



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

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# Annual Report

## 2018-19

**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 2018 to 31 March 2019, together with the Auditor General for Wales's Certificate and Report on the accounts.

Laid before the National Assembly for Wales on 18 July 2019 in accordance with Schedule 1, Paragraph 19(2) of the Welsh Language Measure.

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# Part 1 Strategic report

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## Context

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During the summer of 2017, the Welsh Government announced plans to introduce a new language act. Amongst other things, the proposals included changing the structures for promoting the use of the Welsh language, and another proposal was to abolish the Welsh Language Commissioner and establish a Welsh Language Commission instead. As the debate around the Welsh Language Bill continued, the Government decided not to proceed with the introduction of standards regulations for more sectors.

The Government consulted on the proposals during the second half of 2017-18. Subsequently the Assembly's Culture, Welsh Language and Communications Committee conducted an inquiry into the proposals and gathered evidence from different organisations, bodies, campaigners and experts.

On 2 February 2019, some 18 months after announcing its proposals, the Government declared that it did not wish to continue with plans to introduce a Welsh Language Bill.

This statement gave us the assurance to continue our work. It also means that the Government is able to proceed with introducing more standards regulations that will enable us to impose standards on other organisations in due course.

After ten years in the role, Carwyn Jones AM stood down as First Minister in December 2018, and after an internal election within the party, was succeeded by Mark Drakeford AM. Eluned Morgan AM continued to be responsible for the Welsh language portfolio, and as Minister for International Relations and the Welsh Language, she is now a full member of the Cabinet.

The office of the Welsh Language Commissioner is a fixed term appointment of seven years; and the term of the first Commissioner, Meri Huws, came to an end on 31 March 2019. After his appointment to the role in November 2018, Aled Roberts began a shadow period as Commissioner Designate on 18 February 2019. This shadow period was intended as a familiarisation period with the organisation, before taking over on 1 April 2019.

## Foreword

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This Annual Report reports on the work of the organisation during the final year of Meri Huws as Commissioner.

Up until her last month in office, the organisation was operating in a context of uncertainty regarding the future of the role of Commissioner and the future direction of the promotion of the Welsh language. However, there is no trace of uncertainty in this report; it is testament to Meri and the staff that they have persevered with determination and conviction, maintaining the momentum of their work.

As Commissioner, it is my intention to build on the foundations that have already been laid. I will use the regulatory powers together with the promotional functions in order to increase opportunities for people to use the Welsh language.

To begin, I shall be travelling around Wales to meet people to gain an understanding of the relationship of different communities with the Welsh language and what people experience when using the language in their everyday lives. I shall use what I hear to help me shape my vision and priorities for the organisation.

I am looking forward to the challenge ahead; and to working with organisations, societies and individuals across Wales to achieve our goal.

**Aled Roberts**

## Annual overview

Placed standards on 19 health sector organisations	Conducted surveys to verify the performance of 65 public organisations	Provided recommendations to improve the experiences of Welsh speakers in prison
Dealt with 205 complaints and determined 75 investigations	Provided recommendations to improve Welsh language services for individuals living with dementia	Report on 'Dementia and the Welsh Language' published in partnership with Alzheimer's Society Cymru
Published a List of Standardised Welsh Place-names, which contains over 3,000 names	159 businesses and charities have completed our self-assessment questionnaire	52,111 Iaith Gwaith badges and lanyards distributed
Promoting students' new Welsh language rights in the 'Mae Gen i hawl' campaign.	Assurance in relation to the future of the Welsh Language Commissioner	Aled Roberts appointed as Commissioner for 2019-26

# Rights to use the Welsh language

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The people of Wales have legal rights to use the Welsh language through Welsh language standards. The Welsh language standards are rules that public organisations must follow in order to implement and deliver services in Welsh.

We are responsible for the impositions of standards, for encouraging and supporting organisations to implement them and for investigating suspected breaches of standards. We have powers to require organisations to implement the standards.

Some organisations operate Welsh language schemes. This was the procedure under the Welsh Language Act 1993; although many language schemes have been, or are about to be, replaced by standards, some organisations, such as UK Government departments, continue to implement them.

You can now go to the Council and there are people at the front desk who can talk to you in Welsh, and this has changed since the standards were introduced.

Member of the public in a discussion group

An email in Welsh received a Welsh reply in 93% of cases.  
Statistic from the Commissioner's 2017/18 assurance report.

Quite often people want the service there and then, and that's the priority. People rarely have the energy to complain. This leads to a distorted picture of the reality for ordinary people.

Member of the public in a discussion group

# Imposition of duties

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Placed standards on 19 health sector organisations	Held briefing sessions for health organisations. 94% of those who attended the sessions said that they had learnt from them.	Held one-to-one meetings with each organisation new to the standards
37% reduction in the number of organisations challenging standards compared to 2015-16	Producing a Code of Practice to help organisations interpret the standards	13 new language schemes agreed with organisations that do not yet implement standards

## The health sector

Officers from the Standards Team worked closely with the organisations before issuing them with the notice of what standards they must implement. This more open communication was intended to ensure that the organisations had a much better understanding of the requirements of the standards.

## Code of practice

We have produced a code of practice to help organisations interpret the standards. The Government is responsible for approving the code of practice; and once that happens, we will publish it and circulate it to organisations, and move on to prepare more codes of practice. We also continue to provide face to face advice to organisations at events and meetings, and offer other guidance on specific matters.

## Introducing standards to more organisations

We have already achieved the first stage of the introduction of standards, namely undertaking a standards investigation into the water, energy, transport and social housing sectors. The Government then presents the standards regulations for approval in the Assembly. Because the Government, for much of the year, had intended to introduce a Welsh Language Bill, the process of presenting regulations has been at a standstill. However, we did identify some organisations that can be added to regulations that have already been passed. One example was to recommend that the Public Services Ombudsman for Wales operates standards. This was achieved through the addition of a clause in the new Ombudsman act which was approved during the year.



## Implementing duties

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Reviewed the Welsh language services of 65 organisations	Held 65 face to face meetings with organisations to discuss their performance and compliance arrangements	Held 16 discussion groups with the public to discuss their experiences of Welsh language services
Held 5 workshops to discuss internal policy and implementation decisions	Held a seminar to share successful practice between organisations	Published 18 successful practice case studies

### 2017-18 Assurance Report

In August 2018, we published *A Measure of Success*, reporting on organisations' performance during 2017-18. The report was based on a series of thematic studies, checking services, listening to public opinion and experiences and engagement with organisations.

The main findings of the report were that people's experiences of using Welsh continue to improve since standards have been introduced. However, consistency is needed to ensure people have the confidence that services are always available in Welsh, and that the Welsh language is treated no less favourably than the English language. Organisations also need to encourage take-up of Welsh language services, make them easy to use, and understand the real experiences of the public. Our work identified gaps in how organisations consider increasing the use of Welsh as they make policy decisions. Further work is also needed in terms of developing the use of Welsh as the language of internal operation within organisations.

We held 5 workshops with over 100 representatives to ensure that organisations make changes based on the results.

### Monitoring work

Again this year, we gathered evidence on the availability and quality of Welsh language services in the same ways as last year.

Our surveys are based on a sample of 65 randomly selected organisations representing one-third of organisations that are implementing standards, and some of the major organisations that are implementing language schemes. The services reviewed included correspondence, telephone calls, social media, websites, documents, apps, receptions, self-service machines and signage. We also conducted surveys to look at organisations' arrangements to increase and record the Welsh language skills of their workforce and to promote and measure the increase in take-up of Welsh language services. As part of this work, we held meetings and surveys with users.

## Supporting organisations

We have continued to provide support to organisations implementing standards and language schemes. Each organisation has a dedicated officer to whom they can turn for information and advice about interpreting or implementing duties. We held face-to-face meetings with 65 organisations during the year, looking in detail at the organisation's performance and discussing any barriers to using the Welsh language.

## Sharing successful practices

In order to show organisations what is possible and to inspire them to emulate successful practice within their own context, we gather and publish examples of innovative and notable practice by organisations. Eighteen case studies of successful practice have now been published on our website in text and video format.

We held a seminar for over 100 representatives of organisations in November 2018 to showcase some of these practices.

## Good practice guidance

Under the standards, some organisations are required to produce and publish a 5-year strategy setting out how they intend to promote the Welsh language in their areas and to set a target for increasing or maintaining the number of speakers.

In October 2018, we published a good practice guide to help the organisations produce and implement the strategies and to try to achieve consistency from one organisation to the next.

## The Welsh language in prisons

In November 2018, we published a report focusing on the rights and experiences of Welsh speakers in prisons. The report was based on interviews with individuals in prisons and visits to prisons to discuss with officers and managers.

We came to the view that more must be done to meet the language needs of Welsh speaking prisoners to ensure that they are given the best chance of effective rehabilitation. This is particularly true given the situation of women, as there is no women's prison in Wales. We also heard of examples of staff interfering with the freedom of prisoners to use the Welsh language with each other or with people outside the prison.

We made 17 recommendations to HM Prison and Probation Service (HMPPS) in the report. HMPPS has accepted all the recommendations and has already submitted to us a programme of work setting out how it will act on them.

## Measuring the use of Welsh language services

We asked county councils, the national parks and the Welsh Government for details regarding how many Welsh language services they collect data on, in terms of take-up. The responses indicated that the situation varies from organisation to organisation and also depends on the types of services offered. It became apparent that there are some barriers to consistent and reliable data collection at present, particularly where take-up is high and Welsh language services are consistently provided without special arrangements.

Going forward, we will look further at the responses and consult with organisations to consider the potential for establishing national measurements in relation to the use of Welsh language services.

## Enforcing duties

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205 valid complaints received: 174 valid complaints about Welsh language standards and 31 valid complaints about language schemes	Opened 134 investigations	Determined 75 investigations
32% of the valid complaints were in relation to correspondence	17% of valid complaints were in relation to websites	

### Welsh Language Standards: Complaints according to category

In 2017-18, telephone services were one of the categories for which the highest number of complaints were received (13%). The number of complaints received about telephone services was significantly lower in 2018-19 (6%). Correspondence was the category for which the highest number of complaints was received in 2017-18 and 2018-19, with the percentage increasing from 23% to 32%. The percentage of complaints received regarding websites was slightly higher this year, increasing from 10% to 17%.

### The categories of the standards within the complaints' determined on

Correspondence	32%
Websites	17%
Phone services	6%
Signs	8%
Documents and leaflets	4%
Social Media	7%
Considering the effect of a decision on the Welsh language	6%
Other	20%

## Using powers of enforcement

From the investigations conducted, we determined on 134 individual standards. Of these 134, we determined that there had been a failure to comply with 103 (77%) standards.

Below are the enforcement action we used.

### Enforcement action following failure

Action to avoid failure in future	81
Publicity	9
Prepare an action plan	9
Offer advice	5
No further action	3

## Here are a few examples of investigations conducted

### Pembrokeshire County Council

We received a complaint that the 'Visit Pembrokeshire' website was not available in Welsh and we decided to conduct an investigation. The Council's rationale for not creating a Welsh language website was because it was a website aimed primarily at people outside Wales. However, the investigation revealed that 33% of visitors to the website were from Wales, and that the website was therefore of interest to the people of Wales.

It was determined that the Council had failed to comply with a standard relating to websites; and enforcement action was imposed which required the Council to publish a Welsh version of the website which fully corresponded to the English version. The website is now available in Welsh.

### Sports Council

A member of the public contacted us to complain that the Sports Council tweeted most of its messages on its main account @Sport\_Wales in English, and we conducted an investigation.

The Sports Council explained that it was unclear about the requirements of the standard. This investigation gave us the opportunity to provide clarity on the requirements of the standard.

It was determined that the Council had failed to comply with a standard relating to social media. Enforcement action was imposed on it to publish English language messages in Welsh also, and to ensure that the Welsh text conveys the same meaning as the English text. The Council is now complying with the requirements of the standards.

A summary of each investigation can be viewed in the Enforcement Action Register on our website.

**Welsh language schemes: Complaints according to category**

We also deal with complaints and investigate suspected failure to comply with commitments in Welsh language schemes.

Below are the category of each complaint received.

Correspondence	22
Phone Services	16
Forms	12
Websites	3
Face to face meetings	3
Signs	2
Publications	1

We deal with most of these complaints informally. We published one investigation report during the year.

**Investigation: Department for Work and Pensions**

Through complaints, stories in the press and meetings with the Department for Work and Pensions, we suspected that the Department was in breach of its language scheme. The case concerned the considerable delays faced by people after they had applied for a work capability assessment through the medium of Welsh.

In the investigation, we concluded that the Department for Work and Pensions had failed to comply with a clause in its language scheme relating to holding meetings. There was no qualified Welsh speaker available to carry out assessments at the time we received the complaints and when the investigation was launched. During the

course of the investigation, one member of staff was appointed to undertake the assessments for the whole of Wales.

We made two recommendations: one, that the Department for Work and Pensions should plan for an alternative provision when there is no qualified Welsh speaker available to undertake work capability assessments in Welsh; the second recommendation was that the Department should assess the demand for Welsh assessments and the continuing risk by having only one member of staff in post for the whole of Wales.

Following the investigation, two additional Welsh speakers were appointed to undertake the work and 108 Welsh assessments were completed during the 2018 calendar year. However, the average waiting period for Welsh assessment was 135 days compared to 37 days for an English assessment.

The full report can be found on our website.

## **Freedom to use Welsh**

We have seen an increase in the number of applications for us to investigate allegations in relation to the freedom to use Welsh, i.e. cases where someone has prevented two or more people from communicating with each other in Welsh verbally or in writing. During the year, we were made aware of seven such allegations. Based on receiving adequate information that enabled us to do so, we investigated three allegations.

This is one example of how we dealt with an application in relation to the freedom to use Welsh:

### **2 Sisters Food Group**

A staff member of the 2 Sisters Food Group claimed that the company's Health and Safety Manager had interfered with his freedom to speak Welsh with a colleague by asking him to talk to his colleague in English when they were in a training session.

The company acknowledged that this had happened.

Advice was given to the company to give full consideration to the official status of the Welsh language. They were also advised to raise managers' awareness that staff should not be barred from using Welsh; to consider how best to raise the awareness of staff and managers of the Welsh language and to state in a policy document that they will not interfere with individuals' freedom to use Welsh.

# Promoting the Welsh language

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In addition to our regulatory role, we also have a duty to promote and facilitate the use of the Welsh language.

There are several elements to this work:

- influencing policy,
- maintaining and supporting the language infrastructure,
- encouraging and supporting the use of the Welsh language by businesses and charities,
- marketing and communications campaigns
- learning and sharing successful practice with other language communities across the world.

A pivotal contribution to the debate on moving the diversity agenda forward.

First Minister, Mark Drakeford, when discussing our report on dementia.

The List of Standardised Welsh Place-names is a valuable addition to our List of Historic Place Names. Together, the two lists provide public institutions, developers, property owners and the general public with the information necessary to preserve, appreciate and use our country's rich heritage of place-names.

Officer in the Legislation and Policy Team, Cadw

It was a pleasure to attend the Commissioner's networking breakfast for businesses as part of Wales Week in London and to share ideas and best practice.

Ieuan Morris, Santander Branch Manager

Through campaigns such as 'Mae gen i hawl' (My language rights) you raise awareness that it is important that we give the same attention and fair play to the language as English. Because at the end of the day, it is our mother tongue so it is important that it receives the same recognition.

Student at Bangor University



# Influencing the consideration given to the Welsh language in policy developments

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Made 15 recommendations to improve Welsh language services for individuals living with dementia	Presented evidence and opinion to 25 public consultations or inquiries	Presented evidence to six consultations on the impact of Brexit on the Welsh language
Worked in partnership with Alzheimer’s Society Cymru on the ‘Dementia and the Welsh Language’ report	Scrutinise the development of the new curriculum in relation to the Welsh language	Mapped the role of the post 16 sector in supporting the Welsh language

## Dementia and the Welsh language

In November 2018, we published a report on Welsh speakers ' experiences of dementia services. This was a joint publication with Alzheimer's Society Cymru.

Although national policies state that care through the medium of Welsh is a clinical need, this is not consistently reflected in the services available. It was concluded that Welsh language services are often not offered without people having to ask for them and that this adversely affects Welsh speakers with dementia. The report also looks at how people are being assessed and the shortcomings in Welsh-medium provision at present.

We made 15 recommendations to the Welsh Government, health boards and others to improve Welsh language services for people living with dementia.

The Government is considering the report alongside an evaluation of the achievements of the Dementia Action Plan for Wales 2018-22. We expect to receive the Government's response to it in due course.

## Welsh-medium education

In order to ensure a robust evidence base on Welsh-medium education, we looked in detail at the current situation of the Welsh language within the education sector in Wales. This has helped us influence the Welsh Government's work in revising the Welsh in Education Strategic Plans framework; in responding to consultations on the new curriculum and in meeting with stakeholders to share relevant information in constructive ways.

In our response to the consultation on the new curriculum, we noted that there was a real opportunity to transform the contribution of the education sector to the future of the

Welsh language. But to ensure that this happens, the Government must commit to much more detailed and ambitious plans. In particular, the Welsh Government needs to set out within legislation more explicit duties that will ensure that schools offer a curriculum that will lead to more Welsh speakers. There is also a need to develop a radical and far-reaching strategy to achieve a significant increase in the number of teachers who are able to teach through the medium of Welsh.

## Post-16 sector

In our response to a consultation on the establishment of a Tertiary Education and Research Commission for Wales, we highlighted the pivotal role of the post-compulsory education and training system in supporting progression in the use of the Welsh language following statutory education. We have also discussed the role of the post-16 sector in efforts to ensure that Wales has a workforce of the highest standard with the necessary skills to contribute to the Welsh economy.

Continuing the work we carried out in 2017-18 to highlight the opportunities for increasing Welsh-medium apprenticeships, we developed our understanding and links in the post-16 sector.

While looking at the different stakeholders and mechanisms responsible for communicating with learners and employers and for planning post-16 provision, it became clear to us that there is a need to improve the way in which the post-16 education sector supports the growth of the Welsh language. In particular, there needs to be a better system of gathering comprehensive and up-to-date data on Welsh language skills needs and communicating these better with learners, employers and providers in order to promote Welsh language opportunities. This information was presented to the Assembly's Economy, Infrastructure and Skills Committee inquiry.

## Brexit

We used the public consultations and inquiries to highlight the risks for Welsh speakers and Welsh-speaking communities in light of the UK's departure from the European Union.

Amongst other things, there is a risk that Brexit would have a negative impact on sectors of the economy that are important to Welsh speakers and which largely support Welsh-speaking communities. These sectors include the agriculture sector and the education sector. It may also impact on programmes and projects in Wales that are key to creating a bilingual workforce and supporting the use of Welsh in the community and business. It may also prevent Welsh speakers from taking advantage of European interventions which promote cultural and linguistic diversity.

Another concern we have is the pattern that has become increasingly apparent in recent years of undermining the respect for minority communities in Britain, including linguistic communities, thus marginalizing their voice in public life.

## Welsh language - migrants and asylum seekers

In our response to the 'Nation of Sanctuary', a plan for refugees and asylum seekers in Wales, we said that there was a need for decisive action in relation to the Welsh language. This was particularly necessary in the sections that covered work, education and the promotion of refugees and asylum seekers' awareness of their rights.

We wanted to see a commitment to working with relevant stakeholders to communicate consistent, strong and positive messages about the importance and value of the Welsh language to refugees and asylum seekers.

We also wanted to see more attention given to Welsh in ESOL policy in Wales and that Welsh lessons were provided and promoted on an equal footing with English-medium provision.

## Developing Welsh language infrastructure

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Launched the List of Standardised Welsh Place-names.	Over 2,500 visits to the Commissioner's website on the day the place-names list was launched	Supporting five local authorities to standardise the names of Welsh villages and towns
Responded to over 50 enquiries about the forms of place-names by individuals and organisations	Provided recommendations to the Local Democracy and Boundary Commission regarding the ward names of 10 local authorities	Over 2,519,273 searches in the online dictionary, Geiriadur yr Academi

### List of Standardised Welsh Place-names

In June 2018, we launched the List of Standardised Welsh Place-names on our website. There are over 3,000 names on the list, and this is the first time these forms have been published online under an open licence for everyone to be able to use. It is the culmination of years of research and consultation with experts, local people and local authorities. It is a resource similar to a dictionary where it is possible to search for the names of Welsh settlements (villages, towns etc) in order to check how to spell those names in a standardised way in both English and Welsh. It is a live list that continues to grow as standardisation work continues and joint standardisation projects with local authorities are completed.

### Collaborating and recommending standard forms of place-names

Standardising place-names is more important than ever in the current digital age: minor differences in the way place-names can be spelt lead to confusion when producing signs, maps and when using web search engines. Standardisation is also a way of ensuring that Welsh names are respected.

While we do not have statutory powers in this area, by working with local authorities, the Ordnance Survey, the Welsh Government and others, we aim to ensure consistency, correct pronunciation and orthographical accuracy to the names of settlements and areas in Wales.

Since the launch of the list we have used it to present detailed recommendations to a number of organisations from across Wales and beyond including the Local Democracy and Boundary Commission, the Welsh Government, the House of Commons Library, publishers and the press, and supermarkets. Detailed recommendations were also provided to Transport Wales on the names of stations in Wales and across the border.

We worked with officers from Cadw and the Royal Commission on the Ancient and Historical Monuments of Wales to draw the attention of officers responsible for place-name data in local authorities to the value of the List of Standard Place-names and the List of Historic Place-names and the support available to them.

We have also published advice on matters relating to place-names on our website, including advice about mutation of names on signs and advice about naming new developments.

### **The Census**

We were invited to be members of the Census Welsh Questions Group. This group provides the Office for National Statistics with expert advice on the design and wording of the Welsh language questionnaire (on paper and online) in order to ensure the best possible experience for people who choose to complete the next Census in Welsh. The Census is the most important source of data for Welsh speakers and our work in this area will contribute to a clear and accurate questionnaire which will ultimately ensure more reliable data.

### **Strategic collaboration**

We are a member of a number of boards that have a strategic influence in relation to infrastructure, including the Welsh Government Technology Board, the Coleg Cymraeg Cenedlaethol Translation Studies Consortium and the List of Historic Place-names Steering Group.

# Promoting the use of the Welsh language with businesses and third sector organisations

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159 businesses and charities have completed our self-assessment questionnaire	Proofread 145 pieces of text for 89 companies and charities	Published research showing the value of the Welsh language to businesses
Held two events for business leaders and major charities in London on the value of the Welsh language	Held eight training sessions for voluntary sector organisations on the use of Welsh	Dealt with 76 public complaints about unsatisfactory services from businesses and charities

## Research into the value of the Welsh language

In order to persuade businesses of the value of investing in the Welsh language, we commissioned research and questioned the leaders of large, small and medium-sized businesses in Wales about their attitudes towards using the Welsh language.

A clear majority said that the Welsh language was of advantage to them, with 76% strongly agreeing or partially agreeing that the use of Welsh attracted customers; 82% strongly agree or partially agree that the use of the Welsh language adds value to a product or service; 80% strongly agree or partially agree that the use of the Welsh language is important to the ethos of the business and 84% strongly agree or partially agree that the use of Welsh enhances the business brand.

## Spreading the message to businesses

To share the research findings and show businesses how we can help them introduce Welsh to their business activities in the way that suits them best, we hosted three business breakfasts, in Cardiff, Aberystwyth and Colwyn Bay. For these breakfasts, and also to reach businesses that were unable to attend the events, we produced a video that contained the main messages and contacts.

We were also conscious of the need to persuade the senior managers of businesses, often with their headquarters outside Wales, of the value of the Welsh language. In March 2019, as part of the Wales Week in London programme, a leaders' event was held in London to share these messages. The event opened with an address by broadcaster Guto Harri who has worked in public relations for the Mayor of London, News International and other large corporations.

## Training for voluntary sector organisations

We held eight training sessions on bilingualism at work for voluntary sector organisations. These sessions were organised in conjunction with the Wales Council for Voluntary Action, DVSC and the Big Lottery Community Fund.

## Sport

During 2017-18 an online module was published to help trainers use the Welsh language in sports sessions. During 2018-19 we continued to communicate with various sports associations about the module, and we worked with the governing bodies of cricket, rugby and football on adapting the module to be specifically relevant to their sports.

Sport Wales partnered with us in producing and promoting the module. During the year, Sport Wales offered the opportunity for clubs to win £150 by sharing examples of good practice. 10 clubs have been successful, and these successful practices will feed into our influencing work next year.

## Proofreading

We provide a free proofreading service of up to 1,000 words for businesses and charities. Our aim is to encourage people to try out their Welsh, and to provide assurance on the accuracy of anything they produce.

A total of 39,624 words were proofread for 89 businesses and charities. The type of text was varied and included websites, receipts, menus, posters and slogans, press releases and social media messages.

## Complaints

Learning about the experiences of the public helps us to try to persuade businesses and charities to use the Welsh language, as they highlight the desire and will of customers to receive services in Welsh.

Of the 76 complaints we received, 27 were regarding the financial sector. We continued to hold our banks forum to discuss the way forward with the sector. In addition, specific issues were discussed with the banks individually as problems arose in order to seek early resolutions.

## Communication

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Our Twitter account had over a million impressions over the year	52,111 Iaith Gwaith materials distributed	88% of students knew that #maegenihawl referred to their Welsh language rights
37,397 visits to the Commissioner's website	During the students' campaign launch weekend, #maegenihawl was streamed on accounts 247,530 times	Excerpt of 'Y Tad' by Theatr Genedlaethol Cymru shown during an event in the Eisteddfod.

### Mae Gen i Hawl (My Language Rights) Campaign

We held the Mae Gen i Hawl campaign to coincide with the imposition of standards on the education sector. This was the first time that we promoted certain rights as they were imposed, rather than general rights.

The campaign was launched at the inter-collegiate dance at Lampeter, by sponsoring the gig. We also produced material for the universities, colleges and student unions to promote the rights. These materials included posters, wallcharts, pens, electronic images and a short video for social media, screens within universities and colleges and advertising on S4C.

Some of the campaign's evaluating metrics are shown in the highlights.

### Education Pack

During the year, the communications team worked on an education pack for the older pupils in Key Stage 2 explaining the work of the Commissioner. Work continues on the pack which includes a short video, a clear presentation on our work, work sheets and a factsheet for the teacher. We intend to launch the pack in September 2019.

### Events

#### The Urdd Eisteddfod

The design of the Commissioner's stand was developed this year, in terms of the design and activities offered. We had a busy week at the Urdd 'testing' the new List of Standardised Place-names which was about to be published. We asked the public to put a pin on the map if the name of their town or village was on the list. The activity was covered by numerous news outlets, and it ensured that we had a busy stand.



## **The Royal Welsh Show**

We worked with the Policy team at the Show on a session discussing the Welsh language within apprenticeship programmes.

## **National Eisteddfod of Wales**

Iaith Gwaith and messages about Welsh language services were our key messages on our stand at the National Eisteddfod in Cardiff Bay. We introduced these to our visitors in the form of a fun game of marbles and magnetic trails. During the week, more than 800 children and adults took part in the game. For the first time, we also had Iaith Gwaith tattoos on the stand, which proved very popular.

Beyond the stand itself we held a series of sessions including a discussion on the newly published assurance report and a discussion on a new research report by the 'Hybu' team. During another session, that was organised in partnership with Alzheimer's Society Cymru and Theatr Genedlaethol Cymru discussing 'Dementia and the Welsh Language', we showed an excerpt of 'Y Tad', which is a drama looking at the relationship between an elderly man living with dementia and his carer.

## **Iaith Gwaith**

Iaith Gwaith is the scheme used to show who can speak Welsh within a workplace (the orange speech bubble). During the year, we distributed 27,280 Iaith Gwaith badges and 24,831 lanyards.

We also worked on a design for a learners' badge, which was approved by the Management Team in December 2018. We now need to discuss further with partners to produce materials using the design.

## International relations

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Member of the International Association of Language Commissioners	Invitation to share good practice from Wales with language communities in Kosovo, Georgia, Taiwan and Abkhazia	IALC Chairmanship and Secretariat transferred to the Irish Language Commissioner in May 2018
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### International Association of Language Commissioners

Meri Huws served as chair of the International Association of Language Commissioners (IALC) from 2016-18 and was responsible for the association's secretariat during 2015-18. The Chairmanship and the Secretariat were officially transferred to the Irish Language Commissioner, in May 2018.

The main aim of the Association is to support and promote linguistic rights, equality and diversity across the world and support language commissioners in upholding the highest professional standards in their work. The Association's work of advising governments on language rights issues has developed over the past year and the Association has provided evidence and advice to several committees and governments. There has also been an increase in the demand for the Association to provide advice to states concerned about linguistic rights or the status of minority languages.

The Commissioner's officers remain prominent members of the Association and chair a policy and research sub-committee to share good practice amongst officers internationally. The collaboration on projects of common interest to members of the Association is increasing and the Commissioner's officers are collaborating with their fellow members across the globe in order to publish a volume on the contribution of Language Commissioners to the protection of minority rights. This volume will be published at a conference organised by the French Services Commissioner of Ontario during the summer of 2019.

### Sharing practice and learning lessons

It has become clear that there is now widespread international recognition of the pioneering work being undertaken in Wales to promote and facilitate the use of Welsh. As a result, the Commissioner received a number of invitations to share expertise with linguistic communities across the globe. There has been a desire to adopt or adapt Welsh models within the contexts of other countries or regions.

In giving evidence to the Assembly's Culture, Welsh Language and Communications Committee, the Irish Language Commissioner Rónán Ó Domhnaill said: "We do look to Wales as a good example of how to get things done."

# Management and operation

## Commentary on financial performance

The Welsh Language Commissioner is a corporation sole funded by Welsh Ministers. The funding allocated by Welsh Ministers for the year 1 April 2018 to 31 March 2019 was £3,074,000 (2017-18: £3,051,000). The net expenditure after interest for the year was £3,137,000 (2017-18: £3,249,000), with capital expenditure of £31,000 (2017-18: £35,000). At 31 March 2019 the general reserve was £438,000 (31 March 2018: £501,000).

	2017-18 Outturn £000	2018-19 Outturn £000	2018-19 <sup>1</sup> Budget £000	2019-20 <sup>2</sup> Budget £000
Officers' costs	2,169	2,262	2,231	2,335
Administration				
Accommodation : Rent	120	104	125	84
Accommodation : other costs	141	152	165	142
Office dilapidations	20	-	-	-
Travel and subsistence	84	95	75	79
Training and recruitment	37	23	27	25
Legal and professional	205	126	127	91
Information technology	156	168	163	157
Communication	15	20	16	18
External audit fee	15	15	15	15
Administration other	53	43	48	48
	846	746	761	659
Programme costs	261	142	141	77
Capital and depreciation	36	33	47	44
Net Expenditure	3,312	3,183	3,180	3,115
Income	(63)	(45)	(47)	-
Interest receivable	-	(1)	-	-
Net expenditure after interest	3,249	3,137	3,133	3,115

<sup>1</sup> Revised internal budget approved by the Management Team in June 2018

<sup>2</sup> Final internal budget approved by the Management Team in April 2019

## Officers' costs

Employment costs for 2018-19 were higher than both budget and actual costs for 2017-18; the principal reasons for the overspend were as follows:

A cost challenge of £40,000 had been included in the budget for the year. Additional costs were incurred due to officers returning from maternity leave earlier than budgeted, an increase to the holiday pay provisions and the cost of employing the new Commissioner during the shadowing period, for which additional funding was received from Welsh Ministers. Costs savings were achieved through staff leaving or due to requests from officers for reductions to their working hours. The increase against actual costs for 2017-18 was primarily due to the impact of staff receiving pay increments, and a reduction in the amount of statutory maternity pay recovered.

## Accommodation

Gross rental costs for the offices have reduced in the year and against budget. Whilst there was a planned increase to the rent for the Caernarfon office a significant saving was made on the Cardiff office, having secured a rent free period from 21/12/2018 to 20/09/2019 during the renegotiation of the lease and this has been reflected in the budget for 2019-20.

There has been an increase in office running costs during the year. There was an increase in landlord services charges for Cardiff and Caernarfon; the valuation assessment of the new Caernarfon office was higher than expected so the cost of the non-domestic rates is higher; and small business relief ceased on the non-domestic rates for the Ruthin office. There were significant savings against the budget for the Cardiff office refurbishment costs, as the works are now planned for 2019-20.

Income from subletting office space in Cardiff to the Future Generations Commissioner ceased on 20/12/2018 hence the reduction compared to the previous year. This part of the office was surrendered at the end of the lease term.

## Travel and subsistence

Travel and subsistence costs have increased in 2018-19 compared to prior year and against budget. Visits and engagement with stakeholders and users is a key part of the Commissioner's work, enabling officers to execute their duties effectively; this is the primary reason for the increase in travel and subsistence costs. A challenge has been set for the 2019-20 budget in order to make significant savings.

## Training and recruitment

Whilst staff turnover levels have been high in previous years, the level has decreased in 2018-19 and also there has been no need to fill as many jobs through advertising. As a result there was a saving of over £ 6,000 against 2017-18 expenditure. Seminar and conference costs have been consistent and there has been a saving by forgoing membership costs of some professional organisations. Costs on training courses have decreased compared to 2017-18 due to budgetary constraints, however it was possible to use an element of the saving on recruitment costs to spend approximately £2,000 more than the budget.

## Legal and professional

Legal and professional costs were high in 2017-18 but have fallen to a more normal level in 2018-19. Requirements can vary significantly from year to year, particularly in respect of costs of preparing for and defending proceedings in the Welsh Language Tribunal, as a consequence expenditure on legal services in 2018-19 was £70,000 less than in 2017-18 and it was also £13,000 less than budget. Included in legal costs is £26,000 (2017-18: £18,000) spent on legal services relating to office leases. There will need to be tight control of expenditure in 2019-20 as the budget has been cut to £45,000.

Consultant costs were £7,000 less than 2017-18 because of specialist requirements that arose in that year. There was an overspend of £ 5,000 against budget in 2018-19 due to consultancy work on the commitments in the lease on the Cardiff office in order to reduce dilapidation costs whilst negotiating the new lease.

Whilst translation costs were consistent with 2017-18 there was an overspend against the budget where planned savings could not be achieved. This will be a challenge in 2019-20 as further savings of £10,000 have been targeted.

Internal audit costs have decreased by £2,000 per annum as a result of a new agreement following a tendering process. However, the costs were £1,000 more than the budget due to additional work in relation to the Commissioner's transition period.

## Information Technology

There has been an increase of £11,000 to IT costs compared to 2017-18. The major factors influencing these costs are noted below:

There was an increase to a number of IT contracts amounting to £25,000. The principal reasons were an unavoidable change to a charged service for video conferencing, maintenance of information management systems, upgrading the PSBA service for the Caernarfon office, a change to a 0345 telephony service and an increase to maintenance costs for cloud storage.

Savings of £14,000 were made in other areas such as a change to the human resources system, alternative security systems for the IT infrastructure, cancellation of IT support contracts no longer required and a reduction in IT project spend.

## Communication

Communication costs have increased. It was necessary to purchase corporate branded goods during the year as the stock had run out (£2,000), also the cost of producing the annual report for 2017-18 was higher than that budgeted (£3,000). Savings were achieved by negotiating improved terms on the media monitoring contracts (£1,000). This year a cost of £23,000 to host the cloud has been categorised under information technology.

## Programme expenditure

Details of the outcomes of the main programmes undertaken in 2018-19 are given in the section on the organisations activities and achievements on pages 6 to 26.

Due to budgetary constraints the budget for programmes in 2018-19 was reduced by approximately £120,000 compared to the spend in 2017-18. This has restricted the number and scope of programmes that it was possible to fund in 2018-19.

Programmes for 2018-19 included:

- publication of the Assurance Report on the provision of services in the Welsh language and a programme to promote the findings;
- research into the experiences of users of services in the Welsh language;
- programmes to engage with users;
- promotion programmes to develop communications resources with businesses and charities;
- conducting publicity campaigns on the rights of users;
- undertaking research into Welsh language dementia care services

## Reserves

The 2018-19 annual accounts state that there was £438,000 in reserves at the end of the financial year ended 31 March 2019. These accounts include receivables, sums due, prepayments and accruals. In order to understand the true value of the reserve the impact of the following transactions need to be considered:

	<b>£000</b>	<b>Debt collection and payments to creditors £000</b>	<b>Depreciation and prepaid expenditure £000</b>	<b>Balance remaining £000</b>
Fixed assets	82	-	(82)	-
Amounts receivable	8	(8)	-	-
Prepayments	69	-	(69)	-
Cash	705	(418)	-	287
Amounts payable	(72)	72	-	-
Accruals	(179)	179	-	-
Provisions	(175)	175	-	-
Reserves	438	-	(151)	287

The underlying level of reserves at 31 March 2019 was £287,000 (2017-18: £374,000).

It is vital to consider the underlying level of reserves as opposed to the statutory reserves because this is the true amount that is available to the organisation to safeguard against any potential future overspend. In making this assessment the Commissioner considered that a minimum of 5% of the annual budget, approximately £150,000, needs to be kept in reserve for any unforeseen expenditure. We are now in a period where the Welsh Language Tribunal is in operation, and it is considered that it would be prudent to keep a further £100,000 in reserve for any legal proceedings which could arise.

It is noted in the table on page 27 that the 2019-20 budget forecasts revenue expenditure of £3,115,000. In addition to revenue spend the budget includes expenditure of £144,000 on capital, specifically an undertaking in the lease on the Cardiff office to undertake renovation works and also investment in the information technology infrastructure.

The impact of the plans for 2019-20 is that the underlying level of reserves reduces from £287,000 at the beginning of the 2019-20 financial year to £229,000 at the end of the financial year. This is approximately £20,000 less than the level considered prudent to retain; management continuously seek ways to make cost savings in order to manage the situation.

### **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 2019. (2017-18: £0)

## Equality matters

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Our Strategic Equality Plan sets out specific equality objectives and outlines the way forward for the future.

### Equality Impact Assessments

#### Training

We continued to invest time and resources in maintaining robust equality arrangements including the provision of further training for staff on equality and impact assessment. The Senior Governance Officer received more specialist training on impact assessment and equality arrangements in general.

#### Events

During the year, an equality impact assessment was created for officers to use when organising events. The intention is that in having a single central version that is universally applicable, the Commissioner's events will welcome diversity and be accessible to all.

We ensured that all our public events were held in accessible venues, and checked any additional needs in the registration forms. We also took steps to ensure that audio systems and simultaneous translation did not affect hearing equipment; and subtitled all videos shown.

#### Publications and website

We have a design framework, and we are working with the design companies on the framework to ensure that all our publications comply with accessibility requirements. In addition, we ensure that our website complies with accessibility requirements.

#### Monitoring

During progress reporting meetings on the operational plan in the second quarter we focused on the equality impact assessments that had been conducted during the first half of the year and discussed actions.

In preparing the 2019-20 Operational Plan, 25 full assessments were conducted on proposed programmes or, in addition to that, assessments were reviewed as a continuation of 2018-19 work. Some assessments will take place in 2019-20.

#### Improvement and learning

The Senior Governance Officer attended equality network meetings during the year and attended an Equality and Human Rights Commission Seminar on 28 March 2019 on *Strengthening Human Rights: learning from Wales*.



## Corporate issues

We took part in research undertaken by Diverse Cymru on behalf of the Equality and Human Rights Commission on monitoring the performance of listed bodies against the Wales Public Sector Equality Duty.

All of the Commissioner's employment policies ensure that people are treated fairly. There is an undertaking that no job candidates, staff members nor persons receiving a service will suffer discrimination, harassment or victimisation as a result of personal characteristics such as age, disability, ethnicity, sex, gender reassignment, pregnancy or maternity, sexual orientation, religion or belief, marital status or civil partnership. During the year we reviewed all our employment policies and carried out an equality impact assessment on all of them in order to ensure that opportunities to promote equality were identified as well as ensuring that there was no negative impact on any of the protected groups.

There is also information on the implementation of equality in the workplace policies on page 49 of this annual report. Equality commitments are included as part of our contracting policies and procedures.

## Staff issues

### Union recognition

The organisation has a recognised union branch of the PCS and regular meetings are held between branch representatives, the Commissioner, the Deputy Commissioner and the Senior HR Officer.

### Well-being

The Commissioner provides a free confidential advice service to officers in order to support their mental health. This service is provided by an external contractor.

### Learning and development

The Commissioner implements a Performance Management system which ensures that officers understand what is expected of them and ensures that they have the skills and capacity to meet those expectations. Discussing training and development needs forms a crucial part of the process and a development plan is produced for each officer based on those discussions, in accordance with the annually agreed training priorities.

The most cost-effective options are considered in meeting training and development needs and a range of training methods are offered where practicably possible.

## Plans for 2019-20

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We have a strategic plan for 2018 to 2021. It includes four strategic objectives and related priorities. During 2019-20 work plans under the different objectives will be as follows:

### Strategic Objective 1 - Influencing policy

- Ensure appropriate consideration is given to the Welsh language in policy and legislative developments in areas such as education and skills, health and care, and local government.
- A briefing note analysing the need to act on the lack of an education workforce able to teach through the medium of Welsh in the statutory sector.
- Research in town and country planning and reporting on arrangements for assessing the impact of developments on the Welsh language.
- Reporting on the extent to which the ability to offer care in Welsh is seen as part of the professional requirement of health and care professionals.
- Starting to plan the 5-year report on the position of the Welsh language (2016-20)

### Strategic Objective 2 - Extending people's rights to use the Welsh language

- Agree a further programme of standards imposition with the Welsh Government.
- Inform organisations so that they understand the requirements placed upon them by preparing codes of practice.
- Agree language schemes as necessary with bodies not subject to standards.
- Communicate effectively to ensure that the public are aware of their rights to use the Welsh language by conducting campaigns.

### Strategic Objective 3 - Ensuring compliance with duties

- Gather evidence on the quality of users' experiences and organisations' levels of compliance.
- Discuss progress with organisations directly and in specific events. Arrange events in order to hear the views of the public as well as conducting surveys.
- Promote the effective self-regulatory efforts of organisations and facilitate the work of sharing success and innovation.
- Operate an accessible and effective system for the submission of complaints from users by listening to their comments and acting on them.
- Ensure that the work of investigating suspected failures of compliance and the enforcement of Welsh language standards impacts positively on the rights of citizens to use the Welsh language in their engagement with organisations.

## Strategic Objective 4 - Facilitating wider use of the Welsh language

- Collaborate with strategic partners, including Sport Wales, the Wales Council for Voluntary Action and the Big Lottery Fund to increase the use of the Welsh language in their sectors.
- Prioritisation of key business sectors, such as banks and supermarkets.
- Offer practical support to businesses and charities on the use of Welsh through the promotion plan, training, guidance and advice.
- Publish advice document on translation.
- Influence public bodies' use of standardised forms of place-names in Wales.

## Challenges facing the organisation

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We maintain a strategic risk register which outlines the main challenges facing the organisation. The register is regularly updated and is scrutinised by our Audit and Risk Committee.

At the end of 2018-19, budget and resources were the highest risk to the organisation. The Commissioner's office is wholly financed by the Welsh Government, and the budget for 2019-20 was confirmed as £3,156,600. This is £105,600 more than was received in 2018-19 enabling us to make the higher pension contributions that are now required from employers. The higher pension rates will continue after 2019-20 but there is no assurance of extra funding in the budget after 2019-20.

The office has faced significant cuts over the years. In 2013-14 the annual budget was £4.1 million, so there has been a 23% reduction in financial terms since that time and the level of the budget in 2019-20 means that we will have to make use of the reserve. The financial position also makes it difficult for us to invest in necessary improvements such as information technology and makes it increasingly difficult to support ambitious projects and activities to increase opportunities to use the Welsh language.

The Commissioner has considered the political situation in connection to Brexit. Although the organisation receives no funding directly from the sources of the European Union, we put in place practical arrangements in preparation for 29 March 2019 to ensure the organisation would be able to continue to operate. These schemes will be reviewed as the political situation develops.

Other strategic risks identified include political and legal issues. In February 2019 the Minister for International Relations and the Welsh Language announced that the Welsh Language Bill would not be introduced. This means that the plans to abolish the post of Commissioner and create a Commission would not happen. While that provides assurance and stability for the organisation, questions remain about the direction of work to promote the Welsh language. The Assembly's Culture, Welsh Language and Communications Committee has been conducting an inquiry into 'supporting and promoting the Welsh language' since August 2018. One of the original main objectives of the inquiry was to scrutinise the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Government's plans for a Welsh Language Bill. This creates a challenge for the organisation in planning for the next period. In the meantime, we will continue to implement the range of our promotion functions in line with the Welsh Language Measure.

# Part 2 Accountability

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# Annual Governance Statement and Report 2018-19

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## Scope of responsibility

As the Accounting Officer, I am personally responsible for organising, managing and staffing the Welsh Language Commissioner in general. I must ensure that the organisation meets a high standard of financial control and that its systems and financial procedures promote effective and economical business dealings and protect financial regularity and propriety.

## Purpose of the governance framework

The governance framework includes the systems, processes, culture and values which determine the way in which the Welsh Language Commissioner is directed and is used to hold the Commissioner's activities to account.

The aim of the framework is to maintain my independence as Welsh Language Commissioner and balance that independence with my accountability for the public money being spent.

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

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

The system of internal control is a significant part of the governance framework with the aim of managing risk to a reasonable level.

The Welsh Language Commissioner's permanent Governance Statement can be found on the corporate website.

## The governance of the organisation

### Strategic planning and performance review

We have a Strategic Plan and detailed Operational Plan which is produced for each year. The 2018-19 Operational Plan was developed with the input of the Commissioner's senior officers.

The directors and senior officers are responsible for taking the actions identified, and the Management Team will then review progress against the targets and outcomes. The vast majority of the key 2018-19 activities were achieved by the end of the financial year and they are reported on in the strategic report on pages 6 to 33.

## Deputy Commissioner

In accordance with Sections 12 and 13 of the Welsh Language (Wales) Measure 2011, the Welsh Language Commissioner is required to appoint a Deputy Commissioner. The Deputy Commissioner will deputise for the Commissioner during holidays and sickness absences and at any other time at the request of the Welsh Language Commissioner. Gwenith Price, Strategic Director, remains as Deputy Welsh Language Commissioner since her third appointment in October 2017.

## Management Team

The Management Team, chaired by the Commissioner and comprising both directors, manages all 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 in October 2018. The Management Team's terms of reference are published on our website.

The membership of the Management Team during the year was as follows:

Meri Huws	Welsh Language Commissioner (until 31 March 2019)
Gwenith Price	Strategic Director and Deputy Commissioner
Dyfan Sion	Strategic Director

On 27 November 2018 the First Minister of Wales announced that Aled Roberts would be appointed Welsh Language Commissioner when the present Commissioner's term ended. Aled Roberts was employed on a fixed term contract for the period between 18/02/2019 and 28/03/2019, in order to familiarise himself with the role. Aled Roberts was not a member of the Management Team nor did he have any responsibilities or powers during this period.

On 1 April 2019 Aled Roberts was appointed Welsh Language Commissioner.

## Auditors

Baldwins Audit Services Limited's contract ceased on 31 March 2018. Following a competitive tendering process, TIAA Limited were appointed internal auditors, with the contract commencing on 1 April 2018.

An internal audit plan for 2018-19 was prepared by the internal auditors in May 2018 and approved by the Commissioner and the Audit and Risk Committee in June 2018.

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 Management Team on the adequacy and effectiveness of internal control and risk management. The Audit and Risk Committee's terms of reference have been published on our website.

There are four independent members on the Committee; and there is a system in place which allows members to retire at different times in order to ensure continuity of experience and knowledge. In 2018 Dr Ian Rees was appointed as chair to succeed Rheon Tomos. It was decided to extend the period of Rheon Tomos on the Committee until June 2019.

The Audit and Risk Committee met four times during the 2018-19 financial year. Details of attendance are:

	27 June 2018	25 October 2018	19 December 2018	27 March 2019
Dr Ian Rees (Chair)	✓	✓	✓	✓
Rheon Tomos	✓	✓	✓	X
Iorwen Brooks Jones	✓	✓	✓	✓
Liz Aitken	✓	✓	✓	✓

As part of its remit the Committee receives the monthly finance report and progress report on the Operational Plan, which have been approved by the Management Team. The Management Team and Risk Manager attend all committee meetings; and in addition, representatives of the internal and external auditors are invited to attend.

Briefing sessions and training on relevant issues for members are held before the Committee's plenary meetings. The Committee also continues to hold discussions with the Commissioner, as well as private meetings with the internal and external auditors.

### Advisory Panel to the Welsh Language Commissioner

In accordance with the requirements of the Welsh Language (Wales) Measure 2011, the Welsh Language Commissioner has an Advisory Panel. Members of the Advisory Panel are appointed by the Welsh Ministers for a period of three years. In April 2018 the current members' terms were extended to 31 March 2021. The Commissioner may consult with the Advisory Panel regarding any matter. The Advisory Panel's remit can be found on our website.

Four Advisory Panel meetings were held during the year. Details of attendance are:

	19 June 2018	28 September 2018	3 December 2018	22 March 2019
Meinir Davies (Chair)	✓	✓	✓	✓
Nick Speed	X	✓	✓	✓
Dr Heledd Iago	✓	✓	✓	✓



## Register of interests

The register of interests is updated twice yearly; in addition to the formal process members of the Management Team, Audit and Risk Committee and Advisory Panel are asked to record any interests at the start of the meetings.

There were no materially relevant transactions during the year with organisations where the Commissioner, directors or senior officers, or any members of their families, were in positions of influence. Information on the interests of the Management Team is available on the Commissioner's website.

## Freedom of information

Seventeen (17) requests for information were received under the Freedom of Information Act 2000 during the year (2017-18: 17 requests). The Commissioner's responses to requests, as well as any information released, are published on the website.

## General Data Protection Regulations (GDPR)

On 25 May 2018 the Data Protection Act 2018 and the General Data Protection Regulations (GDPR) came into force.

We were in compliance with the Data Protection Act 1998 and so we planned a project in preparation for the requirements of the new legislation. Due to the nature of this work and the need for ownership from the whole organisation, discussions were held with the Management Team, Senior Officers and solicitors, and we identified the new commitments and adapted procedures already in place.

It meant a change in our methods of dealing with data and so it was necessary to ensure that everyone was fully aware of the new requirements and why they were important. There were major implications in terms of officer time across the organisation. There was a significant risk involved in non-compliance with the new requirements and we would have been open to complaints and investigations by the Information Commissioner as well as to major fines.

Our project plan for compliance highlighted the main changes and assessed our current level of implementation and compliance. It also set out the work that needed to be done to ensure that we complied with the new legislation by 25 May 2018.

The implementation of the project was regularly reported to the Management Team and the Audit and Risk Committee.

The organisation was provided with training on the legislation followed by a briefing session to introduce the new elements relating them to our work.

Monitoring will take place in this area during 2019-20, once the changes have become established within the Commissioner's procedures.

No subject access requests were received under Data Protection Legislation during the year.

## Complaints against the organisation

We have a specific complaints procedure should individuals wish to complain about any acts or omissions relating to the Commissioner's functions. A copy of this procedure is available on our website.

No complaints against the organisation were received during 2018-19 (2017-18: 1 complaint).

## Report on sustainability

We are committed to sustainable practices. Our practices on sustainability are based on the following principles:

- Compliance with all relevant legislation, regulations and codes of practice.
- Integrating sustainability considerations into our business decisions, where possible.
- Reducing the sustainability impact of all office and transport activities.

## The Well-being of Future Generations (Wales) Act 2015

Although the Welsh Language Commissioner is not under a duty under the Well-being of Future Generations (Wales) Act 2015, we work with the Future Generations Commissioner.

In operating in accordance with the Sustainable Development Principle, we will act in a way that seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

## Environment (Wales) Act 2016

As a public authority under section 6 of the Environment (Wales) Act 2016, the Welsh Language Commissioner has a duty to maintain and enhance biodiversity, and to promote resilient ecosystems in Wales.

Under the Act, we must publish a scheme that clarifies the actions to be taken in order to comply with this duty. It will be reviewed every three years alongside a report which explains how the Commissioner has complied with this duty. The first report will be produced before the end of 2019, as required by the Act.

## The Welsh Language Tribunal

During the year, three applications were submitted to the Welsh Language Tribunal for a review of the Commissioner's decision not to conduct an investigation in relation to a complaint. One application to review was made under rule 48 and 49 of the Welsh Language Tribunal Rules 2015, and one appeal was brought by an organisation under section 95(2) of the Welsh Language (Wales) Measure 2011 against the Commissioner's decision following an investigation under section 71 of the Measure.

Of these, the Tribunal declined to uphold three applications. It decided that there was no basis for reviewing its decision, and a case was held on paper for the appeal and a ruling was provided.

## Comment on the Welsh Language Tribunal's rulings

### Case number - TYG2018/2

The application for a review of the Commissioner's decision was a complex one. The Commissioner decided not to investigate the complaints because she had already opened a wide-ranging investigation into the Council's compliance with the standards relating to the display of signs. The Applicant considered that this extensive investigation was unlawful, and that the existence of that investigation should not be used as grounds for not investigating his complaints. Following consideration of the Applicant's arguments, the Commissioner decided to open an investigation into his complaints and consequently argued that there was no basis for the Tribunal to proceed with the case. The Applicant objected to that as he wished to have clarity on the legality of the wide-ranging investigation.

Since the original determinations were reversed, the Commissioner applied to the Tribunal to remove the Applicant's application for review. The Tribunal does not have the power, under section 103 and 104 of the (Wales) Measure 2011, to review a decision that had already been reversed by the Commissioner. As a result, the Tribunal struck out the application. No statement was made on the legality of the wide-ranging investigation.

### Case number - TYG2018/3

Case TYG/WLT/2018/03 was an application under section 103 of the Measure for a review of a decision by the Commissioner not to conduct an investigation into a complaint by an individual of a failure by a local authority to comply with a Welsh language standard. The standard in question was standard 58: "when using social media you must not treat the Welsh language less favourably than the English language".

On 30 August 2017, the Commissioner notified the Applicant that she would not be conducting an investigation into the complaint in question, on the grounds that, in her view, there was no evidence of a failure to comply with standard 58 because "this standard does not have a requirement to place Welsh text before English text". That view was based on the absence, in standard 58, of any specific reference to the relative position of both languages. This contrasts with other standards (such as standard 70, which deals with physical notices) which include a requirement that the Welsh version must be placed so that it is read before the English version.

The Applicant did not agree with the Commissioner's interpretation of standard 58. In his view, the requirement that the Welsh language should not be treated less favourably than the English language implied that Welsh should not appear below the English. He therefore challenged the Commissioner's decision not to investigate his complaint by application to the Tribunal under section 103 of the Measure (case TyG/WLT/17/2). On 19 March 2018 the Tribunal announced its decision to rescind the Commissioner's refusal to conduct an inquiry into the Applicant's complaint and to require the Commissioner to reconsider the matter, in accordance with the Tribunal's guidelines on

the correct interpretation of standard 58. This case therefore stemmed from the fact that the Commissioner, having reconsidered the matter, informed the Applicant, on 25 May 2018 that she still did not intend to conduct an investigation into the complaint in question.

The Tribunal decided to refuse permission to make the application as it considered that the Applicant had not demonstrated that the application would have a reasonable prospect of success, or that there was some other compelling reason why the application should be heard.

However, in its ruling the Tribunal stated that the Commissioner should consider each case individually, but together with other factors, noting that the Commissioner should examine more than the complaint alone. The question is how far should this go? In considering complaints the Tribunal noted the need for the Commissioner to gather evidence of the scope of the particular case and form an evaluative view on the failure itself, and also the organisation's practice around the complaint. The Commissioner should be proactive in creating as objective a picture as possible. The Tribunal therefore establishes an expectation for the Commissioner to examine matters around the case to see if it is a typical feature of practice of the organisation, as a factor in considering an investigation or not.

The Tribunal noted that it is another matter for the Commissioner to discern whether the organisation has changed its practice. If there is evidence that an organisation has undertaken work to change its practice then an investigation would probably be disproportionate.

The Commissioner has considered the impact of the ruling and has incorporated new steps within internal work processes as a result in order to focus resources on activities that will deliver most benefit.

#### **Case number - TYG2018/4**

In case TYG/WLT/2018/04 the Tribunal was asked to review, under rule 48 and 49 of the Welsh Language Tribunal Rules 2015, its decision (dated 18 July 2018) not to extend the periods for making an application to challenge the relevant decisions by the Commissioner. In this case the Tribunal was of the view that the Applicant had not demonstrated that there was an important and obvious error in the Tribunal's decision (or any other basis for a review listed in rule 48 (1)): and therefore there is no basis, to review that decision.

#### **Case number - TYG2018/5**

In case TYG/WLT/2018/05 the Tribunal concluded that the Applicant had failed to comply with standard 11 by failing, on 13 July 2017, to deal with the Complainant's telephone call in Welsh and therefore confirming the Commissioner's decision to that effect.

A member of the public ("the Complainant") had complained to the Welsh Language Commissioner (WLC) that he had phoned the Information Commissioner's Office (ICO) in Wales and had spoken in Welsh to the person who had answered the telephone but that person was unable to deal with their query in Welsh. Instead, they arranged for a Welsh speaking officer who was able to speak Welsh, and who was able to deal with their query, to telephone the complainant back later in the day. The WLC undertook an

investigation into the question of whether or not the ICO had complied with its duty, under the relevant Welsh language standard (Standard 11). That standard holds that the ICO must deal with a call from someone who wishes to speak in Welsh in that language until it was necessary to transfer the call to a member of staff who was unable to speak Welsh in order to provide a service on a particular subject (if a Welsh speaking member of staff was not available to do so). The WLC determined that the ICO had failed to comply with the standard in question and required the ICO to prepare an operational plan showing what steps it would take in order to comply with standard 11. The ICO appealed to the Tribunal, under section 95(2) of the Welsh Language (Wales) Measure 2011, against the WLC's determination.

The Tribunal confirmed that it had full jurisdiction, under section 95, to come to its own view on all questions of law and of fact. In this case, however, there was no dispute between the parties regarding the main facts. The standard ICO procedure for dealing with calls in Welsh was that members of staff should greet all callers bilingually but that a caller should be given a choice if they wished to speak in Welsh and if the staff member was not Welsh speaking, either to continue with the call in English or for the ICO to arrange a call back from someone who could speak Welsh. This clearly did not comply with the duty of the ICO to "deal with the call in Welsh" until it was necessary to pass transfer it to someone who was unable to speak Welsh in order to deal with a particular subject. The ICO's argument that it was unreasonable to "compel" staff to provide advice on complex technical and legal issues in a second language was not relevant. All the Complainant wanted was for the general nature of his query to be discussed in Welsh and for it to be passed on to someone who could deal with it – in Welsh if possible, or in English if there was no Welsh speaker available to deal with the particular subject. The Tribunal noted that the ICO had not appealed to the Tribunal against the imposition of the standard in question, on the grounds of unreasonableness or disproportionality, and now, since the standard had come into force it was incumbent on the ICO to comply with it. The tribunal rejected the appeal and upheld the WLC's determination.

It will be important for public organisations to pay careful attention to this judgement ensuring that they comply with standard 11 (or the equivalent standard in other regulations) in the way that the Welsh Language Tribunal's ruling is set out.

**The register of enforcement actions can be found on the Commissioner's website.**

## **Working with Ombudsmen and Commissioners**

We meet regularly with the Commissioner for Older People in Wales, the Children's Commissioner for Wales, the Future Generations Commissioner and the Public Services Ombudsman for Wales to discuss strategic and operational issues. Officers attend the networks and meetings of organisations funded by the Welsh Government in finance, human resources, data protection and information technology. We also have a memorandum of understanding with Qualifications Wales.

## **Capacity to handle risk**

The risk management system is led by the Management Team and is endorsed by the Audit and Risk Committee. The Senior Finance and Resources Officer is the Risk Manager for the organisation. Risk awareness induction training is provided for new officers, those returning from extended periods of absence and officers taking on additional responsibilities.

## **The risk and control framework**

The Commissioner manages risk on a Strategic and Operational level.

We review strategic risks as part of the quarterly progress reviews of the operational plan. The key operational risks from these reviews are incorporated into the Strategic Risk Register. In addition, every 6 months, the Risk Manager undertakes a formal review of the strategic risks affecting the organisation as a whole; these are recorded on the Strategic Risk Register. A review and challenge session is then held with the Commissioner.

The Strategic Risk Register is presented to the Audit and Risk Committee twice a year, in accordance with the committee's remit. The Operational Risk Registers are presented to the Audit and Risk Committee once a year.

Relevant risks are identified in all papers submitted to the Management Team. This in turn reminds officers to identify and manage the risks.

Significant challenges facing the organisation are noted on page 36.

## **Review of effectiveness**

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

The annual internal audit plan for 2018-19 was approved by the Management Team and the Audit and Risk Committee. The following areas of work were audited and reported on during the year.

<b>Area</b>	<b>Internal Audit Report</b>	<b>Level of Assurance</b>
Key Financial Management	Assurance Report	Significant
Counter fraud	Assurance Report	Significant
Human Resources: policies and procedures	Assurance Report	Significant
Strategic Planning	Assurance Report	Significant
General Data Protection Regulation	Compliance	Reasonable
Investigation of Complaints	Compliance	Limited
Commissioner's business continuity	Performance Review	Significant
Information Technology Contracts	Value for Money	Reasonable

The internal auditors, TIAA, have stated in their annual report that they are 'satisfied that, for the areas reviewed during the year, the Welsh Language Commissioner has established risk management processes, general control and reasonable and effective governance.'

In their 2018-19 assurance reports, recommendations were made on how further improvements could be made to the internal control system. I have responded to their recommendations and agreed a programme of continuous improvement.

As a result of the limited assurance given in the report on the 'Investigation of Complaints', an action plan was formed to respond fully to the auditors' recommendations. The Management Team approved the plan, and it was presented to the Audit and Risk Committee in December 2018 with regular progress reports shared with both thereafter. The Audit and Risk Committee receive a quarterly update on the level of complaints and to what degree the time deadlines are met when holding an enquiry.

### **Incidents relating to fraud or corruption**

During the financial year, no incidents relating to fraud or corruption were reported. The Commissioner maintains a policy and procedures relating to fraud and corruption.

### **Incidents relating to personal data**

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

## Effectiveness of whistle blowing arrangements

The Commissioner is responsible for establishing appropriate arrangements for the governance and protection of resources. The establishment of internal whistle blowing procedures is a matter of good practice by employers. The Welsh Language Commissioner's whistle blowing policy was approved by the Management Team in September 2018. The contact details of the Chair of the Audit and Risk Committee and members of the Commissioner's Internal Auditors team, TIAA, are included in the policy as individuals with whom officers can raise concerns. No incidents were reported during the year relating to concerns under the whistle blowing policy.

**Accounting Officer  
Welsh Language Commissioner**



# Remuneration and Staff Report

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## Service Contracts

The Constitutional Reform and Governance Act 2010 requires Public Service appointments to be made on merit on the basis of fair and open competition. The Recruitment Principles published by the Civil Service Commission specify the circumstances when appointments may be made otherwise.

Unless otherwise stated below, the officers covered by this report hold appointments which are open-ended. Early termination, other than for misconduct, would result in the individual receiving compensation as set out in the Civil Service Compensation Scheme.

## 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 (including senior officers) which is analogous to that used by HM Treasury. Remuneration is not linked to performance for officers who meet the minimum requirements for the role, although incremental increases may be foregone where minimum performance requirements are not met.

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.

## Equality in the workplace

The Welsh Language Commissioner totally opposes any discrimination on any basis. Fair and consistent processes are operated when selecting new officers.

Applicants are requested to complete an equal opportunity monitoring form as part of the application process. The Commissioner operates a guaranteed interview scheme to anyone with a disability, as defined by the Equality Act 2010, and who meets the essential requirements of the role.

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. Reasonable adjustments and/or training would be provided for officers who became disabled persons during their employment with the Commissioner.

## 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 (£000)		<sup>1</sup> Pension Benefits (to nearest £1,000)		Total (£000)	
	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18
Meri Huws	95-100	95-100	8,000	3,000	105-110	100-105
Gwenith Price <sup>2</sup>	60-65	60-65	27,000	17,000	90-95	80-85
Dyfan Sion	55-60	55-60	21,000	31,000	75-80	85-90

<sup>1</sup> 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.

The value of pension benefits is calculated by MyCSP, the organisation responsible for administering the Principal Civil Service Pension Scheme on behalf of the Civil Service. The Welsh Language Commissioner has no influence over the calculation or the reported amount. This is not an amount which has been paid to an officer by the organisation 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.

<sup>2</sup> 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.

## 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.

## Performance related pay

There were no performance related or bonus payments made during 2018-19 to senior officers (2017-18: £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 2018-19 to senior officers (2017-18: £0).

## Off-payroll arrangements

No payments were made to individuals under off-payroll arrangements in the year to 31 March 2019 (2018-19: £0).

## Consultancy

No payments were made to individuals or organisations for consultancy services, outside the ordinary activities of the organisation, in the year to 31 March 2019 (2017-18: £0).

## Remuneration: range and median

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

	<b>31 March 2019</b>	31 March 2018
Remuneration band (£000) of the highest-paid officer (Commissioner)	<b>95-100</b>	95-100
Median remuneration of the workforce (£)	<b>35,750</b>	35,750
Ratio of median staff remuneration to higher paid officer	<b>2.73</b>	2.73
Highest pay band (excluding the Commissioner)	<b>64,003</b>	64,003
Lowest pay band	<b>13,431</b>	12,831

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

Name and title	Accrued pension at pension age as at 31/03/19 and related lump sum	Real increase in pension and related lump sum at pension age	Cash Equivalent Transfer Value at 31/03/19	Cash Equivalent Transfer Value at 31/03/18	Real increase in Cash Equivalent Transfer Value	Employer contribution to partnership pension account
	£000	£000	£000	£000	£000	nearest £100
Meri Huws	10-15	0-2.5	206	182	8	-
Gwenith Price	20-25	0-2.5	436	374	17	-
Dyfan Sion	15-20	0-2.5	213	171	8	-

## Civil Service Pensions

Pension benefits are provided through the Civil Service pension arrangements. From 1 April 2015 a new pension scheme for civil servants was introduced – the Civil Servants and Others Pension Scheme or **alpha**, which provides benefits on a career average basis with a normal pension age equal to the member's State Pension Age (or 65 if higher). From that date all newly appointed civil servants and the majority of those already in service joined **alpha**. Prior to that date, civil servants participated in the Principal Civil Service Pension Scheme (PCSPS). The PCSPS has four sections: 3 providing benefits on a final salary basis (**classic**, **premium** or **classic plus**) with a normal pension age of 60; and one providing benefits on a whole career basis (**nuvos**) with a normal pension age of 65.

These statutory arrangements are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under **classic**, **premium**, **classic plus**, **nuvos** and **alpha** are increased annually in line with Pensions Increase legislation. Existing members of the PCSPS who were within 10 years of their normal pension age on 1 April 2012 remained in the PCSPS after 1 April 2015. Those who were between 10 years and 13 years and 5 months from their normal pension age on 1 April 2012 will switch into **alpha** sometime between 1 June 2015 and 1 February 2022. All members who switch to **alpha** have their PCSPS benefits 'banked', with those with earlier benefits in one of the final salary sections of the PCSPS having those benefits based on their final salary when they leave **alpha**. (The pension figures quoted for officials show pension earned in PCSPS or **alpha** – as appropriate. Where the official has benefits in both the PCSPS and **alpha** the figure quoted is the combined value of their benefits in the two schemes.) 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 4.60% and 8.05% of pensionable earnings for **classic**, **premium**, **classic plus**, **nuvos** and **alpha**. 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. Benefits in **alpha** build up in a similar way to **nuvos**, except that the accrual rate is 2.32%. 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.

The **partnership** pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 8% and 14.75% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a panel of 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 0.5% of pensionable salary from 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**, 65 for members of **nuvos**, and the higher of 65 or State Pension Age for members of **alpha**. (The pension figures quoted for officials show pension earned in PCSPS or **alpha** – as appropriate. Where the official has benefits in both the PCSPS and **alpha** the figure quoted is the combined value of their benefits in the two schemes, but note that part of that pension may be payable from different ages.)

Further details about the Civil Service pension arrangements can be found at the website [www.civilservicepensionscheme.org.uk](http://www.civilservicepensionscheme.org.uk)

## 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.

## 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 note 1.8 to the accounts.

## Staff report

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### Age/sex demography of workforce

The average age of the Welsh Language Commissioner's workforce on 31 March 2019 was 37 years (2017-18: 36 years).

The gender demography of the directors and officers on 31 March 2019 is summarised in the table below.

	31 March 2019		31 March 2018	
	Male %	Female %	Male %	Female %
Commissioner and Directors	33.3	66.7	33.3	66.7
Other officers	32.6	67.4	35.4	64.6
Total	32.7	67.3	35.3	64.7

### Gender pay gap

The gender pay gap of the Welsh Language Commissioner's workforce on 31 March 2019 is summarised in the table below.

	31 March 2019	31 March 2018
Mean gender pay gap	-1.4%	3.6%
Median gender pay gap	0.0%	0.0%

This table notes that the gender pay gap between 31 March 2019 and 31 March 2018 has moved to be in favour of female officers.

### Managing absence and attendance

The total number of work days lost through sickness absence for the period 1 April 2018 to 31 March 2019 was 224.0 (2017-18: 292.0).

Of the work days lost through sickness 89% (2017-18: 57%) of them were due to short-term absence and 11% (2017-18: 43%) were lost due to long-term absence. Long-term absence means an absence of more than 20 days for the same reason. The Commissioner records the reasons for sickness absence and 25% of the days lost were due to mental health reasons (2017-18: 25%).

The average work days lost per head (full-time equivalent) was 4.8 (2017-18: 6.3) based on 45.8 <sup>1</sup> full-time equivalent members of staff (2017-18: 46.3 <sup>1</sup>). The average per person is very close to the usual average in the public sector, which is 5.

<sup>1</sup> For the purpose of disclosure the full-time equivalent members of staff comprise the Welsh Language Commissioner and 44.8 full-time equivalent officers (2017-18: 45.3)

### **Staff turnover**

The staff turnover rate in 2018-19 was 8.6% (2017-18: 12.6), (2016-17: 14.5%) a (2015-16: 6.2%).

### **Gifts register**

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



## Officer numbers and related costs

	<b>2018-19</b>	2017-18
	<b>£000</b>	£000
Salaries (permanent contracts)	<b>1,635</b>	1,469
Salaries (fixed term contracts)	<b>90</b>	203
Social security costs	<b>165</b>	140
Pension costs	<b>364</b>	347
	<b>2,254</b>	2,159
Committee members' fees (1)	<b>8</b>	8
Agency staff costs	<b>-</b>	2
Total cost	<b>2,262</b>	2,169

	<b>2018-19</b>	2017-18
Staff numbers		
Welsh Language Commissioner	<b>1.0</b>	1.0
Officers employed on permanent contracts	<b>41.6</b>	37.9
Officers employed on fixed term contracts	<b>3.2</b>	7.4
Agency staff	<b>0.0</b>	0.1
Average numbers (2)	<b>45.8</b>	46.4
Committee members (1)	<b>7</b>	7

1 - Comprised of 3 members of the Advisory Panel (2017-18: 3) and 4 members of the Audit and Risk Committee (2017-18: 4). The fees paid were £256 per day for the Chair and £198 per day for other members.

2 – Full Time Equivalents employed during the year.

The salary and pension entitlements of the Commissioner and officers in the most senior positions are included on pages 49 to 54.

## Pensions

Details of pensions are included on pages 52 to 54.

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 2012. You can find details in the resource accounts of the Cabinet Office: Civil Superannuation ([www.civilservice.gov.uk/pensions](http://www.civilservice.gov.uk/pensions)).

For 2018-19, employers' contributions of £357,000 (2017-18: £344,000) were payable to the PCSPS at one of four rates in the range 20.0% to 24.5% 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 2018-19 to be paid when the member retires and not the benefits paid during this period to existing pensioners.

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £4,000 (2017-18: £3,000) were paid to one or more of the panel of three appointed stakeholder pension providers. Employer contributions are age-related and range from 8.0% to 14.75% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £170 (2017-18: £160), 0.5% of pensionable pay was 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.

## Statement of the Accounting Officer's Responsibilities

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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 the form and basis set out in the 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 and of its net expenditure, statement of financial position, changes in taxpayers' equity and cash flows for the financial 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;
- prepare the accounts on a going concern basis; and
- confirm that the annual report and accounts as a whole is fair, balanced and understandable and that I take personal responsibility for this annual report and accounts and the judgments required for determining that it is fair, balanced and understandable.

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 and Managing Welsh Public Money, published by the Welsh Government.

As Accounting Officer, I confirm that:

- I have taken all the steps that I ought to have taken to make myself aware of any relevant audit information and to establish that the entity's auditors are aware of that information; and
- as far as I am aware, there is no relevant audit information of which the entity's auditors are unaware.

**Aled Roberts**  
**Accounting Officer**  
**Welsh Language Commissioner, 15 July 2019**

# Certificate and independent auditor's report of the Auditor General for Wales, to the National Assembly for Wales

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## Report on the audit of the financial statements

### Opinion

I certify that I have audited the financial statements of the Welsh Language Commissioner for the year ended 31 March 2019 under the Welsh Language (Wales) Measure 2011. These comprise the statement of Comprehensive Net Expenditure, Statement of Financial Position, Statement of Cash Flows, and Statement of Changes in Taxpayers Equity and related notes, including a summary of significant accounting policies. These financial statements have been prepared under the accounting policies set out within them. The financial reporting framework that has been applied in their preparation is applicable law and HM Treasury's Financial Reporting Manual based on International Financial Reporting Standards (IFRSs) as adopted by the European Union/United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2019 and of its net expenditure, for the year then ended; and
- have been properly prepared in accordance with Welsh Ministers' directions issued under the Welsh Language (Wales) Measure.

### Basis for opinion

I conducted my audit in accordance with applicable law and International Standards on Auditing in the UK (ISAs (UK)). My responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of my report. I am independent of the body in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK including the Financial Reporting Council's Ethical Standard, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

### Conclusions relating to going concern

I have nothing to report in respect of the following matters in relation to which the ISAs (UK) require me to report to you where:

- the use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or

- the Welsh Language Commissioner has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the body's ability to continue to adopt the going concern basis of accounting for a period of at least 12 months from the date when the financial statements are authorised for issue.

### Other information

The Welsh Language Commissioner is responsible for the other information in the annual report and financial statements. The other information comprises the information included in the annual report other than the financial statements and my auditor's report thereon. My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information 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.

### Opinion on regularity

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

### Report on other requirements

#### Opinion on other matters

In my opinion, the part of the Remuneration Report to be audited has been properly prepared in accordance with Welsh Ministers' directions made under Welsh Language (Wales) Measure 2011.

In my opinion, based on the work undertaken in the course of my audit:

- the information given in the Annual Governance Statement for the financial year for which the financial statements are prepared is consistent with the financial statements and the Annual Governance Statement has been prepared in accordance with Welsh Ministers' guidance;
- the information given in the Strategic Report for the financial year for which the financial statements are prepared is consistent with the financial statements and has been prepared in accordance with Welsh Language (Wales) Measure 2011.

## **Matters on which I report by exception**

In the light of the knowledge and understanding of the body and its environment obtained in the course of the audit, I have not identified material misstatements in the Strategic Report provided with the financial statements or the Annual Governance Statement.

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

- proper accounting records have not been kept;
- the financial statements and the part of the Remuneration Report to be audited are not in agreement with the accounting records and returns;
- information specified by Welsh Ministers 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.

## **Responsibilities**

### **Responsibilities of the Accounting Officer for the financial statements**

As explained more fully in the Statement of Accounting Officer's Responsibilities, the Accounting Officer is responsible for preparing the financial statements in accordance with the Welsh Language (Wales) Measure 2011 and Welsh Ministers' directions made there under, for being satisfied that they give a true and fair view and for such internal control as the Accounting Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Accounting Officer is responsible for assessing the body's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless deemed inappropriate.

### **Auditor's responsibilities for the audit of the financial statements**

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of the auditor's responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities) . This description forms part of my auditor's report.

### **Responsibilities for regularity**

The Accounting Officer is responsible for ensuring the regularity of financial transactions.

I am required to obtain sufficient evidence 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.

**Adrian Crompton**  
**Auditor General for Wales**  
**18 July 2019**

**Wales Audit Office**  
**24 Cathedral Road**  
**Cardiff CF11 9LJ**

The Auditor General for Wales has certified and reported on these financial statements in their original form. This version is a translation of the original Welsh version. The responsibility for the accuracy of this translation lies with the Welsh Language Commissioner, and not the Auditor General for Wales.

# Part 3 Financial Statements

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## Statement of Comprehensive Net Expenditure for the year ended 31 March 2019

	Notes	2018-19		2017-18	
		£000	£000	£000	£000
<b>Expenditure</b>					
Officers' costs	4	2,262		2,169	
Administration	5	746		846	
Other programme expenditure	6	142		261	
Depreciation and amortisation	7,8	33		36	
			3,183		3,312
<b>Income</b>	3		(45)		(63)
Net expenditure			3,138		3,249
Interest receivable			(1)		-
<b>Net expenditure after interest</b>			3,137		3,249

All activities undertaken during the year are continuing.

The notes on pages 69 to 77 form part of these accounts.

## Statement of Financial Position as at 31 March 2019

	Notes	31 March 2019		31 March 2018	
		£000	£000	£000	£000
<b>Non-Current assets</b>					
Intangible assets	7	10		14	
Property, plant & equipment	8	72		70	
<b>Total non-current assets</b>			<b>82</b>		84
<b>Current assets</b>					
Trade and other receivables	9	77		82	
Cash and cash equivalents	10	705		858	
<b>Total current assets</b>			<b>782</b>		940
<b>Total assets</b>			<b>864</b>		1,024
<b>Current liabilities</b>					
Trade and other payables	11	(251)		(335)	
<b>Total current liabilities</b>			<b>(251)</b>		(335)
<b>Non-current assets plus net current assets</b>			<b>613</b>		689
<b>Non-current liabilities</b>					
Provisions	12	(175)		(188)	
<b>Total non-current liabilities</b>			<b>(175)</b>		(188)
<b>Assets less liabilities</b>			<b>438</b>		501
<b>Taxpayers' equity</b>					
General reserve			438		501
			<b>438</b>		501

The notes on pages 69 to 77 form part of these accounts.

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

**Aled Roberts**  
**Accounting Officer**  
**Welsh Language Commissioner, 15 July 2019**

## Statement of Cash Flows for the year ended 31 March 2019

	Notes	2018-19 £000	2017-18 £000
<b>Cash flows from operating activities</b>			
Net expenditure		<b>(3,138)</b>	(3,249)
Amortisation of intangible assets	7	4	3
Depreciation of property, plant & equipment	8	29	33
Loss on sale of non-current assets		-	9
Decrease in trade and other receivables	9	5	24
(Decrease) / Increase in trade payables and other payables	11	<b>(84)</b>	5
(Decrease) / Increase in provisions	12	<b>(13)</b>	14
<b>Net cash (outflow) from operating activities</b>		<b><u>(3,197)</u></b>	<u>(3,161)</u>
<b>Cash flows from investing activities</b>			
Interest received		1	-
Purchase of intangible assets	7	-	(6)
Purchase of property, plant and equipment	8	<b>(31)</b>	(29)
Proceeds of disposal of property, plant and equipment		-	-
<b>Net cash (outflow) from investing activities</b>		<b><u>(30)</u></b>	<u>(35)</u>
<b>Cash flows from financing activities</b>			
Financing from Welsh Ministers		<b>3,074</b>	3,051
<b>Net financing</b>		<b><u>3,074</u></b>	<u>3,051</u>
<b>Net (decrease) in cash and cash equivalents in the period</b>		<b><u>(153)</u></b>	<u>(145)</u>
<b>Cash and cash equivalents at the beginning of the period</b>	10	<b>858</b>	1,003
<b>Cash and cash equivalents at the end of the period</b>	10	<b><u>705</u></b>	<u>858</u>

The notes on pages 69 to 77 form part of these accounts.

## Statement of Changes in Taxpayers' Equity for the year ended 31 March 2019

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	<b>£000</b>
Balance at 1 April 2017	<u>699</u>
<b>Changes in Reserves for 2017-18</b>	
Retained (Deficit)	(3,249)
<b>Total recognised income and expense for 2017-18</b>	<u>(3,249)</u>
Financing from Welsh Ministers	<u>3,051</u>
<b>Balance at 31 March 2018</b>	<b>501</b>
<b>Changes in Reserves for 2018-19</b>	
Retained (Deficit)	(3,137)
<b>Total recognised income and expense for 2018-19</b>	<u>(3,137)</u>
Financing from Welsh Ministers	<u>3,074</u>
<b>Balance at 31 March 2019</b>	<b><u>438</u></b>

The notes on pages 69 to 77 form part of these accounts.

# Notes to the accounts for the year ended 31 March 2019

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These financial statements have been prepared in accordance with the 2018-19 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) Income

Income is recognised in the financial year that the service is provided. Income invoiced in advance of the service being provided is classed as deferred income.

### (1.4) Intangible assets

Intangible assets in excess of £1,000, including irrecoverable VAT, are capitalised. Intangible assets include software licences and other licences. A number of the same type of asset are grouped together to determine 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.

#### (1.5) Property, plant and equipment

Property, plant and equipment over £1,000, including irrecoverable VAT, are capitalised. A number of the same type of asset are grouped together to determine 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.

#### (1.6) 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.

#### (1.7) 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.

#### (1.8) 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 and Staff Report.

### (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 Income

	<b>2018-19</b> <b>£000</b>	2017-18 £000
Future Generations Commissioner for Wales	<u>45</u>	<u>63</u>
	<u><b>45</b></u>	<u><b>63</b></u>

Income relates to an operating lease on a part of the premises at Market Chambers, 5-7 St Mary Street, Cardiff. A lease with the Future Generations Commissioner for Wales was signed on 25/09/2016 and expired on 20/12/2018.

## 4 Officers' Costs

	<b>2018-19</b> <b>£000</b>	2017-18 £000
Employed officers	<b>2,254</b>	2,159
Committee members' fees	<b>8</b>	8
Agency staff costs	<b>-</b>	2
	<u><b>2,262</b></u>	<u><b>2,169</b></u>

Details of officers' costs are included in the Remuneration and Staff Report on page 57.

## 5 Administration

Administration expenses included:

	2018-19 £000	2017-18 £000
Accommodation - Office rent lease costs	104	120
Accommodation - Other costs	152	141
Provision for premises redecoration and dilapidations	-	20
Travel, subsistence and hospitality	95	84
Training and recruitment	23	37
Legal and professional	126	205
Information Technology and telecommunications	168	156
Communication	20	15
Auditors' remuneration (external audit fee)	15	15
Other administrative expenses	43	53
	<u>746</u>	<u>846</u>

## 6 Other programme expenditure

The expenditure relates to numerous projects undertaken. The total expenditure during the year was £142,000 (2017-18: £261,000); further information is included on page 30.

## 7 Intangible assets

	Software Licences £000	Licences £000	Total £000
<b>Cost</b>			
At 31 March 2018	130	43	173
Disposals	(16)	-	(16)
<b>At 31 March 2019</b>	<u>114</u>	<u>43</u>	<u>157</u>
<b>Amortisation</b>			
At 31 March 2018	124	35	159
Charged in year	2	2	4
Disposals	(16)	-	(16)
<b>At 31 March 2019</b>	<u>110</u>	<u>37</u>	<u>147</u>
<b>Net book value at 31 March 2019</b>	<u>4</u>	<u>6</u>	<u>10</u>
Net book value at 31 March 2018	<u>6</u>	<u>8</u>	<u>14</u>



## 8 Property, plant & equipment

	Furniture & Fittings £000	Office equipment £000	Total £000
<b>Cost</b>			
At 31 March 2018	393	335	728
Additions	6	25	31
Disposals	(28)	(2)	(30)
<b>At 31 March 2019</b>	<b>371</b>	<b>358</b>	<b>729</b>
<b>Depreciation</b>			
At 31 March 2018	383	275	658
Charged in year	5	24	29
Disposals	(28)	(2)	(30)
<b>At 31 March 2019</b>	<b>360</b>	<b>297</b>	<b>657</b>
<b>Net book value at 31 March 2019</b>	<b>11</b>	<b>61</b>	<b>72</b>
Net book value at 31 March 2018	10	60	70

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 2019 (31 March 2018: £0).

## 9 Trade receivables and other current assets

	31 March 2019 £000	31 March 2018 £'000
<b>Amounts falling due within one year</b>		
Trade receivables	2	19
Other receivables	6	-
Prepayments	69	63
	<b>77</b>	<b>82</b>

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

## 10 Cash and cash equivalents

	2018-19 £000	2017-18 £000
Balance at 1 April	858	1,003
Net change in cash and cash equivalent balances	<u>(153)</u>	<u>(145)</u>
<b>Balance at 31 March</b>	<b><u>705</u></b>	<b><u>858</u></b>

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 2019 £000	31 March 2018 £000
<b>Amounts falling due within one year</b>		
Trade payables	72	125
Accruals	179	190
Deferred income	-	20
	<u>251</u>	<u>335</u>

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

## 12 Provision for liabilities and charges

	Other £000	Dilapidations and re-decoration £000	Total £000
Provision at 31 March 2018	12	176	188
Provided in year	-	26	26
Provisions utilised in the year	(12)	(29)	(41)
Unwinding of discount	-	2	2
Provision at 31 March 2019	<u>-</u>	<u>175</u>	<u>175</u>

HM Treasury's discount rate net of CPI at December 2018 of -0.97% in real terms has been used for dilapidations (2017-18: -2.01%).

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.

Other provisions include legal costs relating to applications pending with the Welsh Language Tribunal for a review of the Welsh Language Commissioner's decisions or appeals against the Commissioner's determinations. Further information about these applications is available on the Welsh Language Tribunal's website

#### Analysis of the expected timing of the future liabilities

	Other £000	Dilapidations and redecorations £000	Total £000
Not later than one year	-	8	8
Later than one year and not later than five years	-	33	33
Later than five years	-	134	134
	-	175	175

### 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 2019 £000	31 March 2018 £000
<b>Buildings</b>		
Not later than one year	80	102
Later than one year and not later than five years	445	171
Later than five years	463	166
	<b>988</b>	439

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

## 14 Amounts receivable under leases

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

Obligations under operating leases comprise:	<b>31 March</b>	31 March
	<b>2019</b>	2018
<b>Buildings</b>	<b>£000</b>	£000
Not later than one year	-	22
	<u>-</u>	<u>22</u>

The lease with the Future Generations Commissioner for Wales expired on 20/12/2018.

## 15 Contingent liabilities

There were no contingent liabilities at 31 March 2019 (31 March 2018: £0).

## 16 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.

## 17 Related party transactions

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.

During 2018-19 the Welsh Language Commissioner received financing of £3.074m from Welsh Ministers (2017-18: £3.051m).

The operating lease with the Future Generations Commissioner for Wales, on part of the premises at Market Chambers, 5-7 St Mary Street, Cardiff; expired on 20/12/2018. During the financial year 2018-19 the Commissioner received income of £45,000 (2017-18: £63,000), trade receivables of £2,000 were due on 31 March 2019 (31 March 2018: £19,000).

## **18 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.