



STRONG HERITAGE | STRONG FUTURE  
**RHONDDA CYNON TAF**  
TREFTADAETH GADARN | DYFODOL SICR



# DWEUD EICH DWEUD! HAVE YOUR SAY!

## Ymgynghoriad Strategaeth y Gymraeg RhCT 2016

Sut dylai'r Cyngor hyrwyddo'r Gymraeg?  
Sut gall y Cyngor hwyluso defnydd y Gymraeg?

## RCT Welsh Language Strategy 2016

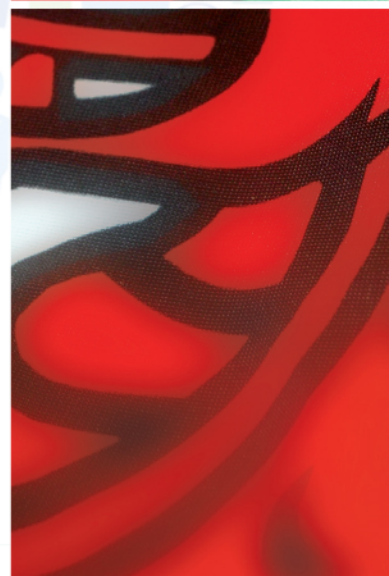
How should the Council promote the Welsh language?  
How can the Council facilitate the use of Welsh?

*Rhondda Cynon Taf County Borough Council  
Consultation Team / Welsh Translation Unit /  
Menter Iaith*

*June 2016*

**Welsh Language Strategy | 2016 Consultation:**

**DRAFT**



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## **1. INTRODUCTION**

- 1.1 This report presents the findings of the Welsh Language Strategy consultation undertaken across Rhondda Cynon Taf in 2016.
- 1.2 Sections 2 and 3 provide a brief background to the survey and the methodology used.
- 1.3 Section 4 outlines the results of the face-to-face engagement carried out in leisure centres and schools
- 1.4 Section 5 contains an analysis of the survey results (online and tablet responses combined).
- 1.5 Appendix 1 (in a separate document) includes the detailed results for each of the face to face engagement events.
- 1.6 Appendix 2 (in a separate document) includes information on the Statutory Compliance Notice.

## **2. BACKGROUND AND OBJECTIVES**

- 2.1 On 30 September 2015, Rhondda Cynon Taf County Borough Council received its Statutory Compliance Notice (Appendix 2) under Section 44 of the Welsh Language (Wales) Measure 2011, along with all other local authorities in Wales. The Compliance Notice is a document that has been issued by the Welsh Language Commissioner outlining the 171 specific Standards RCT Council will need to comply with in respect of the delivery of Welsh language services.
- 2.2 The combined effect of the Compliance Notice and Standards is that greater compliance will be required by all Council services with regards to the delivery of services through the medium of Welsh - whether that it is paper based, internet, social media and interactive mediums, or face-to-face/telephone. Failure to comply will leave the Council at considerable risk of incurring civil penalties which can include fines of up to £5,000 per breach.
- 2.2 In order to begin to comply with the 171 specific standards, Rhondda Cynon Taf Council decided to consult with the public (those already contacting the Council through Welsh, and those who were not), to gain an idea of which services they were using, how these people were already contacting the Council and what priority services people would like to receive through the medium of Welsh (that were currently unavailable).

## **3. METHODOLOGY**

- 3.1 The consultation has been conducted in-house. Welsh language staff along with the Consultation Team, came up with a timetable of events

and ideas to consult and engage with the public, stakeholders, service users and young people.

- 3.2 A Bilingual survey was set up using Snap Survey Software and 3 editions were created to allow people to respond via an online survey (links to the survey were placed online and emailed out to stakeholders and groups), via paper hardcopies (these were taken to meetings and events) and via a tablet (this version was created to allow people to easily take part at public events and allowed us easy uploads for analysis).
- 3.3 3 public events were organised in the 3 main Leisure Centres (Rhondda Sports Centre, Sobell Sports Centre and Llantrisant Leisure Centre), where they were greeted by officers from the Welsh Language Unit, Consultation Team and Menter Iaith. The officers were on hand to answer any questions or queries relating to the standards and to have a general chat about what the public thought were priority services and activities to have provided through the medium of Welsh.

**Table 1. Leisure Centre public events attendees**

<b>Centre</b>	<b>No. of attendees</b>
Rhondda Sports Centre	11
Sobell Sports Centre	10
Llantrisant Leisure Centre	50

- 3.4 At the public events, consultation engagement boards were set up to capture the public views, which involved sticking dots on priority services/ activities, writing comments and ideas on post-it notes and attaching to the boards. Each person was given 3 dots for each board (visuals are available in Appendix 3) and were asked to prioritise 3 services/ activities.
- 3.5 A video was available at the public events with further information: <https://www.youtube.com/watch?v=7cd8dknxFHo>
- 3.6 Two officers based within the Early Years department met with the school council of YG Rhydywaun after school in order to undertake the facilitation of the young person's version. The officers explained the context of the Welsh language measure and went through the adults' version, in order for the school council to understand and interpret it into an appropriate language for young people. The Young person's version was then written up and signed off by nominated lead from the school council, in readiness for the Young Person's survey going live.
- 3.7 Once the Young Person's survey had been agreed and was ready, the Youth Engagement officers based in each of the Welsh schools met with the pupils and undertook the surveys with them. They were then collated, input by the Consultation Team and analysed for the report.

***N.B. The young people mostly answered the questions in the survey on behalf of their non-Welsh speaking parents, as it was pointed out that there were many services / activities that young people wouldn't access themselves.***

- 3.8 Information about the Welsh Language Strategy was advertised on Social Media (the Council's Facebook and Twitter account) as well as being placed on the Council's website for information.
- 3.9 Letters were sent to key stakeholders asking for views and Fforwmiaith meetings were held.
- 3.10 The consultation was undertaken over 3 months from the 25<sup>th</sup> April until the 30<sup>th</sup> June 2016.
- 3.11 Overall, 100 responses were received online and during the public events. 131 Young Person responses were received.
- 3.12 The data analysis of the survey was undertaken in house by the Consultation Team. It should be noted that where percentage totals do not amount to 100% this is due to rounding.

## 4 CONSULTATION RESULTS – Welsh language Events

- 4.1 This section provides a summary of the results from the Welsh Language events undertaken in the leisure centres and by young people in schools.
- 4.2 Respondents were asked which services (from the lists on the engagement boards) would promote the use of the Welsh language the most. The following table shows the results.

**Table 2. Priority services to promote the Welsh Language**

Services	Total dots
Library Services	18
Youth Services	18
Residential homes	18
Education / schools	18
Childcare services	16
Social services for adults	16
Arts & cultural services	16
Communities first	16
Social services for children and young people	15
Family services	14
Planning applications	9
Registrars service	9
Other	0

- 4.3 The table illustrates that there are 4 top priorities according to the dots. Library Services, Youth Services, Residential Homes and Education / Schools are the most prioritised services that respondents felt would promote the Welsh Language, with 18 dots for each service.

**Selections of comments through identified themes are as follows;**

**Equality in Welsh and English medium schools and other areas (6)**

*“Making sure Welsh medium schools receive correspondence in Welsh the same time as the English sector. Governor's courses are available in Welsh”*

*“Invest in the same construction in the Welsh medium schools as the English medium ones”*

*“Treat Welsh equally - school transport”*

*“Make sure that the Welsh side of the website is as up to date as the English side and that you can use the search buttons.”*

## **Accommodate Welsh organisations in Council buildings (2)**

*"Letting Welsh organisations use Council buildings and facilities"*

*"Offer to use leisure centres for Welsh for Adults classes for free"*

## **Positive aspects of Bilingualism (3)**

*"Bilingualism helps sustain the language - both learners and Welsh speakers too"*

*"Good that everything in this Centre is in Welsh. Swimming - with my son - and reading Welsh pamphlets - the timetables"*

## **Create opportunities to use the Welsh Language (11)**

*"Young people learn Welsh in school but I hear that they have few opportunities to use it out of school."*

*"Using Welsh music or music from Wales for events/in receptions/leisure centres"*

*"Welsh language signs encourage using the language (and learning new vocabulary)"*

*"If there is not scope to use language it makes it difficult to develop its use"*

## **Provide Welsh Centres for various activities using the Welsh Language (4)**

*"It would be great to have something like the Soar Centre in RCT"*

*"Making sure that there's enough funding to provide after school play activities in the community and school"*

## **Provide / make available services for people who need / want to communicate in Welsh (17)**

*"Under pressure people revert to mother tongue. Vital that 1st language Welsh speakers must be able to be helped in Welsh"*

*"Importance of services that target young people outside of school, like Social Services for Children and Young People"*

*"No service in Welsh when ringing about rubbish and Residential Home payments"*



*“Press 1 for Welsh - but then nobody available-have to speak in English”*

### **Employ more Welsh speaking staff and support those learning Welsh (7)**

*“Someone who can answer the phone and discuss in RCT offices”*

*“Have more Welsh speakers working for the Council”*

### **Importance of Welsh speaking staff in Care homes and social services (8)**

*“Suggestion re old people's homes - a lot of residents spoke Welsh years ago and now appreciates Welsh conversations even if they feel a bit 'rusty'. Not necessarily a need for a 'Welsh Wing'.”*

*“Important for people with dementia/Alzheimer's to have access to Welsh speakers in our residential homes- essential”*

### **Schools / Education / courses (18)**

*“Everyone to learn Welsh history in schools (Welsh and English mediums)”*

*“More Welsh in English medium schools”*

*“Need to improve Welsh medium schools' buildings in the Rhondda. This would encourage more people to go there.”*

*“I feel that Welsh schools don't cater for children with additional learning needs e.g. Autism, ADHD, speech and language”*

### **Other / more publicity (11)**

*“Not enough publicity to promote these events”*

*“Free admission for everyone to Welsh medium schools through providing free transport”*

*“Park and Dare good for Welsh”*

*“Important that brothers/sisters aren't separated into different schools because one is full, and parents have to go to more than one school”*

**N.B. A full list of comments can be found in the appendices.**

- 4.4 Respondents were asked which activities (from the lists on the engagement boards) would promote the use of the Welsh language the most. The following table shows the results.

**Table 3. Priority activities to promote the Welsh Language**

Activities	Total dots
Adult education and community courses	22
Holiday clubs and play schemes for children	22
Swimming lessons and water activities	21
Youth activities	20
Welsh language public events at different times of the year	20
Welsh language, open access promotional activities for all ages	19
Arts activities	17
Cultural activities	14
Other	6

- 4.5 The table illustrates that the top 3 priority activities according to the dots are Adult education and community courses, Holiday clubs and play schemes for children and Swimming lessons and water activities. These are the most prioritised activities that respondents felt would promote the Welsh Language; with over 20 dots for each activity.

**Comments about the activities are as follows;**

**Adult education and community courses (11)**

*“Make Welsh ‘cool’ for school children using the language naturally in the community”*

*“More courses for adults”*

*“More distinction between courses. Advertise it more. Welsh for families is different from formal courses”*

*“More evening events in the community - Welsh ones”*

*“School lessons for young people and adults during the holidays.”*

## **Welsh language, open access promotional activities for all ages (8)**

*"More people to learn Welsh."*

*"Monthly social group for Welsh learners in (e.g.) P + D Theatre with visiting speakers/trips etc"*

*"Welsh classes difficult to find. Need to promote in libraries and nurseries / no brochures"*

## **Welsh language public events at different times of the year (7)**

*"Welsh events reaching people of all ages. It offers a free service to county residents, that helps portray a positive message for the language."*

*"Welsh representatives in community events e.g. Christmas Carols at Llantrisant Square"*

*"More Welsh in public events e.g. Big Bite, Pontypridd, Global Village, Merthyr, fun and sporting events that the local authority organise"*

## **Holiday clubs and play schemes for children (5)**

*"Activities / things that encourage children and young people to use Welsh"*

*"Welsh play groups, we need more of them in Cynon Valley, Aberdare"*

*"More after school activities for children. Not just in the school"*

## **Youth activities (4)**

*"The older youths especially need to be targeted in a way that's relevant to them. That's the age that shows the biggest slump of use and they need to be able to use it easily"*

*"Youth activities for children that don't go to a Welsh school"*

## **Swimming lessons and water activities (4)**

*"Swimming instructors to be Welsh speaking - lack of this"*

*"Swimming lessons and activities in Welsh: "Easier said..."*

## **Arts activities (4)**

*"The arts is a very important tool to build confidence, pride and to discuss worries and feelings towards the language"*

*“Opportunity for travelling drama companies etc to come to the Rhondda - but only to Garth Olwg!”*

### **Cultural activities (3)**

*“More Welsh focus on developing schools, youth clubs and activities for children”*

*“Cultural trips - St Fagan, castles etc”*

### **Other (9)**

*“It's impossible/difficult to prioritise. Every one of these services are important to promote the Welsh language. Even so, I have prioritised for the benefit of the consultation. “*

*“Play Welsh music in leisure centres”*

*“1. That someone in each department can offer a service in Welsh further than saying "Bore da" or "Prynhawn da" only. Too often, it's a guise, something totally artificial for being Welsh. If one tries going further, the response is "Sorry, I don't speak Welsh". This is a false service at the moment.*

*2. People who try using Welsh face a problem like 1 above, not having the impression that it's a problem and being "awkward".*

*3. Should use local papers (e.g. "Clochdar" in the Cynon Valley) to advertise the Council's Welsh services - like this today. E-mails don't reach everyone. Thanks!”*

### **Other - Sporting activities (4)**

*“Family fitness class in Welsh (under 8's) once a week”*

*“And sport clubs in Welsh”*

*“Sports for children. More Welsh schools and extra services to help”*

*“Yoga in Welsh”*

### **Other - Libraries (4)**

*“More Welsh children's books in libraries”*

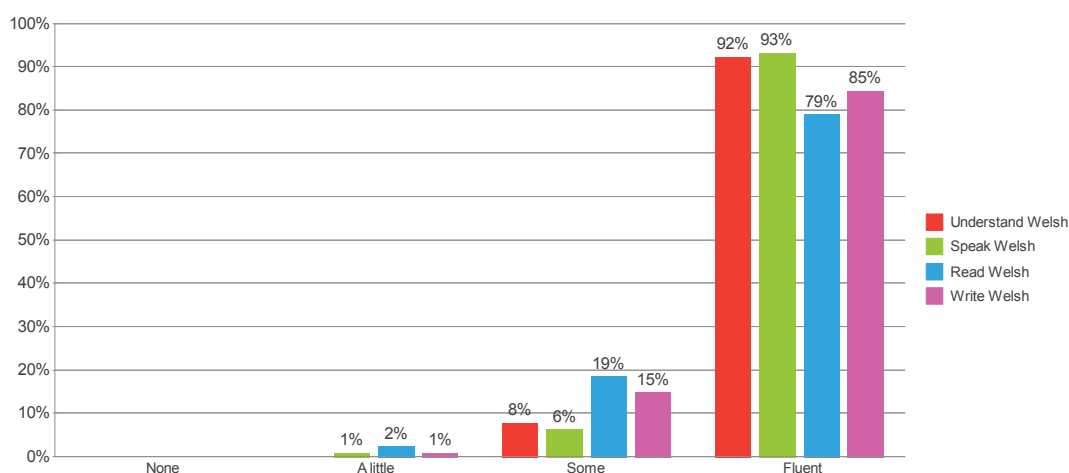
*“More Welsh resources in libraries. More interactive resources in libraries, e.g. Newspapers, books, magazines, internet”*

**N.B. A full list of comments can be found in the appendices.**

## YOUNG PERSON'S RESULTS

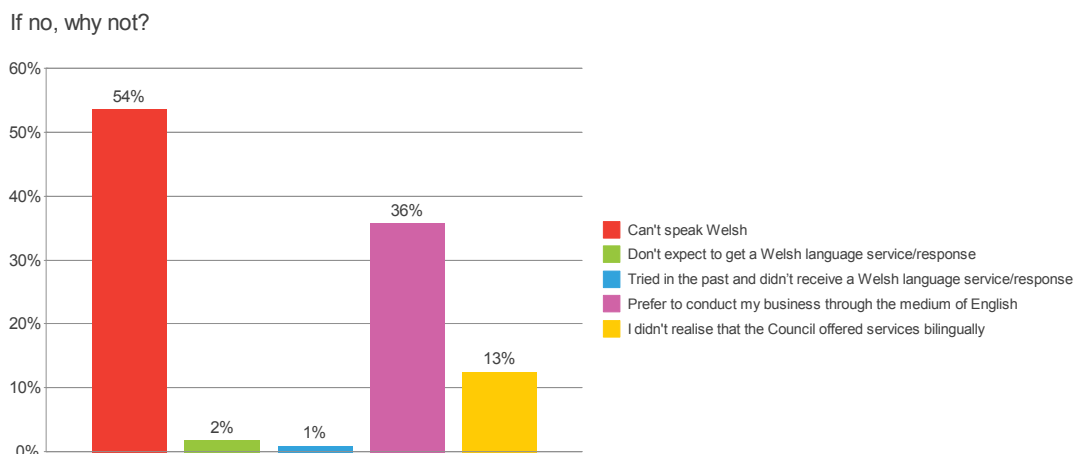
- 4.6 Two officers based within the Early Years department met with the school council of YG Rhydywaun after school in order to undertake the facilitation of the young person's version of the survey. The officers explained the context of the Welsh language measure and went through the adults' version, in order for the school council to understand and interpret it into an appropriate language for young people. The Young person's version was then written up and signed off by nominated lead from the school council, in readiness for the Young Person's survey going live.
- 4.7 Once the Young Person's survey had been agreed and was ready, the Youth Engagement officers based in each of the Welsh schools met with the pupils and undertook the surveys with them. They were then collated, input by the Consultation Team and analysed for the report.

### Which of the following best describes your Welsh language skills?



**Figure 1 – Young People language skills**

- 4.8 As can be seen from the above graph, all respondents could understand, speak, read and write Welsh even a little with the majority (79% and more) stating that they could do all of these things fluently.
- 4.9 93% said that they (and their families) do not communicate with the Council in Welsh.

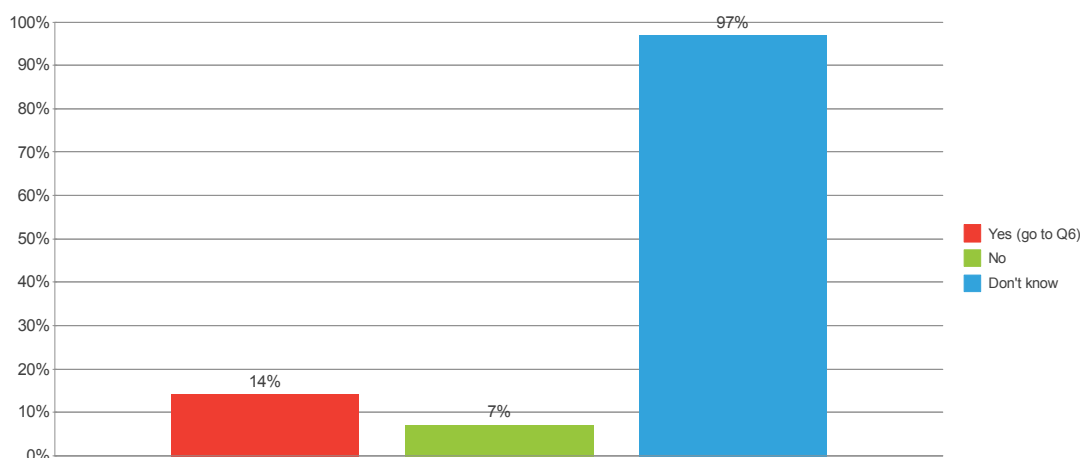


**Figure 2 – Young People - Language of communication**

4.10 When asked why not, 54% said that they (their families) can't speak Welsh and 36% said that they prefer to conduct their business through the medium of English.

4.11 The majority of young people said that they didn't know if they were happy with the way that the Council communicates with them/their families in the Welsh Language. 7% said 'No'.

**Are you happy with the way that the Council communicates with you/your family in the Welsh Language?**



**Figure 3 – Young people - Satisfaction with Council Services**

**If no, why not?**

Because my family don't understand the language

I disagree with their laws and their methods of acting towards the younger generation of adults especially the police in the Aberdare and Mountain Ash areas.

Because she doesn't understand Welsh

Have not contacted the council in Welsh before

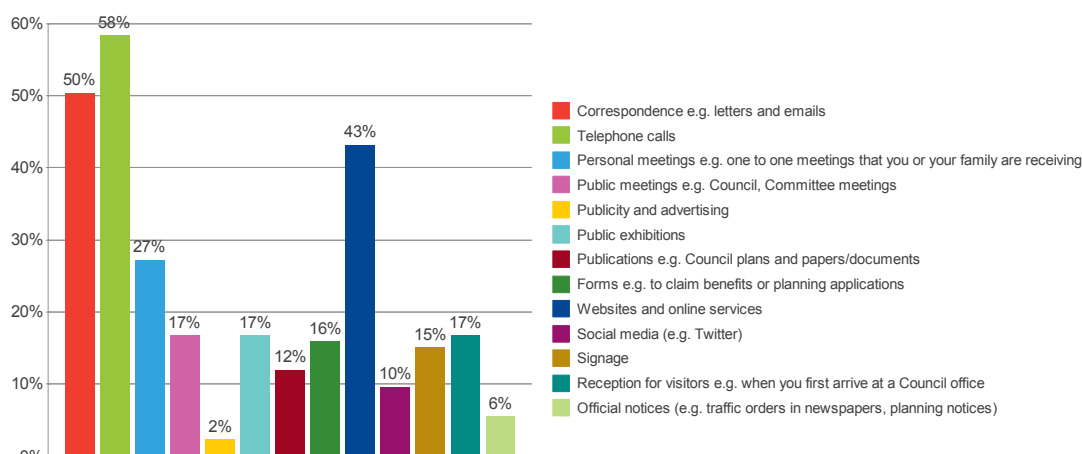
If no don't ask them what they do

Because we never ring the council

Because they miss so many easy mistakes

4.12 The young people told us that there were 3 clear top 3 communication methods in which the Council should provide in Welsh.

**Please tell us which 3 you think would be the most important communication methods, for you, to be provided in Welsh:**



**Figure 4 – Young People - Top 3 communication methods**

4.13 The young people told us telephone calls, correspondence and website and online services are the top 3 most important methods of communication to be provided in Welsh.

4.14 When asked to number in order of importance, the Council provision provided, young people told us that the most important services were Services for Older People, Extra Curricular activities , DoE and Swimming lessons and other sporting activities.

**Table 4. Young People - Priority activities to promote the Welsh Language**

**Please indicate which you would most like to access in Welsh by numbering them from 1 to 10 (where 1 is the most important and 10 the least important)**

Counts Respondents	Total										
		1	2	3	4	5	6	7	8	9	10
Base	1043	138	92	100	94	174	101	90	82	55	117
Swimming lessons and other sporting activities	127	18	9	12	12	21	12	14	11	2	16
Extra Curricular activities , DoE	125	23	9	17	10	19	16	4	9	5	13
Youth activities	125	10	17	7	9	31	11	14	9	8	9
Arts, culture and heritage (e.g. theatre performances, exhibitions, events)	128	12	16	13	18	22	13	11	7	7	9
Library services	128	15	9	13	12	19	11	9	14	8	18
Holiday clubs and play-schemes	127	15	7	11	11	22	10	15	14	9	13
Services for older	127	26	12	16	10	13	11	9	5	6	19

people (including social care)												
Public meetings	125	15	13	10	10	19	15	13	13	6	11	
Other	31	4	-	1	2	8	2	1	-	4	9	

4.15 Young people identified the least important Council services to receive in Welsh as Youth activities, Arts, culture and heritage (e.g. theatre performances, exhibitions, events) and Other.

**Other (please specify)**

- I don't know anything

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- Gwersi Cymraeg trwy fynd i'r ysgolion cymraeg- mwy o ysgolion cymraeg

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- Urdd

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- Music lessons in Harp (preferably harp)

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- Dog training or horse training

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- none

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- buses and trains so that if you only speak welsh then it helps

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- Fitness encouragement to increase children's health

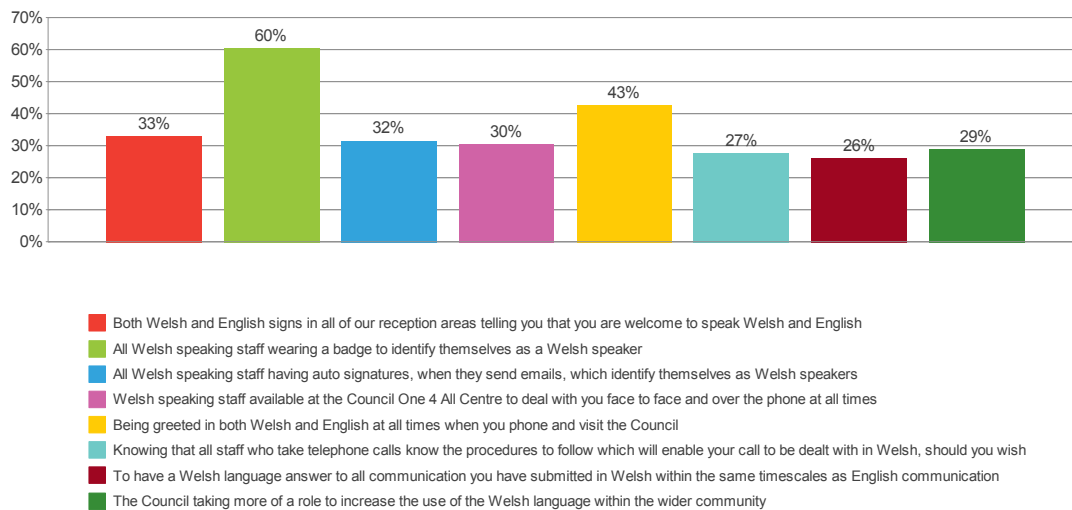
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- Performance academy

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4.16 Young people were asked what would encourage them to communicate more in the Welsh language.

**Would any of the following encourage you or your family to communicate more in the Welsh language?**



**Figure 5 – Young People - What would encourage you to communicate in Welsh?**

4.17 Young people responded by telling us that *All Welsh speaking staff wearing a badge to identify themselves as a Welsh speaker* (60%) would help and *Being greeted in both Welsh and English at all times when you phone and visit the Council* (43%).



**Other (please specify)**

?
trips youth
My family don't know how to speak Welsh
My parents don't know how to speak welsh
Have welsh lessons for parents that can't speak welsh
no
all welsh staff to wear a badge to show they are a welsh speaker
All welsh speaking staff to wear a badge, to have a welsh and english answer to all contacts
all of the above
all of the above

4.18 Young people were asked if they had any other comments:

**Q9 Have you any comments or suggestions you would like to make?**

No thank you. I have filled this out for you. I think Welsh is really important because we live in Wales
My parents don't speak welsh
Clean up your rubbish/fine £100. You then make more money and town is clean
I think all schools should have welsh lessons, english schools or not
No all of the above are very important
Expansion of leisure centre activities
Staff should offer the person whether they want to be spoke to in English or Welsh
They should have a voice at the start of the phone call saying welsh or english then they can either get a welsh sp or english speaker
Encourage a welsh club in Merthyr red house

4.19 56.3% said that they would prefer to communicate bilingually.

4.20 45.6% said that they would be happy to be contacted further to discuss their response or to be invited to Welsh language events.

4.21 83.9% of young responders were aged between 12 and 16.

4.22 48.6% told us that they thought these proposals would affect them specifically because of their age and 37.8% said it was because of the language they prefer to communicate in.

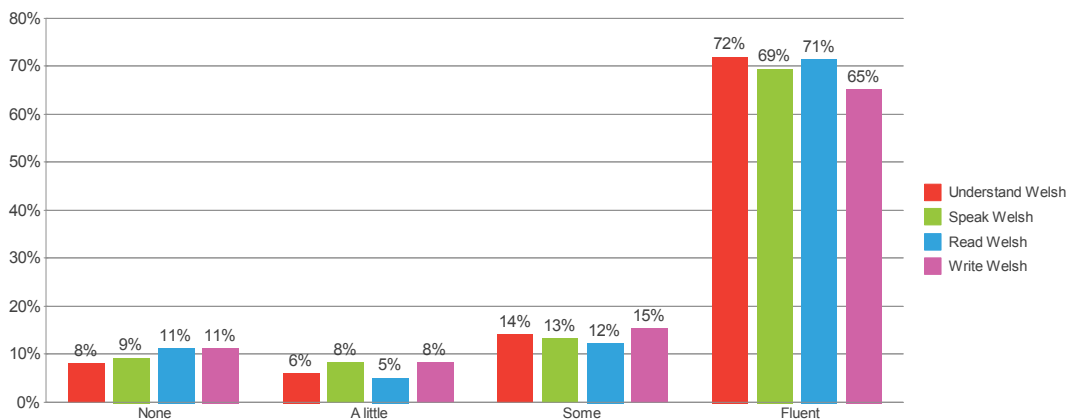
**N.B. A full list of comments can be found in the appendices.**

## 5 CONSULTATION RESULTS – Online and Tablet responses

5.1 100 survey responses were received online and via tablets.

5.2 The following figure illustrates the Welsh Language skills respondents have. Due to 65% of respondents undertaking the survey in Welsh, it's clear that the majority of responses to this question show that over 65% of respondents are fluent in understanding, speaking, reading and writing in Welsh.

Which of the following best describes your Welsh language skills?

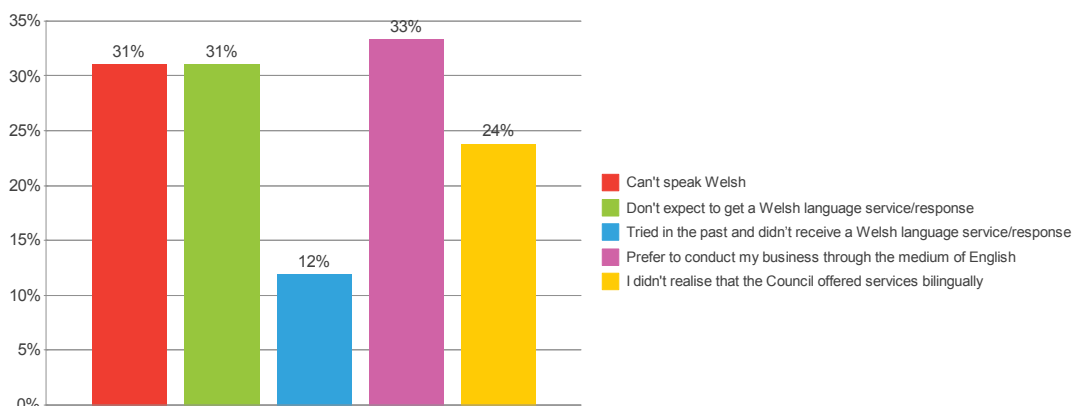


**Figure 6 – Welsh language Skills**

5.3 47.5% of respondents told us that they (along with their families) communicate with the Council in Welsh. 52.5% did not.

5.4 Of those that did not communicate with the Council in Welsh, 33.3% told us that they prefer to conduct their business through the medium of English.

Why don't you communicate with the Council in Welsh?



**Figure 7 – Language of communication**

- 5.5 31% said they couldn't speak Welsh, 31% said they don't expect to get a Welsh Language Service response and 23.8% said they didn't realise that the Council offered Bilingual services. Some 'Other' reasons included:

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*"not fluent enough yet"*

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*"Welsh Learners"*

---

*"Having the service in Welsh takes longer, as the council has to find someone to deal with our query"*

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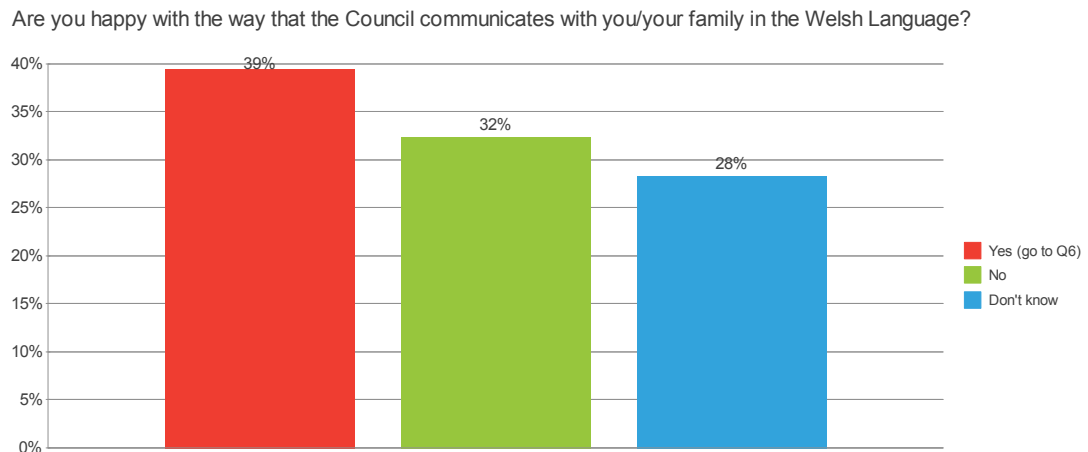
*"Welsh learner once fluent then I would communicate in welsh"*

---

*"Not sure I will fully understand everything in Welsh"*

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- 5.6 Respondents were asked if they were happy with the way in which the Council communicates with them. 39.4% told us they were. 32.3% were unhappy with the service received.



**Figure 8 – Satisfaction with Council Services**

- 5.7 When asked why they were unhappy, the following comments were made (full lists of comments can be found in the appendices):

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*"Not fluent enough"*

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*"Welsh speakers not always available after the initial response on the telephone."*

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*"Too much Welsh language, when people speak English anyway, the cost of it all."*

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*"Rather paper not wasted"*

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*"Don't want or need the additional paper provided by Welsh communication as can't speak Welsh"*

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*"No option to correspond in only English. Welsh and English correspondence mixed together is often confusing."*

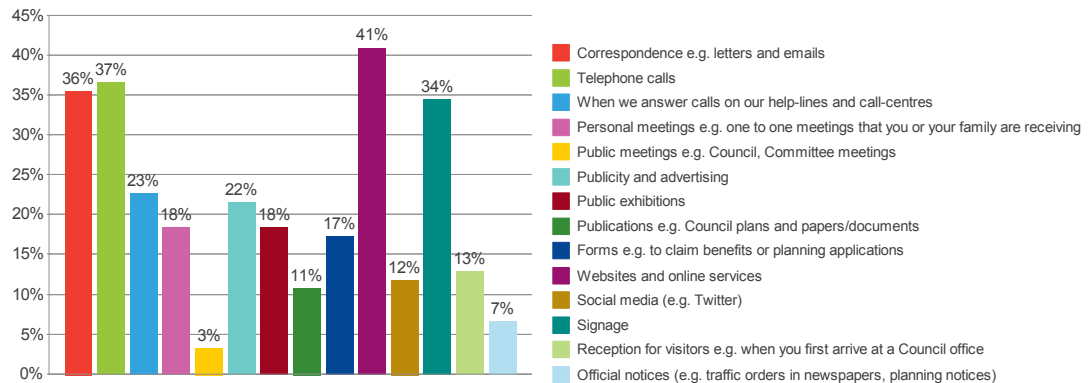
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*“Confusing for elderly hard of hearing people to hear responses in Welsh and English, takes too long. If they are then directed to another line they have to hear all again which is frustrating.”*

*“Do not like the way Welsh comes first as we are a predominantly English speaking country with a minority who are Welsh speakers. Yes the Welsh speakers should be able to use the Welsh language but English speakers should not be discriminated against either when at home or in the workplace. I feel you need to weigh up how many Welsh speakers want this especially if it means council taxes etc., will be rising to pay for this or jobs are lost to pay for the new jobs that will need to be created to deal with all the extra translation, answering of phones, translating at training, meetings etc.,”*

**5.8 Respondents were asked what their top 3 most important communication methods were. The figure below shows a clear top 4.**

Please tell us which 3 you think would be the most important communication methods, for you, to be provided in Welsh;



**Figure 9 – Top 3 communication methods**

5.9 Websites and online services came in as most important with 40.9%, followed by Telephone calls (36.6%), correspondence (35.5%) and signage with 34.4%.

5.10 Respondents were asked to look at a list of Council provision and prioritise them, numbering them from 1 – 10 (where 1 is the most important and 10 the least important). The table below shows the results.

**Table 5. Priority activities to promote the Welsh Language**

Counts Respondents	Total										
		1	2	3	4	5	6	7	8	9	10
Base	741	93	73	78	73	76	75	65	68	68	72
Swimming lessons and other sporting activities	80	10	7	4	9	4	7	7	10	8	14
Adult education courses	77	16	5	9	8	11	8	8	7	4	1
Youth activities	76	10	17	10	10	4	6	6	5	5	3
Arts, culture and heritage (e.g. theatre performances, exhibitions, events)	76	10	7	10	12	8	11	7	5	1	5
Library services	76	6	7	6	8	15	10	10	5	7	2
Holiday clubs and play-schemes	79	17	8	14	5	12	10	3	5	3	2
Services for older people (including social care)	77	7	7	8	9	10	14	10	4	5	3
Public meetings	77	4	6	8	8	6	7	13	14	8	3
Technical and specialist documents	81	7	8	7	3	6	2	1	13	23	11
Other	42	6	1	2	1	-	-	-	-	4	28

5.11 As we can see from the table, the order of importance (that can be extracted from the results as priority areas) is as follows:

- 1) Holiday clubs and play-schemes, followed closely by Adult Education Courses**
- 2) Youth activities
- 3) Holiday clubs and play-schemes
- 4) Arts, culture and heritage (e.g. theatre performances, exhibitions, events)
- 5) Library services
- 6) Services for older people (including social care)
- 7) Public meetings
- 8) Public meetings
- 9) Technical and specialist documents
- 10) Other, followed by Swimming lessons and other sporting activities**

**Some 'Other' comments included:**

*"Any children's activities as my children are in Welsh medium education"*

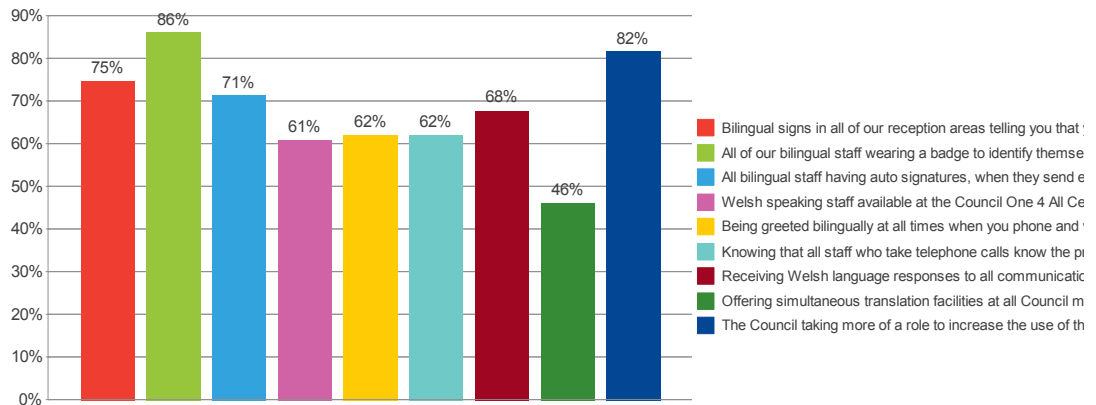
*"visitor service staff, e.g. receptionist and cafe staff at leisure centre"*

*"none of the above"*

5.12 When asked if any of the following would encourage respondents and their families to communicate more in the Welsh language;

- 86.2% said “All of our bilingual staff wearing a badge to identify themselves as a Welsh speaker”, followed by
- “The Council taking more of a role to increase the use of the Welsh language within the wider community” (81.6%).
- 74.7% said “Bilingual signs in all of our reception areas telling you that you are welcome to speak Welsh and English”

Would any of the following encourage you or your family to communicate more in the Welsh language?



**Figure 10 – What would encourage you to communicate in Welsh?**

Some ‘Other’ responses included:

“bilingual menus in all council food outlets”

“None”

“none of the above”

“Weekend courses in conjunction with the university”

**When respondents were asked if they had any comments or suggestions they wanted to make, some of the following were received (A full list of comments can be found in the appendices):**

“A Welsh centre for Welsh activities, Cafe, creche, drama or something for somewhere to go.”

“Glad to see more Welsh signage in park & dare theatre.”

“Encourage all schools to allow parents to discuss child's progesterone in their mother tongue. Welsh speaking homes for elderly. As they get older many struggle with recent memories. The past includes language. Being able to communicate in heart language is essential.”

“As a keen Welsh learner any support or encouragement from RCTCBC (my employer) to learn Welsh will be appreciated whether it be releasing staff to learn Welsh during office hours, or through paying course fees or putting on short Welsh in the workplace courses at different levels.”

“Welsh language is a waste of money”

*“To provide written communications in Welsh only to those who request it, rather than send out information to everybody regardless of whether or not they speak Welsh or wish to communicate in Welsh. All of my Welsh only correspondence goes straight into my recycling pile.”*

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*“We need to get Welsh in our every day lives. Our children are going to Welsh schools, but there is no where to practise it. Welsh speakers and Welsh learners should be identified. I would have a lot more courage to speak to a receptionist if I knew they were a Welsh learner and not a Welsh speaker. A badge to inform me would be brilliant. We would all improve so much more and Welsh would be heard in many more places.”*

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*“Hold a weekend course for Welsh learning”*

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*“All the services are important we need to keep them all”*

---

*“Total waste of money which could be much better spend on making a real difference”*

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*“I think signs in both Welsh and English are confusing for people with literacy problems. It is frustrating to ring council be greeted in Welsh then English then advised of website details. My mother is hard of hearing and by the time she gets off the phone she is very confused having heard lots of garbled messages. I think people should be asked Welsh OR English when they ring, press button for your choice of language. Welsh speakers want a choice but as an English speaking Welsh woman I want a choice too.”*

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*“We are a bilingual household. We have only lived in the county for 4 months but we have received correspondence from the Council several times. Whilst both my partner and I genuinely appreciate the effort that has gone into getting many documents, forms, reports and publications translated, we cannot help but think of what could have been attempted in order to truly engage with Welsh speakers. The necessity to grow the language is evident, a significant number of Welsh language primary schools have only one intake of children per year. This is because parents, who possibly missed out on a bilingual education themselves, see the value and the practicality of Welsh medium education. Therefore I think there needs to be a concentrated effort on growing the spoken language by engaging with parents of children in Welsh medium education; help them to understand their children's homework, the basics of the language and give them the confidence to engage with their children. I also think more needs to be done to remove the stigma surrounding the Welsh language for the young people of RCT. It's not 'cool' to speak Welsh, it's not the 'done thing', but therein lies the issue; no one has engaged with young people in a way that enables them to have services in Welsh; to attend Welsh language events that are both current and available to all. There needs to be the correct balance; encouraging use of the Welsh language while ensuring Welsh does not become exclusive, people should be proud that they hail from a country that has its own language, whether they speak it or not. Currently Welsh is the language of 30,00 in RCT, but in order for it to thrive, to grow and achieve its full potential we need a significant culture shift so that Welsh truly becomes everyone's language whether they speak it or not.”*

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## Respondent Demographics

- 5.24 65% of respondents filled in the survey in Welsh.
- 5.25 44.7% were happy to be contacted further to discuss their responses.
- 5.26 39.4% of those responding said that they would like to be contacted bilingually. 38.3% said they would like to be contacted in Welsh.
- 5.27 44.3% of respondents were 25 – 39 years old and 30.9% were 40 – 54.
- 5.28 75.5% of those responding said that they thought the proposals would affect them specifically because of the language they prefer to communicate in. Almost 10% said they would be affected because of their age.

### Comments included:

*“I do not feel staff that are bilingual should be made to wear a badge highlighting this, but a choice to wear a badge would be that staff members, otherwise why not allow suggest those who are not bilingual wear badges to state they are not bilingual - some element of discrimination and labelling could be an issue here.”*

*“My grandchildren are bilingual and I want to see services in place for them in future”*

*“In these times of drastic budget cuts to community centres, libraries and other services what is the point of all this spend in Welsh. Most literature ends up in the bin or recycling if you are lucky. What is most beneficial to an elderly person, a nice community centre where they can get out and meet their friends or reams of forms in welsh and English ????? Why should the wishes of a few (welsh language) be imposed on the many ?”*

**N.B. Full comments can be found in the appendices.**



## 6. SUMMARY

- The consultation was undertaken in house and included 100 tablet and online responses.
- A Bilingual survey was set up using Snap Survey Software and 3 editions were created to allow people to respond accordingly.
- 3 public events were organised in the 3 main Leisure Centres (Rhondda Sports Centre, Sobell Sports Centre and Llantrisant Leisure Centre).
- Over 70 people attended the public engagement events.
- The consultation was undertaken over 3 months from the 25<sup>th</sup> April until the 30<sup>th</sup> June 2016.
- 4 top priority services (favoured to promote the Welsh Language) according to the results from the public engagement groups were Library Services, Youth Services, Residential Homes and Education / Schools
- The main themes that came out of prioritising services were:
  - a. **Schools / Education / courses (18)**
  - b. **Provide / make available services for people who need / want to communicate in Welsh (17)**
  - c. **Create opportunities to use the Welsh Language (11)**
- The top 3 priority activities were Adult education and community courses, Holiday clubs and play schemes for children and Swimming lessons and water activities.
- 65% of respondents undertook the online survey in Welsh.
- Over 65% of respondents were fluent in understanding, speaking, reading and writing in Welsh.
- 47.5% of respondents told us that they (along with their families) communicated with the Council in Welsh. 52.5% did not.
- 33.3% told us that they preferred to conduct their business through the medium of English. Other reasons included *having the service in Welsh takes longer or not being fluent enough*.
- 32.3% were unhappy with the service received in Welsh. Some reasons included *there not being enough Welsh staff to support, confusing for the elderly and wasting money on Bilingual publications*.
- The top 3 communication methods, respondents completing online felt that the Council should provide in Welsh were; *Websites and online services, Telephone calls and correspondence*.
- Respondents were asked to prioritise Council provision (in order of importance), Holiday clubs and play-schemes came in top, followed closely by Adult Education Courses
- 86.2% said *“All of our bilingual staff wearing a badge to identify themselves as a Welsh speaker”*, would encourage them to communicate more in the Welsh language, followed by *“The Council taking more of a role to increase the use of the Welsh language within the wider community”* and *“Bilingual signs in all of our reception areas telling you that you are welcome to speak Welsh and English”*.
- The other comments and suggestions made by respondents were mixed but many mentioned the need for encouraging the use of the Welsh Language and providing more opportunities for use.
- **Lists of full comments can be found in the appendices.**

**Appendix 1 – All comments from online results (Events - Separate document)**

**Young Peoples comments:**

**Do you or your family communicate with the Council in Welsh? If no, why not?**

*Also my mother doesn't speak fluent welsh, so she's afraid she won't understand the response*

*Family can't speak welsh*

*Family can't speak welsh*

*Family can't speak welsh*

*Family don't speak welsh*

*Family don't speak welsh*

*I don't know*

*I don't know if they do or not? Dydw i ddim y gwybod os nhw yn neu beidio?*

*Mum doesn't speak welsh*

*Only know a little welsh*

*parents can't speak welsh*

*parents do not speak welsh*

*Un rhiant ddim yn gallu siarad cymraeg*

**Are you happy with the way that the Council communicates with you/your family in the Welsh Language? If no, why not?**

*Because my family don't understand the lanuage*

*Because she doesn't understand welsh*

*Because they miss so many easy mistakes*

*Because we never ring the council*

*Have not contacted the council in welsh before*

*I disagree with their laws and their methods of acting towards the younger generation of adults especially the police in the Aberdare and Mountain Ash areas.*

*If no don't ask them what they do*

**The list below includes examples of Council provision. Please indicate which you would most like to access in Welsh by numbering them from 1 to 10 (where 1 is the most important and 10 the least important): Other (please specify)**

*buses and trains so that if you only speak welsh then it helps*

*Dog training or horse training*

*Fitness encouragement to increase children's health*

*Gwersi Cymraeg trwy fynd i'r ysgolion cymraeg- mwy o ysgolion cymraeg*

*I don't know anything*

*Music lessons in Harp (preferably harp)*

*none*

*Performance academy*

*Urdd*

**Would any of the following encourage you or your family to communicate more in the Welsh language? Other (please specify)**

*?*

*all of the above*

*all of the above*

*All welsh speaking staff to wear a badge, to have a welsh and english answer to all contacts*

*all welsh staff to wear a badge to show they are a welsh speaker*

*Have welsh lessons for parents that can't speak welsh*

*My family don't know how to speak Welsh*

*My parents don't know how to speak welsh*

*no*

*trips youth*

**Have you any comments or suggestions you would like to make?**

*?*

*Clean up your rubbish/fine £100. You then make more money and town is clean*

*Encourage a welsh club in Merthyr red house*

*Expansion of leisure centre activities*

*I think all schools should have welsh lessons, english schools or not*

*My parents don't speak welsh*

*no*

*no*

*No*

*no*

*no*

*No all of the above are very important*

*No thank you*

*No thank you*

*No thank you. I have filled this out for you. I think Welsh is really important because we live in Wales*

*No thank you*

*None*

*Staff should offer the person whether they want to be spoke to in English or Welsh*

*They should have a voice at the start of the phone call saying welsh or english then they can either get a welsh speaker or english speaker*

**Please tell us if you think these proposals will affect you specifically because of any of the following:(please select all that apply) Please provide your reason/s:**

*Achos rwyn Cymraeg*

*Because asking if your disabled doesn't mean anything, they have the right to say just as us. You don't need to know they're disabled. Religion or Belief- what is that to do with communicating the council!*

*Because I 13 year old don't need to know*

*Because i am one of the youngest of the year i am underestimated of my abilities to learn or to be in a top set*

*Because i'm from England and most of my family speak english  
because they might not understand you  
Because they won't be as serious with a young child on the  
phone  
Because...*

*I am not even from the RCT*

*I believe my age will be effected*

*I feel as though the teenagers and children of wales and the  
united kingdom don't get enough chances to put in their opinions  
when large and important public decisions are being made, such  
as leaving or staying in or leaving the EU. After all we are the  
future of this nation and this world.*

*I think this because the council won't take as much notice  
because of peoples age, so they don't think it makes a difference*

*I think this because the council won't take much notice because  
of peoples age so they don't think it makes a difference, maybe  
some people might not understand*

*I will not be taken seriously as i'm only 12. People think that  
English is more important and it is hard to translate to Welsh.*

*No*

*No...*

*People under 16 should have more power over voting, only if  
they have an explanation of why they are voting.*

*The council would some time ask to do specific activities. There  
are different ways that the council uses to separate male and  
female example- gender specific activities*

*They were the three most important in my opinion- you can  
speak differently on gender and age, if you don't speak fluent  
Welsh you could speak in both*

*We shouldn't have to show our identity*

*Younger people might not do so well in welsh. Not everyone in  
the country is welsh and only speak their language, not everyone  
can speak welsh*

### **Online comments:**

**Do you or your family communicate with the Council in Welsh? If  
no, why not?**

*Haven't contacted the Council for awhile*

*Having the service in Welsh takes longer, as the council  
has to find someone to deal with our query*

*I haven't had the need to communicate just yet*

*I live in England*

*lack of confidence*

*More confident in discussing business in English*

*not fluent enough yet*

*Not sure I will fully understand everything in Welsh*

*Sometimes*

*This is a test*

*Welsh learner once fluent then I would communicate in  
welsh*

*Welsh Learners*

*Welsh service is slower than English service*

**Are you happy with the way that the Council communicates with you/your family in the Welsh Language? If no, why not?**

*Welsh speakers not always available after the initial response on the telephone.*

*On the occasions where it is possible to have a Welsh service I am quite happy, but that is not always the case by any stretch of the imagination. Having to check only three options under question 6 is difficult as I would like to receive a complete Welsh service if possible.*

*confusing for elderly hard of hearing people to hear responses in welsh and English, takes too long. If they are then directed to another line they have to hear all again which is frustrating.*

*Depends if there's someone available to answer in the language. Do not converse in Welsh.*

*Do not like the way Welsh comes first as we are a predominantly English speaking country with a minority who are Welsh speakers. Yes the Welsh speakers should be able to use the Welsh language but English speakers should not be discriminated against either when at home or in the workplace. I feel you need to weigh up how many Welsh speakers want this especially if it means council taxes etc., will be rising to pay for this or jobs are lost to pay for the new jobs that will need to be created to deal with all the extra translation, answering of phones, translating at training, meetings etc.,*

*Don't want or need the additional paper provided by Welsh communication as can't speak Welsh*

*Feel that further opportunities to implement the language on a daily basis with the same rights/equity as the English language, ensuring that all correspondence or contact available in Welsh.*

*Have applied for a job in Welsh and received all communication in English!*

*I feel that the Welsh language is treated as a poor relation to the English, because letters, e-mails and official documentation in Welsh is either late or not available at all. For example, the next question asks us to prioritise 3 communications the Council should focus on in the Welsh language. If the same question is being asked about the provision of English, what 3 would you choose?*

*I want to see the Council providing everything in Welsh to me. It would be better if you could ask the language of my choice rather than having to print everything bilingually.*

*In the past, have received official documents and letters in English only.*

*It is not as efficient or as easy as the English system. I received a letter once saying "a copy Welsh of this information will come to you in a week".*

*Long time ago*

*No one else in the family can speak Welsh*

*No option to correspond in only English. Welsh and English correspondence mixed together is often confusing.*

*No problem at all with "customer service" on the phone, always someone there who speaks Welsh-but the system breaks down after that. Huge problems with the registration system for births and deaths unless that has changed in the last year*

*Not all services are available in Welsh*

*Not fluent enough*

*On the occasions where it is possible to have a Welsh service I am quite happy, but that is not always the case by any stretch of the imagination. Having to check only three options under question 6 is difficult as I would like to receive a complete Welsh service if possible.*

*Processes e.g. parking permits only in English.*

*Rather paper not wasted*

*Sometimes no one is available who can speak the language although I call the Welsh language line.*

*Sometimes the odd letter comes to us, and they should be bilingual anyway. It is difficult I know to keep on top of all the work, and there is a need for departments to realise that the service must be offered in a balanced way.*

*Test - This is Eirian testing it out. may be an issue with Welsh side. JUST TEST*

*There are no Welsh speakers available for every phone call/line*

*There are still some shortcomings. Each department/organisation needs to make an effort to communicate bilingually*

*There are too many occasions where paperwork is not available in Welsh. Information from the Council in English only with a message saying that a translation is in the way (which isn't always the case!)*

*There is not enough Welsh speakers working for the County. Conversations over phone and emails are only in English most of the time.*

*Time after time sections of the Council send English only letters and forms, which are forms that go to the bulk of the population and therefore the easiest and most suitable for translation, e.g., forms and information about parking permits. It is not easy to know of and find Welsh speakers within Council departments and they need to make their presence more noticeable. The question below requires 3 options only. That shows a lack of ambition and a lack of imagination on what Welsh users want. A lot more than 3 of these options are key.*

*Too much Welsh language, when people speak English anyway, the cost of it all.*

*Very often no one is available to communicate in Welsh. Just to greet and say "Bore da" or "Prynhawn Da" is not acceptable. It should be ensured that receptionists are fluent in the language.*

*Welsh service varies.*

*Everything isn't available in Welsh, even parts of the website. I believe that everything below is so important.*

*Welsh speakers are often not available.*

**The list below includes examples of Council provision. Please indicate which you would most like to access in Welsh by numbering them from 1 to 10 (where 1 is the most important and 10 the least important): Other (please specify)**

*Activities for parents with Babies and children under 2 e.g. swimming for babies*

*All of these should be available. I cannot make a decision about the priority*

*Any children's activities as my children are in Welsh medium education*

*Each service is important-why should 1 be more important than the other?*

*Error with question. Unable to select same number for more than one point.*

*Everything above is 1 me-not fair to have to choose. Would you ask this in terms of the English?*

*Na*

*none of the above*

*The questionnaire methodology here was terrible. It forces us to show favouritism when there is no <<missing text>> visitor service staff, e.g. receptionist and cafe staff at leisure centre*

**Would any of the following encourage you or your family to communicate more in the Welsh language? Other (please specify)**

*bilingual menus in all council food outlets*

*None*

*none of the above*

*Unbelievable that there's a 'different' response time for Welsh.*

*Weekend courses in conjunction with the university*

**Have you any comments or suggestions you would like to make?**

*It is not fair to ask to choose what is important-it's all the same importance as regards the right to services and can use the language every day. There must be more awareness about the Welsh language and respect for the language within the Council and activities of the Council.*

*A Welsh centre for Welsh activities, Cafe, creche, drama or something for somewhere to go.*

*All the services are important we need to keep them all*

*As a keen Welsh learner any support or encouragement from RCTCBC (my employer) to learn Welsh will be appreciated whether it be releasing staff to learn Welsh during office hours, or through paying course fees or putting on short Welsh in the workplace courses at different levels.*

*As I have already indicated, the questionnaire methodology is frustrating. It offers only 3 options from a list that has a great deal of things which are important to me – that's unfair. Similarly, I am required to show favouritism between one service and another when 80% of what is on the list is key. I'm afraid that this reflects a lack of ambition on the part of the Council and that important steps are neglected on the basis of solutions that have been distorted by the questionnaire's structure.*

*Encourage all schools to allow parents to discuss child's progress in their mother tongue. Welsh speaking homes for elderly. As they get older many struggle with recent memories. The past includes language. Being able to communicate in heart language is essential.*

*Glad to see more Welsh signage in park & dare theatre.*

*Hold a weekend course for Welsh learning*

*I began to lose my Welsh after leaving school and since working for the Council I've had the opportunity to use it again. I would like to have the opportunity to use my Welsh more in the community to raise my confidence and ensure I don't lose the language again.*

*I think signs in both Welsh and English are confusing for people with literacy problems. It is frustrating to ring council be greeted in Welsh then English then advised of website details. My mother is hard of hearing and by the time she gets off the phone she is very confused having heard lots of garbled messages. I think people should be asked Welsh OR English when they ring, press button for your choice of language. Welsh speakers want a choice but as an English speaking Welsh woman I want a choice too.*

*It is nice to see that the Council is trying to start changing the mindset of treating Welsh from something that is secondary. You've got a lot of work to do but at least it is a start.*

*It would be good if someone was able to look at your Welsh Twitter account. Often the Welsh language is wrong- it is not correct to translate literally from English. It is disappointing to see such a mistake on the public account especially as you have a specific translation unit. Maybe you should use them for your twitter account?*

*Not currently*

*Q6 is not very clear. You ask the person who is answering the questionnaire to choose 3. But much of the selection is very similar. I'd have liked to choose more than 3 options. Don't understand why choose 3.*



*See the option to use Welsh (or English) without having to draw attention to which one is chosen, at whatever time, by whichever means equality between the languages. Seeing evening e.g. music evenings of all kinds organised as a means of ensuring mixing and not the need to choose what language people use. Seeing people who were not able to speak Welsh enjoy the same night as those who are able to understand Welsh would be great, with neither party feeling alienated*

*Sometimes there isn't enough staff who can speak Welsh and so we must turn to English*

*TEST*

*The Council should be offering these services in Welsh anyway! The standards require so. So regardless of what individuals think about the situation, anyone who wants to contact the Council should have the choice without a consultation. Aren't the Standards implemented in RCT?*

*There are not enough things for parents with toddlers*

*There is no true purpose in getting people to greet bilingually and then say something like "No, that's just the standard greeting we have to give" there's nothing worse than having a person tell you "Nobody speaks Welsh around here." Are we "Nobody?"*

*To ensure the best provision by the Council, we will need a bilingual workforce. It is therefore necessary to prepare the workforce by informing young people of these opportunities, including school pupils. Planning a recruitment campaign is needed.*

*To provide written communications in Welsh only to those who request it, rather than send out information to everybody regardless of whether or not they speak Welsh or wish to communicate in Welsh. All of my Welsh only correspondence goes straight into my recycling pile.*

*Total waste of money which could be much better spend on making a real difference*

*We are a bilingual household. We have only lived in the county for 4 months but we have received correspondence from the Council several times. Whilst both my partner and I genuinely appreciate the effort that has gone into getting many documents, forms, reports and publications translated, we cannot help but think of what could have been attempted in order to truly engage with Welsh speakers. The necessity to grow the language is evident, a significant number of Welsh language primary schools have only one intake of children per year. This is because parents, who possibly missed out on a bilingual education themselves, see the value and the practicality of Welsh medium education. Therefore I think there needs to be a concentrated effort on growing the spoken language by engaging with parents of children in Welsh medium education; help them to understand their children's homework, the basics of the language and give them the confidence to engage with their children. I also think more needs to be done to remove the stigma surrounding the Welsh language for the young people of RCT. It's not 'cool' to speak Welsh, it's not the 'done thing', but therein lies the issue; no one has engaged with young people in a way that enables them to have services in Welsh; to attend Welsh language events that are both current and available to all. There needs to be the correct balance; encouraging use of the Welsh language while ensuring Welsh does not become exclusive, people should be proud that they hail from a country that has its own language, whether they speak it or not. Currently Welsh is the language of 30,00 in RCT, but in order for it to thrive, to grow and achieve its full potential we need a significant culture shift so that Welsh truly becomes everyone's language whether they speak it or not.*

*we need to get welsh in our every days lives. Our children are going to welsh schools, but there is no where to practise it. Welsh speakers and welsh learners should be identified. I would have a lot more courage to speak to a receptionist if I knew they were a welsh learner and not a welsh speaker. a badge to inform me would be brilliant. We would all improve so much more and Welsh would be heard in many more places.*

*Welsh language is a waste of money*

*Where respondents were asked to select 3 ways we'd like to see the Welsh language in the community, all are extremely important. Where I have been asked to place services from 1-10 in order of importance - again, this is very difficult. We should have the right to have all of these things in Welsh.*

*With question 6 why do we have to select the top 3 as all those should be available in Welsh*

**Please tell us if you think these proposals will affect you specifically because of any of the following:(please select all that apply) Please provide your reason/s:**

Caring for a parent and parent in law

I do not feel staff that are bilingual should be made to wear a badge highlighting this, but a choice to wear a badge would be that staff members, otherwise why not allow suggest those who are not bilingual wear badges to state they are not bilingual - some element of discrimination and labelling could be an issue here.

I do not think there's an equal balance yet between the languages in RCT, particularly with the support available in the education system

In these times of drastic budget cuts to community centres, libraries and other services what is the point of all this spend in Welsh. Most literature ends up in the bin or recycling if you are lucky. What is most beneficial to an elderly person, a nice community centre where they can get out and meet their friends or reams of forms in Welsh and English ???? Why should the wishes of a few (Welsh language) be imposed on the many ?

It seems that my comments are ignored regardless of my language choice when contacting any public institution, including local authorities.

More mature

My grandchildren are bilingual and I want to see services in place for them in future

My preferred language is the whole purpose of the survey. ...

None

Positive outcome.

Positive outcome.

Promotion of the Welsh language in a positive and constructive way is of key importance if we are to succeed to foster bilingual skills of our citizens of all ages.

Sorry I am unsure what this question is asking. Please ignore my selection above. I can not de-select it.

test

Welsh language is a waste of money and resources



