



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Annual Report

2014-15

Welsh Language (Wales) Measure 2011

The Welsh Language Commissioner's Annual Report prepared in accordance with Schedule 1, Paragraph 19(1) of the Welsh Language (Wales) Measure 2011 for the year 1 April 2014 to 31 March 2015, together with the Auditor General for Wales's Certificate and Report on the accounts.

Laid before the National Assembly for Wales on 2 July 2015 in accordance with Schedule 1, Paragraph 19 (2) of the Welsh Language Measure.

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Foreword

Creating a Wales where the Welsh language is treated no less favourably than English is one of my general principles as Welsh Language Commissioner. Such a principle is not something that can be realised and achieved overnight, and a number of steps, both major and minor, need to be taken in order to achieve the aim. All these steps are important, and take us closer to a Wales in which people can live their lives through the medium of Welsh. This report is a snapshot of the actions we have taken as an organization over the last twelve months.

The process of introducing Welsh language standards has been lengthy and laborious over the last three years. However, by the end of March 2015 the Assembly had passed the regulations which will enable me and my officers to impose the standards on the first round of organizations. The aim of the standards is to standardize and strengthen the language duties of organizations and to provide the citizen with greater clarity regarding his/her rights to use the Welsh language. Once organizations are operating under this system, my enforcement powers as Commissioner will come into force.

As with any legal system, it is vital that the public understand their rights and what they can do if they are not able to use the Welsh language as they choose. In order to raise awareness of the rights to use Welsh and to ensure that the public's voice and concerns are heard, a series of videos and adverts were developed to convey the information in a simple and memorable way, and we also went out into the community to talk to people directly. The work of conducting this dialogue and of reaching out to the public will continue over the coming years, and we will be looking for new and varied ways of reaching various groups or sections of society.

The vital importance of listening to opinions and complaints was highlighted in two notable cases this year. One of them was a case in which a doctor at a hospital tried to stop a parent and child from speaking Welsh to each other when the child was receiving treatment in an A&E department, and the other was a case in which a health board failed to provide a school nurse service in Welsh for young children. In these two cases the parents contacted us to seek both justice and a service that would respect the linguistic needs of their children. We used our statutory powers to recommend ways of resolving these individual matters and to ensure a better experience for patients in the future. Both cases gave a strong message to other organizations regarding the importance of respecting the linguistic need of service-users.

One of the pieces of work that gives me the greatest pride is the My Language, My Health report published in June last year, a statutory inquiry report into the use of the Welsh language in primary care services. The report is the result of substantial research with service users and with workers in the sector. It is an area that has a direct effect on all our lives, and it is an area where using the Welsh language is a real and clinical need. The report gives voice to service users and their experiences are the basis for the 33 recommendations made to improve the service. Since its publication, the report has not been sitting idly on a shelf; it has been used as a basis for discussions and seminars with the sector. The Health Minister has responded formally to the report and the Government has prepared a work programme in order to carry out the

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recommendations involving the proactive offer of Welsh language services and acknowledging the dignity of patients.

A topic that commanded much attention during the year was the impact of planning on the Welsh language. As the new Planning Bill (Wales) was drafted, there was a real opportunity to create legislation that would be unique and appropriate to the needs of our communities. I did not feel that the earliest draft of the Bill went anywhere near securing the vital protection for the continuance of Welsh speaking communities, and we consistently pressed the Government to amend it. Following a debate and vote in the Assembly at the beginning of May 2015 a statutory basis was established for the need to consider the Welsh language in the planning system. For far too long, the process of considering the Welsh language in planning decisions depended on advice and guidelines only, but when the Bill becomes law there will be statutory duty on planning authorities to assess the effect of their planning policies on the Welsh language. The Bill also confirms that the Welsh language may be a consideration in determining individual planning applications, and this is a substantial step forward. Planning policy and Technical Advice Note 20, which deals with the Welsh language and planning, will need to be revised in order to ensure a consistent approach in implementing the sections in the Bill relevant to the Welsh language. I note that the Minister for Natural Resources, when speaking in the Senedd, has already committed to doing this and I expect it to happen quickly.

The Welsh Language Commissioner is not just a regulator, of course. Businesses and third sector organizations have as much effect on the lives of citizens in Wales as have public organizations, and that is why a special effort was made this year to give these organizations a clear direction in terms of using the Welsh language. After members of the public got in contact and drew our attention to the substantial deterioration in the Welsh language services offered by their banks, we held a statutory review to look in more detail at the use of the language by the financial sector, and high street banks in particular. I will use the report as a basis for focussed discussions with the banks to ensure that they offer services that meet the language requirements of their customers.

A new website for third sector organizations and businesses we have provided, for the first time ever, a central place where organizations can turn for practical support, expert advice, useful research and relevant case studies regarding the use of Welsh.

I write these words on the morning of the General Election, the result of which is known by the time this report is published. Even though there is a year until the Assembly Election, the unofficial campaigning has already begun. In one way it is a period of political uncertainty, but at the same time it poses an opportunity to influence the policies, plans and legislative programmes of the new governments.

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Three years have passed since I started in my role as Commissioner, and since the Welsh Language (Wales) Measure 2011 was implemented for the first time. What has become apparent during these three years is how administratively onerous some parts of the legislation are. The Welsh Language Measure is the result of the former legislative system – the Legislative Competence Order (LCO) – when Wales did not have full legislative powers, and when Westminster politicians scrutinised Welsh measures. With Wales having gained full legislative powers since then, I believe it is timely to return to the Measure and to strengthen and streamline it in order to protect the rights and ensure justice for the people of Wales. We will also seek more certainty regarding our budget and source of funding, as there is a real risk that continuing to cut our budget to the same extent as the last two years could have a very detrimental effect on our ability to carry out our statutory responsibilities.

Meri Huws

Welsh Language Commissioner

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Aim, vision and values

Aim

The principal aim of the Commissioner is to promote and facilitate the use of the Welsh language. In so doing, the Commissioner will try to increase the use of Welsh in the provision of services, and through other opportunities. Also, the Commissioner will focus on the official status of the Welsh language in Wales and on the duties, imposed by law, to use the Welsh language, and the rights arising from the ability to enforce those duties.

Two principles underpin the work of the Commissioner. The first is the principle that in Wales the Welsh language should be treated no less favourably than the English language and secondly that persons in Wales should be able to live their lives through the medium of Welsh if they choose to do so.

The Welsh Language Commissioner's Strategic Plan 2015-17 explains how exactly it proposes to work towards attaining the Welsh Language Commissioner's general aim over the next two years.

Vision and values

Over time, the Welsh Language Commissioner desires to see:

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

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

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Significant challenges facing the organization

Funding

The economic climate means that there is a squeeze on most public organizations these days, and the Commissioner considers the most cost-effective means of exercising her functions. However, with her role expanding as various sections of the Welsh Language Measure come into force, it can be challenging to operate effectively without an assurance that the budget will be maintained. Since the Commissioner was established in 2012, the Welsh Government has cut the budget by 25% in real terms.

Although savings have been planned for in the Estimate for 2015-16; factors beyond the influence of management place financial pressure on the organization.

The Chair of the Audit and Risk Committee wrote to the First Minister on 25 March 2015 raising the issue of the future financial sustainability of the organization and the risk that further budget cuts would pose on the organization's ability to exercise its functions effectively.

Implementing the Law

One of the greatest challenges is to operate in accordance with two pieces of legislation, the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011. In bridging between the Welsh language scheme system and standards it is important for the Commissioner to ensure that the transitional period does not negatively affect the opportunities for citizens to use the Welsh language.

The Welsh Language Measure is a comparatively new piece of legislation, and the statutory processes that must be followed in order to impose standards on organizations depend not only on the timetable set by the Commissioner, but on the Welsh Government and the National Assembly for Wales's timetables as well.

Structure of the Organization

During 2014-15 the organization was restructured. This meant establishing new directorates and appointing officers to new roles. The Commissioner continued to exercise her functions fully during this period, and by the autumn of 2014, the new structure was in place.

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The Welsh Language Commissioner's activities and achievements 2014–15

The Welsh Language Commissioner's Strategic Plan 2013–15 laid the foundations for the Commissioner's work and priorities.

Strategic objectives:

1. To influence the consideration given to the Welsh language in policy developments
2. To listen to opinions and concerns about the Welsh language and to try to ensure justice for individuals
3. To broaden and strengthen the Welsh language commitments of organizations and improve the experience of Welsh speakers
4. To promote and facilitate the use of the Welsh language
5. To create a healthy organization and operate appropriately

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

Policy developments and legislation have a substantial effect on the Welsh language. The Commissioner's objective is to influence policy-makers so that appropriate consideration is given to the Welsh language early in the process of developing policies and legislation.

A variety of different methods are used to influence policy decisions. During 2014-15 these included using statutory powers to conduct an inquiry and to give advice, conduct or commission research work, respond to consultations, submit verbal and written evidence to committees and holding a continuous dialogue with policy-makers.

Influencing policy and legislation in Wales

Strategic meetings

During the year regular meetings were held with Welsh Ministers in various policy areas to discuss matters directly and indirectly involving the Welsh language and its users. These include quarterly meetings with the First Minister in his role as Minister with responsibility for the Welsh language.

Verbal and written evidence to committees

Verbal evidence was submitted to five committees in the Assembly during the year. These included evidence to the Health and Social Care Committee on the report 'My Language, My Health: Inquiry into the Welsh Language in Primary Care', evidence to the Public Accounts Committee and the Communities, Equality and Local Government Committee on the contents of the 2013-14 Annual Report, evidence on language considerations in the Planning Bill to the Environment and Sustainability Committee and evidence regarding legislating and the Welsh language to the Constitutional and Legislative Affairs Committee.

The Welsh language as a planning consideration

The planning system in Wales is currently based on laws made in Westminster, such as the Town and Country Planning Act 1990 and the Planning and Compulsory Purchase Act 2004. These laws are supplemented by regulations and secondary legislation passed in the Assembly and at Westminster. The Planning (Wales) Bill is an attempt by the Government to simplify this complex legislative system.

Although there are references to the Welsh language in the national planning policy, unlike other aspects of the planning system, authorities were not compelled by law to give consideration to the Welsh language. And although the Environmental Assessment of Plans and Programmes (Wales) Regulations 2004 require authorities to conduct a formal environmental assessment when preparing specific plans and programmes, there was no comparative statutory requirement to conduct an assessment of the effect on the Welsh language.

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In submitting evidence to the Environment and Sustainability Committee on the Planning Bill, the Commissioner stated that the Bill was a unique opportunity to resolve the lack of consideration given to the Welsh language in the current planning system. The Commissioner said that the lack of reference to the Welsh language in the Bill meant that an opportunity had been lost to give the same status to Welsh as other areas such as the environment and sustainability. A series of amendments to the Bill were proposed:

- Require Welsh Ministers to assess the effect of the National Development Framework on the Welsh language;
- Require local planning authorities / strategic planning panels to assess the impact of Strategic Development Plans on the Welsh language;
- Require local planning authorities to assess the impact of Local Development Plans on the Welsh language;
- Require planning authorities to include an assessment of the impact on the Welsh language as part of the local impact assessment of nationally significant developments.

As part of these improvements, it was also argued a method should be ensured for local authorities to have the flexibility to hold a linguistic impact assessment on individual developments when necessary.

The Environment Committee used the majority of the Commissioner's proposals in proposing recommendations to the Welsh Government in its report on the Bill. At the end of March 2015, the Government confirmed that it was going to make amendments to the Bill in order to impose statutory requirements upon planning authorities to consider the Welsh language.

The Welsh language in legislation

As legislation has a direct effect on citizens' lives, the Commissioner believes there is a need to develop a consistent way of considering the Welsh language in the process of drafting and scrutinising legislation in Wales.

Giving verbal evidence to the Constitutional and Legislative Affairs Committee, the Commissioner said there is strong evidence that the Welsh language is not presently being given adequate consideration in the legislative process. She referred specifically to the Social Services and Well-being Act and her disappointment that there was no reference to the Welsh language in the Bill until the last minute, and her disappointment as to the lack of consideration of the Welsh language in the early draft of the Planning Bill.

Discussing the drafting process, she said there was a need to develop technical and professional capacity to draft legislation bilingually in Wales, rather than drafting in English and then translating into Welsh. She referred to the guidelines in Canada in terms of drafting legislation in two languages. She stated that there was room to work with universities and professional societies to develop a similar arrangement in Wales.

At the end of the reporting period the Committee had not yet published a report summarising conclusions and recommendations to the Government.

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Responding to consultations

During 2014-15, the Commissioner responded to 31 consultations from various organizations in order to influence the effects of policies on the Welsh language and its users. These responses have been published on the Commissioner's website.

Education

The Government looked closely at education arrangements in Wales during the year, by conducting two independent reviews into the area.

Professor Graham Donaldson was commissioned to conduct an independent review of the learning curriculum and assessment arrangements in Wales. In written and verbal evidence to the review, the Commissioner emphasised the need for Welsh language skills in public organizations across Wales and the challenges faced by some organizations and sectors in trying to recruit individuals with the appropriate linguistic skills. The Commissioner also noted the need for Welsh second language education to be able to contribute to creating a pool of individuals with basic language skills that are of use to employers.

Ten recommendations relating to the Welsh language were included in the final review report.

Professor Sir Ian Diamond is conducting an independent review on behalf of the Welsh Government of the funding arrangements for higher education and student finance. In her evidence, the Commissioner highlighted the key role of higher education institutions in creating a bilingual workforce for Wales, including for sectors that presently find it difficult to recruit staff with appropriate linguistic skills.

The Government is expected to announce what actions will be taken as a result of these two reviews.

Reorganization of Local Government

In trying to influence the Government's far-reaching plans to restructure local government, the Commissioner pressed to ensure that the changes promote and facilitate use of the Welsh language. She noted the opportunity to consider the workforce's capacity to provide services in accordance with the new requirements of the Welsh Language Measure and the potential of the proposed Staff Commission to plan accordingly. In meetings with the Government and by responding to consultations on various aspects of the plans, the Commissioner emphasised the need to maintain and increase the use of Welsh in the internal administration of local authorities when reducing the number of authorities in Wales.

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Other consultations

As well as the above, the Commissioner also responded to other notable consultations, including:

- **Well-being of Future Generations Bill** – calling for national indicators to measure the achievement of the aim of creating ‘A Wales of vibrant culture and thriving Welsh language’.
- **Early Years Outcomes Framework** – highlighting this framework’s contribution towards achieving the objectives of the Welsh Government’s Strategy for the Welsh Language, ‘A Living Language: A Language for Living’
- **Health standards framework** – noting that the only reference to the Welsh language in the framework was inappropriate and that detailed consideration was needed on how the framework could support the achievement of the aims of the Welsh Government for the Welsh language in healthcare services.

Primary care inquiry

On 10 June 2014 the ‘My Language, My Health: Inquiry into the Welsh language in Primary Care’ report was launched. The report was the result of 18 months of research and evidence-gathering from the public, the health sector and others regarding the provision of Welsh medium primary care in Wales and the experience of patients using those services.

The Commissioner used her statutory powers under section 7 of the Welsh Language Measure, to conduct this inquiry.

She decided to concentrate on primary care as it is an area that touches the lives of people of all ages in all parts of Wales, and because it is the starting point for most people's experience of the health service.

In gathering evidence for the inquiry, the experiences of over 1,000 Welsh speakers were considered.. Interpreting the evidence, the Commissioner concluded that English is the main language of primary care services for most Welsh speakers in Wales and that there is substantial inconsistency between the level of Welsh language service in various geographical areas.

Thirty three recommendations were presented to the Welsh Government and policy makers in order to improve patients’ experiences in Wales. The recommendations involved ensuring respect and dignity for the patient, giving a proactive language offer, planning the workforce and providing appropriate education and training for health sector workers.

On 17 November 2014 a seminar was held for the health sector on the findings and recommendations of the inquiry. The recommendations received an unanimously positive response.

On 10 December 2014 the Health Minister made a formal statement responding to the inquiry recommendations. The Commissioner welcomed the initial response, and subsequently met the Minister and his officers. The Commissioner responded to the Government’s work plan which sets out how it intends responding to all the recommendations in the report in order to improve the patient experience.

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Influencing UK Government Policy

The UK Government is responsible for developing policy in areas which have not been devolved. Historically, there has been a lack of consistency in the way in which the Welsh language is considered by Government departments. The Commissioner scrutinises all policy developments to identify issues which will have an impact on Welsh language users.

An officer from the Commissioner's office was seconded to the Wales Office to carry out a detailed investigation of Welsh language services across Government departments and to identify gaps and strengths in terms of Welsh language provision.

The Commissioner has regular meetings with the Secretary of State for Wales and the Wales Office Ministers to discuss compliance with language scheme commitments and any concerns regarding unsatisfactory Welsh language services or complaints received from the public.

Reforming legislation that treats the Welsh language less favourably than the English language

In her verbal and written evidence to the Commission on Devolution in Wales (the Silk Commission) in 2013-14, the Commissioner drew attention to legislation that treats the Welsh language less favourably than the English language and that prevents the public in Wales from using Welsh. These laws deal with the registration of births, marriages and deaths and with cremation arrangements.

In the policy paper, 'Powers for a Purpose: towards a lasting devolution settlement for Wales', published by the UK Government on 27 February 2015, the Government noted that it will try to ensure that citizens in Wales can register life's important events in Welsh in the future. The report also notes that there is consensus in favour of accepting recommendation 39 in the Silk Commission report:

“The UK Government and Welsh Government should systematically assess and keep under review the way in which the Welsh language is used across government, in particular with a view to amending any United Kingdom legislation that does not give equal status to the Welsh language in Wales”

Evidence to the Welsh Affairs Select Committee

The Commissioner is aware, as a consequence of complaints received and research findings, that the Welsh language provision in UK prisons is very patchy at present. She welcomed the opportunity to give verbal and written evidence to the Welsh Affairs Select Committee's investigation inquiry into prisons in Wales and the treatment of Welsh offenders.

Her evidence stated that a fully bilingual prison provision is needed in Wales, which responds to the needs of individuals, whether they were offenders or relatives of prisoners. She also noted that the new prison in Wrexham is an opportunity to establish a Welsh ethos in the prison from the outset.

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The committee published its report on the situation of prisons in Wales on 20 March 2015. The report recommends collecting evidence regarding the numbers of Welsh speakers in prisons and the standard of Welsh language services available to them at present; information which is vital as a basis for planning improvements to the Welsh language provision for the future. The recommendation offers the Commissioner a role in collecting the evidence needed.

Research

Influencing policy depends largely on collating evidence and data to support and strengthen debates. The Commissioner works to increase understanding of the position of the Welsh language by carrying out research or commissioning others to do so.

Analysis of the Census

To better understand the Census results in terms of the Welsh language and to be able to share that information publicly, the Wales Data Unit was commissioned to illustrate the results in the form of maps, charts and other visuals. These graphics show the changes in the numbers and percentages of Welsh speakers in Wales since 1971, analysing the results by age, geographical areas, employment sectors and types of language skills. This contextual information will be useful in planning various aspects of the Commissioner's work for the future and the graphics will be published on the Commissioner's website so that they can be used by others.

Language Use Survey

A Language Use Survey 2013-15 was commissioned jointly between the Commissioner and the Welsh Government in order to provide a comprehensive picture of Welsh speakers' use of the language. Wide ranging questions were asked of adults and children who could speak Welsh to find out how well they can speak the language, how often, and where, when and with whom they use it.

The survey's first year findings show that the majority of those who are fluent are using the language every day and are using Welsh regularly to access services and in the workplace. Additionally, there are also a greater number of people who speak a little or a few words of Welsh. Even so, the number of fluent speakers in Wales is slightly lower in general than in the previous survey in 2006.

The survey's first-year results were published on 29 January 2015 and is intended that the full survey report is due to be published towards the end of this year. The survey looks at the use made of the language, but it should be noted that the results of the 2011 Census are still the authoritative source of information regarding the trends in the number of Welsh speakers.

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Survey of the use of local authority services

A research company was commissioned to collect evidence regarding the experiences of a sample of 1,000 people in using local authorities' Welsh language services. People were asked what their hopes and aspirations were in terms of Welsh language services and how they feel their real experiences compare with those aspirations. The information will enrich the evidence base collected via the secret shopper exercise referred to on page 29 and highlight where the services in question need to be improved. The information is intended to be useful in implementing plans to reform local government in Wales. A report on the findings will be published later this year.

Housing market research

The Commissioner worked with Gwynedd, Anglesey and Snowdonia National Park planning authorities on a study of the Welsh language skills of the residents of households. The aim of the survey was to strengthen the relevant bodies' understanding of the relationship between the housing market, Welsh language skills and the use of the language in north west Wales.

The survey results were published on 16 December 2014. When the report was published, the Commissioner said that she expected the councils to fully consider the findings of the research when drafting their Local Development Plan and when assessing the effect of the LDP on the Welsh language.

Research on the food and drink sector

Research was carried out with food and drink production businesses to collect anecdotal evidence that would give a taste of the use of Welsh and the reasons for using the language.

A total of 11 qualitative face-to-face interviews were conducted with directors and managers of companies. The interviews were semi-structured with the researchers following a discussion guide.

The first interviews were held between April and May 2014. The first five interviews were the basis for the interim results published by the Welsh Language Commissioner at the Royal Welsh Show at Builth Wells in July 2014. The second phase was conducted between September and October 2014, ensuring a sample of businesses from various areas of Wales reflecting a cross-section of the food and drink sector. The research report was published during the Royal Welsh Agricultural Society's Winter Fair in December 2014.

A more detailed report on the research can be found under Strategic Objective 4 on page 33.

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Research on bilingual marketing for charities

Quantitative research was commissioned to assess the value of using the Welsh language in marketing. The data was enriched through offering respondents the opportunity to add further comments following specific questions.

Between 27 February and 2 April 2014 752 interviews were conducted with respondents from across Wales who belonged to a variety of age groups. So that the results were representative of the population of Wales, the responses of Welsh speakers represent 19% of the results which is the percentage of the population that speaks Welsh.

A series of presentations on the research findings were given to charities across Wales through the Wales Institute of Fundraising forums.

A report on the findings and messages of the research can be found under Strategic Objective 4 on page 33.

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Strategic objective 2: To listen to opinions and concerns about the Welsh language and to try to ensure justice for individuals

People are not always able to use Welsh and receive services according to their wishes. The Commissioner has statutory powers under the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011 to investigate suspected failures by public organizations to implement their Welsh language schemes and to consider cases of interference with individuals' freedom to use Welsh with others in Wales. There are further powers in the Welsh Language Measure to institute legal proceedings, to assist or to intervene in cases.

Reviewing the complaints procedure

During 2013-14 a review was held of the Commissioner's complaints procedure, and during 2014-15 the recommendations of the review were implemented.

There is a central role for dealing with complaints in the Commissioner's strategic plan and an investigation and enforcement team has been created with the function of resolving complaints and investigating suspected failures. Internal processes and methods of contacting complainants were simplified and strengthened. Work was carried out to increase the understanding of both the public and employers regarding use of the Welsh language, how to complain and what the Commissioner can do with complaints, and a comprehensive communications programme was prepared.

As part of the communications programme, a series of new print and electronic publications were created to give an introduction to the procedure - aimed at the public as well as employers. The Commissioner's website was updated to make the complaints section more prominent. Public meetings were held in Aberystwyth, Cardiff, Caernarfon and Mold during March 2015 to give a presentation on the work of the investigations and enforcement team and to listen to the public's opinions and experiences of using the Welsh language and of complaining about the lack of a Welsh language provision.

As well as this, a series of videos and adverts were produced for broadcast on the web and on television to provide information to the public about situations which they can complain about if no acceptable Welsh language service is received or where there is interference with the freedom to use Welsh.

Analysis of all the complaints received during 2014 – 2015

The Commissioner considered 241 cases in 2014–15 from individuals who felt that they had reason to complain to the Commissioner about difficulties or problems arising from trying to access Welsh medium services from public organizations.

A significant number of the complaints were resolved informally, by discussing and agreeing on actions with the organization in question or by advising the complainants to report their concerns directly to the organization in order to give them a reasonable opportunity to consider and respond to their complaint. One example of such a resolution is a local authority replacing new signs which were originally in English only

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for bilingual ones in all recycling sites in the county following discussions with the Commissioner's office.

A further example is that of a complaint about an alleged lack of Welsh language provision in a residential home for the elderly. Following the Commissioner's enquiries, the local authority, the owner of the home, decided to organize a Welsh for carers of the elderly training programme for the home manager and staff. The complainant said that after voicing her complaint to the Commissioner that she felt there was a positive change in the staff's attitude towards the Welsh language.

A satisfactory resolution was also reached following the failure of a health board to offer a mental health primary care assessment over the telephone in Welsh. Following discussions with the Commissioner's office, the health board revised its arrangements in order to ensure that Welsh speakers from other departments were available to conduct such assessments when permanent staff were absent.

Analysis of the complaints

Section 18 of the Welsh Language Act 1993 defines a statutory complaint as follows:

- a complaint made in writing by a person who claims to have been directly affected by a failure of a public body to fulfil its language scheme
- a complaint made within twelve months of the date of the failure;
- a complaint which has been referred to the attention of the public body concerned in order to give them a reasonable opportunity to consider and respond to the complaint.

A table noting every complaint received can be found in the Appendix to this Annual Report.

As can be seen from the following table, some of the complaints did not comply with the statutory definition of a complaint under the Welsh Language Act.

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	Number
Valid complaints against public bodies for cases of breaching statutory Welsh language schemes, meeting the criteria of section 18 of the Welsh Language Act	28
Valid complaints against public bodies for cases of breaching statutory Welsh language schemes, but not meeting the criteria of section 18 of the Welsh Language Act	111
Valid complaints against Crown bodies for cases of breaching statutory Welsh language schemes, meeting the criteria of section 18 of the Welsh Language Act	14
Valid complaints against Crown bodies for cases of breaching statutory Welsh language schemes, but not meeting the criteria of section 18 of the Welsh Language Act	88

The table below indicates the complaints received per sector:

	Number
Public	136
Crown Bodies	102
Private under statutory duty	3

The table below indicates the complaints received according to category:

	Number
Correspondence	54
Publications	18
Websites	27
Signage	18
Telephone services	26
Face to face meetings	16
Forms	25
Other	57

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Statutory investigations under section 17 of the Welsh Language Act 1993

The Commissioner has legal powers to conduct statutory investigations into alleged failures by public organizations to comply with the requirements of their Welsh language schemes. The Commissioner conducted 2 statutory investigations during the year, after receiving complaints from members of the public

Statutory investigations

The Commissioner instigated five investigations under section 17 of the Welsh Language Act 1993 during 2014–15. The Commissioner conducted statutory investigations with regard to Hywel Dda University Health Board and Denbighshire County Council and final statutory recommendations were made and published under Section 19 of the Act and are summarized below. Investigations were commenced in relation to Cardiff and Vale University Health Board, the Welsh Government and Brecon Beacons National Park Authority.

Statutory investigation into the implementation of the language scheme of the Hywel Dda University Health Board

The statutory investigation report into the implementation of Hywel Dda University Health Board's Welsh Language Scheme was published on 1 October 2014. The investigation was conducted following a complaint from a parent that a non-Welsh-speaking school nurse had undertaken an assessment of a 5-year-old child who could only speak Welsh in a Ceredigion Welsh-medium primary school.

The investigation concluded that the Health Board failed to comply with eight clauses in its Language Scheme by not planning and arranging a Welsh language service. The clauses relate to service delivery, staffing and recruitment and monitoring processes to ensure compliance with the Language Scheme.

The Commissioner made three recommendations to the Health Board in order to resolve the situation and to enable it to comply with the Welsh Language scheme in the future:

- Establish arrangements to ensure that a Welsh-speaking school nurse is available to provide services for Welsh speakers, and establish a procedure to ensure a Welsh language service when a situation of scarcity exists.
- Prepare a workforce development plan for training, attracting and recruiting qualified bilingual staff in the school nursing service.
- Undertake a review of the status, role and terms of reference of the Health Board's Welsh Language Steering and Monitoring Group to ensure sufficient scrutiny of the staffing and recruitment section of the Welsh Language Scheme.

A specific timetable was applied for the implementation of each recommendation.

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Statutory investigation into the implementation of Denbighshire County Council's Language Scheme

On 9 February 2015 the statutory investigation report into the implementation of Denbighshire County Council's Welsh Language Scheme was published. The investigation was conducted after a member of the public complained that the Council had sent him an English-only 'Town Centre Survey' questionnaire. The complainant contacted the Council to express dissatisfaction with the language of the questionnaire, and was told that the Council had published questionnaires in English-only in order to save money.

The investigation report concluded that the Council had failed to comply with four clauses in its Language Scheme. They involved failure to initiate correspondence with an individual bilingually, failure to send enclosed documents to individuals in Welsh or bilingually, failure to send questionnaires to the public bilingually and failure to consult with the Commissioner.

The Commissioner made six recommendations to the Council in order to resolve the situation and enable it to comply with its Language Scheme in the future:

- The Council should have in place a procedure to consult with the Welsh Language Commissioner regarding any initiatives which will affect its Welsh language scheme.
- The Council should inform each of its departments of their responsibilities, when initiating correspondence, to send the correspondence in the recipient's chosen language, if known, or bilingually.
- The Council's Customer Services Team should develop a procedure for recording the language of verbal complaints when sending details of those complaints to the relevant departments for a written response.
- The Council should inform each of its departments of the duty to send any documents enclosed with Welsh or bilingual letters in Welsh or bilingually wherever possible.
- The Council should report any planned surveys to the Commissioner and outline how it will ensure that all aspects of the correspondence in relation to those surveys are bilingual.
- The Council should apologise for its failure to send a Welsh questionnaire to the county's residents as part of the Town Centre Survey, in its quarterly newsletter.

A specific timescale was applied for implementing these recommendations.

Freedom to use the Welsh language

Individuals who feel that a person has interfered with their freedom to use the Welsh language can ask the Commissioner to investigate their case. Section 111 (1) of the Measure states:

An individual (P) may apply to the Commissioner for the Commissioner to investigate whether a person (D) has interfered with P's freedom to undertake a Welsh communication with another individual (R) (the "alleged interference").

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Four new applications were received during 2014-15. A statutory investigation under section 115 of the Welsh Language Measure was held in relation to one application and advice was given. Two of the applications were not valid; and one case was closed on the basis of lack of evidence as no response was given to the Commissioner's request for information.

In connection with the 11 applications received since the Commissioner was established in 2012, nine applications have not complied with the defined requirements of the Welsh Language Measure as specified under section 111.

The legal requirements are as follows:

- The application must be made in writing, unless the applicant's personal circumstances are such that it would not be reasonable for him/her to make the application in writing;
- The application must give an address at which the Commissioner may contact the applicant (whether the address is postal, electronic or of another description);
- The application must identify who is responsible for the alleged interference and identify the alleged interference.

The Commissioner may not consider applications by individuals who have not been directly affected by the alleged interference. However, if the case involves the freedom of a child or a vulnerable person to use Welsh, the Commissioner may investigate following an application by a parent or advocate on their behalf.

Since it was established, the Commissioner has conducted an investigation and determined on two cases. Both reports were published during 2014-15.

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Summary of the ruling and report on the Swinton investigation

A statutory investigation report into an allegation of interference with an individual's freedom to use the Welsh language by Swinton insurance company was published on 23 May 2014.

This case was investigated after an individual who worked for Swinton complained to the Commissioner about the employer's policy of prohibiting staff from using the Welsh language when discussing the details of financial products with Welsh speaking customers in Wales. The case was investigated, and in reaching a conclusion, full consideration was given to the evidence gathered from the complainant, the company and the financial industry's regulatory body, the Financial Conduct Authority (FCA).

In the ruling, the Commissioner states that she was of the opinion that "[Swinton] has interfered with [an individual's] freedom to undertake a Welsh communication, and that this interference is not justified."

She further states that the "consequence of the interference in this instance is that an artificial situation has been created where members of [Swinton's] staff are required to speak English with individuals, whom they know to speak Welsh and wish to do so."

In accordance with section 117 of the Measure when determining whether there has been an interference with the freedom to use Welsh, the Commissioner can provide advice in regard of the alleged interference. This is the advice given by the Commissioner to Swinton:

"Part 1 of the Measure gives the Welsh language official status in Wales. As an organization conducting its business in Wales, [Swinton] should fully recognise this official status by changing its policy of using the English language alone when discussing financial products with its customers in Wales."

This was the first determination by the Commissioner in relation to an allegation of an interference with the freedom to use Welsh.

Summary of the ruling and report on the Betsi Cadwaladr University Health Board investigation

On 14 October 2014 the Commissioner published a statutory investigation report into an allegation of interference with the freedom of an individual to use the Welsh language by a doctor working for the Betsi Cadwaladr University Health Board.

This case was investigated after a parent applied to the Commissioner alleging that a doctor in the employment of the Health Board had interfered with her freedom to speak in Welsh with her child.

The Commissioner conducted an investigation into the case under Part 6 of the Welsh Language Measure and full consideration was given to the evidence received by the complainant and by the Health Board.

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In the ruling, the Commissioner states that she is of the opinion “that the doctor interfered with the parent and child's freedom to undertake a Welsh communication with one another.”

The Commissioner concluded that there was no legal basis to justify the interference with the parent and child's freedom to use the Welsh language with each other in order to protect the health of the child, and that what happened was disproportionate.

In accordance with section 117 of the Measure, the Commissioner advised the Health Board that it should reflect within a policy document that it does not condone interfering in conversations between parents and children who are exercising their freedom, to consider and discuss the healthcare offered to them as a family unit through the medium of Welsh, and that it should apologise to the parent and the child for interfering with their freedom to use the Welsh language together. The Commissioner also advised that any proposed training should fully comply with the requirements of Part 6 of the Welsh Language Measure to ensure that members of staff in the employment of the Health Board do not wrongfully intervene with individuals' freedom to use the Welsh language with each other.

Concerns

A non-statutory concern means expressing concern about a Welsh language service or lack of Welsh language service by any organization which does not operate in within the standards system, and which does not have a statutory language scheme or voluntary language scheme by a statutory body. It is possible, however, that the organization is implementing a third sector voluntary language scheme or private sector voluntary language policy which includes a commitment to provide the service in question.

As these organizations have substantial influence on people's day to day lives, the Commissioner invites individuals to voice opinions and concerns regarding use of the Welsh language by third sector or private sector organizations in Wales.

When positive changes result from the concerns raised, the Commissioner will contact the individual. A record of all concerns raised is kept and used to guide the work of promoting, facilitating and attempting to change the policies and practices of private sector and third sector organizations.

One example during 2014-15 where action was successfully taken on the basis of a concern was when a member of the public voiced a concern that they had received a telephone call from Macmillan Cancer Research seeking a contribution to the charity in English. The individual was not satisfied with the response received when he asked the charity to arrange for a Welsh speaker to call back. After the concern was submitted, the charity apologised for the confusion and reinforced its commitment to the language scheme. Since then, they have ensured that staff in their call centres and fundraising centres are aware of the scheme.

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During 2014-15 a total of 124 non-statutory concerns were received. A table noting every concern received can be found in the Appendix to this Annual Report.

Reviews

By the end of 2014 the Commissioner had seen a significant increase in the number of complaints from members of the public about the lack of Welsh language services by high street banks, and many felt that the banks seemed to be taking a step back rather than developing their Welsh language services for their customers in Wales.

On 22 December 2014 the Commissioner announced that she intended to conduct a statutory review of the Welsh language services offered by banks. She invited the public to share information regarding their experiences of using the Welsh language with their bank and also held discussions with the financial sector to find out what the obstacles and opportunities were to use the language.

Having collected and interpreted the evidence, the Commissioner intends to draft conclusions and a series of recommendations in order to improve customers' experience in Wales. The report was due to be published at the end of the reporting period.

Instituting and intervening in legal cases

In accordance with section 8 of the Welsh Language Measure, the Commissioner may institute or intervene in legal proceedings in England and Wales, if it appears that the case is relevant to her functions.

During the year, two requests were received for assistance to institute legal proceedings. Both requests related to one matter. On both occasions the matter in question was outside the period of three months allowed by courts to hear a case. On that basis the requests were not supported.

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Note on Children's Rights

As a group, children and young people are a priority for the Commissioner in seeking to secure justice for individuals. The cases involving Hywel Dda University Health Board and Betsi Cadwaladr University Health Board showed that a lack of Welsh language services can negatively affect the development, and the care and clinical needs of children and vulnerable young people.

To increase the understanding of the need to provide Welsh language services to children and young people, the Commissioner prepared an advice note regarding the linguistic rights of children in Wales. Consultation will take place during the autumn of 2015 following which the Commissioner will publish the advice note.

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Strategic objective 3: To broaden and strengthen the Welsh language commitments of organizations and improve the experience of Welsh speakers

Preparing for new legal duties under the Welsh Language (Wales) Measure 2011

The Welsh Language Measure creates a system for imposing Welsh language duties on organizations through Welsh language standards. There are five different kinds of standard, namely service delivery, policy making, operational, promotion and record keeping; and there are standards relate to specific activities under these headings.

Imposing and enforcing Welsh language standards

The Commissioner has two specific functions in the process of imposing standards, namely to carry out standards investigations at the beginning of the process and to issue compliance notices in order to impose specific duties on organizations. The Welsh Government is responsible for determining the contents of standards. This is done in regulations, in the form of secondary legislation introduced through the National Assembly for Wales. After imposing standards on organizations, the Commissioner is responsible for enforcing compliance.

Carrying out standards investigations

A standards investigation is the statutory exercise in which the Commissioner gathers evidence in the form of questionnaires from organizations, the public and the Advisory Panel regarding which standards organizations should comply with. Standards investigations are at present carried out in a series of rounds. The aim is to carry out standards investigations with all the organizations and sectors named in the Welsh Language Measure schedules as rapidly as possible.

Round 1

Standards investigations were carried out with the 26 organizations in Round 1 between 27 January and 18 April 2014. These organizations were County Councils and County Borough Councils in Wales, National Park Authorities and Welsh Ministers.

Consideration was given to evidence which included information submitted by the 26 organizations, 409 members of the public and the Advisory Panel.

On 2 June 2014 standards reports were presented to Welsh Ministers. The standards reports noted the Commissioner's conclusions and the reasons for making all activities within the standards specifically applicable to the 26 organizations, where those activities are provided. It also noted additional standards that should be specified.

When Round 1 standards reports were presented to Welsh Ministers, advice was also given regarding matters that arose during the investigation. Responses were received from the public and interest groups stating that it was not clear to them whether it was possible to express an opinion on the Government's proposed standards or not, and respondents chose to submit comments on the contents of standards to the Welsh Language Commissioner. The Commissioner decided to give advice based on the

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themes highlighted by respondents and their opinions on the proposed standards, and it was recommended that Welsh Ministers should hold a public consultation on the contents of the standards. This consultation was held by the Government during autumn 2014.

Following the conclusions and the recommendations in the Commissioner's standards reports and in the public consultation on the contents of the standards, Welsh Ministers published the standards in the form of draft regulations on 3 March 2015. The regulations were passed by the National Assembly for Wales on 24 March 2015. Based on these regulations, the Commissioner will draft individual compliance notices for each of these organizations, with the aim of imposing them on organizations in September 2015 following a period of consultation with the organizations on the compliance notices.

Round 2

After holding a series of briefing meetings with Round 2 organizations and sector representative bodies during summer 2014, standards investigations were carried out with the 119 organizations between 17 November 2014 and 6 February 2015. These organizations included health boards and bodies, police forces, further and higher education organizations and public bodies in Wales.

Evidence was received from all of the 119 organizations together with 291 members of the public, and the Advisory Panel; and the Commissioner will consider all this evidence as she prepares her standards reports. The standards reports will be presented to Welsh Ministers on 29 May 2015, and the Government is expected to draft standards regulations for this round during autumn 2015.

Round 3

During March 2015 a series of briefing sessions were held with the 64 organizations and sector representative bodies organizations in this round. The organizations include social housing providers, UK Government departments, water companies, the Royal Mail Group and the Post Office. This was done in order to be in a position to start the standards investigations in May 2015.

Challenges and appeals

During the year the Welsh Language Tribunal was established through statutory regulations introduced by the Welsh Government.

Individuals will have the right to appeal to this tribunal if they want to challenge decisions made by the Commissioner in relation to a complaint. Similarly, the organization has the right to challenge the Commissioner's decisions in relation to the unreasonableness or disproportionality of the duties imposed upon them under the standards system.

These rights become operational once organizations have received compliance notices to implement Welsh language standards under the Measure.

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Enforcement policy

The function of an enforcement policy is to explain how the Commissioner will deal with suspected failure to comply and what actions will normally be taken under various circumstances. It also provides information regarding the principles and processes that will be followed in undertaking enforcement work.

A draft enforcement policy was prepared and a public consultation was carried out on its contents between 15 September and 10 November 2014. Forty seven organizations responded to the consultation and comments were received also from the Commissioner's Advisory Panel. An overview report was published as a result of the consultation on the Commissioner's website. On 26 March 2015 the policy was approved by Welsh Ministers in accordance with section 108(4) of the Welsh Language Measure. During March 2015 a Commencement Order was issued by Welsh Ministers making Part 5 of the Measure operational.

Current legal duties under the Welsh Language Act 1993

Until standards are imposed on organizations, language schemes remain in force, and the Commissioner is responsible for approving new language schemes, monitoring their implementation and conducting statutory investigations when suspicions arise that an organization is not complying with its scheme.

Language schemes that are operational

On 31 March 2015, 566 language schemes were operational. They include 353 by public organizations, 54 by educational institutions, 40 by Crown bodies and four by private companies under statutory duty. Also, 12 language schemes were operational by public organizations on a voluntary basis, two by private companies on a voluntary basis and 101 by the third sector.

Approval of language schemes

Sixteen Welsh language schemes were approved during 2014-15.

New language schemes by five organizations were approved, namely Coleg Cambria, Colleges Wales and Creative and Cultural Skills, UK Commission for Employment and Skills, and Career Choices Dewis Gyrfa Cyf.

Eleven amended language schemes by the following organizations were approved: Bank of England, Merthyr Community Housing, Mid Wales Housing Association Group, Pennaf Housing Group, University of Wales, NPTC Group, University of Wales Trinity St David, Llandrillo Menai Group, Coleg y Cymoedd, and the Competition and Markets Authority.

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Overview of the implementation of language schemes

Language schemes include a commitment to prepare and present monitoring reports. A monitoring report is a self-assessment, and the Commissioner expects organizations to provide evidence that they are complying with their language schemes. It is customary, when responding to monitoring reports, that the Commissioner draws attention to risks and influences in relation to performance, in order to enable organizations to comply with their statutory commitments. As well as maintaining an overview of performance by responding to monitoring reports, the Commissioner conducts her own checking exercises.

During 2014–15 a response was provided to 149 monitoring reports. Meetings were held with all the main organizations to discuss matters arising from the monitoring reports and any concerns the Commissioner had regarding the performance of the organizations. Responses to monitoring reports are published on the Commissioner's website.

Summaries were provided for the Wales Audit Office on the implementation of local authority language schemes. The following main priorities were identified for the language schemes of local authorities:

- improve the evidence and data regarding the linguistic skills of the workforce;
- continue to increase and improve the Welsh language content of websites;
- ensure robust governance and internal scrutiny arrangements for the language scheme;
- to invest in Welsh language training.

Performance surveys

A series of performance surveys were carried out to test independently how public organizations implement their Welsh language schemes. The surveys were a combination of assessments of the experiences of Welsh language users as they used public services provided by organizations and reviews measuring organizations' managerial attitudes towards implementing their schemes.

Mystery shopper surveys

Five mystery shopper surveys were held during 2014-15. Their focus was to find out what was the experience of using Welsh medium services on-line, on websites, in public reception areas, through telephone helplines and on forms that are used by the public in Wales.

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Management surveys

The Commissioner also checked public organizations' practices when it comes to imposing linguistic requirements when recruiting for vacant posts. This took place between 1 December 2014 and the end of March 2015. Quantitative information was collected regarding 1,576 posts advertised.

Survey of the arrangements for assessing the impact of policies on the Welsh language

A survey was held of 26 public organizations' arrangements for assessing the impact of policies on the Welsh language. The Commissioner is due to publish the findings in an assurance report in October 2015.

Other cases considered

Cartrefi Cymunedol Gwynedd

Cartrefi Cymunedol Gwynedd commenced the recruitment process for two senior management posts in November 2014. Contrary to the commitments noted in the organization's voluntary Welsh Language Scheme, the management board decided to advertise these two posts without including the ability to speak Welsh as an essential requirement. As a result, the Commissioner received a number of inquiries and complaints from members of the public.

The Commissioner corresponded with the organization making inquiries as to the reasons for not including the ability to speak Welsh as an essential requirement. The Commissioner requested that the recruitment process be delayed in order to allow time for the organization to respond and for her to have time to consider the content of their response. The organization refused the request to delay the process and individuals were appointed to undertake the two posts in March 2015.

The Commissioner produced a report under section 4 of the Welsh Language Measure recording the Commissioner's involvement with Cartrefi Cymunedol Gwynedd in relation to this matter, focussing specifically on the Commissioner's efforts to obtain information from the organization.

School transport

Concerns have been raised that some local authorities in order to gain cost savings are reviewing transport arrangements for post 16 education.

The Learner Travel (Wales) Measure 2008 states "Each local authority and the Welsh Ministers must promote access to education and training through the medium of the Welsh language when exercising functions under this Measure."

Advice was given to local authorities on the need to conduct language impact assessments before changing their transport policies. The Commissioner drew the Economy, Science and Transport Minister's attention to her concerns and to the need to give local authorities clear direction in terms of their statutory duties under section 10 of the Measure.

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UK Government Departments

During 2014-15 one of the Commissioner's officers was seconded to the Wales Office. The officer contributed towards a Wales Office review of the degree to which Whitehall departments meet current legislative requirements in terms of the Welsh language as well as considering to what degree they will be able to meet the requirements of the Welsh Language Measure.

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Strategic objective 4: To promote and facilitate the use of the Welsh language

In order to create a Wales where individuals can choose to live their lives through the medium of Welsh, the Welsh language needs to be seen, heard and used by all kinds of organizations, not only in the public sector. The Commissioner, therefore, works to encourage, promote and facilitate opportunities to use Welsh among businesses and third sector organizations.

To ensure that the relevant skills, information and resources are available to organizations and individuals, good practice regarding the Welsh language is gathered and shared with others in the sector, and opportunities are offered to educate and advise organizations on how to use the language.

Welsh language progress plan

In March 2015 a new website was launched welshlanguagecommissioner.org/hybu for businesses and third sector organizations to encourage them to develop and increase their use of the Welsh language. The website includes information on the benefits of using the Welsh language, and practical support regarding how to develop and increase the use of the language.

Central to the website is the Language Progress Plan, which is a tool to enable businesses and third sector organizations to plan their use of the Welsh language with emphasis on attempting to increase that use over time.

Guidelines

Various guidelines have been published to assist organizations to use the Welsh language.

They include a bilingual design guide which notes best practice for designing bilingual material. It includes examples for all kinds of design projects, from information sheets and invoices to websites and packaging.

After consulting with experts in the field, the Commissioner published an advice document 'Technology, Websites and Software: Welsh Language Considerations'. The advice document offers technical guidelines as well as general principles for a non-technical audience.

The Hybu microsite includes guidelines on technology and holding bilingual events.

Training

During 2014-15 the Commissioner's Promotion and Facilitation officers held 11 training and educating sessions for various groups and sectors across Wales on how to use the Welsh language on a voluntary basis. These sessions included training for nine different children's charities, 11 sports clubs and 10 charities for older people, among others. When gathering feedback at the end of the training sessions, 80% of the respondents said that

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the quality of the training was 'excellent' and the other 20% said that the training was 'good'. These sessions were an opportunity to share good practices and guidelines as well as to collect information from the organizations present regarding the benefits and obstacles they experienced when using the Welsh language.

Research

Reference was made under Strategic Objective 1 on pages 13-15 to the research work carried out to obtain evidence and data to support and persuade businesses and third sector organizations to increase their use of the Welsh language.

The value of the Welsh language to the food and drink sector in Wales

In the Royal Welsh Agricultural Society Winter Fair on 1 December 2014 a research report into the value of the Welsh language to the food and drink sector in Wales was launched.

As part of the research, food and drink companies from various parts of the country were interviewed to discover what are the advantages of using Welsh in their experience. The strategic findings of the research were that using the Welsh language:

- makes the product stand out;
- offers opportunities to sell in new markets;
- reinforces the company's brand identity;
- secures the support of customers;
- increases awareness of the product;
- strengthens local sourcing;
- is a sign of quality.

The Advantages of Bilingual Marketing by Charities in Wales

At the National Eisteddfod on 7 August 2014 the results of research into the effect of bilingual marketing for charities when they are fundraising were launched. The main outcomes of the research were:

- 29% are more likely to tell others about a charity if their marketing is bilingual; Only 1% said that bilingual marketing would have a negative impact on this;
- Only 2% say that bilingual marketing has a negative impact on the amount of money given to charities;
- 70% agreed or agreed strongly that charities operating in Wales should use bilingual marketing.

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Case study: the Welsh language and sport

To increase the opportunities to use the Welsh language in informal and leisure contexts, work was done with the sports associations to ensure that the Welsh language is an integral part of sports training, competitions and culture. On 30 March 2015, the sports associations were brought together in a seminar to discuss progress in terms of developing use of the Welsh language and how they could move forward to further expand their use of the language. The seminar was held jointly by the Welsh Language Commissioner and Sport Wales.

In moving forward, the Commissioner will prepare a guide on bilingual training based on the experiences of a range of sports associations. The guide will provide practical support to local clubs on how to hold training sessions and competitions where Welsh is a natural part of play and where both Welsh and English exist side by side.

Translation

In order to contribute to strengthen the Welsh/English translation profession, the Commissioner has funded Cymdeithas Cyfieithwyr Cymru – the Association of Welsh Translators and Interpreters – for a period of three years to develop as a regulator for the profession.

An officer from the Commissioner's office was seconded to the Coleg Cymraeg Cenedlaethol between 2013 and 2014, working on a project to develop a national Welsh/English translation framework. Aberystwyth University is now leading on this project and it is proposed to offer a translation studies qualification jointly with other universities from 2015 onwards. A Translation Studies Consortium has also been established to ensure that the translation studies provision meets the requirements of the translation profession and the organizations that make use of translation services.

Place names

The Commissioner is responsible for recommending the standard forms of place names in Wales and the Commissioner receives specialist and independent advice from a panel of experts in doing so. The Welsh Place Names Standardization Panel met four times during the year and a number of individuals and organizations were advised regarding the standard forms of place names including the Ordnance Survey in order to correct historical errors in their data.

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Communication

To foster communication with the public, the Commissioner had a presence at the Urdd Eisteddfod in Bala, the Royal Welsh Show and the National Eisteddfod in Llanelli during summer 2014.

At the Royal Welsh Show, the interim results of the research into the value of the Welsh language to the food and drink sector were published. Three public meetings were held on the National Eisteddfod field, focussing on the findings and recommendations of the primary care inquiry, how complaints can lead to establishing rights, and launching the findings of the research into the value of bilingual marketing for charities.

Discussions were held with a number of groups representing various sections of the public during the year. These included meetings about building bridges between the Welsh language and the various faith and ethnic communities, meetings with representatives of some of the Christian denominations in Wales, information sharing sessions with movements representing the public such as Merched y Wawr, Urdd Gobaith Cymru, Mentrau Iaith Cymru, Dathlu'r Gymraeg, Cymdeithas yr Iaith Gymraeg and Dyfodol i'r Iaith.

The twitter account @ComyGymraeg is used to share information with followers and to communicate with external stakeholders. On 31 March 2015, the Commissioner had 3,159 followers on Twitter - an increase of 935 (42%) since March 2014.

Public matters

As well as the quarterly meetings with the First Minister by virtue of his role as Minister with responsibility for the Welsh language, the Commissioner also meets quarterly with the party political spokespersons on the Welsh language in the Assembly, and also held 17 meetings with various Members of Parliament and of the House of Lords. The aim of these meetings is to ensure understanding about the Commissioner's role and the matters in which political pressure is needed to resolve them.

The Commissioner's officers are members of the Cross Party Group on the Welsh Language in the National Assembly for Wales.

The Welsh Language Commissioner continued to be a member of the International Association of Language Commissioners and her office is responsible for the association's secretariat between 2014 and 2016. The association is a way for the commissioners to discuss and share ideas and experiences regarding how the rights of indigenous and minority languages speakers can be ensured. Other members come from Canada, Sri Lanka, South Africa, Kosovo, Belgium, Ireland and Spain.

In December 2014 the Language Commissioner of Kosovo was welcomed to the Welsh Language Commissioner's office in Caernarfon. During his three-day visit, he had the opportunity to learn about the work of the various directorates, as well as to see how North Wales Police and S4C operate.

The Commissioner's officers attended the Ombudsman Association's annual conference in Manchester. Also, a member of the Commissioner's Management Team

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attended two meetings of the communication sub-group, delivering a paper on comparing the websites of various Ombudsmen.

During the year meetings were held with the Children's Commissioner for Wales, the Older People's Commissioner and the Public Services Ombudsman for Wales, either one to one or as a group. The main discussion subjects at these meetings were to ensure the strategic co-ordination of activities. Also a group of senior officers from the Commissioners' offices and the Ombudsman met twice to discuss sharing resources.

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Strategic objective 5: To create a healthy organization and operate appropriately

Results and appropriations

The Welsh Language Commissioner is a corporation sole funded by Welsh Ministers. The total funding for the year 1 April 2014 to 31 March 2015 was £3,690,000 (2013-14: £4,100,000). The net expenditure after interest for the year was £3,738,000 (2013-14: £4,343,000), with capital expenditure of £60,000 (2013-14: £40,000). At 31 March 2015 the general reserve was £563,000 (31 March 2014: £611,000).

	2013-14 Outturn £000	2014-15 Outturn £000	2014-15 ¹ Budget £000	2015-16 ² Budget £000
Grants	88	78	78	60
Officers' costs	2,358	2,074	2,367	2,227
Voluntary exit scheme	445	72	-	-
	<u>2,803</u>	<u>2,146</u>	<u>2,367</u>	<u>2,227</u>
Administration				
Accommodation : Rent	110	114	114	117
Accommodation : other costs	205	202	169	185
Office dilapidations	3	3	-	-
Travel and subsistence	122	99	110	102
Training and recruitment	106	91	85	65
Legal and professional	118	135	161	159
Information technology	131	137	122	142
Communication	88	99	71	44
External audit fee	16	17	16	17
Administration other	70	61	59	55
	<u>969</u>	<u>958</u>	<u>907</u>	<u>886</u>
Programme costs	402	481	450	156
Capital and depreciation	85	77	40	61
Net Expenditure	<u>4,347</u>	<u>3,740</u>	<u>3,842</u>	<u>3,390</u>
Interest receivable	(4)	(2)	-	-
Net expenditure after interest	<u>4,343</u>	<u>3,738</u>	<u>3,842</u>	<u>3,390</u>

¹ Internal budget approved at the beginning of the financial year, after being notified of the cut in the budget, and before any announcement relating to the voluntary exit scheme

² Internal budget

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The Commissioner may provide, in accordance with Section 9 Welsh Language Measure, an individual with assistance for actual or possible legal proceedings in England and Wales into a matter that is relevant to the Commissioner's functions. No budget has been allocated by Welsh Ministers for this assistance. Following discussions it was decided that it would be appropriate during the initial years for the Commissioner to build a reserve from annual budget under spend.

Commentary on the outturn for the period and variances from budget

Officers' costs

Salary costs were £293,000 less than budget for 2014-15. A voluntary exit scheme was announced in order to enable those wishing to leave the employment of the Commissioner to do so where practicable. Following this there was consultation with officers and collaboration with the Union on the new staffing structure. The purpose of this was to create a structure that would be more suitable for responding to the Commissioner's functions, and in response to a cut of 10% to the 2014-15 budget. This budget was prepared before the publication of the voluntary exit scheme.

45.0 full time equivalent officers were employed during 2014-15, three officers less than the proposed structure. Fewer officers were employed during the year on average, than reflected in the staffing structure because a period of time was spent putting the new structure in place, with the final appointments made in early January 2015. This is the main reason for the saving in the cost of salaries.

It can be seen that budgeted employment costs increase in 2015-16 as every post is filled. There is also an estimated 1% for an increase in the cost of salaries from 1 April 2015. There has been no announcement by the Welsh Government regarding the 2015-16 pay settlement. Any increase higher than 1% will be a strain on the budget. In 2016-17 there will be a change to the pension plan resulting in the civil service pension schemes becoming contracted-in. It is estimated this will add around £ 40,000 to the employment costs of the organization.

When the 2014-15 budget was planned and the 2013-14 outturn reported all costs relating to the voluntary exit scheme were provided for. During 2014-15 one officer left under the same terms. The Welsh Language Commissioner does not foresee any further restructuring. Compared with the business case, all costs relating to the voluntary exit scheme will be recovered within just over 2 years.

Accommodation

An estate of offices was inherited which accommodated a much larger former organization compared to the present numbers. Following the restructure there followed a period of reorganising office space in order to provide suitable accommodation to match officer locations and to plan for future requirements.

A lease on the Cardiff office was surrendered early saving rental and service costs. Also the office was reorganised, due to a reduced need for space. There was a cost to this change, however by releasing 40% of the space and creating options to surrender or sub-let the costs of the Cardiff office could decrease in the future.

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There has been a change to the geographical profile of the organization's workforce; the most significant change was an increase in the number of officers in Carmarthen and Caernarfon and a reduction in the number officers in Cardiff; therefore there was a need to reorganise these offices in order to create suitable space and resources.

Travel and subsistence

There has been a reduction of 19% in costs compared to 2013-14 and a saving of 10% against the 2014-15 budget. The main reason for the savings was a reduction in the number of officers during the year and reinforcing the message to officers to use cost-effective modes of travel. A slight increase in the cost is anticipated for 2015-16 as the number of officers increases up to the number in the staffing structure.

Training and recruitment

The main reasons for the decrease in expenditure between 2013-14 and 2014-15 was a saving on the costs of recruiting, by using more cost effective recruitment methods.

There was an increase in expenditure against the 2014-15 budget. Following the restructuring and the transition to a regulatory regime specific learning and development needs were identified. There was a need to respond to these needs by developing the skills and competencies of officers in order to enable them to execute and fulfil their functions effectively.

The budget for 2015-16 is considerably less and it will be necessary to consider cost-effective options to support officers' learning and development requirements within the budget.

Legal and professional

There has been an increase in legal costs year on year. 2013-14 costs were lower because the Commissioner was able to recover the legal costs of the judicial review brought against National Savings & Investments. Excluding this, baseline expenditure decreased, which explains the variance against budget.

There will be significant challenges in 2015-16 as the organization implements the system of standards. As a significant number of organizations are included in the second and third rounds of the Commissioner's standards investigations schedule, compared to the first round the costs of translating the standards reports will increase. Also organization(s) could challenge the Commissioner's decision in the Tribunal; it is difficult to predict the legal costs in this area without the experience of implementing compliance and enforcement of the standards.

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Information Technology

The main reason for the increased information technology costs was the cost of external support in the period before the information technology officer was appointed. It should be noted that employment costs were saved during this period.

Having set up the information management system SGwNI in 2013-14 a reduction and stabilisation of the maintenance costs was apparent. Also information technology project costs were lower during the period of restructuring whilst specific requirements were assessed.

Communication

During the year to 31 March 2015, there have been a number of public awareness campaigns relating to the activities, duties and functions of the Commissioner. In particular advertisements were prepared relating to the rights of Welsh speakers and the complaints procedure. Advertisements were published relating to the standards investigations inviting individuals and organizations to submit evidence.

Programme expenditure

The programmes undertaken vary from year to year. Further information about the main programmes completed during the year is set out in note 6 to the accounts. In summary this finances any enquiry undertaken by the Commissioner into systemic problems, such as the Inquiry into Primary care, research and preparation of the Commissioner's 5 year report, independent verification e.g. experiences of service users in the Welsh language, and development of communication materials relating to the Commissioner's complaints process. As a result of a £300,000 cut to the 2015-16 budget, the funds available for programmes is less than half the budget allocated for 2014-15. There will be further pressure in future years as an increasing percentage of the organization's budget is spent on employment costs.

Estimate for the 2015–16 financial year

It is a requirement for the Commissioner to submit an estimate to Welsh Ministers each financial year of income and expenditure for the year, at least five months in advance of the start of the financial year. An estimate of £3.390 million for 2015-16 was presented to Welsh Ministers on 27 October 2014. This estimate was prepared following the receipt of a letter from the Welsh Government on 11 September 2014 noting a further cut in the budget of £300,000 in respect of the financial year 2015-16. The estimate was laid before the Assembly on 19 January 2015 and a budget of £3.390 million was allocated for 2015-16.

Although savings on employment costs, core costs and programme costs have been planned; factors beyond the influence of management places financial pressure on the organization. Further cuts to the budget could jeopardize the organization's ability to undertake its functions.

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Remuneration of External Auditors

The auditor's remuneration is disclosed in note 5 to the accounts. The external auditors did not undertake any non audit work during the year ended 31 March 2015 (2013-14: £0).

Equality scheme

There was a period of consultation on the Welsh Language Commissioner's Equality Objectives and Strategic Equality Plan from 14 April 2014 until 18 July 2014. The Strategic Equality Plan was modified to reflect the comments received and the Plan as amended was approved by the Management Team.

Equality in the workplace

The Welsh Language Commissioner totally opposes any discrimination on any basis. Using fair and objective employment practices, the Commissioner will ensure that officers are treated fairly and with respect in the workplace, and have an equal opportunity to contribute and achieve their full potential.

Union recognition

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

Well-being

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

Learning and development

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

As the organization undertakes new responsibilities and duties, it will face significant challenges. In order to develop officers' skills and competencies to ensure that they are able to execute the regulatory functions effectively, cost-effective options will need to be considered when responding to this challenge in the context of a reduced budget.

Welsh Language Commissioner Annual Report 2014-15

Environmental matters

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

	2014-15	2013-14
Greenhouse gas emissions		
Total emissions kg CO ₂	92,519	90,338
Attributable to business travel kg CO ₂	34,795	32,817
Journeys by car kg CO ₂	22,508	19,768
Journeys by rail or air kg CO ₂	12,287	13,049
Attributable to energy consumption kg CO ₂	57,724	57,521
Electricity kg CO ₂	54,011	53,239
Gas kg CO ₂	3,713	4,282
Total expenditure on energy £	16,181	15,799
Expenditure on electricity £	14,865	14,741
Expenditure on gas £	1,316	1,058
Paper consumption in reams	432	464

Expenditure on energy and emissions attributable to energy consumption for 2013-14 have been restated following resolution of disputed charges and supply of information from a third party.

The Greening Government waste targets set out in paragraph 4.18 and referred to in paragraph 5.17 of the publication “Public Sector Annual Reports: sustainability reporting guidance 2014-15” continue not to be applicable to Welsh public bodies.

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Freedom of information

17 requests for information were received under the Freedom of Information Act 2000 during the year (2013-14: 11 requests). The Commissioner's responses to requests, as well as any information released, are published on the website.

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

Complaints against the organization

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

1 complaint against the organization was received during 2014-15, following investigation it was determined that there was no ground for the complaint (2013-14: 5 complaints).

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Plans for 2015–17

The Welsh Language Commissioner's Strategic Plan 2015-17 was published on 1 April 2015. This Strategic Plan builds on the foundations of the 2013-15 Strategic Plan, and includes five objectives. There are specific priorities to each objective:

Strategic objective 1: Influencing the consideration given to the Welsh language in policy developments

- i. Influencing and scrutinizing policy and legislation
- ii. Conducting an evidence-based inquiry into a priority area
- iii. Preparing a 5 year report on the position of the Welsh language
- iv. Increasing and improving the understanding of the position of the Welsh language by researching and working with others

Strategic objective 2: Ensuring justice for Welsh language users

- v. Increasing understanding of the rights of Welsh language users
- vi. Promoting the use of the Welsh language and linguistic rights by instituting or intervening in legal proceedings
- vii. Ensuring that organizations operate as they should by enforcing duties and penalising failures in accordance with the Commissioner's legal powers
- viii. Investigating suspected failures to comply with language duties

Strategic objective 3: Imposing statutory duties and regulating them

- ix. Imposing statutory duties on organizations through the standards process
- x. Ensuring that statutory requirements are clear for those who have a duty to comply
- xi. Implementing a pre-emptive regulatory programme in order to measure the performance of organizations against language duties
- xii. Giving an independent opinion on the performance of organizations and reporting on the language experiences of Welsh language users

Strategic objective 4: Encouraging, promoting and facilitating the use of the Welsh language on a voluntary basis

- xiii. Identifying opportunities to increase the use of the Welsh language
- xiv. Developing and sharing guidance and good practice on the use of the Welsh language
- xv. Developing strategic contacts and networks
- xvi. Coordinating developments in Welsh language infrastructure

Strategic objective 5: Operating and communicating appropriately and effectively

- xvii. Communicating effectively internally and externally
- xviii. Managing the organization's finances, resources and infrastructure thus ensuring value for money
- xix. Implementing appropriate governance functions
- xx. Developing and maintaining the workforce

A detailed operational plan has been prepared on the basis of these priorities.

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The context of the Welsh language 2014–15

The Welsh Language Commissioner, in accordance with section 18 (2) (b) of the Welsh Language (Wales) Measure 2011, is required to provide a review of matters relevant to the Welsh language. In this section attention is given to national developments that took place or reports that were published during 2014-15.

The legal context

Standards in respect of the Welsh Language

On 14 November 2014 the Welsh Government published draft regulations to specify standards for Round 1. A four-week consultation was held on the draft regulations, until 5 December 2014. The draft regulations were published following the consultation on 3 March 2015 and they were passed by the Assembly on 24 March 2015.

Welsh Language Tribunal

The Tribunal will hear cases involving the Commissioner's decisions in respect of Welsh language standards.

On 17 July 2014 it was announced that Keith Bush QC would be the first President of the Welsh Language Tribunal. The members supporting the work of the Tribunal and its President are Nicola Jones who is a legally qualified member, and the lay members are Sara Anne Peacock, Sara Gwennan Williams and Isata Margaret Kanneh. Consultation took place on the Tribunal's rules between 24 November 2014 and 19 January 2015.

Devolution settlement for Wales and Welsh language considerations

In the policy paper 'Powers for a Purpose: towards a lasting devolution settlement for Wales', published by the UK Government on 27 February 2015, the Government noted that it will try to ensure that citizens in Wales can register life's important events in Welsh in the future. The report also notes that there is consensus in favour of accepting the Silk Commission's recommendation 39:

“The UK Government and Welsh Government should systematically assess and keep under review the way in which the Welsh language is used across government, in particular with a view to amending any United Kingdom legislation that does not give equal status to the Welsh language in Wales.”

The policy context

Ministerial responsibility

The First Minister, Carwyn Jones AM, holds the Welsh language portfolio on the Welsh Government Cabinet. During 2014, Stephen Crabb MP was appointed Secretary of State for Wales, with Alun Cairns MP as Minister in the Wales Office to be responsible for the Welsh language among other things.

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A living language: a language for living - moving forward

On 6 August 2014 the Government published a policy statement building on its strategy A living language: a language for living, and setting out its policy objectives for the Welsh language until 2017.

Introducing the policy statement, the Government explained that its aim was to:

- make the Welsh language a normal element of everyday life;
- challenge the Government itself, as well as the wider public sector, businesses, the third sector and individuals to promote the Welsh language;
- change language practices, and use behavioural change techniques from other areas;
- encourage organizations to take more responsibility for the Welsh language, to plan better and more strategically, investing in the Welsh language;
- increase investment in the bodies that promote use of the Welsh language in the community;
- acknowledge that developing the Welsh language goes hand in hand with economic development, and investment in specific programmes to support that;
- ensure that the Welsh language is an integral part of development in the area of technology.

On 31 March 2015 the Government announced the strategy's third annual action plan which explains how it will implement the proposals.

Use of the Welsh Language

The statistical picture

The first year findings of the language use survey were published on 29 January 2015. The survey was commissioned jointly between the Welsh Government and the Welsh Language Commissioner.

The survey indicates that slightly fewer people can speak Welsh fluently today than in 2004-06; but that there has been an increase in the number of fluent Welsh speakers using the language every day. It also indicates that there has been an increase in the Welsh speakers stating that their employer supports the use of Welsh.

Use of Welsh language services

A comprehensive report was published by Citizens' Advice on research carried out to try to understand the use and lack of use made of Welsh language services. Considering evidence collected as well as evidence already published, the research found that many more Welsh speakers wish to use Welsh language services than actually do so. According to the report, this is in part due to the availability and standard of Welsh language services but the behaviour of users is also influenced by factors such as awareness, practices and confidence. Among the recommendations of the report is the need to liaise with Welsh speakers when planning Welsh language services, in order to ensure that Welsh services meet the requirements of users, and also the need to offer Welsh language services more proactively.

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Learning Welsh

Welsh Education

During 2014-15 a number of reviews involving various aspects of the education system were published, with a number of them including reviewing elements of Welsh medium education. Since 2012 Arad has been conducting a review of the Government's Welsh Medium Education Strategy and during 2014-15 three reports were published on specific programmes which are part of that strategy.

An Independent Group chaired by Professor Sioned Davies published its report in May 2014, reviewing second-language Welsh in Key Stages 3 and 4. In November 2014, Estyn published a thematic review on 'Linguistic progression and Welsh language standards in ten bilingual schools'.

Also, wider reviews were published on specific areas of the education system in Wales giving attention to the Welsh language. A report was published on Professor Donaldson's review of the learning curriculum and assessment arrangements; a report on Professor Furlong's review of the future of teacher's training and initial education in Wales, and Professor Diamond is in the process of reviewing the arrangements for funding higher education and student finance in Wales.

With so much evidence having been published and about to be published, it is thought that the coming years will be a period of planning and implementing substantial changes and improvements to the education system in Wales.

Welsh Language Learning Centres and Spaces

At the National Eisteddfod in Llanelli, the First Minister announced a Capital Investment Fund to develop Welsh Language Learning Centres and Spaces in order to promote use of the Welsh language.

On 3 December, it was announced that the projects that would be supported during the 2014-15 funding cycle would be the Isle of Anglesey County Council to develop the county's centres for immersing latecomers in the Welsh language, Trinity St David University to buy a building in the centre of Carmarthen and convert it into a multi-purpose language centre, Carmarthenshire County Council to work with partners in the third sector to develop a multi-purpose language centre in Llanelli and Coleg Cambria to develop a centre for learning Welsh language skills that are relevant to the workplace in the centre of Wrexham.

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Accountability

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Annual Governance Statement 2014-15

Scope of responsibility

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

The purpose of the governance framework

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

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

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

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

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

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

Governance of the organization

Strategic planning and performance review

The Commissioner's first Strategic Plan came to an end at the end of the financial year 2014-15. A detailed Operating Plan was drawn up for each year. The 2014-15 Operating Plan was developed through contributions from the Commissioner's senior officers during internal discussions.

The responsibilities of the specific Directorates is to implement the actions that have been specified, the Management Team then reviews progress against targets and outcomes. Following the restructuring, the Operating Plan was amended to reflect the change in responsibilities and a system of quarterly progress reporting was established. Key activities for 2014-15 were completed by the end of the financial year.

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Deputy Commissioner

In accordance with sections 12 and 13 of the Measure, the Welsh Language Commissioner is required to appoint a Deputy Commissioner. The Deputy Commissioner will deputise for the Welsh Language Commissioner during periods of holiday, illness and any other occasion at the request of the Welsh Language Commissioner. The Deputy Commissioner is Gwenith Price, Director of Compliance and Enforcement. This appointment was confirmed for a further period until September 2015.

Management Team

The Management Team, chaired by the Commissioner, and comprising all directors, exercises management of the Commissioner's functions and activities. The Management Team is responsible for leading, agreeing and delivering the Commissioner's strategic vision, policies and services to the public and other stakeholders. The Management Team's terms of reference were reviewed during December 2014. The Management Team's terms of reference is published on the Commissioner's website.

The Management Team meet regularly during the year, mostly on a fortnightly basis and is responsible for leadership and management across the organization. It is the ultimate forum (supported appropriately by other groups) for making executive decisions about operational, resource, communications and other administrative matters in order to implement the strategic and all other business planning processes, and for monitoring performance. The first meeting each month will be a strategic meeting and the second focusing on reviewing and monitoring.

Management Team membership during the year was as follows:

Meri Huws	Welsh Language Commissioner
Gwenith Price	Director of Compliance and Enforcement and Deputy Commissioner
Enid Lewis	Corporate Services Director (until 31 May 2014)
Gwyn Williams	Director of Promotion, Communication and Administration
Dyfan Siôn	Director of Policy and Research (from 17 June 2014)

Auditors

Following a full competitive tender process ktsowenstomas were appointed as internal auditors from 1 April 2014 for a period of 3 years. An internal audit plan was prepared by the internal auditors during May 2014, which was approved by the Commissioner and the Audit and Risk Committee in June 2014.

During the year, the following areas were audited, evaluated and reported upon:

- Managing Restructuring and Change
- Readiness for Statutory Powers
- Budgetary control and financial processes
- Procurement and expenditure processes
- Payroll and officers' expenses recording and processing

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

Audit and Risk Committee

The Audit and Risk Committee is responsible for providing advice and independent assurance to the Accounting Officer and the Management Team on the adequacy and effectiveness of internal control and risk management. The Audit and Risk Committee's terms of reference was reviewed in December 2014. A copy of the Audit and Risk Committee's terms of reference can be found on the Commissioner's website.

The Audit and Risk Committee met three times during the financial year 2014-15. The decision to hold three meetings a year, as opposed to four meetings is under constant review.

Three independent members were appointed in November 2012, for a period of 3 years in the first instance. Following the resignation of one member, new members were appointed. Nigel Annett was appointed on 2 March 2015 and Dr Ian Rees' appointment was effective from 1 April 2015. A procedure is in place to allow members to retire at different times to ensure continuity of experience and knowledge.

The members of the Audit and Risk Committee and their attendance was as follows:

	24/06/2014	04/12/2014	18/03/2015
Wyn Jones (Chair)	✓	✓	✓
Rheon Tomos	✓	✓	✓
Nigel Annett			✓

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

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

At the end of each meeting the attendees are able to give an opinion on any aspect of the meeting. For the first time during 2013-14 an annual review was undertaken in order to ensure that the work of the Audit and Risk Committee continues to comply with its terms of reference. It was agreed to repeat this exercise in December 2015.

The Audit and Risk Committee presented an annual report for 2014-15 to the Commissioner. No matters of concern have been brought to the Commissioner's attention in this report. Therefore the Audit and Risk Committee was able to give assurance that it would assist the Welsh Language Commissioner to comply with her duties as Accounting Officer, specifically in the context of giving evidence that would assist with the preparation of this Annual Governance Statement.

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Welsh Language Commissioner's Advisory Panel

As required by the Welsh Language (Wales) Measure 2011, the Commissioner has an Advisory Panel. The Advisory Panel was appointed by Welsh Ministers on 17 April 2012 for a period of 3 years until 31 March 2015. The Commissioner can consult with the Advisory Panel on any matter. A copy of the terms of reference of the Advisory Panel can be found on the Commissioner's website.

On 1 September 2014 two new members were appointed to the Panel, Bethan Jones Parry and the Right Reverend Carl Cooper. In April 2015 the First Minister appointed new members to the Panel; Nick Speed, Meinir Davies and Dr Heledd Iago. The tenure of Dr Ian Rees, Gareth Jones and Professor Gwynedd Parry ended on 31 March 2015. Bethan Jones Parry accepted the First Minister's invitation to chair the Panel.

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

	11/06/2014	26/09/2014	10/12/2014	13/03/2015
Dr Ian Rees (Chair)	✓	✓	✓	✓
Gareth Jones	✓	✓	✓	x
Prof. Gwynedd Parry	✓	✓	✓	✓
Rt Rev. Carl Cooper		x	✓	✓
Bethan Jones Parry		✓	✓	✓

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

The Welsh Language Commissioner's Statutory Investigations and Complaints Panel was wound up during 2014-15 and the Panel's responsibilities were transferred to the Management Team.

The Management Team's terms of reference was amended to reflect the new responsibilities. These responsibilities include:

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

During 2014-15 the Commissioner commenced 5 statutory investigations under section 17 of the Welsh Language Act 1993 into the following:

- Hywel Dda University Health Board
- Denbighshire County Council
- The Welsh Government
- Cardiff and Vale University Health Board

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- Brecon Beacons National Park Authority

During the year the Commissioner completed 2 investigations into the following organizations under Section 115 of the Welsh Language (Wales) Measure 2011, interference with an individual's right to use the Welsh language:

- Swinton Group Ltd
- Betsi Cadwaladr University Health Board

There is further information about the investigations under Strategic Objective 2.

Working with Ombudsmen and Commissioners

Sections 20 and 21 of the Measure outline the degrees to which the Welsh Language Commissioner can work with ombudsmen and commissioners. The Measure names the following organizations as those that the Commissioner can work with: Public Services Ombudsman for Wales; Older People's Commissioner for Wales; Children's Commissioner for Wales; Equalities and Human Rights Commission. A Memorandum of Understanding has been agreed with the Children's Commissioner for Wales and the Independent Police Complaints Commission during 2014-15.

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

Capacity to handle risk

The risk management system is led by the Management Team and endorsed by the Audit and Risk Committee. The Senior Finance and Resources Officer is named as Risk Manager for the organization. Induction training on risk awareness was held for new officers during 2014-15. Training for all officers will be held every 3 years.

The risk and control framework

A formal assessment of the risks and the risk register, lead by the Risk Manager, is undertaken twice each year. The risk register is divided into strategic risks and operational risks. In addition there are 5 sub-registers recording risks in specific areas.

The risk register was updated in July 2014 and also in November 2014; it was reviewed Audit and Risk Committee in December 2014.

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

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Incidents relating to personal data

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

Review of effectiveness

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

The internal auditors Ktsowenstomas, have given an opinion that they are able to give substantial assurance as to our internal financial controls. In their report some recommendations were made in order to further improve the internal control systems. I have responded to the recommendations and have agreed to a programme of continuous improvement.

**Meri Huws,
Accounting Officer
Welsh Language Commissioner**

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Remuneration and Staff Report

Remuneration Policy

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

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

The Welsh Language Commissioner operates a Performance Management Scheme for all officers which is analogous to that used by HM Treasury. Remuneration is not linked to performance.

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

Further details of officers and non executive committee members' costs are included within notes 1.7, 1.9 and 4 to the accounts.

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Remuneration (*)

(*) This section is subject to audit

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

	Salary (£)		¹ Pension Benefits (to nearest £1,000)		Total (to nearest £1,000)	
	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14
Meri Huws	98,000	98,000	7,000	2,000	105,000	100,000
Gwenith Price ²	61,050	61,300	10,000	16,000	71,000	77,000
Enid Lewis ³ (until 31 May 2014)	9,250	55,788	11,000	14,000	20,000	70,000
Gwyn Williams ⁴	54,361	51,919	-	-	54,000	52,000
Dyfan Siôn ⁵ (from 17 June 2014)	38,379	-	20,000	-	58,000	-

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

This is not an amount which has been paid to an officer by the organization during the year; it is a calculation which uses information from the pension benefit table. These figures can be influenced by many factors e.g. changes in an officer's salary, whether or not they choose to make additional contributions to the pension scheme from their pay and other valuation factors affecting the pension scheme as a whole.

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

³ The figure quoted is for the period 1 April 2014 to 31 May 2014. The full time equivalent is £55,500.

⁴ The director is a member of the Partnership pension scheme, a stakeholder pension arrangement.

⁵The figure quoted is for the period 17 June 2014 to 31 March 2015. The full time equivalent is £48,650.

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Salary

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

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

Off-payroll arrangements

No payments were made to individuals under off-payroll arrangements in the year to 31 March 2015 (2013-14: £0).

Benefits in kind

The monetary value of benefits in kind covers any benefits provided by the employer and treated by HM Revenue & Customs as a taxable emolument. There were no benefits in kind made during 2014-15 to senior officers (2013-14: £0).

Median remuneration

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

The banded remuneration of the highest-paid officer was £95,000-100,000 (2013-14: £95,000-100,000). This was 2.88 (2013-14: 2.88) times the median remuneration of the workforce which was £33,900 (2013-14: £33,900).

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

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Name and title	Accrued pension at age as at 31/03/2015 and related lump sum	Real increase in pension and related lump sum at pension age	Cash Equivalent Transfer Value at 31/03/15	Cash Equivalent Transfer Value at 31/03/14	Real increase in Cash Equivalent Transfer Value	Employer contribution to partnership pension account
	£000	£000	£000	£000	£000	nearest £100
Meri Huws	5-10	0-2.5	131	112	5	-
Gwenith Price	15-20	0-2.5	271	249	6	-
Enid Lewis (until 31/05/2014)	15-20 lump sum 10-15	0-2.5 lump sum 0-2.5	263	254	9	-
Gwyn Williams	-	-	-	-	-	8,900
Dyfan Siôn (from 1706/2014)	10-15	0-2.5	132	116	9	-

Civil Service Pensions

Pension benefits are provided through the Civil Service pension arrangements. From 30 July 2007, civil servants may be in one of four defined benefit schemes; either a 'final salary scheme' (**classic**, **premium** or **classic plus**); or a 'whole career scheme' (**nuvos**). These statutory arrangements are unfunded with the cost of benefits met by monies voted by the United Kingdom Parliament each year. Pensions payable under **classic**, **premium**, **classic plus** and **nuvos** are increased annually in line with Pensions Increase legislation. Members joining from October 2002 may opt for either the appropriate defined benefit arrangement or a 'money purchase' stakeholder pension with an employer contribution (**partnership** pension account).

Employee contributions are salary-related and range between 1.5% and 6.85% of pensionable earnings for **classic** and 3.5% and 8.85% for **premium**, **classic plus** and **nuvos**. Benefits in **classic** accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years initial pension is payable on retirement. For **premium**, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike **classic**, there is no automatic lump sum. **Classic plus** is essentially a hybrid with benefits for service before 1 October 2002 calculated broadly as per **classic** and benefits for service from October 2002 worked out as in **premium**. In **nuvos** a member builds up a pension based on his pensionable earnings during their period of scheme membership. At the end of the scheme year (31 March) the member's earned pension account is credited with 2.3% of their pensionable earnings in that scheme year and the accrued pension is uprated in line with Pensions Increase legislation. In all cases members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004.

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The **partnership** pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 3% and 12.5% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a panel of three providers. The employee does not have to contribute, but where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.8% of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

The accrued pension quoted is the pension the member is entitled to receive when they reach pension age, or immediately on ceasing to be an active member of the scheme if they are already at or over pension age. Pension age is 60 for members of **classic**, **premium** and **classic plus** and 65 for members of **nuvos**.

Further details about the Civil Service pension arrangements can be found at the website www.civilservice.gov.uk/pensions

New 'career average' pension arrangements will be introduced from 1 April 2015 and the majority of **classic**, **premium**, **classic plus** and **nuvos** members will join the new scheme. Further details of this new scheme are available at the website www.civilservicepensionscheme.org.uk/members/the-new-pension-scheme-alpha

Cash Equivalent Transfer Values

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

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

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Real increase in CETV

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

Pension liabilities

Payment is made to the Paymaster General of such sums as may be appropriate as representing accruing liabilities of the Principal Civil Service Pension Scheme. Further details are included in the Remuneration Report and notes 1.7 and 4 to the accounts.

Staff matters

Age/sex demography of workforce

The average age of the Welsh Language Commissioner's officers on 31 March 2015 was 35 years (2013-14: 36 years). 40% (2013-14: 36%) of the Commissioner's officers are male and 60% (2013-14: 64%) are female.

Managing absence and attendance

The total number of work days lost through sickness absence for the period 1 April 2014 to 31 March 2015 was 92.5 (2013-14: 185.0). The average work days lost per head (full-time equivalent) was 2.1 (2013-14: 3.5) based on 45.0 full-time equivalent members of staff (2013-14: 53.2).

Of the work days lost through sickness 100% (2013-14: 100%) of them were due to short-term sickness and 0% (2013-14: 0%) were lost due to long-term sickness. Long-term absence means an absence of more than 20 days for the same reason.

Staff turnover

The staff turnover rate in 2014-15 was 25.4% (2013-14: 9.4%). Excluding officers who left under the terms of the Voluntary Exit Scheme, the staff turnover rate was 6.3%.

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Statement of the Accounting Officer's Responsibilities

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

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

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

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

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

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

Meri Huws
Accounting Officer
Welsh Language Commissioner

30 June 2015

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

I certify that I have audited the financial statements of the Welsh Language Commissioner for the year ended 31 March 2015 under the Welsh Language (Wales) Measure 2011. These comprise the Statement of Comprehensive Net Expenditure, Statement of Financial Position, Cash Flow Statement and Statement of Changes in Tax Payers Equity and related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.

Respective responsibilities of the Commissioner and auditor

As explained more fully in the Statement of Accounting Officer Responsibilities, the Accounting Officer is responsible for preparing the Annual Report, which includes the Remuneration Report and the financial statements, in accordance with the Government of Wales Act 2006 and Welsh Ministers' directions made there under and for ensuring the regularity of financial transactions.

My responsibility is to audit the financial statements and the part of the remuneration report to be audited in accordance with applicable law and with International Standards on Auditing (UK and Ireland). These standards require me to comply with the Auditing Practice Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

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

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

In addition I read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by me in the course of performing the audit.

If I become aware of any apparent material misstatements or inconsistencies I consider the implications for my report.

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Opinion on Financial Statements

In my opinion the financial statements:

- give a true and fair view of the state of the Welsh Language Commissioner's affairs as at 31 March 2015 and of its net expenditure, recognised gains and losses and cash flows for the year then ended; and
- have been properly prepared in accordance with Welsh Ministers' directions issued under the Welsh Language (Wales) Measure 2011.

Opinion on Regularity

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

Opinion on other matters

In my opinion:

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

Matters on which I report by exception

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

- the Annual Governance Statement does not reflect compliance with HM Treasury guidance;
- proper accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- information specified by HM Treasury regarding the remuneration and other transactions is not disclosed; or
- I have not received all of the information and explanations I require for my audit.

Report

I have no observations to make on these financial statements.

Huw Vaughan Thomas
Auditor General for Wales
1 July 2015

Wales Audit Office
24 Cathedral Road
Cardiff CF11 9LJ

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Financial Statements

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Statement of Comprehensive Net Expenditure for the year ended 31 March 2015

	Notes	2014-15		2013-14	
		£000	£000	£000	£000
Expenditure					
Grants	3	78		88	
Officers costs	4	2,146		2,803	
Administration	5	958		969	
Other programme expenditure	6	481		402	
Depreciation and amortisation	7,8	77		85	
			3,740		4,347
Income					
			-		-
Net expenditure			3,740		4,347
Interest receivable			(2)		(4)
Net expenditure after interest			3,738		4,343

All activities undertaken during the year are continuing.

The notes on pages 69 to 79 form part of these accounts.

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Statement of Financial Position as at 31 March 2015

	Notes	31 March 2015		31 March 2014	
		£000	£000	£000	£000
Non-Current assets					
Intangible assets	7	39		69	
Property, plant & equipment	8	127		117	
Total non-current assets			166		186
Current assets					
Trade and other receivables	9	136		128	
Cash and cash equivalents	10	1,043		1,080	
Total current assets			1,179		1,208
Total assets			1,345		1,394
Current liabilities					
Trade and other payables	11	(612)		(168)	
Total current liabilities			(612)		(168)
Non-current assets plus net current assets			733		1,226
Non-current liabilities					
Provisions	12	(170)		(615)	
Total non-current liabilities			(170)		(615)
Assets less liabilities			563		611
Taxpayers' equity					
General reserve			563		611
			563		611

The notes on pages 69 to 79 form part of these accounts.

The financial statements on pages 65 to 68 were approved by the Accounting Officer and signed by:

Meri Huws
Accounting Officer
Welsh Language Commissioner
30 June 2015

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Statement of Cash Flows for the year ended 31 March 2015

	Notes	2014-15 £000	2013-14 £000
Cash flows from operating activities			
Net expenditure		(3,740)	(4,347)
Amortisation of intangible assets	7	30	28
Depreciation of property, plant & equipment	8	47	57
Loss on sale of non-current assets		2	-
(Decrease) / Increase in provisions	12	(445)	448
(Increase) / Decrease in trade and other receivables	9	(8)	19
Increase / (Decrease) in trade payables and other payables	11	444	(24)
Net cash (outflow) from operating activities		<u>(3,670)</u>	<u>(3,819)</u>
Cash flows from investing activities			
Interest received		2	4
Purchase of intangible assets	7	-	(37)
Purchase of property, plant and equipment		(60)	(3)
Proceeds of disposal of property, plant and equipment		1	1
Net cash (outflow) from investing activities		<u>(57)</u>	<u>(35)</u>
Cash flows from financing activities			
Financing from Welsh Ministers		3,690	4,100
Net financing		<u>3,690</u>	<u>4,100</u>
Net (decrease) / increase in cash and cash equivalents in the period		<u>(37)</u>	<u>246</u>
Cash and cash equivalents at the beginning of the period	10	<u>1,080</u>	<u>834</u>
Cash and cash equivalents at the end of the period	10	<u>1,043</u>	<u>1,080</u>

The notes on pages 69 to 79 form part of these accounts.

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Statement of Changes in Taxpayers' Equity for the year ended 31 March 2015

	£000
Balance at 1 April 2013	<u>854</u>
Changes in Reserves for 2013-14	
Retained (Deficit)	(4,343)
Total recognised income and expense for 2013-14	<u>(4,343)</u>
Financing from Welsh Ministers	<u>4,100</u>
Balance at 31 March 2014	611
Changes in Reserves for 2014-15	
Retained (Deficit)	(3,738)
Total recognised income and expense for 2014-15	<u>(3,738)</u>
Financing from Welsh Ministers	<u>3,690</u>
Balance at 31 March 2015	<u>563</u>

The notes on pages 69 to 79 form part of these accounts.

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Notes to the accounts for the year ended 31 March 2015

These financial statements have been prepared in accordance with the 2014-15 *Government Financial Reporting Manual (FReM)* issued by HM Treasury, and any Accounts Direction issued by Welsh Ministers, with the consent of the Treasury. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS) as adapted or interpreted for the public sector context. Where the FReM permits a choice of accounting policy, the accounting policy which is judged to be most appropriate to the particular circumstance of the Welsh Language Commissioner, for the purpose of giving a true and fair view, has been selected. The particular policies adopted by the Welsh Language Commissioner are described below. They have been applied consistently in dealing with items that are considered material to the accounts.

1 Statement of accounting policies

(1.1) Accounting conventions

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

(1.2) Funding

The Welsh Language Commissioner receives amounts in respect of expenditure incurred in carrying out functions. These amounts are regarded as financing and are credited to the General Reserve on receipt.

(1.3) Intangible assets

Intangible assets in excess of £1,000, including irrecoverable VAT, are capitalised. Intangible assets include software licences and other licences. Large numbers of the same type of asset have been grouped together in determining if they fall above or below the threshold.

Intangible assets are included at their historical cost. Intangible assets have not been revalued, given that revaluation adjustments are not material.

Intangible assets are amortised in equal annual instalments over their estimated useful economic lives, between 3 and 10 years.

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(1.4) Property, plant and equipment

Property, plant and equipment over £1,000, including irrecoverable VAT, are capitalised. Large numbers of the same type of asset have been grouped together in determining if they fall above or below the threshold.

Property, plant and equipment are included at their historical cost including costs, such as installation costs, that can be directly attributed to bringing them to their required location and condition. Property, plant and equipment have not been revalued, given that revaluation adjustments are not material.

Property, plant and equipment are depreciated in equal annual instalments over the term of the lease or their estimated useful economic lives, between 36 and 90 months.

(1.5) Provisions

A provision is recognised in the Statement of Financial Position when The Welsh Language Commissioner has a legal or constructive obligation as a result of a past event and it is probable that an outflow of economic benefits will be required to settle the obligation.

(1.6) Value Added Tax

The Welsh Language Commissioner is not registered for Value Added Tax. Expenditure and capital is reported including VAT, where relevant, as no VAT can be recovered.

(1.7) Pensions

Payment is made to the Paymaster General of such sums as may be appropriate as representing accruing liabilities of the Civil Service Pension in respect of pensions and other similar benefits for persons employed by the Commissioner and in respect of the administrative expenses attributable to the liabilities and their discharge.

Past and present employees are covered by the provisions of the Civil Service Pension scheme. Further details are contained within the Remuneration Report and Note 4 (Officers numbers and related costs).

(1.8) Grants payable

Grants are charged to the Statement of Comprehensive Net Expenditure in the period in which the activity that creates an entitlement is carried out. The Commissioner has the right to reclaim the whole or part of the grant if the grant recipient breaks any of the conditions relating to the grant offer. Any such recoveries are credited to the account on receipt.

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(1.9) Employee benefits

Wages, salaries, national insurance contributions, bonuses payable and non-monetary benefit for current employees are recognised in the Statement of Comprehensive Net Expenditure as the employees' services are rendered. The Commissioner accounts for short-term compensated absences (paid annual leave) as a liability (accrued expense) where the compensation for absence is due to be settled within twelve months after the end of the period in which the employees render the service.

(1.10) Operating leases

Operating lease rentals are charged to the Statement of Comprehensive Net Expenditure in the year to which they relate.

2 Segmental information

Expenditure, income and interest relate directly to the activities of the Welsh Language Commissioner. The Commissioner's office operates in Wales and deals with issues that affect the Welsh language and the ability of persons in Wales to live their lives through the medium of Welsh. There is only one operational segment as reflected in the Statement of Comprehensive Net Expenditure, the Statement of Financial Position and the associated notes.

3 Grants

The following grants were payable under Section 11 of the Welsh Language (Wales) Measure 2011. Approval to pay a grant to Cymdeithas Cyfieithwyr Cymru (the Association of Welsh Translators and Interpreters) until 31 March 2016 was given by Welsh Ministers on 11 March 2014.

	2014-15	2013-14
	£000	£000
Cymdeithas Cyfieithwyr Cymru	<u>78</u>	<u>88</u>
	<u>78</u>	<u>88</u>

No grants were paid to public sector bodies during 2014-15 (2013-14: £0).

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4 Officer numbers and related costs

	2014-15	2013-14
	£000	£000
Salaries	1,643	1,855
Social security costs	100	125
Pension costs	314	348
	2,057	2,328
Committee members fees (1)	10	8
Agency staff costs	7	22
	2,074	2,358
Redundancy, early retirement and severance costs	72	445
	2,146	2,803

	2014-15	2013-14
Staff numbers		
Employed officers	45.0	53.2
Agency staff	0.3	0.3
Average numbers (2)	45.3	53.5
Committee members (1)	8	7

1 - Comprised of 5 members of the Advisory Panel and 3 members of the Audit and Risk Committee. The fees paid were £256 per diem for the Chair and £198 per diem for other members.

2 – Full Time Equivalent employees employed during the year.

The salary and pension entitlements of the Commissioner and officers in the most senior positions, are included in the Remuneration Report on pages 55 to 60.

(4.1) Pensions

Details of pensions are included in the Remuneration Report on pages 55 to 60.

The Principal Civil Service Pension Scheme (PCSPS) is an unfunded multi-employer defined benefit scheme but the Welsh Language Commissioner is unable to identify its share of the underlying assets and liabilities. The scheme actuary valued the scheme as at 31 March 2007. You can find details in the resource accounts of the Cabinet Office: Civil Superannuation (www.civilservice.gov.uk/pensions).

For 2014-15, employers' contributions of £294,000 (2013-14: £337,000) were payable to the PCSPS at one of four rates in the range 16.7% to 24.3% of pensionable pay, based on salary bands. The Scheme Actuary reviews employer contributions usually every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits accruing during 2014-15 to be paid when the member retires and not the benefits paid during this period to existing pensioners.

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Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £16,000 (2013-14: £16,000) were paid to one or more of the panel of three appointed stakeholder pension providers. Employer contributions are age-related and range from 3% to 12.5% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £1,000 (2013-14: £1,000), 0.8% of pensionable pay, were payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service or ill health retirement of these employees.

(4.2) Voluntary exit scheme

The Welsh Language Commissioner operated a voluntary exit scheme in accordance with Civil Service Compensation Scheme rules and as approved by the Cabinet Office. This scheme is in accordance with workforce planning requirements and has resulted in reductions to the staffing cost base of the organization. The cost of the scheme in 2014-15 was £72,000 (2013-14: £445,000).

A number of approved exit packages were agreed during 2014-15 as summarised below:

Exit package cost band	Number of compulsory redundancies	Number of voluntary departures	2014-15			2013-14
			Total number of exit packages	Number of compulsory redundancies	Number of voluntary departures	Total number of exit packages
£25,000 - £50,000	-	-	-	-	6	6
£50,000 - £100,000	-	1	1	-	1	1
£100,000 - £150,000	-	-	-	-	1	1
	-	1	1	-	8	8

The officer who was approved for voluntary exit in 2014-15 had a leaving date during the year; officers who were approved for voluntary exit in 2013-14 had leaving dates between April and June 2014. Further details regarding these costs are included in note 12 to the accounts.

The voluntary exit scheme costs were paid in accordance with the Welsh Language Commissioner's policy, which had been agreed with a recognised trade union.

(4.3) Gifts register

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

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5 Administration

Administration expenses included:

	2014-15 £000	2013-14 £000
Accommodation - Office rent lease costs	114	110
Accommodation - Other costs	202	205
Provision for premises redecoration and dilapidations	3	3
Travel, subsistence and hospitality	99	122
Training and recruitment	91	106
Legal and professional	135	118
Information Technology and telecommunications	137	131
Communication	99	88
Auditors' remuneration (external audit fee)	17	16
Other administrative expenses	61	70
	958	969

6 Other programme expenditure

The expenditure relates to numerous projects undertaken. The total expenditure during the year was £481,000 (2013-14: £402,000) which included expenditure on Research and Verifying Services, the Welsh Language Use Survey 2013-15, completion of the Inquiry into the Primary Healthcare Sector, work in relation to Complaints and Freedom to Use the Welsh language and presence at shows.

7 Intangible assets

	Software Licences £000	Licences £000	Total £000
Cost			
At 31 March 2014	172	43	215
Additions	-	-	-
Disposals	-	-	-
At 31 March 2015	172	43	215
Amortisation			
At 31 March 2014	125	21	146
Charged in year	26	4	30
Disposals	-	-	-
At 31 March 2015	151	25	176
Net book value at 31 March 2015	21	18	39
Net book value at 31 March 2014	47	22	69

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8 Property, plant & equipment

	Furniture & Fittings £000	Office equipment £000	Total £000
Cost			
At 31 March 2014	589	369	958
Additions	-	60	60
Disposals	(29)	(19)	(48)
At 31 March 2015	560	410	970
Depreciation			
At 31 March 2014	528	313	841
Charged in year	16	31	47
Disposals	(27)	(18)	(45)
At 31 March 2015	517	326	843
Net book value at 31 March 2015	43	84	127
Net book value at 31 March 2014	61	56	117

Office equipment includes information technology and telecommunication assets.

Asset financing: The Commissioner held no finance leases or Private Finance Initiative (PFI) contracts. All assets disclosed above were owned by the Commissioner.

There were no contractual capital commitments at 31 March 2015 (31 March 2014: £0).

9 Trade receivables and other current assets

	31 March 2015 £000	31 March 2014 £'000
Amounts falling due within one year		
Other receivables	1	1
Prepayments	135	127
	136	128

There are no amounts falling due after more than one year.

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Analysis of trade receivables and other current assets

	31 March 2015 £000	31 March 2014 £000
Local Government bodies	45	50
Public Corporations	1	1
Bodies external to Government	90	77
	136	128

10 Cash and cash equivalents

	31 March 2015 £000	31 March 2014 £000
Balance at 1 April	1,080	834
Net change in cash and cash equivalent balances	(37)	246
Balance at 31 March	1,043	1,080

The Commissioner's cash balances were held in a commercial bank at year end. No balances were held with HM Paymaster General at year end.

11 Trade payables and other current liabilities

	31 March 2015 £000	31 March 2014 £000
Amounts falling due within one year		
Trade payables	381	38
Accruals	231	130
	612	168

There are no amounts falling due after more than one year.

Analysis of trade payables and other current liabilities

	31 March 2015 £000	31 March 2014 £000
Central Government bodies	68	-
Local Government	57	-
National Health Service	4	-
Public Corporations	16	16
Bodies external to Government	467	152
	612	168

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12 Provision for liabilities and charges

	Dilapidations and re-decoration £000	Voluntary departures £000	Total £000
Balance at 31 March 2014	170	445	615
Provided in year	15	-	15
Provision utilised/released in the year	(21)	(439)	(460)
Balance at 31 March 2015	<u>164</u>	<u>6</u>	<u>170</u>

HM Treasury's discount rate net of CPI at December 2014 of -1.41% in real terms has been used for dilapidations (2013-14: -1.47%).

Provisions are made for redecorating during the term of the lease and for dilapidations, to return the buildings back to their original condition, at the end of the lease term. These obligations may vary as a result of future information and events which may result in changes to the amounts which have been included, on the basis of the best estimate, at the end of the reporting period. These provisions have been reviewed and updated during the year as required by IAS 37.

The voluntary departures provisions represents the future liability of the Welsh Language Commissioner in respect of officers who departed under the voluntary exit scheme.

Analysis of the expected timing of the future liabilities

	Dilapidations and re-decoration £000	Voluntary departures £000	Total £000
Not later than one year	19	6	25
Later than one year and not later than five years	111	-	111
Later than five years	34	-	34
	<u>164</u>	<u>6</u>	<u>170</u>

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13 Commitments under leases

The total future minimum lease payments under operating leases are given in the table below for each of the following periods.

Obligations under operating leases comprise:	31 March 2015 £000	31 March 2014 £000
Buildings		
Not later than one year	107	115
Later than one year and not later than five years	323	403
Later than five years	78	105
	508	623
	31 March 2015 £000	31 March 2014 £000
Other		
Not later than one year	4	7
Later than one year and not later than five years	-	4
Later than five years	-	-
	4	11

The Commissioner did not enter into any finance leases, commitments under PFI contracts or any other non-cancellable contracts with financial commitments.

14 Contingent liabilities disclosed under IAS 37

There were no contingent liabilities at 31 March 2015 (31 March 2014: £0).

15 Financial instruments

Owing to the nature of the Commissioner's activities and the way in which the operations are financed, the Commissioner is not exposed to a significant level of financial risk.

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16 Related party transactions

During 2014-15 the Welsh Language Commissioner received £3.690m from Welsh Ministers (2013-14: £4.100m).

A Memorandum of Understanding, dated 30 November 2012, was agreed between the Commissioner and Welsh Government. The Welsh Government is regarded as a related party.

There were no material transactions during the year with organizations with which the Commissioner, the directors or senior officers, or any of their family, held positions of influence.

17 Events since the end of the financial year

There have been no events since the date of the statement of financial position that affect the understanding of these financial statements.

18 Auditors

The accounts of the Welsh Language Commissioner are audited by the Auditor General for Wales in accordance with Schedule 1, Paragraph 19 (2) of the Welsh Language (Wales) Measure 2011. So far as the Accounting Officer is aware, there is no relevant audit information of which the entity's auditors are unaware, and the Accounting Officer has taken all the steps that she ought to have taken to make herself aware of any relevant audit information and to establish that the entity's auditors are aware of that information.

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Statutory complaints

Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
02/04/2014	Office for National Statistics	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/04/2014
07/04/2014	NHS Blood and Transplant	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			19/06/2014
07/04/2014	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/04/2014
08/04/2014	Vale of Glamorgan Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			24/06/2014
09/04/2014	Merthyr Tydfil County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/04/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
10/04/2014	Caerphilly County Borough Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body				✓			17/07/2014
11/04/2014	Welsh Government	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				19/06/2014
16/04/2014	Blaenau Gwent County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			13/08/2014
17/04/2014	HM Passport Office	Servant or agent of the crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/06/2014
23/04/2014	Office of the Public Guardian	Servant or agent of the crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			19/06/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
24/04/2014	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			19/06/2014
25/04/2014	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/06/2014
25/04/2014	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/06/2014
28/04/2014	Driving Standards Agency	Servant or agent of the crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/05/2014
29/04/2014	NHS Blood and Transplant	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
30/04/2014	Rhondda Cynon Taf County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/05/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
02/05/2014	HM Custom & Excise	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/05/2014
02/05/2014	Bridgend County Borough Council	Public	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			13/08/2014
05/05/2014	HM Custom & Excise	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/05/2014
05/05/2014	National Savings & Investments	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/05/2014
05/05/2014	Home Office	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/05/2014
06/05/2014	Wrexham County Borough Council	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
07/05/2014	One Voice Wales	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/05/2014
09/05/2014	Welsh Government	Servant or agent of the crown	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			09/07/2014
12/05/2014	Vale of Glamorgan Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/05/2014
14/05/2014	Welsh Government	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/05/2014
15/05/2014	HM Custom & Excise	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/06/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
19/05/2014	BBC - TV Licensing	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
19/05/2014	Blaenau Gwent County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
19/05/2014	North Wales Police	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			13/08/2014
19/05/2014	Office for National Statistics	Servant or agent of the crown	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			16/09/2014
20/05/2014	Conwy County Borough Council	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						29/05/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
22/05/2014	Blaenau Gwent County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
22/05/2014	Blaenau Gwent County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
22/05/2014	NHS Blood and Transplant	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
29/05/2014	HM Passport Office	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/06/2014
30/05/2014	Vale of Glamorgan Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			21/10/2014
02/06/2014	Welsh Government	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/06/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
02/06/2014	Welsh Government	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/06/2014
03/06/2014	Department of Energy and Climate Change	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/06/2014
03/06/2014	Rhondda Cynon Taf County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
04/06/2014	HM Passport Office	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/06/2014
05/06/2014	Blaenau Gwent County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
05/06/2014	City and County of Swansea Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
05/06/2014	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
05/06/2014	S4C	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
06/06/2014	Aneurin Bevan University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014
06/06/2014	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/06/2014
09/06/2014	Department for Work and Pensions	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			16/09/2014
09/06/2014	Powys County Council	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/06/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
10/06/2014	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			16/09/2014
13/06/2014	Welsh Government	Servant or agent of the crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/06/2014
16/06/2014	HM Custom & Excise	Servant or agent of the crown	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			16/09/2014
18/06/2014	Monmouthshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						24/06/2014
19/06/2014	Department for Business, Innovation and Skills	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/06/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
19/06/2014	Hywel Dda University Health Board	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
20/06/2014	Welsh Government	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/06/2014
23/06/2014	Ordnance Survey	Servant or agent of the crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			16/01/2015
23/06/2014	NHS Business Services Authority	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body				✓			11/11/2014
23/06/2014	National Savings & Investments	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						09/07/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
25/06/2014	BBC	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						17/07/2014
26/06/2014	Department of Work and Pensions	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			16/09/2014
26/06/2014	Caerphilly County Borough Council	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
01/07/2014	HM Custom & Excise	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						21/07/2014
02/07/2014	Nursing and Midwifery Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			16/09/2014
03/07/2014	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						21/07/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
03/07/2014	National Savings & Investments	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						17/07/2014
08/07/2014	Isle of Anglesey County Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			16/09/2014
09/07/2014	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						21/07/2014
09/07/2014	Cardiff and Vale University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						21/07/2014
09/07/2014	HM Passport Office	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						21/07/2014
11/07/2014	Rhondda Cynon Taf County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						21/07/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
11/07/2014	Ceredigion County Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/12/2014
14/07/2014	Office of the Public Guardian	Servant or agent of the crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			31/10/2014
17/07/2014	Department for Work and Pensions	Servant or agent of the crown	Telephone Services	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			16/09/2014
18/07/2014	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/07/2014
22/07/2014	Welsh Government	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			22/12/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
23/07/2014	Department for Work and Pensions	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						13/08/2014
25/07/2014	City and County of Swansea Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			16/03/2015
29/07/2014	Cardiff and Vale University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
30/07/2014	City of Cardiff Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						13/08/2014
01/08/2014	Department for Work and Pensions	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						13/08/2014
01/08/2014	HM Custom & Excise	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						13/08/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
04/08/2014	City and County of Swansea Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
05/08/2014	Betsi Cadwaladr University Health Board	Public	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			31/10/2014
11/08/2014	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014
11/08/2014	City and County of Swansea Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
11/08/2014	Carmarthenshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
14/08/2014	National Museum Wales	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
14/08/2014	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014
14/08/2014	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
14/08/2014	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
14/08/2014	National Savings & Investments	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014
14/08/2014	Royal Mail Group	Private under statutory duty	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
14/08/2014	HM Passport Office	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
19/08/2014	Department for Business, Innovation and Skills	Servant or agent of the crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			31/10/2014
19/08/2014	Natural Resources Wales	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
19/08/2014	Cardiff University	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
21/08/2014	Cardiff and Vale University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
26/08/2014	Dyfed-Powys Police	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
26/08/2014	Dyfed-Powys Police	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/09/2014
26/08/2014	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014
27/08/2014	National Savings and Investments	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014
28/08/2014	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014
05/09/2014	City of Cardiff Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/12/2014
05/09/2014	Welsh Government	Servant or agent of the crown	Signage	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						31/10/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
09/09/2014	Driving Standards Agency	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/09/2014
10/09/2014	Cardiff and Vale University Health Board	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						31/10/2014
10/09/2014	Penarth Town Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body		✓					31/10/2014
11/09/2014	Vale of Glamorgan Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
11/09/2014	Welsh Government	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						31/10/2014
12/09/2014	City of Cardiff Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
15/09/2014	Bangor University	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						31/10/2014
16/09/2014	Department for Work and Pensions	Servant or agent of the crown	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			Not Closed
18/09/2014	Royal Mail Group	Private under statutory duty	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
23/09/2014	City of Cardiff Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						31/10/2014
24/09/2014	Vale of Glamorgan Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body				✓			31/10/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
24/09/2014	North Wales Police	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not Closed
25/09/2014	Gwynedd Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			22/12/2014
26/09/2014	Welsh Government	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			22/12/2014
29/09/2014	Betsi Cadwaladr University Health Board	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
29/09/2014	Flintshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						31/10/2014
30/09/2014	Land Registry	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			07/11/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
30/09/2014	Bridgend County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						31/10/2014
02/10/2014	Department for Work and Pensions	Servant or agent of the crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			16/03/2015
07/10/2014	Transport Department	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			22/12/2014
07/10/2014	Denbighshire County Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	16/03/2015
09/10/2014	HM Custom & Excise	Servant or agent of the crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			22/12/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
09/10/2014	Denbighshire County Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	16/03/2015
09/10/2014	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			22/12/2014
10/10/2014	Denbighshire County Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	16/03/2015
10/10/2014	South Wales Police	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/12/2014
13/10/2014	British Transport Police	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
14/10/2014	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						11/11/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
14/10/2014	Denbighshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	16/03/2015
14/10/2014	Denbighshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	16/03/2015
17/10/2014	Denbighshire County Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body						✓	16/03/2015
20/10/2014	City of Cardiff Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
20/10/2014	Carmarthenshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
21/10/2014	Charity Commission	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
23/10/2014	Bridgend County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/12/2014
27/10/2014	National Savings and Investments	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/12/2014
30/10/2014	Newport City Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
03/11/2014	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/12/2014
03/11/2014	North Wales Police	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			16/03/2015
06/11/2014	Department of Energy and Climate Change	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
07/11/2014	HM Custom & Excise	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/12/2014
11/11/2014	Driver and Vehicle Standards Agency	Servant or agent of the crown	Other	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			27/01/2015
11/11/2014	Bridgend County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/12/2014
11/11/2014	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/12/2014
12/11/2014	Home Office	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/12/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
13/11/2014	Welsh Government	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown					✓		Not Closed
17/11/2014	HM Custom & Excise	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/12/2014
17/11/2014	North Wales Police	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
17/11/2014	Welsh Ambulance Services NHS Trust	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
21/11/2014	S4C	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/12/2014
24/11/2014	National Museum Wales	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
24/11/2014	Cardiff University	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/12/2014
26/11/2014	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/01/2015
26/11/2014	Vale of Glamorgan Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/12/2014
01/12/2014	Swansea University	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015
03/12/2014	North Wales Police	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
04/12/2014	City of Cardiff Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/12/2014

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
05/12/2014	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/01/2015
08/12/2014	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015
10/12/2014	National Savings & Investments	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/03/2015
10/12/2014	National Savings & Investments	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/01/2015
16/12/2014	Land Registry	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
17/12/2014	North Wales Police	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
17/12/2014	Welsh Government	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown					✓		Not Closed
21/12/2014	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			Not Closed
23/12/2014	Land Registry	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
31/12/2014	Driver and Vehicle Standards Agency	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/01/2015
02/01/2015	Cardiff and Vale University Health Board	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
05/01/2015	Driver and Vehicle Standards Agency	Servant or agent of the crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/03/2015
06/01/2015	Cardiff and Vale University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015
06/01/2015	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/01/2015
06/01/2015	Welsh Government	Servant or agent of the crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown		✓					16/03/2015
07/01/2015	Betsi Cadwaladr University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015
12/01/2015	Caerphilly County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
14/01/2015	Pontypridd Town Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/01/2015
19/01/2015	Driver and Vehicle Licensing Agency	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						19/03/2015
19/01/2015	Conwy County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/03/2015
19/01/2015	National Savings & Investments	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
19/01/2015	Her Majesty's Courts and Tribunals Service	Servant or agent of the crown	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
23/01/2015	Rhondda Cynon Taf County Borough Council	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/03/2015
23/01/2015	Welsh Government	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/03/2015
26/01/2015	National Savings & Investments	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
27/01/2015	South Wales Police	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/03/2015
28/01/2015	HM Custom & Excise	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/03/2015
28/01/2015	Welsh Government	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						16/03/2015

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
29/01/2015	Vale of Glamorgan Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not Closed
29/01/2015	Caerphilly County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/03/2015
29/01/2015	Nursing and Midwifery Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			16/03/2015
30/01/2015	BBC - TV Licensing	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						16/03/2015
30/01/2015	Welsh Government (Cyd Cymru)	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
30/01/2015	Cardiff University	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
03/02/2015	BBC	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/03/2015
03/02/2015	Betsi Cadwaladr University Health Board	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
09/02/2015	Vale of Glamorgan Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/03/2015
09/02/2015	Rhondda Cynon Taf County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/03/2015
11/02/2015	Hywel Dda University Health Board	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			19/03/2015
17/02/2015	Abertawe Bro Morgannwg University Health Board	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/03/2015

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
19/02/2015	Cardiff and Vale University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/03/2015
22/02/2015	Charity Commission	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/03/2015
23/02/2015	Caerphilly County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/03/2015
23/02/2015	Welsh Government	Servant or agent of the crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						26/03/2015
24/02/2015	Denbighshire County Council	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
24/02/2015	Denbighshire County Council	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
25/02/2015	Denbighshire County Council	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
26/02/2015	Wrexham County Borough Council	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/03/2015
27/02/2015	Denbighshire County Council	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body	✓						Not Closed
02/03/2015	BBC - TV Licensing	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
03/03/2015	Gwynedd Council (Cyd Cymru)	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
04/03/2015	Charity Commission	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
05/03/2015	Gwynedd Council (Cyd Cymru)	Public	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
09/03/2015	HM Custom & Excise	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						Not Closed
09/03/2015	Vale of Glamorgan Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
10/03/2015	Gwynedd Council (Cyd Cymru)	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
10/03/2015	National Savings & Investments	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
11/03/2015	Public Health Wales NHS Trust	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
13/03/2015	HM Custom & Excise	Servant or agent of the crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						18/03/2015
16/03/2015	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed
16/03/2015	Home Office	Servant or agent of the crown	Other	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the crown				✓			Not Closed
18/03/2015	South Wales Police	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
19/03/2015	Companies House	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						31/03/2015

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
24/03/2015	Blaenau Gwent County Borough Council	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
24/03/2015	Conwy County Borough Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not Closed
24/03/2015	Newport City Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						31/03/2015
25/03/2015	NHS Business Services Authority	Public	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
29/03/2015	Wrexham County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not Closed
30/03/2015	Department for Work and Pensions	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed

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Date Received	Organization	Sector	Category	Status	Received Too Early	Closed at initial contact	Closed due to lack of evidence	Considered Further	Subject to Statutory Investigation	Statutory recommendations published	Closure date
30/03/2015	BBC - TV Licensing	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not Closed
30/03/2015	Flintshire County Council	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
30/03/2015	Ministry of Justice	Servant or agent of the crown	Telephone Services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not Closed
30/03/2015	Welsh Government	Servant or agent of the crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						Not Closed
31/03/2015	Wrexham County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not Closed
31/03/2015	Royal Mail Group	Private under statutory duty	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not Closed

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Concerns

Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
02/04/2014	Facebook	Private Sector	Websites	Non statutory complaint					14/04/2014
09/04/2014	TripAdvisor	Private Sector	Websites	Non statutory complaint				✓	24/06/2014
17/04/2014	Arriva Trains Wales	Private Sector	Publications	Non statutory complaint	✓				13/05/2014
24/04/2014	RBS (The Royal Bank of Scotland)	Private Sector	Publications	Non statutory complaint				✓	16/09/2014
05/05/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint	✓				23/05/2014
12/05/2014	Parking Eye Ltd	Private Sector	Correspondence	Non statutory complaint				✓	19/06/2014
15/05/2014	Lloyds Bank	Private Sector	Other	Non statutory complaint				✓	19/12/2014
20/05/2014	Arriva Buses Wales	Private Sector	Publications	Non statutory complaint	✓			✓	19/06/2014
21/05/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			16/09/2014

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
23/05/2014	The Coal Exchange	Private Sector	Signage	Non statutory complaint	✓				19/06/2014
27/05/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			16/09/2014
29/05/2014	Arriva Trains Wales	Private Sector	Websites	Non statutory complaint	✓				19/06/2014
02/06/2014	Arriva Buses Wales	Private Sector	Publications	Non statutory complaint				✓	13/08/2014
02/06/2014	Parking Eye Ltd	Private Sector	Correspondence	Non statutory complaint	✓			✓	19/06/2014
02/06/2014	UNISON Wales*	Other	Other	Non statutory complaint	✓				16/03/2015
03/06/2014	Premier Inn Ltd	Private Sector	Other	Non statutory complaint	✓				19/06/2014
09/06/2014	BT	Private Sector	Correspondence	Non statutory complaint	✓			✓	19/06/2014
09/06/2014	Primark	Private Sector	Signage	Non statutory complaint				✓	Not closed
11/06/2014	Debt Recovery Plus Limited	Private Sector	Correspondence	Non statutory complaint				✓	19/12/2014
18/06/2014	Post Office*	Public	Face to face meetings	Non statutory complaint	✓				24/06/2014

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
19/06/2014	Disclosure and Barring Service*	Servant or agent of the crown	Publications	Non statutory complaint	✓				09/07/2014
23/06/2014	NCP	Private Sector	Correspondence	Non statutory complaint				✓	18/08/2014
01/07/2014	ASDA	Private Sector	Websites	Non statutory complaint				✓	16/09/2014
01/07/2014	National Botanic Garden of Wales	Third Sector	Websites	Non statutory complaint				✓	16/09/2014
04/07/2014	Specsavers	Private Sector	Correspondence	Non statutory complaint				✓	16/09/2014
11/07/2014	Parking Eye Ltd	Private Sector	Correspondence	Non statutory complaint	✓				24/07/2014
11/07/2014	RBS (The Royal Bank of Scotland)	Private Sector	Other	Non statutory complaint				✓	19/12/2014
11/07/2014	Post Office*	Public	Other	Non statutory complaint				✓	16/09/2014
11/07/2014	Post Office*	Public	Other	Non statutory complaint				✓	16/03/2015
17/07/2014	Lloyds Bank	Private Sector	Telephone services	Non statutory complaint				✓	16/09/2014
22/07/2014	ScottishPower	Private Sector	Correspondence	Non statutory complaint				✓	16/03/2015

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
24/07/2014	Aldi (De)	Private Sector	Signage	Non statutory complaint				✓	16/09/2014
24/07/2014	Lidl	Private Sector	Signage	Non statutory complaint	✓				16/09/2014
24/07/2014	Travelodge Hotels Ltd	Private Sector	Other	Non statutory complaint				✓	16/09/2014
30/07/2014	ScottishPower	Private Sector	Telephone services	Non statutory complaint				✓	16/03/2015
02/08/2014	WHSmith	Private Sector	Other	Non statutory complaint				✓	16/09/2014
04/08/2014	ASDA	Private Sector	Other	Non statutory complaint				✓	31/10/2014
07/08/2014	Arriva Trains Wales	Private Sector	Publications	Non statutory complaint	✓				18/08/2014
10/08/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			16/09/2014
12/08/2014	Parking Eye Ltd.	Private Sector	Correspondence	Non statutory complaint				✓	29/09/2014
14/08/2014	BT	Private Sector	Other	Non statutory complaint	✓				16/09/2014
14/08/2014	BT	Private Sector	Correspondence	Non statutory complaint	✓				16/09/2014

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
14/08/2014	Burger King	Private Sector	Signage	Non statutory complaint				✓	Not closed
14/08/2014	Marks & Spencer	Private Sector	Signage	Non statutory complaint				✓	Not closed
14/08/2014	Nationwide	Private Sector	Signage	Non statutory complaint				✓	Not closed
14/08/2014	Reader's Digest	Private Sector	Other	Non statutory complaint			✓		31/10/2014
14/08/2014	Cabinet Office*	Servant or agent of the Crown	Telephone services	Non statutory complaint	✓				16/09/2014
14/08/2014	Post Office*	Public	Other	Non statutory complaint	✓				16/09/2014
19/08/2014	Premier Inn Ltd	Private Sector	Signage	Non statutory complaint				✓	19/12/2014
22/08/2014	HSBC	Private Sector	Publications	Non statutory complaint				✓	Not closed
26/08/2014	BT	Private Sector	Correspondence	Non statutory complaint				✓	Not closed
29/08/2014	Disclosure and Barring Service*	Servant or agent of the crown	Publications	Non statutory complaint				✓	16/09/2014
01/09/2014	Bws Caerdydd	Private Sector	Signage	Non statutory complaint				✓	Not closed

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
01/09/2014	Parking Eye Ltd	Private Sector	Correspondence	Non statutory complaint				✓	27/11/2014
01/09/2014	Arriva Trains Wales	Private Sector	Other	Non statutory complaint				✓	19/12/2014
05/09/2014	Barclays	Private Sector	Other	Non statutory complaint				✓	19/12/2014
05/09/2014	Morrisons	Private Sector	Signage	Non statutory complaint				✓	31/10/2014
05/09/2014	Sainsbury's	Private Sector	Other	Non statutory complaint				✓	19/12/2014
11/09/2014	Disclosure and Barring Service*	Servant or agent of the Crown	Other	Non statutory complaint		✓			31/10/2014
02/10/2014	Football Association of Wales	Private Sector	Publications	Non statutory complaint	✓				31/10/2014
02/10/2014	Disclosure and Barring Service*	Servant or agent of the Crown	Publications	Non statutory complaint	✓				Not closed
03/10/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			31/10/2014
07/10/2014	Welsh Mountain Zoo	Private Sector	Correspondence	Non statutory complaint				✓	Not closed
09/10/2014	Morrisons	Private Sector	Signage	Non statutory complaint				✓	06/03/2015

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
13/10/2014	Parking Eye Ltd	Private Sector	Other	Non statutory complaint				✓	06/03/2015
13/10/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			31/10/2014
17/10/2014	Fishguard International Music Festival	Third Sector	Publications	Non statutory complaint				✓	Not closed
17/10/2014	Velothon Cardiff	Private Sector	Websites	Non statutory complaint				✓	01/12/2014
20/10/2014	Post Office*	Public	Publications	Non statutory complaint	✓				22/12/2014
22/10/2014	HSBC	Private Sector	Forms	Non statutory complaint				✓	27/11/2014
27/10/2014	Plas Llanelly	Private Sector	Other	Non statutory complaint	✓				22/12/2014
28/10/2014	NatWest	Private Sector	Other	Non statutory complaint				✓	27/11/2014
03/11/2014	Public Services Ombudsman for Wales*	Public	Face to face meetings	Non statutory complaint		✓			22/12/2014
03/11/2014	ScottishPower	Private Sector	Correspondence	Non statutory complaint					Not closed

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
05/11/2014	HSBC	Private Sector	Other	Non statutory complaint				✓	27/11/2014
05/11/2014	NatWest	Private Sector	Other	Non statutory complaint				✓	27/11/2014
06/11/2014	WJEC*	Public	Publications	Non statutory complaint	✓				22/12/2014
06/11/2014	Premier Inn Ltd	Private Sector	Other	Non statutory complaint				✓	19/12/2014
11/11/2014	Cardiff Community Housing Association*	Public	Correspondence	Non statutory complaint				✓	Not closed
13/11/2014	Fasthost	Private Sector	Correspondence	Non statutory complaint	✓				27/11/2014
17/11/2014	Parking Eye Ltd	Private Sector	Correspondence	Non statutory complaint				✓	06/03/2015
17/11/2014	Arriva Trains Wales	Private Sector	Other	Non statutory complaint				✓	06/03/2015
18/11/2014	HSBC	Private Sector	Telephone services	Non statutory complaint				✓	19/12/2014
24/11/2014	Amplifon	Private Sector	Other	Non statutory complaint				✓	Not closed

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
24/11/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			16/01/2015
24/11/2014	Tesco	Private Sector	Other	Non statutory complaint				✓	06/03/2015
24/11/2014	Macmillan	Third Sector	Telephone services	Non statutory complaint				✓	23/12/2014
25/11/2015	Festival of the Senses	Third Sector	Other	Non statutory complaint	✓				Not closed
25/11/2014	Parking Collection Service	Private Sector	Correspondence	Non statutory complaint				✓	16/03/2015
26/11/2014	Santander	Private Sector	Other	Non statutory complaint				✓	19/12/2014
27/11/2014	Trenau Arriva Cymru	Private Sector	Other	Non statutory complaint				✓	19/12/2014
27/11/2014	Boots (Cymru)	Private Sector	Signage	Non statutory complaint				✓	05/11/2014
05/12/2014	Merthyr Valleys Homes*	Public	Leaflets	Non statutory complaint	✓				16/01/2015
05/12/2014	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			16/01/2015
12/12/2014	Welsh Rugby Union	Private Sector	Forms	Non statutory complaint				✓	15/01/2015

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18/12/2014	HSBC	Private Sector	Other	Non statutory complaint				✓	15/01/2015
18/12/2014	Parking Eye Ltd	Private Sector	Other	Non statutory complaint				✓	Not closed
19/12/2014	Cartrefi Cymunedol Gwynedd*	Public	Other	Non statutory complaint				✓	Not closed
08/01/2015	Arriva Trains Wales	Private Sector	Forms	Non statutory complaint				✓	16/03/2015
08/01/2015	Stamp Insurance Services	Private Sector	Other	Non statutory complaint				✓	04/02/2015
02/02/2015	Costa Coffee	Private Sector	Other	Non statutory complaint				✓	06/03/2015
15/01/2015	Ombudsman Services	Private Sector	Correspondence	Non statutory complaint				✓	Not closed
24/01/2015	Facebook	Private Sector	Other	Non statutory complaint				✓	Not closed
06/02/2015	Arriva Trains Wales	Private Sector	Other	Non statutory complaint				✓	Not closed
11/02/2015	Twitter	Private Sector	Other	Non statutory complaint				✓	Not closed
12/02/2015	Link Parking	Private Sector	Correspondence	Non statutory complaint				✓	Not closed

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Date received	Organization	Sector	Category	Status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
12/02/2015	Post Office*	Public	Signage	Non statutory complaint				✓	Not closed
12/02/2015	Arriva Trains Wales	Private Sector	Other	Non statutory complaint				✓	Not closed
18/02/2015	WJEC*	Public	Other	Non statutory complaint	✓				Not closed
18/02/2015	Arriva Trains Wales	Private Sector	Publications	Non statutory complaint				✓	Not closed
19/02/2015	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint	✓				26/03/2015
24/02/2015	Nationwide	Private Sector	Other	Non statutory complaint				✓	Not closed
02/03/2015	Bluestone	Private Sector	Other	Non statutory complaint				✓	Not closed
02/03/2015	Arriva Trains Wales	Private Sector	Other	Non statutory complaint				✓	Not closed
03/03/2015	Relate Cymru	Third Sector	Face to face meetings	Non statutory complaint				✓	Not closed
03/03/2015	Arriva Trains Wales	Private Sector	Other	Non statutory complaint				✓	Not closed
09/03/2015	TSB	Private Sector	Other	Non statutory complaint				✓	Not closed

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13/03/2015	Cadwyn Housing Association*	Public	Correspondence	Non statutory complaint				✓	Not closed
17/03/2015	Google	Private Sector	Other	Non statutory complaint				✓	Not closed
20/03/2015	Yorkshire Building Society	Private Sector	Face to face meetings	Non statutory complaint				✓	Not closed
24/03/2015	Arriva Trains Wales	Private Sector	Signage	Non statutory complaint				✓	Not closed
26/03/2015	Erudio Student Loans	Private Sector	Correspondence	Non statutory complaint	✓				Not closed
31/03/2015	HSBC	Private Sector	Publications	Non statutory complaint				✓	Not closed
31/03/2015	Post Office*	Public	Leaflets	Non statutory complaint	✓				Not closed

*These public organizations do not have a statutory Welsh language scheme