Gwynedd

*Byddai'n haws i feithrin neges gadarnhaol am yr iaith ar draws y sefydliad os oedd y broses fewnol yn ein galluogi i ddatrys materion ar y cyfle cyntaf. Gall llawer o faterion fel camgymeriadau sillafu syml gael eu cywiro yn gyflym iawn.*

Awdurdod Lleol am aros yn ddienw

*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.*

Awdurdod Lleol am aros yn ddiennw

*Byddai'n adeiladol ystyried sut byddai modd sicrhau fod corff yn cael y cyfle i ddatrys cwyn yn y lle cyntaf, cyn i'r Comisiynydd ymyrryd. Byddai gofyn i'r corff ymchwilio a chynnig datrysiad trwy eu trefn gwyno fel cam cyntaf yn dilyn trefn debyg gan sefydliadau eraill megis Swyddfa'r Ombwdsmon Gwasanaethau Cyhoeddus.*

Am aros yn ddiennw

37. Mae un ymatebydd yn nodi'r budd allai ddeillio o newid y drefn gwynion:

*Mae'n debyg byddai newid i'r broses o ymdrin â chwynion yn gallu rhyddhau adnodd y Comisiynydd i rannu arfer da a llwyddiannau o weithredu'r safonau, sydd yn faes a allai fod yn ddefnyddiol.*

Am aros yn ddiennw

38. Mae un corff yn lleisio barn gwahanol:

*Mae'r broses fel y'i gweithredir gan y Comisiynydd yn golygu bod angen i'r unigolyn dderbyn cam (yn ei olwg/golwg), cwyno i sefydliad am y cam, aros nes cael ateb, yna, os yw'r ateb yn anfoddhaol, mae disgwyl i'r unigolyn anfon cwyn at y Comisiynydd. Gall hyn ynddo'i hun ddigaloni llawer rhag mynegi barn. Byddwn yn galw am system fwy hyblyg ac effeithiol, gyda chosbau pendant a grymus. Byddwn yn cytuno wrth gwrs, y bod lle i gyfundrefn gwyno, ond credwn fod y system bresennol yn rhoi gormod o faich ar unigolyn i ddatgan anfodlonrwydd, a dim digon ar y sefydliadau i wella eu darpariaeth.*

Dyfodol i'r laith

## **Cosbau**

39. Dim ond un ymatebydd sy'n gwneud sylw am rôl y Comisiynydd yn gosod dirwyon a chosbau eraill. Ar ôl rhestru'r camau gorfodi sydd ar gael i'r Comisiynydd, noda'r ymatebydd:

*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.*

Cyngor Bwrdeisdref Sirol Pen-y-bont ar Ogwr

## Adolygu'r Mesur

40. Mae un ymatebydd yn gwneud sylwadau ar amseru adolygiad o'r Mesur:

*Yn gyffredinol, rydym yn croesawu'r adolygiad yma ac yn credu fod cyfle i wella a symleiddio rhai o elfennau craidd y broses o osod a gorfodi'r safonau. Hoffwn hefyd nodi ei bod yn parhau yn nyddiau cynnar ac mae'n hanfodol fod unrhyw newidiadau arfaethedig yn ystyried hynny – mae'n teimlo'n fuan i gyflwyno newidiadau radical ar hyn o bryd. Rydym hefyd yn teimlo nad oes digon o amser wedi pasio i fesur effaith y safonau ar y Gymraeg.*

Am aros yn ddiennw

## Swyddogaethau rheoleiddio a hybu a hyrwyddo defnydd y Gymraeg

**Cwestiwn 2 – Mae rôl Comisiynydd y Gymraeg yn cynnwys swyddogaethau rheoleiddio a chyfrifoldebau am hybu a hyrwyddo defnydd yr iaith. Ydi'r balans yn gywir?**

**Cwestiwn 3 – Beth yw eich profiad neu farn am y trefniadau presennol am hybu a hyrwyddo defnydd y Gymraeg. Hoffwn glywed yn arbennig eich barn am bwy ddylai fod yn gyfrifol am hybu'r Gymraeg, tra'n cadw mewn cof y dryswch all godi ble mae nifer o gyrff yn gweithredu yn yr un maes.**

41. Mae'r sylwadau a ddaeth i law o dan y cwestiynau hyn yn gorgyffwrdd yn helaeth, felly mae'r crynodeb hwn yn trin y themâu sydd yn codi o dan y ddau gwestiwn ar y cyd.
42. Mae'n bwysig nodi hefyd bod llai o ymatebwyr wedi dewis ateb y cwestiynau hyn.
43. Wrth ddarllen yr ymatebion hyn, mae'n ymddangos bod rhai ymatebwyr yn dehongli 'hybu a hyrwyddo' yng nghyd-destun penodol y gyfundrefn Safonau, hynny yw, heb o bosib ystyried y cwrpas ehangach o weithgareddau y gellid eu disgrifio fel 'hybu a hyrwyddo'. Rhaid cadw hwn mewn cof wrth nodi'r sylwadau canlynol.

## Cyfrifoldebau Comisiynydd y Gymraeg

44. O blith yr ymatebion a dderbyniwyd ar y mater hwn, un ymatebydd yn unig sydd o'r farn bod y cydbwysedd yn iawn:

*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.*

Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg

45. Mae'r mwyafrif o ymatebwyr o'r farn nad oes cydbwysedd rhwng swyddogaethau rheoleiddio a swyddogaethau hybu a hyrwyddo'r Comisiynydd:

*Yn sicr, mae rôl Comisiynydd y Gymraeg ers ei sefydlu wedi gogwyddo mwy tuag at reoleiddio yn hytrach na hybu a hyrwyddo defnydd o'r Gymraeg, ac nid yw'r Comisiynydd wedi gallu uno'r ddwy swyddogaeth yma yn yr un modd ac y llwyddwyd i wneud hynny gan Fwrdd yr Iaith Gymraeg gynt.*

Cyngor Gwynedd

*There is no balance between promotion and regulation.*

Awdurdod Lleol am aros yn ddiennw

*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.*

Cyngor Bwrdeisdref Sirol Castell-nedd Port Talbot

*Mae gwaith hyrwyddo'r Comisiynydd yn canolbwyntio gan fwyaf ar sefydliadau nad ydynt yn dod o dan ddyletswyddau statudol (3ydd sector ayyb). Byddem yn croesawi mwy o waith hybu a hwyluso gyda sefydliadau sy'n ddarostyngedig i'r safonau megis awdurdodau lleol. Mae'n anodd i'r Comisiynydd gynnig unrhyw 'gyngor' adeiladol i sefydliadau ar gydymffurfio â'r safonau oherwydd ei rôl fel rheoleiddiwr.*

Cyngor Caerdydd

*Rydym yn gwerthfawrogi'n llawn bod rhaid i Lywodraeth Cymru a'r Comisiynydd sicrhau bod trefniadau cadarn yn eu lle i wneud yn siŵr bod cyrff y sector cyhoeddus yn ymwneud yn briodol â'u cyfrifoldebau mewn perthynas â defnyddio a hybu'r defnydd o'r Gymraeg. Er hynny, rydym yn credu bod y cydbwysedd wedi symud yn rhy bell i ryw raddau, i gyfeiriad rheoleiddio cyrff cyhoeddus.*

Cyngor Cyllido Addysg Uwch Cymru

*Dylai'r pwyslais felly fod mwy ar hyrwyddo yn hytrach na rheoleiddio ymdrechion sefydliadau ac unigolion.*

Comisiynydd Heddlu a Throsedd Dyfed-Powys

*Mae'n ymddangos bod rôl y Comisiynydd yn cael ei symbylu'n bennaf gan ei swyddogaethau rheoleiddio ac yn llai gan ei gwaith hybu a hwyluso. Efallai y byddai'n ddefnyddiol pe byddai cydbwysedd gwell rhwng y ddwy rôl.*

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.*

Swyddfa'r Comisiynydd Gwybodaeth - Cymru

*Nid ydym yn meddwl bod rôl hybu a hyrwyddo defnydd cyffredinol/cymdeithasol o'r iaith Gymraeg gan y Comisiynydd yn amlwg i*



*ddysgwyr Cymru, y tu hwnt i'r gwelliannau a ddaw maes o law gobeithio o ganlyniad i'r safonau.*

Y Ganolfan Dysgu Cymraeg Genedlaethol

*Nid yw gwaith hybu a hyrwyddo uniongyrchol Comisiynydd y Gymraeg yn amlwg i'r cyhoedd, a phryderwn fod yna peryg ei weld fel corff rheoleiddio, gyda Thribiwnlys y Gymraeg yn ganolog a'r gwaith hybu a hyrwyddo yn atodol ymylol. Gwelwn le i ddatblygu'r gwaith hyn drwy gynnal fforwm partneriaid Comisiynydd y Gymraeg er mwyn adeiladu ar a datblygu ymgyrchoedd hybu a hyrwyddo mewn meysydd penodol e.e. defnydd cymunedol, addysg, iechyd, gofal cymdeithasol, gwaith plant er mwyn sicrhau cysondeb a rhannu profiadau arfer da.*

Mudiad Meithrin

*Efallai y dylai rôl y Comisiynydd fel hyrwyddwr gael ei farchnata mwy, gan taw'r rôl rheoleiddio sy'n dod i'r amlwg.*

Am aros yn ddi-enw

*O ganlyniad toriadau mewn cyllid swyddfeydd y Comisiynydd, mae'n edrych fel bod dim modd i'r Comisiynydd treulio amser ar yr elfen hybu a hyrwyddo. Mae'r elfen yma wedi cael ei hesgeuluso ers diddymu Bwrdd yr Iaith. Er bod angen bod yn gadarn wrth reoleiddio mae'n edrych fel mae llawer gormod o bwyslais ar weithdrefnau reoleiddio.*

Menter Merthyr Tudful

*O'r cychwyn cyntaf mae diffyg eglurder wedi bod ynghlwm wrth hunaniaeth swyddogol swyddfa Comisiynydd y Gymraeg. Mae a wnelo hyn yn rhannol â'r ddeddfwriaeth ond hefyd â'r ffordd mae'r rôl wedi'i disgrifio mewn disgwrs gyhoeddus. Felly, mae Comisiynydd y Gymraeg yn cael ei ystyried, yn eu plith, yn rheoleiddiwr, yn ombwdsmon, yn gorff polisi ymgynghorol, yn bencampwr sy'n hyrwyddo'r Gymraeg ac yn eiriolwr dros siaradwyr Cymraeg. Mae llawer o'r rolau hyn yn anghydnaws â'i gilydd ac yn gwrthdaro â'i gilydd. O ganlyniad, mae Comisiynydd y Gymraeg mewn sefyllfa led anodd o arfer nifer o rolau sy'n anghyson â'i gilydd oherwydd lefel disgwyliad y cyhoedd ac yn sgil y Mesur ei hun. Mae'r dull rheoleiddiol y mae Comisiynydd y Gymraeg wedi'i fabwysiadu hefyd wedi cyfrannu at y ffordd y mae eraill yn canfod hunaniaeth swyddogol y swyddfa.*

Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd

*Dros y pum mlynedd diwethaf, rhoddwyd y pwyslais ar sefydlu'r safonau, a chreu strwythur rheoleiddio i'w cefnogi; bu'r broses hon yn un llafurus a hirfaith, a chredwn yn ogystal bod y system bresennol yn rhy glogyrnaidd... Byddwn yn derbyn bod angen gwarchod hawliau'r Gymraeg, ond rhaid*

*cydnabod mai twf yn ogystal a gwarchod yw'r her a'r flaenoriaeth bellach os yw'r Gymraeg am ffynnu.*

Dyfodol i'r laith

46. Mae nifer o ymatebwyr yn nodi fod y cydbwysedd rhwng gwahanol swyddogaethau'r Comisiynydd wedi newid dros amser:

*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.*

Cyngor Bwrdeisdref Sirol Castell-Nedd Port Talbot

*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.*

Awdurdod Lleol am fod yn ddiennw

*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.*

Bwrdd Iechyd am fod yn ddiennw

*Wrth ddechrau'r perthynas gyda Swyddfa'r Comisiynydd, roedd yna fwy o bleidlais ar gydymffurfiaeth, ond yn ddiweddar, rydyn ni wedi derbyn fwy o gymorth wrth y swyddfa. Er enghraifft, wrth gwrdd â swyddogion yn fwy aml ac wrth i swyddfa'r Comisiynydd cynnal digwyddiadau gwybodaeth.*

Corff cyhoeddus am fod yn ddi-enw

*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.*

Heddlu De Cymru

*Mae'r broses hefyd yn cynnwys rhai cyfleoedd am drafod uniongyrchol gyda Swyddfa'r Comisiynydd ac mae hyn yn cael ei groesawi'n fawr. Roedd y Sesiwn Briffio diweddar a drefnwyd gan Swyddfa'r Comisiynydd ar gyfer sefydliadau addysg uwch ac addysg bellach, gan gynnwys CCAUC, o gymorth mawr i esbonio elfennau ymarferol y broses. Bydd aelodau staff y*

*Comisiynydd yn cael cyfarfod unigol yn awr gyda phob un o'r sefydliadau sy'n cael eu heffeithio gan y ddeddfwriaeth newydd. Mae hwn yn gam pwysig iawn i ni oherwydd bydd yn galluogi i ni godi cwestiynau a phryderon am y Safonau sy'n peri anawsterau penodol i ni, neu nad ydym yn credu eu bod yn berthnasol i ni. Gobeithio y bydd Swyddfa'r Comisiynydd yn ymateb i'r pryderon hyn ac yn fodlon bod yn hyblyg a chymesur.*

Cyngor Cyllido Addysg Uwch Cymru

47. Mae dau ymatebydd yn nodi effaith digwyddiadau penodol yng nghyfnod sefydlu'r Comisiynydd:

*Mae'n anffodus fod swyddogaeth Comisiynydd y Gymraeg wedi ei thanseilio reit ar y cychwyn pan wrthodwyd safonau'r Gymraeg.*

Cyngor Gwynedd

*Yn ein barn ni roedd yn arbennig o anffodus fod swyddogaeth Comisiynydd y Gymraeg wedi ei thanseilio ar y cychwyn pan wrthodwyd y Safonau Iaith, ac mae hynny wedi cael effaith negyddol iawn ar ddelwedd a hygrededd y Comisiynydd, ac wedi gosod ei gwaith yn ôl. Mae hyn hefyd wedi creu sefyllfa ble nad oedd rhaid neu fodd i'r Cynghorau ddechrau symud ymlaen am gyfnod hir ac mae'n mynd i fod yn anodd iawn i adennill y momentwm a gollwyd oherwydd hynny.*

Menter Iath Sir y Fflint a Maelor

48. Mae rhai ymatebwyr yn pryderu am effaith negyddol iaith reoleiddio:

*Mae'r pwyslais ar reoleiddio hefyd yn golygu fod yr holl ddisgwrs o gwmpas safonau'r Gymraeg (ers iddynt gael eu sefydlu) yn negyddol, ac adlewyrchir hynny ar ei waethaf ymysg Swyddogion Iaith sefydliadau cyhoeddus, sef yr union fudd-ddeiliaid y dylai fod yn ladmeryddion ar ran Comisiynydd y Gymraeg! Sgil effaith arall y pwyslais ar reoleiddio yw fod perygl i holl adnoddau'r Gymraeg (Swyddogion Iaith) gan sefydliadau cyhoeddus gael eu meddiannu'n llwyr gan gyfundrefn a gofynion y rheoleiddiwr.*

Cyngor Gwynedd

*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.wales'*

Cyngor Bwrdeistref Sirol Blaenau Gwent

*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'.*

Opera Cenedlaethol Cymru

*Dylai'r Safonau fod yn arf cadarnhaol ar gyfer newid, ond negyddol yw'r sgwrs o'u cylch ers y dechrau, ac mae'r pwyslais a'r anogaeth a roddir i 'gwyno' am ddiffyg gwasanaeth Cymraeg yn ychwanegu at y negyddiaeth yma. Angen cyfle a llwyfan i gofnodi, dathlu a rhannu arfer dda.*

Menter Iaith Rhondda Cynon Taf

49. Mae nifer bach o'r ymatebion yn tynnu sylw at ymgyrchoedd cyhoeddus y Comisiynydd am y Safonau:

*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.*

Awdurdod Lleol am aros yn ddiennw

*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.*

Opera Cenedlaethol Cymru

*Mae'r Comisiynydd wedi mynd ati i gyhoeddi a hyrwyddo ar y teledu ac yn y cyfryngau, os yw siaradwyr Cymraeg yn anhapus gyda darpariaeth gwasanaeth y gallant gwyno'n uniongyrchol i'r Comisiynydd.*

Awdurdod Lleol am aros yn ddiennw

50. Thema arall sy'n codi yn yr ymatebion yw cydnabyddiaeth o'r hyn sy'n cael ei gollu yn sgil y ffocws ar reoleiddio:

*Credir y byddai ail gychwyn y gweithgareddau a gynhaliwyd yn y gorffennol gan Fwrdd yr Iaith a/neu Cymdeithas Llywodraeth Leol Cymru ar gyfer swyddogion iaith y sector gyhoeddus i drafod datblygiadau a rhannu arfer da mewn perthynas â hybu a hyrwyddo'r Gymraeg o gymorth sylweddol.*

Cyngor Sir Ynys Môn

*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 initiatives which an individual LA may have tried out*

Cyngor Dinas a Sir Abertawe

*Mae angen cymorth ac arweiniad ar swyddogion iaith a sefydliadau er mwyn eu cynorthwyo I gyflawni gofynion y dyletswyddau iaith. Pan mae cymorth wedi cael ei ddarparu'n dilyn cais am wybodaeth neu arweiniad mae wedi bod yn ddefnyddiol.*

Heddlu Gogledd Cymru

*Hefyd mae angen hyrwyddo a hwyluso'r iaith yng nghymdeithas Cymru yn ehangach, y tu hwnt i sefydliadau'r sector cyhoeddus eu hunain. Yn ein profiad ni, mae'r nifer sy'n defnyddio gwasanaethau Cymraeg, yn ymarferol, yn isel. Mae hyn yn awgrymu bod angen mwy o fesurau meithrin hyder, gweithgareddau hyrwyddo a chyrsgiau i annog siaradwyr Cymraeg a dysgwyr Cymraeg i ddefnyddio'r iaith mewn amrywiaeth ehangach o gyd-destunau, a chydabod eu hunain fel siaradwyr Cymraeg. Rydym yn awgrymu y dylid rhoi mwy o flaenoriaeth i'r mathau hyn o weithgareddau yn y dyfodol, yn hytrach na datblygu rhagor o reoliadau.*

Cyngor Cyllido Addysg Uwch Cymru

*Gan fod rôl bresennol Comisiynydd y Gymraeg yn gogwyddo fwy tuag at reoleiddio yn hytrach na hybu a hyrwyddo, mae bwlch o safbwynt cynnig arweiniad, cymorth a chefnogaeth ymarferol i sefydliadau wneud mwy i hybu a hyrwyddo, yn ogystal â darparu mwy o wasanaethau drwy gyfrwng y Gymraeg. Mae angen felly i'r Comisiynydd edrych eto ar y gefnogaeth y mae modd ei gynnig i'r cyrff sy'n ddarostyngedig i'r Safonau.*

*Mae'r bwlch hwn hefyd yn amlwg yng nghyd-destun y sector preifat, ac i raddau llai, y trydydd sector, ac mae diffyg rhannu gwybodaeth am waith y Comisiynydd yn y meysydd hyn, a'r berthynas gyda gwaith y Mentrau Iaith, neu gyfleoedd i gydweithio eto'n cadarnhau nad yw rhai agweddau o'r trefniadau presennol yn hwyluso gweithredu a chydweithio, gan felly sicrhau'r canlyniadau gorau i'r iaith Gymraeg.*

Menter Bro Dinefwr

*Amlygir y bwlch hwn yn niffyg unrhyw weithgareddau sydd yn dod â Swyddogion Iaith sefydliadau cyhoeddus ynghyd i drafod y Gymraeg, y Safonau, cyhoeddiadau a dogfennau arweiniol ayb, elfen yr oedd Bwrdd yr Iaith Gymraeg ac WLGA (drwy'r rhwydwaith 'Rhwydiaith') arfer ei chyflawni yn y gorffennol.*

Menter Iaith Sir y Fflint a Maelor

*Yr adborth gan nifer o Swyddogion y Cynghorau yw eu bod yn gweld eisiau'r arweiniad, cymorth a chefnogaeth oedd ar gael iddynt gan Fwrdd yr Iaith Gymraeg gynt.*

Menter Iaith Rhondda Cynon Taf

51. Dywedodd sawl ymatebydd bod angen cyfuniad o ddeddfwriaeth a gweithgareddau hybu a hyrwyddo er mwyn cynyddu nifer y siaradwyr a defnydd y Gymraeg.

*Yn sicr, nid drwy ddeddfwriaeth a rheoleiddio yn unig y llwyddir i gynyddu niferoedd siaradwyr Cymraeg a'r nifer sydd yn dewis ac yn defnyddio'r Gymraeg bob dydd – mae angen deddf a greddf i sicrhau hynny. Yn sicr, fe ddylai'r safonau fod yn arf cadarnhaol ar gyfer newid, ochr yn ochr gydag ymdrechion pellgyrhaeddol i hybu a hyrwyddo'r Gymraeg, ynghyd â chyfleoedd a llwyfan i gofnodi, dathlu a rhannu arfer dda.*

Cyngor Gwynedd

*Mae angen deddf a dyletswyddau iaith. Ond mae angen hyrwyddo'r defnydd a darparu cefnogaeth hefyd.*

Heddlu Gogledd Cymru

*Beth sydd yn allweddol yw bod pawb yn teimlo balchder dros gael dwy iaith yng Nghymru a bod ni'n cefnogi pobl Cymru i ddeall y datblygiadau. Mae'r deddfu wedi digwydd sy'n dda ond nawr mae angen ennyn diddordeb y cyhoedd er mwyn sicrhau cynaladwyedd a ffyniant i'r iaith Gymraeg.*

Colegau Cymru

*Rhaid cofio mai pwrpas rheoleiddio yw sicrhau cydymffurfiaeth ac anelu at gynydd yn erbyn cyfres o ddangosyddion penodol, ond yn bwysicach na hynny, dylai gefnogi'r weledigaeth fwy heriol a phellgyrhaeddol o greu mwy o siaradwyr yr iaith, a pharatoi ystod o gyfleoedd i bawb gael ei defnyddio ym mhob agwedd o'u bywydau.*

Dyfodol i'r iaith

52. Prin oedd y sylwadau a dderbyniwyd am drefniadau presennol hybu a hyrwyddo'r Gymraeg y tu hwnt i sylwadau yn ymwneud â'r gyfundrefn Safonau a rôl y Comisiynydd. Er hynny, fel y gwelir drwyddi draw yn yr adroddiad hwn, mae thema cyson bod angen cryfhau gwethgareddau i hyrwyddo'r Gymraeg:

*Yn anffodus, mae dryswch eisoes yn bodoli ers diddymu Bwrdd yr Iaith mae'r Gymraeg wedi'u wanedu, gyda chyfrifoldeb diogelu, hyrwyddo a thyfiant iaith wedi rhannu i ormod o gyrff. Bellach does dim un man i gael y gwasanaeth cyflawn. Does dim ots pwy sy'n gyfrifol, eglurder ac esmwythder proses sydd angen.*

Colegau Cymru

## **Pwy ddylai hybu a hyrwyddo 'r Gymraeg?**

53. Mae dau ymatebydd yn rhestru rhai pethau penodol y dylid eu hystyried wrth gysudro trefniadau priodol:

1. *Pa gorff bynnag fydd yn gyfrifol am reoleiddio, mae angen newid yr arddull rheoleiddio fel bod y rheoleiddiwr yn un sy'n galluogi.*
2. *Mae ymwybyddiaeth y cyhoedd ynghylch amlygrwydd gweithgarwch polisi cyhoeddus ym maes hybu'r Gymraeg ac annog y defnydd ohoni yn wan ac mae'n rhaid ei chryfhau.*
3. *Bod angen sefydlu ymagwedd mwy strwythuredig tuag at reoli tranwsnewidiadau sefydliadol yn yr ystyr y byddai unrhyw gorff, swyddi neu ddeiliaid swyddi cyhoeddus arwyddocaol newydd yn elwa'n sylweddol o frifio pwrpasol ac ymgynefino sefydliadol.*
4. *Bod angen mwy o eglurder o du sefydliadau ac hefyd o ran dealltwriaeth ac amlygrwydd y cyhoedd, ynghylch y ffordd mae swyddogaethau yn cael eu dosrannu, ni waeth a wnelo'r swyddogaethau hynny â rheoleiddio, rhoi cyngor ar bolisi, hyrwyddo'r iaith ac annog y defnydd ohoni, neu ymyrraeth gyfreithiol a phenderfyniadau cyfreithiol.*
5. *Bod angen mwy o eglurder o du sefydliadau ynghylch annibyniaeth gymharol a llinellau atebolrwydd rhwng actorion sefydliadol wrth iddynt weithredu eu swyddogaethau.*

Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd

*(i) Yr angen am strategaeth gydlynol wedi'i seilio ar ddealltwriaeth drwyadl o Ddwyieitheg ac egwyddorion Cynllunio leithyddol cydnabyddedig.*

*(ii) Yr angen am barhad a chysondeb dros gyfnod estynedig o amser. O dan y drefn bresennol gall newid gwleidyddol (ee newid gweinidog) a newid ymysg gweision sifil beryglu'r parhad hwnnw.*

*(iii) Yr angen i gynyddu'r pwyslais ar hyrwyddo'r Gymraeg, nid dim ond ar sicrhau hawliau. [...]*

*(iv) Yr angen i ffiniau cyfrifoldeb rhwng y gwahanol endidau sydd â chyfrifoldeb am y Gymraeg fod yn glir a diamwys.*

*(v) Yr angen am gydlynu ymdrechion y gwahanol endidau i fod yn flaenoriaeth, yn hytrach na chaniatáu sefyllfa o gystadleuaeth am yr un adnoddau.*

Dyfodol i'r Iaith

54. Yn gyffredinol, mae cytundeb mai Llywodraeth Cymru ddylai feddu ar bolisi cenedlaethol:

*Mae'n rôl i Lywodraeth Cymru i osod cyfeiriad strategol a pholisi ar gyfer yr Iaith Gymraeg ac amlygir y weledigaeth hir dymor yn y ddogfen 'Miliwn o Siaradwyr Cymraeg erbyn 2050'.*

Cyngor Sir Ynys Môn

*Mae Menter Iaith Sir Ddinbych yn croesawu ymrwymiad a gweledigaeth Llywodraeth Cymru ar gyfer y Gymraeg, sef uchelgais o greu miliwn o siaradwyr erbyn 2050, ac yn credu mai cyfrifoldeb y Llywodraeth yw gosod y fframwaith a'r cyfeiriad polisi ar gyfer yr iaith Gymraeg. Yn yr un modd, credir mai cyfrifoldeb y Llywodraeth yw'r fframwaith fonitro a sicrhau atebolrwydd am weithredu yn unol â'r cyfeiriad polisi a nodir ym Miliwn o Siaradwyr erbyn 2050.*

Menter Iaith Sir Ddinbych

*Pe bai Llywodraeth Cymru yn dewis creu corff hyd braich [o hyn allan, CHB] gyda'r bwriad o ymgymryd â swyddogaethau penodol i hyrwyddo'r Gymraeg ac i hybu ei defnydd, mae'n parhau i fod yn wir ei bod yn gwbl briodol, ac yn wir yn angenrheidiol, bod Llywodraeth Cymru yn meddu ar bolisi cyhoeddus a'i bod yn atebol am hynny i Gynulliad Cenedlaethol Cymru.*

Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd

*Llywodraeth Cymru fydd yn pennu ac yn dosbarthu cyllidebau ... Cyfrifoldeb Llywodraeth Cymru fydd penderfynu polisi sylfaenol (ee y dylid hyrwyddo'r Gymraeg ac mai'r nod yw creu Cymru ddwyieithog) ac yn pennu amcanion penodol o dro i dro (ee miliwn o siaradwyr erbyn 2050).*

Dyfodol i'r iaith

55. Mae un ymatebydd yn disgrifio'r opsiynau ar gyfer corff hyd braich i hybu'r iaith:

*... yn unol â graddau'r hyd braich oddi wrth Llywodraeth Cymru:*

- *Asiantaeth Weithredol – yr hyd braich byrraf;*
- *Corff Adrannol a noddir – yr hyd braich canolig;*
- *Corff annibynnol er budd y cyhoedd – yr hyd braich hwyaf.*

*Dylid nodi bod hyn yn cau allan y posibilrwydd o greu CHB fel corff cyfansoddiadol sy'n gyfan gwbl annibynnol o Lywodraeth Cymru, ei fod yn atebol i Gynulliad Cenedlaethol Cymru, bod Cynulliad Cenedlaethol Cymru yn gwneud penodiadau iddo a bod Cynulliad Cenedlaethol Cymru yn gosod ei gyllideb. Y rheswm dros hyn yw mai dim ond ar gyrff sydd â swyddogaeth Seneddol neu gyfansoddiadol y mae angen annibyniaeth o'r math hwn arnynt [e.e. Yr Archwilydd Cyffredinol, yr Ombwdsmon]. Mae'r llenyddiaeth ysgolheigaidd a phroffesiynol yn dangos yn ddigamsyniol, o roi swyddogaethau polisi cyhoeddus i CHB, bod y math hwnnw o annibyniaeth yn golygu risg dra sylweddol o ran atebolrwydd a pherfformiad yn benodol... Felly yr her yw sicrhau'r cydbwysedd cywir rhwng annibyniaeth y CHB ac atebolrwydd y Gweinidog.*

Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd



56. Mae sawl ymatebydd o'r farn y gall un corff gyflawni'r gwahanol swyddogaethau, gyda rhai yn cyfeirio at Fwrdd yr Iaith Gymraeg:

*O ran hybu a hyrwyddo defnydd o'r Gymraeg ar lefel genedlaethol, credir y gellir edrych ar fodel Bwrdd yr Iaith fel un o arfer da. Llwyddwyd yma i gynnal y cydbwysedd rhwng rheoleiddio a hyrwyddo a hybu'r Gymraeg. Credir felly, y gall un corff gyflawni'r ddwy swyddogaeth yn llwyddiannus ac adeiladu perthynas o gyd-weithio gyda chyrff unigol er mwyn cryfhau'r defnydd o'r Gymraeg.*

Cyngor Sir Ynys Môn

*Yn sicr, yn yr hinsawdd ariannol presennol, byddai'n anodd iawn cyfiawnhau sefydlu corff newydd hyd braich o Lywodraeth Cymru i fod yn gyfrifol am hybu a hyrwyddo'r Gymraeg, a byddai sefydlu corff hyrwyddo ar wahân i Gomisiynydd y Gymraeg i raddau yn cadarnhau'r dehongliad o rôl reoleiddio'n unig, ac yn creu haen arall o gymhlethdod a biwrocratiaeth. Yn sicr, mae colled a bwlch yn sgil diddymu Bwrdd yr Iaith Gymraeg, ond beirniadaeth mwyaf y Bwrdd pan oedd yn weithredol oedd ei fod yn 'gwango'! Yr hyn sydd ei angen nawr yw priodi'r rôl rhwng rheoleiddio a hybu a hyrwyddo yn llawer gwell, ac er mwyn hwyluso hynny, awgrymir y byddai'n dda gweld y Llywodraeth yn trosglwyddo'r gyfundrefn grantiau ar gyfer hybu a hyrwyddo'r Gymraeg i'r Comisiynydd (fel ac yr oedd ym Mwrdd yr Iaith Gymraeg gynt). Byddai hynny'n ddull o annog creadigrwydd ac arloesedd, nodweddiad sydd yn anodd i'w cyfarch o fewn cyfundrefn o weision sifil.*

Cyngor Gwynedd

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

Heddlu De Cymru

*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.*

Swyddfa'r Comisiynydd Gwybodaeth - Cymru

*Mae'n ymddangos bod manteision dysgu a defnyddio'r Gymraeg yn cael eu hyrwyddo mewn ffordd dameidiog, ar hyn o bryd. Mae angen dull mwy cydlynol a strategol ar gyfer y dasg hon. Mae'r Comisiynydd mewn sefyllfa dda i wneud y gwaith hyrwyddo hwn, a byddai yn debygol o sicrhau mwy o synergedd rhwng ymgyrchoedd hyrwyddo a gwaith deddfwriaethol.*

Estyn

*O ran hybu a hyrwyddo'r iaith, mae'n bosib i'r Comisiynydd wneud hyn os ydynt yn sefydlu is-frand ac yn cael arian sylweddol i allu cynnal ymgyrchoedd marchnata i'w gefnogi.*

Colegau Cymru

*Gwelwn le i ddatblygu'r gwaith hyn [sef gwaith hybu a hyrwyddo] drwy gynnal fforwm partneriaid Comisiynydd y Gymraeg er mwyn adeiladu ar a datblygu ymgyrchoedd hybu a hyrwyddo mewn meysydd penodol e.e. defnydd cymunedol, addysg, iechyd, gofal cymdeithasol, gwaith plant er mwyn sicrhau cysondeb a rhannu profiadau arfer da.*

Mudiad Meithrin

*Mae'n eitha posibl creu trefniant sefydliadol sy'n rhoi mwy o eglurder ac amlygrwydd i swyddogaethau hyrwyddo ac annog y defnydd o'r Gymraeg heb greu CHB newydd. Gellid gwneud hyn drwy weddnewid swyddfa Comisiynydd y Gymraeg fel mai hyrwyddo fyddai ei swyddogaeth graidd.*

Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd

57. Mae eraill yn nodi y dylai corff penodol fod yn gyfrifol am swyddogaethau hybu a hyrwyddo. Nid yw'n glir bob amser ai corff newydd yw hwn:

*Mae absenoldeb corff lled braich o'r llywodraeth i hybu'r Gymraeg yn amlwg, ac nid rheoleidiwr fel y Comisiynydd na chwaith Llywodraeth Cymru ddylai fod yn gyfrifol am hyn... byddai o fudd mawr cael corff newydd sy'n gyfrifol am yr agweddau yma yn ogystal â dyrannu grantiau, gweithio gyda sefydliadau preifat a chraffu ar weithdrefnau sefydliadau er mwyn cynnig cymorth a chynghor adeiladaol. Mae'r Llywodraeth wedi bod yn ymgymryd ag elfennau o'r gwaith yma ond byddai cael corff lled braich â dyletswyddau penodol dros hybu a defnydd y Gymraeg a chynyddu dwyieithrwydd yn gyffrous iawn a fyddai'n ysgogi'r neiwd sydd ei angen er mwyn sicrhau fod Cymru yn dod yn wlad gwbl ddwyieithog.*

Cyngor Caerdydd

*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.*

Cyngor Bwrdeistref Sirol Blaenau Gwent

*Basai o fudd i gael corff canolog sydd â chyfrifoldeb strategol am gynllunio ieithyddol yng Nghymru a fyddai'n gyfrifol am hybu'r iaith / Cymraeg i Oedolion / Cymraeg mewn addysg ayyb.*

*Gallai un 'corff'/tîm cenedlaethol gydlynu'r holl weithgareddau ar draws amryw o sefydliadau, gan greu ymgyrchoedd integredig ar sawl llwyfan i hybu'r iaith.*

*Dylai hwn fod yn gorff/tîm bychan, ystwyth sy'n gallu cynnal rhaglen ymgysylltu gyda'r rhanddeiliaid, sydd â gallu creadigol, a dealltwriaeth o'r holl lwyfannau. Byddai angen i bob mudiad cysylltiedig 'brynu i fewn' i'r weledigaeth hon a chytuno i gynllunio'n strategol ar y cyd. Mae angen naratif ystyrlon gydol y flwyddyn, nid comisiynu ymgyrchoedd ad-hoc.*

Y Ganolfan Dysgu Cymraeg Cenedlaethol

*Mae'n anodd i gorff fod yn rheoleiddiwr ac yn hyrwyddwr ar yr un pryd.*

Am aros yn ddiennw

*... mae'n bosibl nid y Llywodraeth yw'r corff gorau i weithredu'r rôl o hybu a hyrwyddo defnydd y Gymraeg ledled Cymru. Gofyn hynny am rinweddau megis hyblygrwydd a chreadigrwydd, ymateb i angen lleol, cefnogaeth ymarferol, treialu, ymddiriedaeth ayb. Oni fyddai corff hyd braich o Lywodraeth Cymru yn cyflawni'r rolau hyn yn fwy effeithiol?*

Menter Sir Ddinbych

*Corff hyd braich fyddai'n gweithredu i gyd-lynu, codi ymwybyddiaeth, datblygu a monitro mentrau a pholisïau i hyrwyddo'r Gymraeg ar draws y gwahanol feysydd perthnasol.*

Dyfodol i'r iaith

*Rydym yn parhau i ddadlau dros sefydlu corff ar wahân i'r Comisiynydd a'r Llywodraeth i gymryd cyfrifoldeb am hyrwyddo'r Gymraeg, sef Cyngor y Gymraeg fyddai'n gallu defnyddio cyllid a strategaeth i hyrwyddo defnydd yr iaith.*

Cymdeithas yr Iaith

58. Mae un corff o'r farn y gallai Llywodraeth Cymru fod yn gyfrifol am arwain gwaith hybu a hyrwyddo:

*Fel Menter Iaith rydym yn derbyn galwadau gan y Llywodraeth i hyrwyddo prosiectau marchnata'r Llywodraeth. Mae'r prosiectau yn ad hoc a heb gynllunio'n drylwyr. Y Mentrau Iaith ar draws Cymru sydd yn hyrwyddo'r Gymraeg yn y Gymuned yn gyffredinol hyd yn oed os ydynt yn hyrwyddo cynlluniau marchnata partneriaid eraill, e.e. Cymraeg i Blant, Cymraeg i Oedolion ac ati. Buasai'n well bod mwy o adnoddau gyda'r Llywodraeth efallai i arwain ar hybu a hyrwyddo'n genedlaethol trwy'r partneriaid Cymraeg mewn ffordd strwythuredig gyda chyngor arbenigwyr marchnata a chynllunio iaith.*

Menter Iaith Merthyr Tudful

59. Mae nifer fawr o blith yr ymatebion sy'n cynnig sylwadau am hybu a hyrwyddo yn nodi mai rôl i nifer o gyrff ydyw. O blith y rhain, mae rhai yn cyfeirio at y safon sydd yn gosod dyletswydd ar awdurdodau lleol i gael strategaeth i hybu'r Gymraeg, ac eraill am yr angen am arweiniad a chydlynu:

*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.*

Awdurdod Lleol am aros yn ddiennw

*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 our commitments in the Strategy.*

Cyngor Bwrdeisdref Sirol Blaenau Gwent

*...mae safon 145 wedi arwain at greu Strategaeth Caerdydd Ddwieithog ar gyfer hyrwyddo a hwyluso'r Gymraeg... Nid oes gofyniad i gyflwyno'r strategaeth i'r Comisiynydd neu'r Llywodraeth felly mae cynnwys y strategaethau hyn yn gyfrifoldeb llwyr i'r awdurdodau lleol. Gan fod Llywodraeth Cymru ar fin cyhoeddi strategaeth miliwn o siaradwyr Cymraeg byddai wedi bod yn ddefnyddiol derbyn mwy o gyngor ar sut y gall awdurdodau lleol gyfrannu at gyrraedd y nod yma neu hyd yn oed sicrhau fod y dyddiadau cydymffurfio yn cyd-fynd. Mae gan y Comisiynydd swyddogion sy'n gyfrifol am hybu a hwyluso'r Gymraeg i sefydliadau preifat ond mae angen pwyslais ar rannu arfer da a hwyluso'r Gymraeg mewn sefydliadau sy'n ddarostyngedig i'r safonau hefyd.*

Cyngor Caerdydd

*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.*

Cyngor Bwrdeisdref Sirol Castell-Nedd Port Talbot

*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.*

Bwrdd Iechyd am Aros yn Ddiennw

*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.*

Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg

*Beth sy'n glir yw bod pob sefydliad o dan y drefn safonau â chyfrifoldeb o hyrwyddo'r iaith Gymraeg a'r gwasanaethau.*

Colegau Cymru

*Mae llawer o'r cyrff hyn [y trydydd sector] yn hanfodol i oroesiad a thwf y Gymraeg fel iaith gymunedol gan eu bod yn cynnig cyfle i bobl wirfoddoli drwy gyfrwng y Gymraeg ac yn galluogi pobl i gael gwasanaethau yn eu mamiaith, yn ogystal â dathlu'r iaith a'r traddodiadau a gysylltir â hi.*

Am Aros yn Ddiennw

*Nodwn yr angen i sicrhau arweiniad cadarn yn y maes, gan sicrhau cydlynu'r cyrff hyrwyddo sydd eisoes yn weithredol ar lawr gwlad. Mae nifer o fudiadau a sefydliadau eisoes yn weithredol, gan gynnwys y Mentrau Iaith, Cymraeg i Blant, Aelodau Mudiadau Dathlu'r Gymraeg, Cymraeg i Oedolion, Y Coleg Cymraeg Cenedlaethol a'r Mudiad Meithrin. Er cytunwn fod cynifer o gyrff yn medru arwain at ddryswch, nodwn y byddai mapio a chydlynu'r gwaith sydd eisoes yn digwydd ar lawr gwlad er mwyn medru datblygu, rhannu a chydabod yr hyn sydd eisoes yn digwydd.*

Mudiad Meithrin

60. Mae rhai – y Mentrau Iaith a rhai awdurdodau lleol – yn credu y dylid rhoi mwy o gyfrifoldeb ac adnoddau i weithgaredd ar lefel gymunedol:

*Byddai sicrhau mwy o gyfrifoldeb i bartneriaid y Gymraeg weithredu yn eu meysydd yn golygu bod modd parhau i gynnig hyblygrwydd a chreadigrwydd, ymateb i anghenion lleol, cefnogaeth ymarferol, arloesi a threialu prosiectau newydd, datblygu perchnogaeth leol, etc. Credwn felly y dylid rhoi rhagor o gyfrifoldeb i'r Mentrau Iaith a phartneriaid y Gymraeg i weithredu, ond bod angen sicrhau buddsoddiad pellach yn y gwaith er mwyn datblygu'r rôl honno i'w llawn botensial.*

Menter Bro Dinefwr

## Camau nesaf

61. Mae Llywodraeth Cymru yn ddiolchgar i bawb sydd wedi ymateb i'r alwad am dystiolaeth ac sydd wedi mynychu un o'r gweithdai. Mae'r holl ymatebion yn cyfrannu at y dystiolaeth yr ydym yn ystyried wrth ddatblygu cynigion polisi ar gyfer diwygio'r ddeddfwriaeth sy'n cefnogi'r iaith Gymraeg.
62. Bydd y Llywodraeth yn cyhoeddi'r cynigion hynny mewn Papur Gwyn. Bydd ymgynghoriad cyhoeddus llawn ar y Papur Gwyn.



Llywodraeth Cymru  
Welsh Government

## **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.  
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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:

<b>Body</b>	<b>Number</b>
<b>Local Authorities</b>	<b>10</b>
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	
<b>Public bodies in the Education sector</b>	<b>4</b>
Colleges Wales	
Higher Education Funding Council for Wales	
Estyn	
Language, Policy and Planning Research Unit, School of Welsh, Cardiff University	
<b>Public bodies in the Justice sector</b>	<b>4</b>
Police and Crime Commissioner for Dyfed-Powys	
North Wales Fire and Rescue Services	
South Wales Police	
North Wales Police	
<b>Public bodies in the Health sector</b>	<b>2</b>
Abertawe Bro Morgannwg University Health Board	
1 body that wishes to remain anonymous	
<b>Other public bodies</b>	<b>2</b>
Information Commissioner's Office – Wales	
1 body that wishes to remain anonymous	
<b>Others</b>	<b>13</b>
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	
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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<sup>1</sup> 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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<sup>1</sup> 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.*

Mudiad Meithrin [Translation]

*\*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.*

Cymdeithas yr Iaith [Translation]

*\*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.*

Wishes to remain anonymous [Translation]

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.*

Gwynedd Council [Translation]

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.*

Public body that wishes to remain anonymous

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.*

Local Authority that wishes to remain anonymous [Translation]

*\*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.*

Cymdeithas yr Iaith [Translation]

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.*

Local Authority that wishes to remain anonymous

*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.*

Mudiad Meithrin [Translation]

## **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 positions 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.*

City and County of Swansea Council

*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.*

Blaenau Gwent County Borough Council

*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.*

Bridgend County Borough Council

*\*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*

Higher Education Funding Council for Wales

*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.*

Local Health Board that wishes to remain anonymous

*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.*

Local Health Board that wishes to remain anonymous

*\*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.*

Dyfodol i'r Iaith [Translation]

## **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.*

Blaenau Gwent County Borough Council

*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.*

Gwynedd Council [Translation]

*\*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.*

Local Authority that wishes to remain anonymous [Translation]

*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.*

Local Authority that wishes to remain anonymous

*\*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.*

Wishes to remain anonymous [Translation]

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.*

Wishes to remain anonymous [Translation]

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*



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

Dyfodol i'r Iaith [Translation]

## **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.*

Bridgend County Borough Council

## **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 in 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.*

Wishes to remain anonymous [Translation]

## 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.*

Dyfodol i'r laith [Translation]

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.*

Neath Port Talbot County Borough Council

*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.*

Local Authority that wishes to remain anonymous

*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.*

Health Board that wishes to remain anonymous

*\*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.*

Public body that wishes to remain anonymous [Translation]

*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.*

Higher Education Funding Council for Wales

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.*

Gwynedd Council [Translation]

*\*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.*

Menter Iaith Sir y Fflint a Maelor [Translation]

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.*

Gwynedd Council [Translation]

*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.wales'*

Blaenau Gwent County Borough Council

*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'.*

Welsh National Opera

*\*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.*

Menter Iaith Rhondda Cynon Taf

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.*

Local Authority that wishes to remain anonymous

*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.*

Welsh National Opera

*\*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.*

Local Authority that wishes to remain anonymous

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 initiatives 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 for 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.*

Dyfodol i'r laith [Translation]

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 '*

Anglesey Council [Translation]

*\*Menter laith 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.*

Menter laith Sir Ddinbych [Translation]

*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 the 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).*

Dyfodol i'r Iaith [Translation]

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.*

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

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.*

Angelsey Council [Translation]

*\*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 it 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.*

Information 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.*

Wishes to remain anonymous

*\*...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?*

Menter Iaith Sir Ddinbych [Translation]

*\*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.*

Dyfodol i'r Iaith [Translation]

*\*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.*

Cymdeithas yr Iaith [Translation]

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.*

Menter Iaith Merthyr Tudful [Translation]

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 our 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.*



Local Health Board that wishes to remain anonymous

*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.

## CYNGOR BWRDEISTREF SIROL RHONDDA CYNON TAF

### GRŴP LLYWIO'R CABINET AR FATERION Y GYMRAEG

28 TACHWEDD 2017

#### **CYMRAEG: BETH SYDD WEDI NEWID? CANLLAW MANWL AR GYFER PARTNERIAID SYDD WEDI EU COMISIYNU.**

#### **ADRODDIAD Y CYFARWYDDWR ADDYSG A DYSGU GYDOL OES MEWN TRAFODAETH Â'R AELOD PORTFFOLIO PERTHNASOL, Y CYNGHORYDD G. HOPKINS**

**Awdur:** Kathryn Herbert, Swyddog Graddedig, Cyllid Gweithredol (01443 680395)

#### **1. DIBEN YR ADRODDIAD**

- 1.1 Diben yr adroddiad yw rhoi'r newyddion diweddaraf i Grŵp Llywio'r Cabinet ar faterion y Gymraeg ar y cynnydd a wnaed ar y prosiect i gefnogi partneriaid sydd wedi eu comisiynu gan y Cyngor er mwyn bodloni Safonau'r Gymraeg yn unol â'r Hysbysiad Cydymffurfio Statudol o dan Reoliadau Safonau'r Gymraeg (Rhif 1) 2015.

#### **2. ARGYMHELLION**

Dyma'r argymhellion i aelodau o Grŵp Llywio'r Cabinet ar faterion y Gymraeg:

- 2.1 Nodi cynnwys yr adroddiad;
- 2.2 Pwysu a mesur yr wybodaeth a chynnig sylwadau
- 2.3 Cymeradwyo llyfryn *"Cymraeg: Beth sydd wedi newid? Canllaw manwl ar gyfer partneriaid sydd wedi eu comisiynu."*

#### **3. RHESYMAU DROS YR ARGYMHELLION**

- 3.1 Mae'r llyfryn yn rhoi arweiniad defnyddiol i ddefnyddwyr ar Safonau'r Gymraeg. Mae'r llyfryn yn hawdd ei ddefnyddio, yn cynnwys awgrymiadau ac enghreifftiau o arfer da. Y bwriad ydy hybu cydymffurfiaeth â Safonau'r Gymraeg er mwyn hyrwyddo, hwyluso a normaleiddio defnydd y Gymraeg yn y Fwrdeistref Sirol.

#### **4. CEFNDIR**

- 4.1 Derbyniodd Cyngor Rhondda Cynon Taf ei Hysbysiad Cydymffurfio terfynol gan Gomisiynydd y Gymraeg ar 30 Medi 2015. Roedd yr Hysbysiad yn ymdrin â'r ddyletswydd sydd ar y Cyngor i fodloni 171 o Safonau o dan Fesur y Gymraeg (Cymru) 2011.
- 4.2 Cafodd Swyddogion Graddedig (K Herbert a G Colombo De Menezes) eu neilltuo i brosiect i gefnogi'r Cyngor trwy greu cynllun cyflawni sy'n nodi sut y gellir mynd i'r afael â'r argymhellion a wnaed yn rhan o raglen mynd i'r afael â thlodi yn RhCT i gefnogi Strategaeth 5 mlynedd ehangach y Cyngor ar gyfer hyrwyddo'r Gymraeg yn RhCT.
- 4.3 Cynhaliwyd ymchwil helaeth trwy gydol cyfnodau cynnar y prosiect. Dangosodd y canlyniadau nad oedd llawer o ddealltwriaeth o Safonau'r Gymraeg ymhlith llawer o'r sefydliadau gwirfoddol a gomisiynwyd gan RhCT, a byddai'n anodd hyrwyddo'r iaith oherwydd demograffeg RhCT.
- 4.4 Argymhelliad a wnaed gan y swyddogion graddedig oedd creu pecyn gwybodaeth a'i ddsbarthu i'r holl bartneriaid a gomisiynwyd. Roedd y pecyn gwybodaeth gwreiddiol yn cynnwys canllawiau cydymffurfio a ffactorau diwylliannol, ond awgrymodd y Grŵp Llywio'r Cabinet ar faterion y Gymraeg byddai adnodd symlach yn fwy buddiol. O ganlyniad, paratowyd drafft diwygiedig o'r pecyn gwybodaeth; *Cymraeg: Beth sydd wedi newid? Canllaw manwl ar gyfer partneriaid sydd wedi eu comisiynu.*
- 4.5 *Cymraeg: Beth sydd wedi newid? Canllaw manwl ar gyfer partneriaid sydd wedi eu comisiynu.*
- Crynodeb o Safonau'r Gymraeg a'r hyn y maen nhw yn ei olygu;
  - Pum maes y Safonau;
  - Amlinelliad pa Safonau sy'n berthnasol i'r darparwyr hynny a gomisiynwyd. Bydd y canllaw yn rhoi dealltwriaeth ddigonol i'r defnyddwyr o'r Safonau ynghyd ag awgrymiadau defnyddiol a manylion cyswllt.

#### **5. GOBLYGIADAU O RAN CYDRADDOLDEB AC AMRYWIOLDEB**

- 5.1 Nid oes goblygiadau Cydraddoldeb ac Amrywiaeth o ganlyniad i'r adroddiad hwn.

#### **6. YMGYNGHORI**

- 6.1 Doedd proses ymgynghori ddim yn ofynnol ar gyfer yr adroddiad hwn.

## **7. GOBLYGIADAU ARIANNOL**

- 7.1 Mae Uned Gwasanaethau Cymraeg wedi cytuno i dalu'r costau dylunio ac argraffu ar gyfer y llyfryn a hefyd codi gwaith cyfieithu achlysurol gan bartneriaid a gomisiynwyd. Fel arall, disgwylir y bydd y partneriaid a gomisiynwyd yn cwmpasu unrhyw gostau mewn perthynas â gweithredu yn unol â gofynion Safonau'r Gymraeg.

## **8. GOBLYGIADAU CYFREITHIOL NEU DDEDDFWRIAETH BERTHNASOL**

- 8.1 Mesur y Gymraeg (Cymru) 2011 a Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 sy'n rheoleiddio'r gwaith yma.

## **9. CYSYLLTIADAU Â CHYNLLUN CORFFORAETHOL / BLAENORIAETHAU CORFFORAETHOL ERAILL Y CYNGOR**

- 9.1 Mae'r Gymraeg yn thema drawsdiriadol yn y Cynllun Corfforaethol ac yn effeithio ar yr holl flaenoriaethau corfforaethol gan fod angen i'r Cyngor gydymffurfio â'r Hysbysiad Cydymffurfio diwygiedig a gafodd ei gyhoeddi gan Gomisiynydd y Gymraeg ym Medi 2016.

## **10 CASGLIAD**

- 10.1 Bydd Cyngor Bwrdeistref Sirol Rhondda Cynon Taf yn parhau i gefnogi a gweithredu'r Safonau yn eu ffurf ddeddfwriaethol bresennol ac yn unol ag unrhyw ddeddfwriaeth newydd. Bydd y Cyngor hefyd yn parhau i chwilio am ffyrdd o hyrwyddo'r iaith yn y cymunedau lleol.
- 10.2 Bydd y llyfryn arfaethedig *Cymraeg: Beth sydd wedi newid? Canllaw manwl ar gyfer* yn dangos ymdrechion y Cyngor i sicrhau cydymffurfiaeth ar draws pob sector a thrwy gydol yr holl waith a gomisiynir. Bydd y Cyngor yn gweithio ochr yn ochr â phob darparwr allanol ac yn cynnig cefnogaeth ac arweiniad lle bo hynny'n berthnasol.

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## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **WELSH LANGUAGE CABINET STEERING GROUP**

**28 NOVEMBER 2017**

#### **WELSH: WHAT'S CHANGED? A DETAILED GUIDE FOR: COMMISSIONED PARTNERS**

#### **REPORT OF THE DIRECTOR OF EDUCATION AND LIFELONG LEARNING IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR G HOPKINS**

**Author:** Kathryn Herbert, Graduate Officer, Operational Finance (01443 680395)

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to provide the Welsh Language Steering Group with an update on the progress made on the project to support Partners commissioned by the Council in their requirement to meet all relevant statutory Standards as noted in the Statutory Compliance Notice under the Welsh Language Standards (No. 1) Regulations 2015.

#### **2. RECOMMENDATIONS**

It is recommended that the Welsh Language Steering Group:

- 2.1 Note the content of the report;
- 2.2 Consider and comment on the information provided;
- 2.3 Approve the *“Welsh: What’s Changed? A detailed guide for: Commissioned Partners”* booklet.

#### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 The booklet provides users with a useful guide of the Welsh Language Standards. The booklet is user friendly, includes tips and methods of good practice. It is believed that it will encourage compliance with the Welsh Language Standards which will help promote, facilitate and normalise the use of the Welsh language in RCT.

#### **4. BACKGROUND**

- 4.1 Rhondda Cynon Taf County Borough Council received a final Compliance Notice from the Welsh Language Commissioner on 30<sup>th</sup> September 2015 which outlined the Council's duty to meet 171 of the Statutory Welsh Language Standards under the Welsh Language (Wales) Measure 2011.
- 4.2 Graduate officers (K Herbert and G Colombo De Menezes) were assigned to a project to support the Council by creating a delivery plan that identifies how the recommendations made in the 'Welsh language services within tackling poverty programmes in RCT' can be addressed to support the Council's wider 5 year strategy for promoting the Welsh language in RCT.
- 4.3 Extensive research was performed throughout the early stages of the project. Results showed that there was little understanding of the Welsh Language Standards possessed by many of the voluntary organisations commissioned by RCT, and promotion of the language would be difficult to achieve due to the demographic of RCT.
- 4.4 A recommendation made by the graduate officers was to create an information pack and distribute to all commissioned partners. The original information pack included compliance guidelines and cultural factors, but the Welsh Language Cabinet Steering Group suggested that a more streamlined resource would be more beneficial. These comments were taken into account and a revised draft of the information pack was created; *Welsh: What's Changed? A detailed guide for: Commissioned Partners*.
- 4.5 *Welsh: What's Changed? A detailed guide for: Commissioned Partners* includes;
- A summary of the Welsh Language Standards and what they mean;
  - The five areas of the Standards;
  - An outline which Standards are applicable to those Commissioned providers. This guide will provide users with an adequate understanding of the Standards along with useful tips and contact details.

#### **5. EQUALITY AND DIVERSITY IMPLICATIONS**

- 5.1 There are no Equality and Diversity implications as a result of this report.

#### **6. CONSULTATION**

- 6.1 A consultation process was not required for this report.



## **7. FINANCIAL IMPLICATION(S)**

- 7.1 The Welsh Language Services Unit have agreed to pay the design and printing costs for the booklet and also pick up incidental translation work from Commissioned partners. Otherwise, it will be expected that Commissioned Partners will cover any costs in relation to operating in line with the requirements of the Welsh Language Standards.

## **8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

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

## **9. LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES**

- 9.1 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.

## **10. CONCLUSION**

- 10.1 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. The Council will also continue to seek ways to promote the language within the local communities.
- 10.2 The proposed booklet *Welsh: What's changed? A detailed guide for: Commissioned Partners* demonstrates the Council's efforts to ensure compliance across all sectors and throughout all commissioned work. The Council will work alongside all external providers and offer support and guidance where applicable.

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Cymraeg yn gyntaf  
Cofnodi'r dewis iaith  
Parchu'r dewis iaith  
Cyfarch yn ddwyieithog  
Cofnodi'r dewis iaith

# Cymraeg: beth sydd wedi newid?

Canllaw manwl ar gyfer

## PARTNERIAID sydd wedi eu COMISIYNU

Dwyieithog ar gyfer y cyhoedd

Cymraeg yn gyntaf

Cyfarch yn ddwyieithog

Cymraeg yn y gweithle



Cymraeg yn gyntaf

Cofnodi'r dewis iaith

Parchu'r dewis iaith

Cyfarch yn ddwyieithog

Cofnodi'r dewis iaith

Cymraeg yn y gweithle

Cynnig rhagweithiol

Dwyieithog ar gyfer y cyhoedd

Cymraeg yn gyntaf

Cyfarch yn ddwyieithog

Cymraeg yn y gweithle



# Cyflwyniad

## Beth mae'r Safonau'n ei olygu ar gyfer partneriaid sydd wedi eu comisiynu?

Bwriad Safonau'r Gymraeg yw hyrwyddo, hwyluso a normaleiddio defnydd y Gymraeg yng Nghymru, yn ogystal ag egluro sut mae disgwyl i sefydliadau ddefnyddio'r iaith mewn gwahanol sefyllfaoedd. Mae dros 170 o safonau i gyd, sydd wedi'u rhannu'n bum maes. Bydd y crynodeb hwn yn esbonio beth y mae Safonau'r Gymraeg yn ei olygu ar gyfer partneriaid sydd wedi eu comisiynu a sut mae disgwyl i'r holl bartneriaid sydd wedi eu comisiynu fodloni'r safonau penodol sy'n berthnasol iddyn nhw. Gwiriwch gyda'r Rheolwr Contract, y Swyddog Cydymffurfio neu wirio'ch contract i weld pa safonau sy'n berthnasol i chi yn benodol. Os oes gennych chi gwestiwn am y ddeddfwriaeth, cynnal sesiynau hyfforddiant neu weithredu'r Safonau, cysylltwch â'r Swyddog Cydymffurfio drwy ddefnyddio [swyddogiaith@rctcbc.gov.uk](mailto:swyddogiaith@rctcbc.gov.uk).

## Meysydd y Safonau

- **Cyflenwi Gwasanaethau** Mae hyn yn ymgorffori unrhyw wasanaeth rydyn ni'n ei gynnig i'r cyhoedd neu unrhyw beth a gynhyrchwn y bydd y cyhoedd yn ei weld. Os bydd unrhyw safon yn ymwneud â chyhoeddi dogfennau ar-lein, mae'n cyfeirio at y *rhyngwyd*.



**Awgrym!** Dyma'r safonau y mae'n hynod bwysig bod partneriaid sydd wedi eu comisiynu yn ymwybodol ohonyn nhw, ac yn cydymffurfio â nhw.

- **Llunio Polisiâu** Mae hyn yn cynnwys unrhyw un sy'n cyfrannu at, waith ymchwil, gwneud neu lunio polisiâu – neu sy'n gyfrifol am y fath waith.
- **Gweithredu** Mae hyn yn cynnwys gweithdrefnau mewnol ac sy'n ymwneud â gweithwyr e.e. dogfennau cyflogaeth, sicrhau bod polisiâu ar gael, gweithdrefn gwyno ac ati
- **Cadw Cofnodion** Dyma fater i bob adran a'i charfanau ei reoli. Hynny yw, sicrhau bod cofnod yn cael ei gadw o'r holl weithiau mae cwsmeriaid wedi defnyddio gwasanaethau Cymraeg, a nodi'r Gymraeg fel eitem sefydlog ar bob agenda (yn debyg i UFA).
- **Hybu** Sicrhau bod y Gymraeg yn cael ei hyrwyddo, ei hwyluso a'i thyfu yn Rhondda Cynon Taf. Mae gofyniad i gynyddu nifer y siaradwyr Cymraeg yn Rhondda Cynon Taf erbyn 2021. Mae'n rhaid glynu at y geiriad sy'n rhan o Safonau'r Gymraeg 'i beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg' ym mhob achos, sy'n golygu:
  - **Rhaid** i'r Gymraeg gael ei rhoi lle bydd hi'n cael ei darllen yn gyntaf; naill ai i'r **chwith** neu **uwchben** y Saesneg.
  - **Ddylai fod dim gwahaniaethu** rhwng y dyddiad cau, amser cyflwyno, amser ymateb, amser cyhoeddi, ac ati, etc rhwng y fersiynau Cymraeg a'r fersiynau Saesneg.
  - **Ddylai'r testun Cymraeg ddim bod yn wahanol o ran amlygrwydd e.e. o ran lliw, ffont neu faint y testun o'i gymharu â'r Saesneg ac ati.**

Gellir cymhwyso hyn oll hefyd at bob maes gwasanaeth, adran a gwasanaethau sydd wedi eu comisiynu wrth ymgysylltu â chwsmeriaid a darparu gwasanaethau wyneb yn wyneb, dros y ffôn neu ar-lein e.e. **rhaid** defnyddio'r Gymraeg yn gyntaf wrth gyfarch yn bersonol neu ar y ffôn.

**Darparu Gwasanaethau** Mae'r Safonau Cyflenwi Gwasanaethau yn berthnasol i;

## Cyhoeddiadau, dogfennau a ffurflenni

Os ydych chi'n paratoi, cyhoeddi neu'n cyflwyno unrhyw un o'r canlynol fel rhan o'r gwasanaeth sydd wedi ei gomisiynu:

- Cyhoeddusrwydd
- Deunydd hysbysebu
- Tystysgrifau
- Llyfrynau, taflenni, pamffledi neu gardiau
- Ffurflenni ar gyfer defnydd cyhoeddus
- Arwyddion
- Deunydd ar gyfer y cyhoedd
- Rheolau sy'n berthnasol i'r cyhoedd
- Dogfennau ar gyfer defnydd cyhoeddus

Rhaid ichi sicrhau bod y dogfennau / arwyddion ar gael yn Gymraeg (dwyieithog sy'n well), ac nad ydych chi wedi trin y Gymraeg yn llai ffafriol na'r Saesneg. Os ydych chi'n cynhyrchu unrhyw ffurflenni neu ddogfennau sydd â fersiynau ar wahân (Cymraeg a Saesneg), yna mae'n rhaid ichi nodi ar y fersiwn Saesneg bod fersiwn Gymraeg ar gael.

## Achlysuron cyhoeddus / Cyfarfodydd sy'n agored i'r cyhoedd

Os ydych chi'n trefnu unrhyw achlysuron cyhoeddus, neu gyfarfodydd sy'n agored i'r cyhoedd ac yn rhan o'r gwasanaeth sydd wedi ei gomisiynu, rhaid i chi:

- Hyrwyddo'r digwyddiad yn Gymraeg sy'n cynnwys yr holl ddeunyddiau hysbysebu a gwahoddiadau;
- Sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol yn yr achlysur. (Mae hyn yn cynnwys y gwasanaethau sy'n cael eu cynnig, arwyddion a chyhoeddiadau; cofiwch: Cymraeg yn gyntaf!)
- Trefnu bod cyfieithydd yn bresennol os bydd mwy na 10% o'r gynulleidfa / defnyddwyr yn datgan eu bod am ddefnyddio'r Gymraeg yn yr achlysur. (Dylech chi sicrhau bod digon o amser ar gael i wneud y trefniadau hyn, e.e. o leiaf wythnos).



**Arfer da neu flaen gynllunio:** Man cychwyn da fyddai nodi pa ddogfennau 'blaenoriaeth' neu 'fwyaf poblogaidd' sydd gennych chi' a, trefnwch iddyn nhw gael eu cyfieithu. Bydd hyn yn sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg wrth ddsbarthu neu gyhoeddi'r dogfennau yma yn y dyfodol. Anfonwch geisiadau am gyfieithiad i [cyfieithu-translation@rctcbc.gov.uk](mailto:cyfieithu-translation@rctcbc.gov.uk) - efallai bydd tâl ychwanegol yn cael ei godi ar gyfer gwaith cyfieithu.

## Gwasanaethau Derbynfya

Rhaid i chi hefyd sicrhau bod unrhyw wasanaeth derbynfya sydd ar gael fel rhan o'r gwasanaeth sydd wedi ei gomisiynu ar gael yn Gymraeg a Saesneg, a ddylai siaradwyr Cymraeg ddim cael eu trin yn llai ffafriol na siaradwyr Saesneg wrth ddefnyddio'r gwasanaeth.

- Dylai staff y dderbynfya sy'n gallu cyflwyno gwasanaeth llawn yn Gymraeg wisgo bathodynau/cortynnau gwddf i ddangos eu gallu iaith. Mae modd i ddysgwyr gael bathodyn/cortyn gwddf 'Dysgwr' hefyd.
- Dylech chi arddangos poster sy'n dangos bod croeso i bobl ddefnyddio'r Gymraeg yn y dderbynfya.



**Arfer da neu flaen gynllunio:** Gwiriwch dderbynfya eich adeilad er mwyn sicrhau bod hysbysiadau a chyhoeddiadau wedi'u harddangos yn Gymraeg ac yn Saesneg.

**Awgrym!** Mae bathodynau/cortynnau gwddf/posteri ar gael o Uned Gwasanaethau Cymraeg y Cyngor; cysylltwch â'r Swyddog Cydymffurfio – Y Gymraeg drwy e-bost [swyddogiaith@rhondda-cynon-taf.gov.uk](mailto:swyddogiaith@rhondda-cynon-taf.gov.uk) er mwyn casglu nwyddau.

## Gwefan ac apiau

Sicrhau bod unrhyw gynnwys y mae gennych chi gyfrifoldeb amdano, sy'n ymwneud â gwasanaeth wedi'i gomisiynu y Cyngor, ar gael yn Gymraeg ac yn Saesneg ar eich gwefan, gyda'r cyfieithiad cywir. Dylech chi hefyd sicrhau bod eich tudalen Saesneg yn dangos bod yna dudalen Gymraeg ar gael, a gwirio bod y dolenni ar eich tudalennau yn gywir. Eto, ddylai'r Gymraeg ddim cael ei thrin yn llai ffafriol a dylai'r wefan/tudalennau fod yn gwbl weithredol. Dylai pob rhyngwyneb a dewislen fod ar gael yn Gymraeg hefyd.



**Arfer da neu flaen gynllunio:** Anfonwch geisiadau am gyfieithiad i: [cyfieithu-translation@rctcbc.gov.uk](mailto:cyfieithu-translation@rctcbc.gov.uk) - efallai bydd tâl ychwanegol yn cael ei godi ar gyfer gwaith cyfieithu. Cofiwch mai eich cyfrifoldeb chi yw diweddarau eich tudalennau gwe, ac nid y Cyfieithwyr.

## Cyfyngau Cymdeithasol

Pan fyddwch chi'n cyflwyno gwybodaeth am wasanaeth sydd wedi ei gomisiynu gan y Cyngor trwy gyfyngau cymdeithasol, sicrhewch nad yw'r Gymraeg yn cael ei drin yn llai ffafriol na'r Saesneg. Mae hyn yn golygu bod unrhyw wybodaeth/manylion yn cael eu cyhoeddi ar yr un pryd yn y ddwy iaith. Os yw rhywun yn cysylltu â'ch cyfrif cyfyngau cymdeithasol gyda chwestiwn yn Gymraeg, rhaid i chi ymateb yn Gymraeg. I ateb cwestiwn yn Gymraeg, dylech ofyn i siaradwr Cymraeg yn eich carfan sy'n ddigon hyderus i ysgrifennu ymateb.



**Arfer da neu flaen gynllunio:** Anfonwch restr o'r wybodaeth, ymadroddion neu'ch geiriau/brawddegau cyffredin at yr Uned Gyfieithu ([cyfieithu-translation@rctcbc.gov.uk](mailto:cyfieithu-translation@rctcbc.gov.uk)), fel bod gan eich carfan nifer o dempledi Cymraeg - efallai bydd tâl ychwanegol yn cael ei godi ar gyfer gwaith cyfieithu. Yna gallwch chi ddefnyddio'r rhain i ddechrau cyhoeddi manylion yn ddwyieithog neu ymateb i'r defnyddwyr gwasanaeth yn Gymraeg.

## Gwasanaethau Cymraeg

Os ydych chi'n cynnig gwasanaeth trwy gyfrwng y Gymraeg, rhaid ichi hyrwyddo'r gwasanaeth yn weithredol a sicrhau bod deunydd cyhoeddusrwydd a hysbysebu'r gwasanaeth yn Gymraeg. Os ydych chi'n darparu gwasanaeth sydd ar gael yn Gymraeg ac yn Saesneg, rhaid i'r deunydd cyhoeddusrwydd a hysbysebu ar gyfer eich gwasanaeth Saesneg nodi bod y gwasanaeth hefyd ar gael yn Gymraeg.



**Arfer da neu flaen gynllunio:** Cynnal adolygiad o'r gwasanaethau rydych chi'n eu cynnig yn Gymraeg a Saesneg, yn ogystal â'r deunydd cyhoeddusrwydd a hysbysebu ar gyfer y ddwy iaith. Sicrhewch nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg. Os oes modd i'ch carfan neu adran ddechrau cynnig fersiwn Gymraeg o wasanaeth presennol, byddai hyn yn cael ei ystyried yn arfer da!

## Cyrsiau Addysg

Fel rhan o wasanaeth sydd wedi ei gomisiynu gan y Cyngor, os ydych chi'n cynnig cwrs addysg i'r cyhoedd, mae'n rhaid i chi asesu'r angen i gynnig y cwrs yn Gymraeg, ac yna cyhoeddi'r asesiad ar y wefan.



**Arfer da neu flaen gynllunio:** Cysylltwch â phartneriaid eraill sydd wedi eu comisiynu i ganfod gofynion hyfforddiant Cymraeg posib, ac yna'n cynnig cyrsiau Cymraeg ar sail consortia.

## Negeseuon allan o'r swyddfa a llofnodion e-bost

Dylai negeseuon allan o'r swyddfa a llofnodion e-bost fod yn ddwyieithog, gan sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg. Mae gennych chi gyfrifoldeb i sicrhau bod eich teitl swydd a'ch manylion cyswllt ar gael yn Gymraeg ac yn Saesneg.



**Arfer da neu flaen gynllunio:** Ar gyfer gweithwyr / gwirfoddolwyr sydd ddim yn hyderus o ran ysgrifennu negeseuon 'allan o'r swyddfa' sylfaenol, rydyn ni'n annog defnyddio rhifau yn hytrach na dyddiau, misoedd, bore neu brynhawn. Mae templedi o'r rhain eisoes wedi'u creu. Cysylltwch â'r Swyddog Cydymffurfio – Y Gymraeg, [Swyddogiaith@rhondda-cynon-taf.gov.uk](mailto:Swyddogiaith@rhondda-cynon-taf.gov.uk) i gael copi. Anfonwch eich llofnodion e-bost i [cyfieithu-translation@rctcbc.gov.uk](mailto:cyfieithu-translation@rctcbc.gov.uk)

## Llunio Polisiâu

Os bydd gofyn i chi ddiweddarau polisi neu baratoi un newydd yn ystod eich contract sy'n mynd i effeithio ar y gwasanaeth rydych chi'n ei gynnis i'r Cyngor, mae'n ofynnol i chi ystyried sut y gallai'r polisi gael ei lunio (neu os oes modd newid y polisi presennol) fel bod y penderfyniad polisi yn cael effeithiau cadarnhaol, neu'n cynyddu'r effeithiau cadarnhaol o ran:

- Cyfleoedd i bobl ddefnyddio'r Gymraeg;
- Peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.

## Rhywbeth i'w gofio ...

Mae yna lawer o gyfleoedd i ddysgu Cymraeg. Dylai rheolwyr annog a chefnogi staff sydd wedi dangos diddordeb mewn dysgu'r iaith. Dylai pob aelod o staff dderbyn cyfarwyddyd ar Safonau'r Gymraeg a sicrhau cydymffurfiaid bob amser.

Am ragor o wybodaeth am Safonau'r Gymraeg neu am ddysgu Cymraeg, cysylltwch â'ch Rheolwr Contract neu'r Swyddog Cydymffurfio – Y Gymraeg ar [Swyddogiaith@rhondda-cynon-taf.gov.uk](mailto:Swyddogiaith@rhondda-cynon-taf.gov.uk)



### Nodyn Atgoffa!

- **Rhaid** i'r Gymraeg ymddangos yn **gyntaf**, bob tro: naill ai uwchben neu ar ochr chwith y testun Saesneg, a pheidio ag ymddangos yn wahanol o ran lliw, ffont neu faint.
- Ddylai dim bod unrhyw wahaniaethu rhwng y dyddiad cau, amser cyflwyno, amser ymateb neu amser cyhoeddi rhwng y fersiynau Cymraeg a Saesneg.



Welsh first  
Record language choice  
Respect language choice

# Welsh: what's changed?

A detailed guide for:

## COMMISSIONED PARTNERS





Welsh first

Record language choice

Respect language choice

Greet bilingually

Record language choice

Welsh in the workplace

Proactive offer

Welsh first

Bilingual to public

Greet bilingually

Welsh in the workplace

# Introduction

## What do the Standards mean for commissioned partners?

The Welsh Language Standards aim to, promote, facilitate and normalise the use of the Welsh language in Wales and explain how organisations are expected to use the language in different situations. There are over 170 standards in total which are split into five areas. This summary of the standards will explain what the Welsh Language Standards mean for commissioned partners and how all commissioned partners are expected to comply with the specific Standards which are applicable to them. Check with your Contract Manager, the Compliance Officer or your Contract to see which ones you specifically need to comply with or if you have a query about the legislation, training or implementing the Standards please contact the Welsh Language Compliance Officer on [welshlanguageofficer@rctcbc.gov.uk](mailto:welshlanguageofficer@rctcbc.gov.uk).

## Areas of the Standards

- **Service Delivery** incorporates any service we offer to the public or anything we produce that is public facing. If any standard requires publishing documentation online, it's referring to the *internet*.



**Tip!** These standards are most important for commissioned partners to be aware of and ensure compliance with.

- **Policy Making** is for anyone who has any involvement in or responsibility for researching, making or formulating policies.
- **Operational** is internal and predominantly employee based e.g. employment documentation, policy availability, grievance procedure etc.
- **Record Keeping** is for all departments to manage on a team by team basis i.e. ensuring a record is kept of how many times customers have accessed Welsh language services, placing Welsh as a standing item on all agendas (similar to AOB).
- **Promotional** is to ensure that the Welsh language is promoted, facilitated and grown in RCT. There is a requirement to increase the number of Welsh speakers in RCT by 2021. The phrase 'the Welsh language must not be treated less favourably than the English language' from the Welsh Language Standards needs to be adhered to in every instance, this means:
  - The Welsh language **must** be positioned to be read first; either **above** or to the **left** of the English language.
  - There should be **no differentiation** between deadline, allocated submission time, response time, publishing time etc between Welsh language versions and English language versions.
  - Welsh text must not be different in prominence e.g. with regards to colour, font or size to the English text etc.

The phrase can also be applied to all service areas, departments and commissioned services when engaging with customers and delivering services face to face, on the telephone or online e.g. when greeting in person or on the telephone, Welsh **must always** be used first.

**Service Delivery** The Service Delivery Standards apply to;

## Publications, documents and forms

If you produce, publish or issue any of the following as part of the commissioned service:

- Publicity
- Advertisement material
- Certificates
- Brochures, leaflets, pamphlets or cards
- Forms for public use/consumption
- Signage
- Public facing material
- Rules that apply to the public
- Documents for public use/consumption

You must ensure the documents/signs are available in Welsh (bilingual is preferred) and that you have not treated the Welsh language less favourably than the English language. If you produce any forms or documents which have separate versions (Welsh and English) then you must state on the English version that a Welsh version is available.

## Public events / Meetings open to the public

If you organise any public events, or meetings that are open to the public and are part of the commissioned service, you must:

- Promote the event in Welsh which includes all advertising materials and invitations;
- Ensure that the Welsh language is treated no less favourably at the event (this includes services offered, signage and announcements; remember: Welsh first!)
- Arrange for a translator if more than 10% of the audience/users state they wish to use the Welsh language at the event (you should ensure sufficient time is given to make these arrangements i.e. at least one week).



**Good practice or forward planning:** A good start would be to identify your 'priority' or 'most requested' documents and get them translated. This will ensure that the Welsh language is treated no less favourably than the English language when distributing, publishing or issuing these documents in the future. Forward requests for translation to [translation-cyfieithu@rctcbc.gov.uk](mailto:translation-cyfieithu@rctcbc.gov.uk) - an additional charge may be levied for translation work.

## Reception Services

You must also ensure that any reception service you provide as part of the commissioned service is available in Welsh and English and Welsh speakers should not be treated less favourably than an English speaker when using the service.

- Staff who can offer a full (fluent) reception service in Welsh should wear a badge/lanyard to indicate that they can do so. Learners are also able to wear a 'Dysgwr' lanyard badge.
- You should display a poster that indicates people are able to use Welsh in the reception



**Good practice or forward planning:** Check the reception area of your building to ensure notices and publications are displayed in both Welsh and English.  
**Tip!** The badges/lanyards/posters are available from the Council's Welsh Language Unit; please contact the Welsh Language Compliance Officer on [welshlanguageofficer@rctcbc.gov.uk](mailto:welshlanguageofficer@rctcbc.gov.uk) should you require any.

## Website and apps

Ensure that any and all content that you have responsibility for that relates to the Council's commissioned service is available in both Welsh and English on your website, with the correct translation. You should also make sure that your English language page indicates that there is a Welsh language page available (you should ensure all the links on your page are correct). Again, Welsh should not be treated less favourably and should be fully functional. All interfaces and menus should also be available in Welsh.



**Good practice or forward planning:** Forward requests for translation to [translation-cyfieithu@rctcbc.gov.uk](mailto:translation-cyfieithu@rctcbc.gov.uk) - an additional charge may be levied for translation work. Remember that updating your web pages is your responsibility and not that of Welsh Translators.

## Social Media

When posting via social media, about a Council's commissioned service, the Welsh language must not be treated less favourably than the English language, meaning posts are to be issued/published at the same time. If someone contacts your social media account with a question in Welsh, you must respond in Welsh. To respond to a question in Welsh you should draw on a Welsh speaker in your team who is confident enough to write a response.



**Good practice or forward planning:** Send the Translation Unit ([translation-cyfieithu@rctcbc.gov.uk](mailto:translation-cyfieithu@rctcbc.gov.uk)) a list of your most frequently used posts, phrases or words so your team can build a bank of Welsh language templates - an additional charge may be levied for translation work. You can then use these to start posting bilingually or responding to the service users in Welsh.

## Welsh Services

If you offer a service through the medium of Welsh, you must actively promote that service and ensure the publicity and advertising material of the service is in Welsh. If you provide a service that is available in Welsh and English, the publicity and advertising material for your English language service must state that the service is also available in Welsh.



**Good practice or forward planning:** Conduct a review of the services you offer in Welsh and English as well as the publicity and advertising material for both. Ensure that the Welsh language is not treated less favourably than the English language. If you have capacity within your team or department to start offering a Welsh language version of a current service this would be deemed good practice!

## Education Courses

If you offer an education course to the public, as part of the Council's commissioned service, you must assess the need for the course to be offered in Welsh and then publish the assessment on the website.



**Good practice or forward planning:** Liaise with other commissioned partners to ascertain potential Welsh language training requirements and then offer courses in Welsh on a consortia basis.

## Out of Office and email signatures

Out of office and email signatures should be bilingual, with the Welsh language not being treated less favourably than the English. You have a responsibility to ensure your job title and contact details are offered in Welsh and English.



**Good practice or forward planning:** For employees/volunteers who lack confidence writing basic out of office messages we actively encourage the use of numbers as opposed to days, months, morning or afternoon. Templates to help you with this have already been created.

Please contact the Welsh Language Compliance Officer on [welshlanguageofficer@rctcbc.gov.uk](mailto:welshlanguageofficer@rctcbc.gov.uk) for a copy of them and send your email signatures to [translation-cyfieithu@rctcbc.gov.uk](mailto:translation-cyfieithu@rctcbc.gov.uk) to be translated.

## Formulating Policy

If, during the course of your contract period, you are requested to create or update a policy which has an effect on the Council's commissioned service, you are required to consider how the policy could be formulated (or how the existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects on:

- Opportunities for persons to use the Welsh language;
- Treating the Welsh language no less favourably than the English language.

## Something to remember...

There are many opportunities to learn Welsh. Staff who have a desire to learn the language should be encouraged to do so by their managers. All staff should be briefed on the Welsh Language Standards and ensure compliance at all times.

For more information on the Welsh Language Standards or about learning Welsh, please contact your Contract Manager or the Welsh Language Compliance Officer on [Welshlanguageofficer@rctcbc.gov.uk](mailto:Welshlanguageofficer@rctcbc.gov.uk)



### Recap:

- The Welsh language must **always** be positioned **first**: either above or to the left of the English language, and not appear any different with regards to colour, font or size
- There should be no differentiation between deadline, allocated submission time, response time or publishing time between Welsh and English versions!