



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Welsh Language Scheme Monitoring Report 2014/15

An independent voice and
champion for older people

The Older People's Commissioner for Wales

The Older People's Commissioner for Wales is an independent voice and champion for older people across Wales. The Commissioner and her team work to ensure that older people have a voice that is heard, that they have choice and control, that they don't feel isolated or discriminated against and that they receive the support and services that they need.

The Commissioner and her team work to ensure that Wales is a good place to grow older, not just for some but for everyone.

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1.0 Introduction

1.1 As an independent organisation funded by public monies, the Older People's Commissioner for Wales is required by law to produce a Welsh Language Scheme and report on progress on an annual basis. The Scheme, prepared under the Welsh Language Act 1993, received the approval of the Welsh Language Board on 15 July 2010.

1.2 This is the third report undertaken by the Older People's Commissioner for Wales on action and associated operation of her Welsh Language Scheme and progress against the timetable contained within the Scheme.

1.3 This report focuses on activities undertaken in the period 1 April 2014 to 31 March 2015.

1.4 The Older People's Commissioner for Wales has four main objectives as set out in the Commissioner for Older People (Wales) Act 2006.

These are to:

- Promote awareness of the interests of older people in Wales and of the need to safeguard those interests.
- Promote the provision of opportunities for, and the elimination of discrimination against, older people in Wales.
- Encourage best practice in the treatment of older people in Wales.
- Keep under review the adequacy and effectiveness of the law affecting the interests of older people in Wales.

1.5 The Older People's Commissioner for Wales' Welsh Language Scheme sets out the organisation's commitment to the Welsh Language and fully supports the principle behind the Welsh Language Act 1993 to ensure that when providing services to the public in Wales to those who wish to use Welsh, they will be treated to the same high quality services as those who wish to use the English language.

2.0 Summary and overview

2.1 The Older People's Commissioner and her staff are fully committed to treating the Welsh and English languages on an equal footing and take all possible steps to promote the pivotal role of the Welsh language through our work. The Older People's Commissioner for Wales has tackling discrimination at the heart of her legal duties and sees her work as being complimentary to the work of the Welsh Language Commissioner.

2.2 This annual report highlights action taken and progress made during the course of 2014/15. The Commissioner actively promotes bilingualism in action over and above compliance with our statutory obligations.

2.3 In response to our 2013/14 monitoring report, the Welsh Language Commissioner asked for an update on our 2014 targets, namely:

- Review of scheme
- Newsletter readership survey
- Service usage by Welsh speakers

The report details actions taken and decisions made on these points.

2.4 No complaints have been received concerning the implementation of the Welsh Language Scheme.

3.0 Core business

3.1.1 The Commissioner does not provide frontline services to older people other than through direct advice and support provided to older people by the Protection and Scrutiny Casework team and the work led by the Communications and Engagement team in delivering events and producing publications. The majority of our business involves working with others to effect changes in policies and practices. We also commission research and produce a range of publications.

3.1.2 The Commissioner has 30 employees, including secondees, at 31 March 2015, across four core teams. During this period, the Commissioner employed 11 members of staff who could speak Welsh at various levels of fluency. All staff are encouraged and supported to develop their Welsh language skills. During this period we gathered this information through the annual equality and Welsh language skills survey. Please see Appendix 2 which shows the level of fluency for members of staff who responded to this survey.

We are currently reviewing how we gather this information and will be exploring other ways of evaluating staff fluency levels in the future.

3.2 Enquiries and support

3.2.1 The organisation records the language preference of all enquirers on our Business Management System (BMS) so we can correspond or engage in people's preferred language. Most of the correspondence and enquiries conducted through the medium of Welsh, or where the caller's desire to communicate in Welsh is identified early, relate to:

- Enquiries from older people and their advocates
- Contact from public authorities
- Media related enquiries
- Welsh speaking visitors to the office
- Face to face contact with stakeholders

3.2.2 All telephone enquiries are managed initially through the Business Management System (BMS) by a Bilingual Administrator, PA or receptionist (all from the Finance and Performance Team) who will then refer the caller to a member of the Protection and Scrutiny Team. Five members of the Protection and Scrutiny Team are Welsh speakers which is 63% of the team. Three members of the Finance and Performance Team are Welsh speakers which is 43% of the team. The primary means of communication with older people is via letter, email, telephone and to a lesser extent face to face contact. The organisation is able to provide support for older people in their own language.

3.2.3 The number of cases received in 2014-15 where the older person expressed a desire to correspond in Welsh is 13, which equates to 2.5% of cases.

3.2.4 The 'contact us' and 'help and support' section on the website clearly state that people are able to contact us through the medium of Welsh, as does the new information leaflet about the organisation.

3.3 Front line services

The Welsh language skills required for the receptionist role include:

- The ability to converse in English and Welsh at a standard expected from a bilingual reception service in a public organisation
- The ability to draft basic letters and e-mails in English and Welsh

Cover for annual leave, sickness and training for the receptionist role is provided either by the bilingual administrator or the bilingual personal assistant. The Welsh language skills for those roles include:

- The ability to converse in English and Welsh at a standard expected from a bilingual administration service in a public organisation
- The ability to draft basic letters and e-mails in English and Welsh
- The ability to draft letters and respond to emails in English and Welsh with clarity and purpose
- The ability to handle telephone calls and take down messages in English and Welsh

In the event that these three members of staff are unable to answer the phone or door, then all staff have been provided with:

- Training to provide a basic greeting in Welsh such as bore da/prynhawn da, Comisiynydd Pobl Hŷn Cymru and a written prompt is on every desk
- A telephone listing on every desk and reception that identifies by the 'Iaith Gwaith' any other Welsh speaker within the organisation who may be able to provide assistance

The Iaith Gwaith is advertised on entry to the reception area of the office and the receptionist, bilingual administrator and PA all wear the Iaith Gwaith pin badge or lanyard.

3.4 Procured services

3.4.1 The majority of services provided under contract to the Commissioner are direct services i.e. operational running costs. Examples of procured services include:

- Tangible goods and services that enable the organisation to function effectively e.g. stationery, cleaning
- Auditing and legal advice from professionals
- Translation, proofing, typesetting, design and printing services.

The organisation has a contract with two companies for a high quality and timely translation service who provide all of our written translation needs.

Increasingly the Commissioner is looking to adopt the National Procurement Service (NPS) framework contracts for such day-to-day services, which are in turn monitored at a national level by the NPS Board. Specific contracts for public facing services will therefore be limited to work such as research or specialist advice and support.

3.4.2 The Commissioner monitors all contracts that are publically tendered (greater than £15,000 per annum) and any contract where direct engagement with older people is required as part of the specification. In most cases she will use Sell2Wales as the site to advertise contracts.

3.4.3 During 2014-15, the Commissioner revised her standard terms and conditions, which resulted in an amendment to include the addition of the following clause:

WELSH LANGUAGE OBLIGATIONS

The Supplier warrants that it will not supply the Services/Research in breach of the Welsh Language Obligations, nor in such a way as to render the Older People's Commissioner in breach of its Welsh Language Obligations⁽¹⁾.

(1) '**Welsh Language Obligations**' means the obligations of the Older People's Commissioner in respect of the use of the Welsh language, whether under any law, under any Welsh language scheme made under the Welsh Language Act 1993, under any Welsh language standards which apply to the Older People's Commissioner under the Welsh Language (Wales) Measure 2011, or any specific obligations in respect of the use of the Welsh language in connection with the delivery of Services/Research which are notified to the Supplier from time to time;

3.4.4 During 2014-15, the Commissioner advertised two contracts on Sell2Wales, which were published bilingually.

In both tender specifications, a clear statement was included in addition to the clause in the standard terms and conditions:

The Older People's Commissioner for Wales (the Commission) has adopted the principle that in the conduct of public business in Wales it will treat the English and Welsh languages on a basis of equality.

1. The Ageism Campaign placed the following requirement on the supplier:

The office of the Commissioner is a bilingual organisation therefore all correspondence and materials relating to the campaign must be available in English and Welsh.

We did not appoint a supplier to this contract.

2. The research into the experiences of those living with dementia placed the following requirement on the supplier:

The office of the Commissioner is a bilingual organisation; all correspondence and materials relating to the project must therefore be available in English and Welsh, including any planned focus groups or stakeholder interviews.

The contract began on 11 June 2015 and we will continue to monitor the performance of this supplier during 2015-16.

4.0 Publications

4.1 All materials intended for the public in Wales are produced bilingually. This is controlled and monitored by the Director of Communications and Engagement.

4.2 Reports and leaflets that are printed and distributed in hard copy are produced using the tilt and turn method of design, except where the document size is deemed too large and therefore separate English and Welsh copies will be printed, or the document does not lend itself to be user friendly.

4.3 All publications follow the internal communications guidelines. The Welsh Language Commissioner's bilingual design guide, published in November 2014, has been a useful resource.

4.4.3 During 2014/15, the majority of publications produced have been tilt and turn in design. For example, the Impact and Reach report 2014/15, a new information leaflet about the Commissioner and her work, an information leaflet about domestic abuse and the Ageing Well in Wales Action plan.

The Commissioner produced her Care Home Review Report as two separate documents as the report was too large in size to be one user-friendly document (the English language version was 156 pages and the Welsh language version was 163 page).

4.4 The Commissioner produces four types of documents:

- Publications aimed at external audiences. These are always made available bilingually.
- Documents to inform the Commissioner's work but are not initially intended for sharing with the general public. The majority of such documents relate to raw research data that is commissioned from an academic source. If this document was shared with the public then it would be translated.
- Articles for media. These are produced in the original language of the media request. If the article is reproduced and made available on the website then the article will be translated into English / Welsh at that point.
- Internal documents that the Commissioner would deem exempt from FOI requests. The documents will only be available in their original language.

Any documents falling outside these categories will be dealt with on an individual basis by the Director of Communications and Engagement.

4.5 All briefings provided to politicians and key stakeholders are produced bilingually.

4.6 All consultation responses are also translated when uploaded to the website.

4.7 Bilingual accessible formats of documents for external audiences are available on request. Welsh language Braille is a new innovation and take-up is negligible amongst older people. Take-up of Welsh audio is also likely to be low and on this basis we feel justified in providing an on request service. We have sought a producer who can produce copies at short notice when the need arises.

5.0 Dealing with the Public in Wales

5.1 Forms and surveys

5.1.1 All forms and surveys are issued in English and Welsh and can be completed in either language. Examples from 2014/15 include a feedback questionnaire about the Commissioner's newsletter, feedback forms about discrimination training and forms for care home providers to provide evidence as part of the Commissioner's Care Home Review.

5.2 Correspondence

5.2.1 In our service delivery, we ensure that equal status is given to the English and Welsh language. The same service standards for dealing with enquiries apply to English and Welsh correspondence in all formats.

5.2.2 All correspondence, in whatever language, is processed in accordance with set performance targets and service standards. These are monitored through our Business Management System.

5.2.3 All formal correspondence with a range of bodies, e.g. notification about Reviews, is provided bilingually.

5.2.4 Any e-mails received in the Welsh language are processed to the same time standards as English language e-mails. All staff use bilingual e-mail signatures.

5.2.5 The Cysgliad software package continues to be provided for all Welsh speaking staff and all staff have access to a copy of Y Geiriadur Mawr. Staff also have access to a very useful guidance document entitled 'The Mutations Map / Y Treigladdur', published by Ulpan.

5.3 Telephone Calls

5.3.1 The first point of contact for people telephoning the office of the Commissioner is the bilingual receptionist. Cover for annual leave, sickness and training for the receptionist role is provided either by the bilingual administrator or a bilingual personal assistant.

In the event that these three staff are unable to answer the phone or door, then all staff have been provided with:

- Training to provide a basic greeting in Welsh e.g. Prynawn Da, Comisiynydd Pobl Hŷn Cymru; a written prompt is on every phone handset.
- A telephone listing which identifies, by the 'Iaith Gwaith', any other Welsh speaker within the organisation who may be able to provide assistance.

The 'Iaith Gwaith' is advertised on entry to the reception area. The receptionist, bilingual administrator and PA all wear the 'Iaith Gwaith' lanyard or badge.

5.3.2 The Protection and Scrutiny Team provide tailored casework support to older people and their families in Welsh or English. 63% of the team are Welsh speakers and the two roles that take the initial calls from the receptionist are Welsh speakers; it is at this initial triage point that language choice would be identified and recorded on the BMS (records management system).

5.3.3 Out of hours messages have been recorded bilingually on our answerphone.

5.4 Public Meetings

5.4.1 The Commissioner holds meetings that are open to stakeholders and the public through invitation only. Bilingual invitations and notices publicising the event are sent to delegates. Invitees are informed that they are welcome to speak Welsh at the meeting, and for invitees to inform us if they wish to do so. Simultaneous translation will be provided if the main speaker at the event will be speaking Welsh or if attendees inform us that they wish to speak Welsh in any break-out sessions. Information in packs is provided bilingually, as is any follow-up report from the event. Examples in 2014/15 include community services seminars held in North and South Wales for key Local Authority staff where the main speakers spoke in Welsh and simultaneous translation was provided.

5.4.2 We follow the former Welsh Language Board's guidance on arranging/holding bilingual meetings.

5.4.3 A checklist is followed to support the planning and delivery of events that are organised. This checklist includes consideration of language requirements.

5.5 Personal Attendances

5.5.1 The office of the Commissioner offers face-to-face interviews primarily for those finding it impossible or unreasonably difficult to use the telephone. Personal callers who wish to have a pre-arranged face-to-face interview are able to do so in English or Welsh. This service is offered proactively in Welsh and members of the Protection and Scrutiny Casework team are adept at identifying when such a face-to-face interview is necessary.

No face-to-face interviews through the medium of Welsh were undertaken in 2014/15.

6.0 The Organisation's Corporate Identity

6.1 The Commissioner is committed to being a bilingual organisation and this is reflected in our bilingual corporate identity, which includes:

- Bilingual logo
- Bilingual headed paper
- Bilingual compliments slips
- All media releases are sent bilingually
- All published materials are bilingual
- Mirror Welsh/English website
- Mirror Twitter accounts
- Bilingual business cards
- Bilingual display materials
- Bilingual materials such as leaflets, reports, bags and pens

7.0 Publicity

7.1 Website

7.1.1 The organisation's website is fully bilingual with mirror sites in English and Welsh. Materials are published simultaneously in English and Welsh.

7.1.2 The Commissioner has mirror Twitter accounts in both Welsh and English and encourages Welsh speaking staff to provide their original tweets in Welsh.

7.2 Press Notices and Advertising

7.2.1 All media releases are issued in English and Welsh and are published on our website bilingually. A Welsh speaking contact, the Director of Communications and Engagement, is provided on all releases. The only exception to the issuing of bilingual copy is where we are providing a comment or response to an English only publication e.g. a comment in the Western Mail or a Welsh only publication e.g. a comment in Golwg. If this is then published on our website it will be available in both languages.

7.2.2 Where possible, we always undertake media interviews in English and Welsh when requested and proactively encourage media coverage through national and local Welsh language press.

8.0 Recruitment and Staffing

8.1 The Commissioner has an established protocol regarding recruitment advertising and welcomes applications from Welsh speakers for any vacancies within the organisation.

The Commissioner's Recruitment Policy states:

- All appointments will be made in line with the Commissioner's Welsh Language Scheme.
- The Commissioner will have sufficient and appropriately skilled Welsh speakers to ensure that it is possible to provide a full service through the medium of Welsh.
- All advertisements in Wales will be bilingual or else through the medium of Welsh. The Commissioner has adopted the principle that in the conduct of public business in Wales, English and Welsh languages will be treated on a basis of equality. Applicants are welcome to apply in English, Welsh or both languages.
- Communication skills are a key element of the Commissioner's competency framework. When drafting a person specification, managers will consider how far it would be essential or desirable for the successful applicant to communicate through the medium of Welsh.
- Fluency in Welsh may be considered essential where the successful candidate will need to communicate directly with older people (or other stakeholders) in their language of choice.
- Fluency in Welsh may be considered desirable where the successful candidate will need to process communications from older people (or other

stakeholders) in their language of choice.

- Where fluency in Welsh is considered an essential or desirable skill for a post, this fact will be specified in the job description and person specification.
- Generally there will be a presumption that an ability to communicate in Welsh will be considered an advantage in an applicant.
- Where an appointment is made and the level of fluency or literacy of the person appointed needs further development, appropriate training and support will be offered.

In practice, when a vacancy arises, the existing job description will be reviewed and the Welsh language skills required for the role will be reviewed at the same time.

Where a new post is required, the Director will assess the Welsh Language skill requirement for the role. Consideration will include, as noted in the policy:

- The need to communicate directly with older people or other key stakeholders in their language of choice.
- Where the need to communicate directly is not essential, the number of roles with Welsh language skills across the organisation as a whole.

8.2 Recruitment adverts and job descriptions will indicate if the Welsh language is essential or highly desirable. Where a post has identified the ability to communicate in Welsh as essential, recruitment adverts are placed in Welsh language media. However, all adverts are bilingual regardless of where they are published.

8.3 Recruitment interviews are also conducted bilingually if the post has been identified as requiring Welsh language skills. In the last year, the Commissioner has advertised 6 vacancies in Welsh Language media, including lleol.net, the Menter Caerdydd website and via a specialist Welsh language recruitment agency and received one recruitment application completed in Welsh. Welsh Language skills were required for two posts in 2014-15 and were tested at interview.

8.4 Job adverts and recruitment packs are produced in English and Welsh. Applicants are requested to declare their knowledge of Welsh language as part of the application process.

In the event that a post is advertised as requiring Welsh Language skills as essential but an appointment cannot be made because competency for all criteria has not been demonstrated at application and/or at interview, then the role will be reviewed again. The role will be reviewed alongside other existing roles and the competencies required will be considered against other roles including, but not only, Welsh language skills. The decision to make an adjustment to the Welsh

language requirements for a role can only be made by the Commissioner.

8.5 During 2014-15, there was one vacancy for maternity cover of 12 months where the role was firstly advertised as Welsh language essential but we failed to appoint to the level of competence required across all the essential criteria for the role. Further consideration was then taken of other factors:

- The maternity period is likely to be 12 months maximum i.e. fixed in term and no changes proposed to the permanent role requirements.
- There were three other members of the team who have Welsh language skills.
- The number of enquiries received and casework undertaken in the Welsh language is less than 10% of total casework, the line manager therefore assessed that there was sufficient capacity elsewhere within the team to handle Welsh language enquiries and casework with no detriment to older people contacting the Commissioner in Welsh.

Therefore, for the purpose of a fixed period for maternity cover, it was considered reasonable to re-advertise as Welsh desirable. The requirement for the permanent role remains as essential until such time as business need changes.

8.6 The Welsh Language Scheme is included as part of the induction for new members of staff.

8.7 Operating in a bilingual environment is a core principle which has been supported by all staff from the outset. This is reflected in the strong personal commitment to bilingualism amongst all staff and teams. In addition to induction and awareness refreshers, informal opportunities are also utilised to enable fluent Welsh speakers and learners to have an opportunity to speak Welsh in the workplace, such as support of 'Diwrnod Shwmae'. Bilingual notice boards are provided and material is displayed bilingually.

9.0 Welsh Language Skills

9.1 The Following actions were taken to improve workforce skills during a period of constraints on external recruitment:

- Promotion of Welsh Language training courses and sessions suitable for learners and those who wish to improve their proficiency.
- Provision of funding from the Learning and the Development budget to support employees wishing to develop their Welsh language skills.
- The operation of a bilingual working environment where the use of Welsh is encouraged, examples of practical activities to embed this include a Welsh 'phrase of the week' and the promotion of the annual 'Diwrnod Shwmae'.

- The operation of a supportive environment for Welsh speakers and learners to use the language as part of their work, examples of practical activities which enable this include the regular use of greetings and common phrases and encouragement from more fluent Welsh speakers to engage with learners through the medium of Welsh.
- Utilisation of Welsh language jobs boards and recruitment agencies to target Welsh speakers when recruiting new members of staff, where budgets allow.
- Inclusion of Welsh language awareness within induction for new members of staff.
- Regular training for current staff covering the Welsh Language Scheme and Welsh language awareness.
- Support and provision for staff to learn and improve Welsh language skills.

9.2 Language Training

During 2014/15, three members (10%) of the Commissioner's team attended Welsh language training to improve their specific level of competency, including two staff members at a proficient level who wanted to refresh their written grammatical skills.

The Commissioner is supportive of staff wishing to develop their Welsh language skills and provides both financial assistance and paid study time for staff to attend training. Unfortunately, during 2014/15, Welsh language training courses booked for two members of staff were cancelled by the training provider due to low numbers and are yet to be rescheduled.

9.3 Language Awareness Training

The Commissioner runs language awareness training for all staff on an annual basis. In addition, new members of staff also receive input on the Welsh Language Scheme and language awareness as part of their formal induction programme.

The Older People's Commissioner is currently collaborating with other similarly sized public sector organisations, including the Welsh Language Commissioner, to source and fund training for their staff. Alongside the National Procurement Service's current work to develop a framework for training provision for public sector organisations across Wales, it is hoped that this will reduce costs and increase opportunities for Welsh language skills training alongside a greater availability of training delivered through the medium of Welsh.

9.4 During 2014/15, the Commissioner employed 30 staff based on one site including 12 members of staff who could speak Welsh at various levels of fluency.

Department	Number of Welsh Speakers in Department	% of Welsh Speakers in Department
Wellbeing & Empowerment	2	22
Protection and Scrutiny*	5	63
Finance and Performance**	3	43
Communications and Engagement	1	20
Commissioner	0	0

Grade	Number of Welsh speakers within Grade	% of Welsh speakers within Grade
A	2	50
B	2	28
C	4	40
D	2	50
E	1	50
F	0	0
Commissioner	0	0

*This department includes the Commissioner's Casework team who manage enquiries from members of the public.

** This department includes the Commissioner's front-line reception and administrative support staff.

The Commissioner also recruited two additional Welsh speakers in 2014/15 who took up post in the first quarter of 2015/16: 1 member of staff within the Finance and Performance team at Grade B; and 1 member of staff within the Wellbeing and Empowerment team at Grade D.

10.0 Management and Administration of the Scheme

10.1 There have been no changes to the governance and internal security of the Welsh Language Scheme. Overall accountability for delivering, monitoring and reviewing the Scheme rests with the Commissioner, and continues to be delegated to the Director of Communications and Engagement, ensuring that it has a high profile within and across the organisation.

10.2 Day to day responsibility for implementing the Scheme rests with each team linked to the provision of their work. Each Director is responsible for overseeing provision of Welsh Language services within their teams. The Welsh Language

Scheme is distributed to all staff to detail Welsh Language requirements and is provided to all new staff at induction. The Director of Communications and Engagement also meets with each new member of staff to discuss the scheme in detail. External documents and the website are the responsibility of the Communications and Engagement Team.

10.3 Two areas of risk have been identified during the year that relate to resource constraints and prevent the Commissioner from making further progress in the near future:

- Performance management of staff, including disciplinary and grievance:

The HR and Wellbeing Adviser is not a Welsh speaker and not all line managers are Welsh speakers. This does mean that where a member of staff chooses to follow our policies and procedures in Welsh, then the use of a third party interpretation service would be required. Every effort would be made to prioritise the necessary financial resources to secure this service.

- Current intranet and records management systems:

The current intranet and records management systems are available only in English, although Welsh language versions of documents are stored here for staff to be able to access. Financial resources are currently not available to 'rebuild' the system to enable it to be available in Welsh, however a commitment is made to make this a requirement for any new system that is purchased in the future when additional funding maybe secured.

10.4 The Welsh Language Scheme is available on the website at <http://www.olderpeoplewales.com/en/publications/strategic-docs/welsh-language-scheme.aspx>

10.5 Members of the public are advised that any complaints about a failure to comply with the requirements of the Scheme should be addressed to the Commissioner's Complaint Manager. No formal complaints have been received to date and we have received praise about the high standard of our translated material.

Appendix 1

2014/15 Update

Action	Target	Update
Review scheme every four years	Full review undertaken with report produced detailing any changes to the scheme	This year, the Commissioner has participated in the Welsh Language Commissioner's second cycle of standards investigations. Consequently, and due to the timing of those investigations, we have not reviewed the Welsh Language Scheme.
Seeking opinions from Welsh speakers on our services and products	Undertake a newsletter readership survey following the launch of our new website	<p>A questionnaire was sent to all individuals who receive a hard copy of the questionnaire in the Welsh language asking nine questions, such as how satisfied they are with the content, style, topics covered etc.</p> <p>There was a 10% return rate, with all respondents stating that they are either very satisfied or satisfied with all aspects.</p>
Further work to analyse data on service usage by Welsh speakers	Benchmarking our approach with that of similar organisations	<p>The Director responsible for taking this forward was new in post and has revised all policies and protocols for her team. As part of this work, the Director has also looked at how data is gathered and recorded and how effective this process is.</p> <p>This is currently an on-going process and therefore this action will be taken forward in 2015/16.</p>

Appendix 2

The Commissioner undertakes an annual staff survey to gather regular equality data. This survey is confidential and responses are anonymous. For the reporting year 2014/15 the Commissioner received 23 responses out of a possible 30.

Listening / Gwranddo

Able to follow routine conversations in work between fluent Welsh speakers / Gallu dilyn sgysiau arferol yn ymwneud â gwaith rhwng siaradwyr sy'n rhugl yn y Gymraeg.	1
Able to follow the majority of conversations involving work, excluding group discussions/ Gallu dilyn y mwyafrif o sgysiau'n ymwneud â gwaith gan gynnwys trafodaethau grŵp.	2
Able to follow the majority of conversations involving work, including group discussions / Gallu dilyn y mwyafrif o sgysiau'n ymwneud â gwaith gan gynnwys trafodaethau grŵp.	6
Able to understand a basic social conversation in Welsh / Gallu deall sgwrs gymdeithasol sylfaenol yn y Gymraeg.	2
Able to understand basic enquiries in Welsh / Gallu deall ymholiadau sylfaenol yn y Gymraeg	5
No Skills / Dim sgiliau	7

Reading / Darllen

Able to follow routine conversations in work between fluent Welsh speakers/ Gallu darllen deunydd arferol gyda chymorth geiriadur.	2
Able to follow the majority of conversations involving work, excluding group discussions / Gallu darllen y rhan fwyaf o'r deunydd sy'n ymwneud â fy maes fy hun.	1
Able to follow the majority of conversations involving work, including group discussions / Gallu deall yr holl ddeunydd sy'n ymwneud â gwaith.	6
Able to understand a basic social conversation in Welsh/ Gallu darllen deunydd sylfaenol yn ymwneud â gwaith (yn araf).	2
Able to understand basic enquiries in Welsh /Gallu darllen geiriau ac ymadroddion sylfaenol byr a syml.	4
No Skills / Dim sgiliau	8

Speaking / Siarad

Able to follow routine conversations in work between fluent Welsh speakers / Gallu sgwrsio â rhywun arall, rhywfaint yn betrusgar, ynghylch materion gwaith arferol.	1
Able to follow the majority of conversations involving work, excluding group discussions / Gallu siarad yr iaith yn y rhan fwyaf o sefyllfaoedd gan ddefnyddio rhywfaint o eiriau Saesneg.	2
Able to follow the majority of conversations involving work, including group discussions / Rhugl – gallu cynnal sgwrs ac ateb cwestiynau, am gyfnod estynedig pan fo angen.	6
Able to understand a basic social conversation in Welsh / Gallu ateb ymholiadau sylfaenol yn ymwneud â gwaith.	2
Able to understand basic enquiries in Welsh / Gallu cynnal sgwrs gyffredinol	5
No Skills / Dim sgiliau	7

