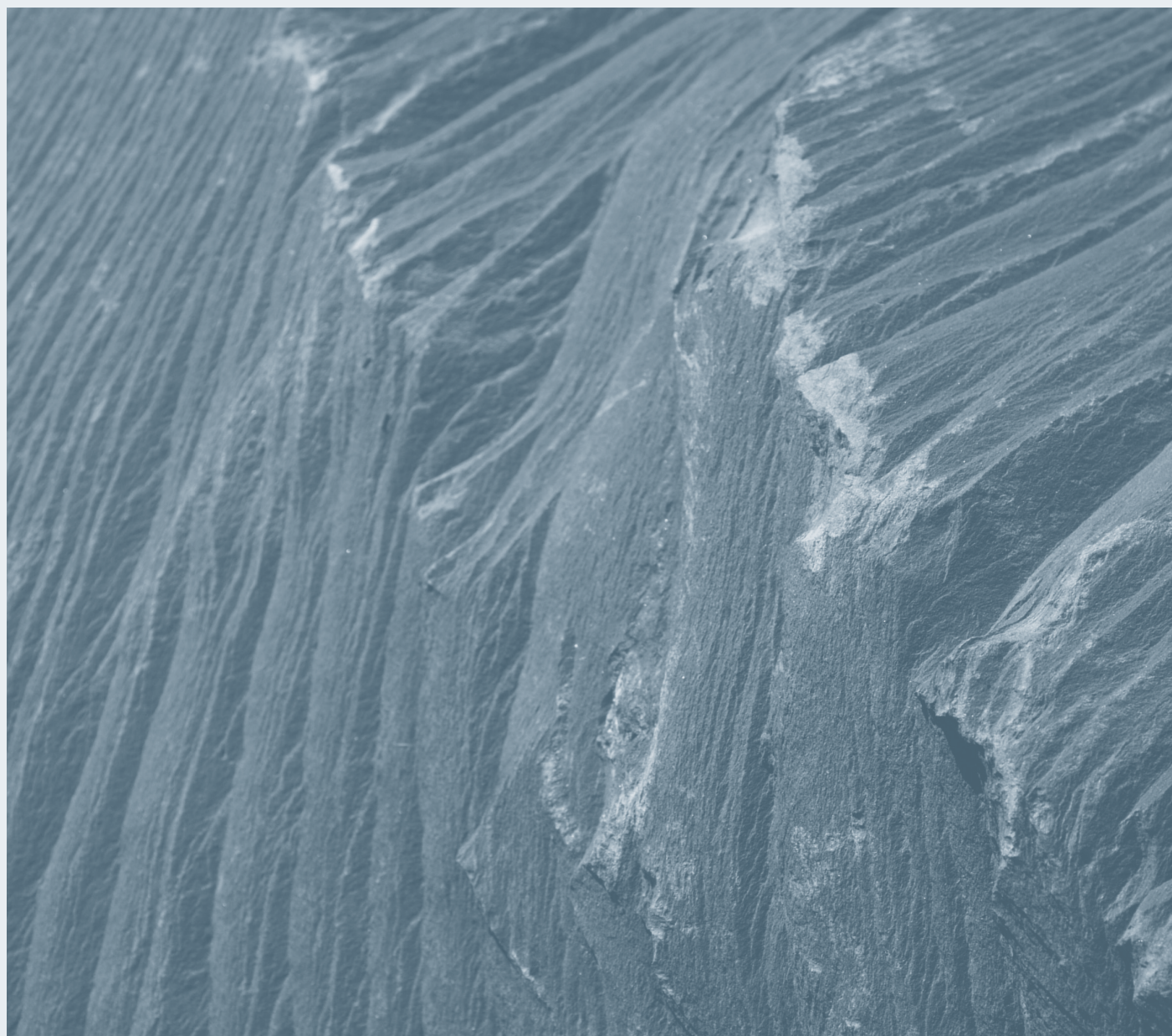

Adroddiad Blynyddol 2013–14

Annual Report 2013–14



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Gorffennaf 2014
July 2014



Adroddiad Blynyddol 2013–14

Annual Report 2013–14

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Rhagair

Foreword

Wrth gyflwyno Adroddiad Blynyddol 2012–13 fe ddywedais y byddwn yn symud i'n hail flwyddyn yn hyderus ac yn barod i weithredu'n rhagweithiol er mwyn cryfhau'r Gymraeg. Wrth ddod at y gwaith o gasglu enghreifftiau ar gyfer yr adroddiad hwn ac wrth edrych ar ein taith fel sefydliad dros y 12 mis diwethaf, mae'n destun balchder i mi cymaint o waith sydd wedi ei wneud i wireddu'r datganiad. Serch hynny, mae heriau sylweddol o hyd o ran tynnu'r Gymraeg o ymylon y broses ddeddfu a gwneud penderfyniadau polisi yng Nghymru ac yn San Steffan, ac i sefydlu hawliau i siaradwyr Cymraeg.

Prif weithgarwch blwyddyn gyntaf ein bodolaeth oedd dehongli a deall potensial y ddeddfwriaeth newydd a sefydlu ein hunain fel sefydliad. Yn ein hail flwyddyn profwyd ffrwyth y llafur hwnnw, gwelwyd y momentwm yn cynyddu a chymerwyd camau breision o ran sicrhau statws y Gymraeg a hawliau i bobl Cymru.

Yr enghraifft amlycaf lle defnyddiwyd grym y gyfraith i sicrhau statws y Gymraeg oedd yr adolygiad barnwrol a ddygwyd yn erbyn Cynilion a Buddsoddiadau Cenedlaethol. Roeddwn i'n ymwybodol mai dyma'r tro cyntaf erioed i achos o'r fath gael ei glywed mewn Uchel Lys a'n bod ni'n creu hanes yn hyn o beth. Dyfarnodd y barnwyr fod Cynilion a Buddsoddiadau Cenedlaethol wedi gweithredu'n anghyfreithlon trwy ddiddymu eu gwasanaethau Cymraeg. Felly, er bod y penderfyniad i wneud cais am adolygiad barnwrol wedi bod yn heriol, fe roddodd neges gref i bobl Cymru bod y gyfraith yn gallu sicrhau hawliau siaradwyr Cymraeg, ac i adrannau Llywodraeth San Steffan na allant yn fympwyol benderfynu diddymu gwasanaethau Cymraeg. Chwaraeodd cwynion gan y cyhoedd ran bwysig yn y penderfyniad i herio yn y modd hwn. Rwy'n croesawu rhagor o gwynion lle mae modd herio sefyllfaoedd annerbyniol a sicrhau cyfiawnder i bobl Cymru.

Symudodd yr agenda yn ei blaen o ran gosod safonau mewn perthynas â'r Gymraeg ar sefydliadau yng Nghymru. Dechreuwyd ar broses cynnal yr ymchwiliadau safonau cyntaf ar 27 Ionawr 2014. Er mwyn hwyluso'r broses a rhoi sicrwydd i'r cyhoedd ac i sefydliadau, cyhoeddwyd rhestr ar gyfer cylchoedd 2 a 3 y rhaglen cynnal ymchwiliadau safonau; ac rydym yn barod i ddechrau ar yr ymchwiliadau safonau gyda'r ail gylch o sefydliadau ym mis Medi eleni. Mae'n destun pryder, fodd bynnag, nad yw Llywodraeth Cymru wedi cyhoeddi pa bryd y bwriedir neilltuo amser ar lawr y Senedd i ddelio â'r rheoliadau ar gyfer gwneud safonau'n benodol gymwys i sefydliadau cylchoedd 2 a 3. Mae angen eglurder ar yr amserlen hon yn fuan er mwyn sicrhau bod y broses o gyflwyno'r gyfundrefn safonau'n digwydd mor gyflym ac mor llyfn â phosibl – cyn diwedd tymor y pedwerydd Cynulliad.

Elfen bwysig o'n gwaith nad yw'n weledol i'r cyhoedd bob amser, yw'r gwaith a wneir o ddylanwadu ar bolisi a deddfwriaeth. Un o'm hamcanion yw gweld y Gymraeg wrth galon polisi. Er bod llawer mwy o waith i'w wneud o ran sicrhau bod y Llywodraeth yn prif-ffrydio'r Gymraeg ar draws ei hadrannau ac yn gosod y Gymraeg yn ystyriaeth ganolog yn ei hamryw strategaethau, polisïau a deddfwriaeth, fe welsom y gwaith yn dechrau dwyn ffrwyth eleni. Yn dilyn pwysau cyson gan swyddfa'r Comisiynydd, cafodd y Gymraeg ei chynnwys ar wyneb y Bil Gwasanaethau Cymdeithasol a Llesiant (Cymru). Byddwn yn parhau i roi pwysau ar lywodraethau i gynnwys y Gymraeg mewn datblygiadau polisi. Byddwn yn mynd ati'n benodol hefyd i sicrhau mai cynnydd ac nid camu'n ôl sy'n digwydd o ran darpariaeth Gymraeg mewn meysydd sydd heb eu datganoli, fel cyfiawnder a phensynau.

On presenting our 2012–13 Annual Report, I stated that we would be moving confidently into our second year, ready to take proactive action for the strengthening of the Welsh language. When collating examples for this report and looking back on our journey as an organization over the past 12 months, I feel proud of the amount of work that has taken place in order to realize this statement. However, there are still some significant challenges in terms of preventing the Welsh language from being marginalized in the policy-making and legislative processes in Wales and Westminster, and in terms of establishing rights for Welsh speakers.

The main activity during the first year of our existence was to interpret and understand the potential of the new legislation and establish ourselves as an organization. During our second year, this work bore fruit, the momentum increased and major steps were taken in terms of ensuring the status of the Welsh language and the rights of the people of Wales.

The most prominent example of using the law to ensure the status of the Welsh language was the judicial review brought against National Savings and Investments. I was aware that this was the first time for such a case ever to be heard in the High Court, and that we were making history. The judges declared that National Savings and Investments had acted unlawfully by revoking its Welsh language services. Therefore, although the decision to apply for a judicial review had been challenging, it conveyed a strong message to the people of Wales that the law can ensure the rights of Welsh speakers, and to departments of the Westminster Government that they cannot revoke Welsh language services on a whim. Complaints from the public played an important role in the decision to challenge in this way. I welcome more complaints where it is possible to challenge unacceptable situations and to ensure justice for the people of Wales.

The agenda progressed in terms of imposing standards relating to the Welsh language on organizations in Wales. The process of holding the first round of standards investigations commenced on 27 January 2014. In order to facilitate the process and give assurance to the public and to organizations, a list was published for rounds 2 and 3 of the schedule for carrying out standards investigations; and we are ready to commence the standards investigations into the second round in September this year. However, the fact that the Welsh Government has not announced when time will be allocated at the Senedd to deal with the regulations to make standards specifically applicable to round 2 and 3 organizations, is a cause for concern. We need clarity regarding this timetable soon, to ensure that the process of introducing the standards procedure happens as quickly and as smoothly as possible – before the end of the fourth Assembly term.

An important aspect of our work, which isn't always apparent to the public, is influencing policy and legislation. One of my objectives is to see the Welsh language at the heart of policy. Although there is much work to be done in order to ensure that the Government mainstreams the Welsh language across its departments and to ensure that the Welsh language is a central consideration in its various strategies, policies and legislation, we saw the work starting to bear fruit this year. Following regular pressure from my office, the Welsh language was included on the face of the Social Services and Well-being (Wales) Bill. We will continue to put pressure on governments to include the Welsh language in policy developments. We will also specifically set out to ensure that Welsh language provision in undeveloped fields, such as justice and pensions, makes progress rather than taking a step back.

Darn sylweddol o waith a wnaed yn ystod y flwyddyn oedd casglu tystiolaeth i'r ymholiad statudol i faes gofal sylfaenol. Bu'n broses gadarnhaol tu hwnt ac rydym wedi casglu tystiolaeth gyfoethog gan ddefnyddwyr y gwasanaeth yn ogystal â gan y prif chwaraewyr yn y sector iechyd, gan gynnwys y Gweinidog Iechyd, Mark Drakeford. Cyhoeddwyd adroddiad yr ymholiad ar 10 Mehefin 2014.

Nid dim ond y gwaith statudol sy'n bwysig wrth gwrs, ond y gwaith hwnnw o ddwyn perswâd, o roi cyngor ac o feithrin ewyllys da tuag at y Gymraeg ar lawr gwlad. Yn ystod y flwyddyn buom yn cynnal trafodaethau ac yn rhoi cyngor ymarferol i nifer helaeth o sefydliadau'r trydydd sector a'r sector preifat. Gwelwyd y gwaith hwn yn dwyn ffrwyth yn y gynhadledd a drefnwyd ar y cyd â Chwaraeon Cymru i drafod cyfleoedd i ddefnyddio'r Gymraeg ym maes chwaraeon, a'r sylwadau, y syniadau a'r camau gweithredu cadarnhaol a ddaeth yn sgil y gynhadledd.

Mae toriadau'n digwydd ym mhob agwedd ar fywyd cyhoeddus y dyddiau hyn, ac nid oedd disgwyl i Gomisiynydd y Gymraeg gael ei eithrio'n llwyr o hynny. Serch hynny, roedd y toriad o 10% yn ein cyllideb a gyhoeddwyd eleni yn doriad sylweddol iawn, yn enwedig felly i gorff ifanc sydd angen dygymod â grymoedd a dyletswyddau newydd. I gwrdd â'r her hon, ac i greu sefydliad sy'n abl i weithredu'r swyddogaethau newydd, aethpwyd drwy broses o ailstrwythuro mewnol, gan gynnig cynllun ymadael gwirfoddol i'r staff. Roedd y strwythur blaenorol yn un a etifeddwyd o gyfnod Bwrdd yr Iaith Gymraeg, ac nid oedd yn addas i weithgareddau'r Comisiynydd. Hyderaf y bydd y strwythur newydd yn ein galluogi i weithio'n effeithiol er lles y Gymraeg a'i siaradwyr.

Cymeraf y cyfle hwn i ddiolch i'r Tîm Rheoli a'r holl swyddogion am eu dycnwch, eu brwdfrydedd a'u cwmniâeth gydol y flwyddyn. Rwy'n ddiolchgar hefyd i'r llu o unigolion hynny sydd wedi darparu cyngor, cefnogaeth ac arbenigedd – yn aelodau o'r Panel Cyngori, y Pwyllgor Archwilio a Risg ac o Banel yr Ymholiad Iechyd. Person arall y carwn estyn diolch iddo yw Seán Ó Cuirreáin a ymddiswyddodd o'i rôl fel An Coimisinéir Teanga (Comisiynydd Iaith Iwerddon) ym mis Rhagfyr. Fel un o sylfaenwyr Cymdeithas Ryngwladol y Comisiynwyr Iaith bu'n hael wrth rannu ei brofiadau am sut i ddiffinio hawliau ieithyddol, a bu'n glust i droi ato sawl tro yn ystod fy nyddiau cynnar yn y swydd.

Wrth symud ymlaen i'n trydedd flwyddyn o weithredu, fe wnawn hynny gyda'r hyder ein bod eisoes wedi sicrhau bod penderfyniad i ddiystyru'r Gymraeg wedi cael ei wyrdroi mewn Uchel Lys. Byddwn yn rhagweithiol yn ein rôl driphlyg o bwysu, herio a hybu er budd y Gymraeg ac er sicrhau hawliau ei siaradwyr.

Meri Huws

Comisiynydd y Gymraeg



A significant piece of work undertaken during the year was the gathering of evidence for the statutory inquiry into primary care. It was a very positive process, and we have gathered valuable evidence from service users as well as the main players in the health sector, including the Health Minister, Mark Drakeford. The inquiry's report was published on 10 June 2014.

It is not only the statutory work which is important, of course, but also the work of persuading, of providing advice and encouraging goodwill towards the Welsh language at grass roots level. During the year, we held discussions and provided practical advice to a vast number of third sector and private sector organizations. We saw this work come into fruition at the conference jointly-organized with Sports Wales, to discuss opportunities to use the Welsh language in sports, and the comments, the ideas and positive action which followed the conference.

Cutbacks are being made in all areas of public life these days, and the Welsh Language Commissioner was not expected to be fully excluded from that. However, the cut of 10% in our budget, which was announced this year, was a very significant cut, especially for a young organization that needs to cope with new duties and powers. In order to meet this challenge, and to create an organization which is able to implement these new functions, internal restructuring took place, and staff were offered a voluntary exit scheme. The previous structure was inherited from the Welsh Language Board era, and was not suitable to the Commissioner's activities. I trust that the new structure will enable us to work effectively for the benefit of the Welsh language and its speakers.

I thank the Management Team and all the officers for their tenacity, their enthusiasm and their companionship throughout the year. I am also grateful to the many individuals who have provided advice, support and expertise – members of the Advisory Panel, the Audit and Risk Committee and the Health Inquiry Panel. Another person I would like to thank is Seán Ó Cuirreáin who resigned from his role as An Coimisinéir Teanga (Irish Language Commissioner) in December. As one of the founders of the International Association of Language Commissioners, he was generous in sharing his experiences of how to define language rights, and he was someone I could turn to on many occasions during my early days in the role.

As we move to our third year, we will do so with the confidence of knowing that we have already ensured that a decision to disregard the Welsh language has been overturned in the High Court. We will be proactive in our threefold role of pressing, challenging and promoting for the benefit of the Welsh language and the rights of its speakers.

Meri Huws

Meri Huws
Welsh Language Commissioner

Nod, gweledigaeth a gwerthoedd

Aim, vision and values

Nod

Prif nod Comisiynydd y Gymraeg yw hybu a hwyluso defnyddio'r Gymraeg. Wrth wneud hynny bydd y Comisiynydd yn ceisio cynyddu defnydd o'r Gymraeg yng nghyswllt darparu gwasanaethau, a thrwy gyfleoedd eraill. Yn ogystal, bydd yn rhoi sylw i statws swyddogol y Gymraeg yng Nghymru a'r dyletswyddau statudol i ddefnyddio a chynnig gwasanaethau drwy'r Gymraeg drwy osod safonau.

Mae dwy egwyddor yn sail i'r gwaith, sef yr egwyddor na ddylid trin y Gymraeg yn llai ffafriol na'r Saesneg yng Nghymru ac y dylai personau yng Nghymru allu byw eu bywydau drwy gyfrwng y Gymraeg os ydynt yn dymuno gwneud hynny.

Mae Cynllun Strategol Comisiynydd y Gymraeg 2013–15 yn egluro sut yn union y bwriedir gweithio tuag at gyflawni nod cyffredinol Comisiynydd y Gymraeg dros y ddwy flynedd nesaf.

Gweledigaeth a gwerthoedd

Dros amser, dyhead Comisiynydd y Gymraeg yw gweld:

- Y Gymraeg wrth galon polisi yng Nghymru
- Defnydd o'r Gymraeg yn cynyddu
- Gwell profiad i ddefnyddwyr y Gymraeg yn sgil gwaith rheoleiddio
- Mynediad at gyfiawnder i unigolion mewn perthynas â'r Gymraeg
- Arloesi wrth hybu a hwyluso isadeiledd y Gymraeg.

Wrth gyflawni ei swyddogaethau statudol a gwireddu camau cychwynnol y weledigaeth, bydd y Comisiynydd a'i swyddogion yn gweithredu ar sail gwerthoedd craidd.

Wrth ffurfio barn bydd yn gadarn gan roi sicrwydd i'r defnyddiwr. Bydd yn defnyddio pob cyfle i fod yn rhagweithiol ac i dorri tir newydd er mwyn ysgogi newid a gwella parhaus. Er mwyn cyfrannu at gynyddu defnydd o'r Gymraeg, bydd yn llais dros siaradwyr Cymraeg. I feithrin amgylchedd gweithio iach sy'n cefnogi ei weithwyr ac yn ceisio eu barn, ac er mwyn bod yn sefydliad sy'n dysgu o brofiad, bydd yn agored ac yn deg.

Aim

The principal aim of the Welsh Language Commissioner in the exercise of its functions is to promote and facilitate the use of Welsh. In so doing, the Commissioner will seek to increase the use of Welsh in the provision of services, and through other opportunities. The Commissioner will also address the official status of the Welsh language in Wales and the statutory duties to use Welsh through the imposition of standards.

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

The Welsh Language Commissioner's Strategic Plan 2013–15 explains how exactly it is proposed to work towards attaining the Welsh Language Commissioner's general aim over the next two years.

Vision and values

Over time, the Welsh Language Commissioner desires to see:

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

In carrying out statutory functions and realising the initial stages of this vision, the Commissioner and the Commissioner's officers will operate on the basis of core values.

In forming an opinion the Commissioner will be firm, providing assurance to the public. The Commissioner will take every opportunity to be proactive and innovative in order to encourage continuous change and improvement. In order to contribute towards increasing use of the Welsh language, the Commissioner will be a voice for Welsh language users. In order to develop a healthy working environment that supports its workers and seeks their opinions, and in order to be an organization that learns from experience, the Commissioner will be open and fair.

Gweithgareddau Comisiynydd y Gymraeg 2013–14

The Welsh Language Commissioner's activities 2013–14

Mae Cynllun Strategol Comisiynydd y Gymraeg 2013–15 yn gosod seiliau gwaith a blaenoriaethau'r Comisiynydd.

Mae tudalennau 16–53 yr Adroddiad Blynyddol hwn yn adrodd ar yr hyn mae'r Comisiynydd wedi ei gyflawni mewn perthynas ag amcanion 1–4 y Cynllun Strategol. Mae'r Cyfrifon, gan gynnwys y Datganiad Llywodraethiant, yn adrodd ar amcan 5 y Cynllun Strategol.

Amcanion strategol:

- 1. Dylanwadu ar yr ystyriaeth a roddir i'r Gymraeg mewn datblygiadau polisi**
- 2. Gwrando ar farn a phryderon am y Gymraeg a cheisio sicrhau cyfiawnder i unigolion**
- 3. Ehangu a chryfhau ymrwymadau iaith Gymraeg sefydliadau a gwella profiad siaradwyr Cymraeg**
- 4. Hybu a hwyluso defnyddio'r Gymraeg**
- 5. Creu sefydliad iach a gweithredu'n briodol**

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

Pages 16–53 of this Annual Report report on the Commissioner's achievements in relation to objectives 1–4 of the Strategic Plan. The Accounts, including the Governance Statement, report on objective 5 of the Strategic Plan.

Strategic objectives:

1. To influence the consideration given to the Welsh language in policy developments

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

3. To broaden and strengthen the Welsh language commitments of organizations and improve the experience of Welsh speakers

4. To promote and facilitate the use of the Welsh language

5. To create a healthy organization and operate appropriately

Amcan strategol 1: Dylanwadu ar yr ystyriaeth a roddir i'r Gymraeg mewn datblygiadau polisi

Dylanwadu ar bolisi Llywodraeth yng Nghymru

Y Gymraeg ar wyneb Biliau

Defnyddiwyd y pŵer dan Adran 4 Mesur y Gymraeg (Cymru) 2011 i gyflwyno cyngor i'r Prif Weinidog ar sut y gall statws swyddogol y Gymraeg fod yn weithredol a chael effaith wirioneddol ar fywydau pobl yng Nghymru, drwy fod yn weledol a chanolog mewn deddfwriaeth. Mewn llythyr yn ymateb i'r cyngor hwn ar 17 Mawrth 2014, dywedodd y Prif Weinidog fod Llywodraeth Cymru'n 'datblygu fframwaith i sicrhau bod y Gymraeg yn cael ei hystyried yn gynnar yn y broses o greu polisiau newydd [ac y] bydd biliau newydd, ac ymgynghoriadau cyhoeddus yn dod o dan gwmpas y drefn honno.'

Yn ogystal â chyflwyno'r cyngor ysgrifenedig hwn i'r Prif Weinidog, tynnodd y Comisiynydd sylw at y neges hon o brif-ffrydio'r Gymraeg i feysydd polisi yng nghynhadledd Cyfraith Cymru ar 11 Hydref 2013, yng nghynhadledd y Cyngor Prydeinig Gwyddelig yng Nghaeredin ar 8 Tachwedd 2013 ac mewn erthyglau a chyfweiliadau ar y cyfryngau.

Cyfarfodydd strategol

Yn ystod y flwyddyn cynhaliwyd cyfarfodydd rheolaidd â Gweinidogion Cymru mewn amrywiol feysydd polisi i drafod materion sy'n ymwneud yn uniongyrchol ac yn anuniongyrchol â'r Gymraeg. Mae'r rhain yn cynnwys cyfarfodydd chwarterol â'r Prif Weinidog yn rhinwedd ei swyddogaeth o fod yn gyfrifol am y Gymraeg ar Gabinet Llywodraeth Cymru.

Ymateb i ymgynghoriadau

Yn ystod 2013–14 ymatebwyd i 46 ymgynghoriad gan amrywiol sefydliadau er mwyn dylanwadu ar effeithiau'r polisiau ar y Gymraeg. Mae'r ymatebion hyn wedi eu cyhoeddi ar wefan y Comisiynydd.

Iechyd a gofal cymdeithasol

Ymholiad gofal sylfaenol

Ar 13 Mai 2013 lanswyd ymholiad statudol dan adran 7 Mesur y Gymraeg (Cymru) 2011.

Dewiswyd y maes gofal sylfaenol gan mai'r gwasanaethau hyn, yn amlach na pheidio, yw man cychwyn y berthynas â'r gwasanaeth iechyd i'r rhan fwyaf o bobl. Cred y Comisiynydd fod angen i'r berthynas honno gychwyn â pharch at hunaniaeth ac urddas claf, a bod iaith yn rhan annatod o hynny.

Sefydlwyd panel o arbenigwyr i dderbyn a chraffu ar dystiolaeth ar gyfer yr ymholiad, ac i ddarparu cyngor ar gasgliadau ac argymhellion yr adroddiad terfynol. Cadeiriwyd y panel gan Dr Peter Higgson, ac aelodau'r panel oedd Yr Athro Ceri Phillips, Dr Elin Royles a Dr Gareth Llewelyn.

Estynnwyd gwahoddiad i'r cyhoedd rannu gwybodaeth ynglŷn â'u profiadau o ddefnyddio'r Gymraeg o fewn gwasanaethau gofal sylfaenol. Aethpwyd ati i gasglu tystiolaeth drwy gynnal cyfres o 20 o ymweliadau cymunedol ar draws Cymru. Casglwyd tystiolaeth hefyd wyneb yn wyneb yn sioeau'r haf, ar-lein, trwy e-bost, ar y ffôn ac yn ysgrifenedig. Bu cwmni ymchwil yn cynnal arolwg meintiol o 1,000 o siaradwyr Cymraeg er mwyn rhoi sail ystadegol a ffeithiol i'r adroddiad.

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

To influence Government policy in Wales

The Welsh language on the face of Bills

The power under Section 4 of the Welsh Language (Wales) Measure 2011 was used to present advice to the First Minister regarding how the official status of the Welsh language could be operational and have a real impact on the lives of people in Wales, by being visual and central to legislation. In a letter responding to this advice on 17 March 2014, the First Minister said that the Welsh Government was 'developing a framework to ensure that the Welsh language is considered early in the process of formulating new policies [and that] new bills, and public consultations will come under the scope of those arrangements.'

As well as submitting this written advice to the First Minister, the Commissioner highlighted this message of mainstreaming the Welsh language into policy fields at the Welsh Law conference on 11 October 2013, at the British-Irish Council conference in Edinburgh on 8 November 2013, and in a number of media articles and interviews.

Strategic meetings

During the year, regular meetings were held with Welsh Ministers, within various policy fields, to discuss matters directly and indirectly involving the Welsh language. These included quarterly meetings with the First Minister in his position as Minister responsible for the Welsh language in the Welsh Government Cabinet.

Responding to consultations

During 2013–14, the Commissioner responded to 46 consultations by various organizations in order to influence the effects of policies on the Welsh language. These responses have been published on the Commissioner's website.

Health and social care

Primary care inquiry

A statutory inquiry under section 7 of the Welsh Language (Wales) Measure 2011 commenced on 13 May 2013.

Primary care was chosen as these services, more often than not, are the starting point of the relationship with the health service for most people. The Commissioner believes that this relationship needs to start with respect for the patient's identity and dignity, and that language is an integral part of that.

A panel of experts was convened to receive and scrutinize the evidence for the inquiry, and to provide advice on the conclusions and recommendations of the final report. The panel was chaired by Dr Peter Higgson, and the panel members were Professor Ceri Phillips, Dr Elin Royles and Dr Gareth Llewelyn.

The public were invited to share their experiences of using the Welsh language within primary care services. Evidence was gathered by holding a series of 20 community visits across Wales. Evidence was also gathered face to face at the summer shows, on-line, via e-mail, over the phone and in writing. A research company conducted a quantitative survey of 1,000 Welsh speakers in order to provide a statistical and factual foundation to the report.

Yn ogystal, bu'r panel yn casglu tystiolaeth gan gyrrff a rhanddeiliaid y sector iechyd. Gwnaed hyn drwy drefnu ymweliadau, sesiynau briffio, cyfarfodydd pwrpasol a hefyd drwy dderbyn tystiolaeth ysgrifenedig.

Cafodd adroddiad yr ymholiad ei gyhoeddi ar 10 Mehefin 2014. Yn unol â Mesur y Gymraeg (Cymru) 2011, rhaid i Weinidogion Cymru roi sylw dyladwy i gynnwys yr adroddiad.

Bil Gwasanaethau Cymdeithasol a Llesiant (Cymru)

O dan Adran 4 Mesur y Gymraeg (Cymru) 2011, darparwyd sylw ysgrifenedig i'r Gweinidog Iechyd a Gwasanaethau Cymdeithasol ynglŷn â sut i gynnwys cyfeiriad at y Gymraeg yn y Bil.

Mynegodd y Comisiynydd bryder ynghylch diffyg cyfeiriadau uniongyrchol at y Gymraeg ar wyneb y Bil. Credai'r Comisiynydd y dylai diffiniad y Bil o 'lesiant' gynnwys yr angen i fod yn sensitif i anghenion ieithyddol y rhai sy'n defnyddio'r Gymraeg, yn arbennig yn achos plant. Awgrymwyd cyfres o welliannau i'r Bil a oedd yn ategu'r ymrwymadau a wnaeth y Llywodraeth eisoes mewn cysylltiad ag iechyd, gofal cymdeithasol a'r iaith Gymraeg. Ar 18 Mawrth 2014 pasiwyd gwelliant yn nodi'r camau y mae angen eu cymryd i ddarparu'r ystod a'r lefel o wasanaethau trwy gyfrwng y Gymraeg.

Presgripsiynau a'r Gymraeg

Bu honiad ym mis Ionawr 2014 bod meddyginiaeth wedi ei gwrthod i glaf oherwydd bod y meddyg teulu wedi ysgrifennu'r presgripsiwn yn Gymraeg. Yn unol ag Adran 4 y Mesur, darparodd y Comisiynydd sylw ysgrifenedig i'r Gweinidog Iechyd a Gwasanaethau Cymdeithasol yn nodi nad oes unrhyw beth mewn deddfwriaeth yn gorfodi cyfarwyddyd yn Saesneg nac ychwaith yn gwahardd cyfarwyddyd yn Gymraeg. Mae canllawiau'r DU, sef y British National Formulary (BNF) a'r National Institute for Health and Care Excellence (NICE), yn nodi 'directions should preferably be written in English'. Mae canllawiau Cymru, sef yr All Wales Prescription Writing Standards, yn nodi 'directions should be in English'. Argymhellodd y Comisiynydd y dylid diwygio'r canllawiau yng Nghymru ac yn y DU fel eu bod yn adlewyrchu statws swyddogol y Gymraeg.

Mewn ymateb i gyngor y Comisiynydd, cadarnhaodd y Gweinidog y bydd ei swyddogion yn ystyried:

- creu geirfa Gymraeg ar gyfer cyfarwyddiadau presgripsiynau
- nodi'r fferyllfeydd sy'n gallu darparu gwasanaethau fferyllol drwy gyfrwng y Gymraeg
- ymchwilio i'r angen i fonitro nifer y fferyllwyr a thechnegwyr Cymraeg eu hiaith
- cytuno ag Ysgol Fferylliaeth Cymru ar drefn flynyddol i nodi nifer y myfyrwyr Cymraeg eu hiaith sy'n hyfforddi i fod yn fferyllwyr
- ymchwilio i ddarparu taflenni gwybodaeth i gleifion yn Gymraeg.

The panel also gathered evidence from health sector bodies and stakeholders. This was done by arranging visits, briefing sessions, bespoke meetings and also by receiving written evidence.

The inquiry's report was published on 10 June 2014. In accordance with the Welsh Language (Wales) Measure 2011, Welsh Ministers must have due regard to the content of the report.

Social Services and Well-being (Wales) Bill

Under Section 4 of the Welsh Language (Wales) Measure 2011, written advice was presented to the Minister for Health and Social Services regarding how to include a reference to the Welsh language in the Bill.

The Commissioner expressed concern regarding the lack of direct references to the Welsh language on the face of the Bill. The Commissioner believed that the Bill's definition of 'well-being' should include the need to be sensitive to the linguistic needs of those using the Welsh language, especially in the case of children. A series of amendments to the Bill were suggested, which supported the commitments the Government had already made in relation to health, social care and the Welsh language. On 18 March 2014, an amendment was passed, noting the action required to provide the range and level of services through the medium of Welsh.

Prescriptions and the Welsh language

In January 2014, it was alleged that a patient had been refused medicine because the GP had written the prescription in Welsh. In accordance with Section 4 of the Measure, the Commissioner presented written advice to the Minister for Health and Social Services, noting that there was nothing in the legislation which enforced directions in English nor excluded directions in Welsh. UK guidelines, namely the British National Formulary (BNF) and the National Institute for Health and Care Excellence (NICE), note that 'directions should preferably be written in English'. The guidelines in Wales, namely the All Wales Prescription Writing Standards, note 'directions should be in English'. The Commissioner recommended that guidelines should be revised in Wales and the UK, in order to reflect the official status of the Welsh language.

In response to the Commissioner's advice, the Minister confirmed that his officers would consider:

- creating a Welsh glossary for prescription directions
- identifying the pharmacies that are able to provide a Welsh medium pharmaceutical service
- researching the need to monitor the number of Welsh speaking pharmacists and technicians
- agreeing an annual procedure with the Welsh School of Pharmacy to note the number of Welsh speaking students who are training to become pharmacists
- researching the provision of Welsh medium information leaflets for patients.

Cynllunio gwlad a thref

Astudiaeth o bolisiau cynllunio

Yn ystod haf 2013 cynhaliodd y Comisiynydd astudiaeth i asesu i ba raddau y mae'r Gymraeg yn cael ei hystyried o dan y gyfundrefn gynllunio bresennol. Anfonwyd llythyr at y 25 awdurdod cynllunio lleol yng Nghymru yn ystod Mehefin 2013 yn gofyn tri chwestiwn:

- a oedd ganddynt ganllaw cynllunio atodol ar y Gymraeg
- a oeddynt wedi cynnal asesiad o effaith eu Cynllun Datblygu Lleol, neu Unedol, ar y Gymraeg
- a oeddynt wedi cynnal asesiad o effaith ceisiadau unigol ar y Gymraeg?

Yn ystod Awst a Medi 2013 ystyriwyd pa bolisiau ar y Gymraeg oedd yn cael eu cynnwys yng nghynlluniau datblygu'r 25 awdurdod. Prif gasgliadau'r astudiaeth oedd:

- nad yw'r Gymraeg yn cael ei hystyried yn gyson o dan y gyfundrefn gynllunio
- nad yw pob awdurdod cynllunio wedi ystyried y Gymraeg wrth lunio ei gynllun datblygu
- bod amrywiaeth ac anghysondeb yng nghynnwys a manylder y polisiau ar y Gymraeg mewn cynlluniau datblygu ac yn sgil hynny mae gwahaniaethau yn y drefn ar gyfer sut a phryd i gynnal asesiad effaith ieithyddol.

Yn ogystal, nid yw pob awdurdod wedi cyhoeddi canllaw cynllunio atodol i roi arweiniad pellach ar y polisi; ac roedd nifer yr asesiadau effaith ieithyddol a gynhaliwyd ar geisiadau cynllunio unigol yn isel yn y mwyafrif o awdurdodau.

Arolwg sgiliau iaith preswylwyr tai newydd a thai sydd wedi eu gwerthu

Cydweithiodd y Comisiynydd ag awdurdodau cynllunio Gwynedd, Ynys Môn a Pharc Cenedlaethol Eryri ar astudiaeth o sgiliau iaith Gymraeg preswylwyr tai newydd a thai sydd wedi eu gwerthu. Bwriedir i ganfyddiadau'r arolwg fod yn dystiolaeth ar gyfer asesiad ieithyddol Cynlluniau Datblygu Lleol arfaethedig yr awdurdodau hyn; a chyfrannu at wella'r ddealltwriaeth ynghylch effaith gwahanol ddatblygiadau adeiladu ar gymunedau Cymraeg.

Nodyn Cyngor Technegol 20

Yn ystod misoedd cyntaf 2013–14, galwodd y Comisiynydd ar Lywodraeth Cymru i gyhoeddi Nodyn Cyngor Technegol 20 diwygiedig ar fyrder (sef cyngor ar yr ystyriaeth a roddir i'r iaith Gymraeg wrth wneud penderfyniadau cynllunio). Pryder y Comisiynydd oedd y gallai absenoldeb arweiniad eglur a chyfredol arwain at sefyllfa lle byddai'r Gymraeg yn cael ei hanwybyddu o fewn y gyfundrefn gynllunio lleol.

Town and country planning

A study of planning policies

During the summer of 2013, the Commissioner carried out a study to assess to what extent the Welsh language was being considered under the current planning system. In June 2013 a letter was sent to the 25 local planning authorities in Wales, posing three questions:

- did they have supplementary planning guidance for the Welsh language
- had they carried out an impact assessment of their Unitary or Local Development Plan on the Welsh language
- had they carried out an impact assessment of individual applications on the Welsh language?

During August and September 2013, consideration was given to which policies relating to the Welsh language were included in the development plans of the 25 authorities. The main conclusions of the study were:

- that the Welsh language is not regularly considered under the planning system
- not every planning authority had considered the Welsh language when preparing its development plan
- the content and details of the policies relating to the Welsh language in development plans were varied and inconsistent, and as a result, there are differences in the system regarding how and when a language impact assessment is carried out.

Also, not every authority has published a supplementary planning guidance to provide further guidance on the policy; and the number of language impact assessments held on individual planning applications was low in most authorities.

Language skills survey of the residents of new and sold houses

The Commissioner collaborated with Gwynedd, Anglesey and Snowdonia National Park planning authorities on a study of the Welsh language skills amongst the residents of new houses and houses that had been sold. The intention is that the findings of the survey will be used as evidence for the language assessment of the proposed Local Development Plans of these authorities; and contribute towards improving the understanding regarding the impact of the various building developments on Welsh communities.

Technical Advice Note 20

During the early months of 2013–14, the Commissioner called on the Welsh Government to urgently publish a revised Technical Advice Note 20 (advice on the consideration of the Welsh language when making planning decisions). The Commissioner was concerned that the absence of clear and current guidance could lead to a situation where the Welsh language would be ignored within the local planning system.

Wedi i Lywodraeth Cymru gyhoeddi Nodyn Cyngor Technegol 20 diwygiedig ar 9 Hydref 2013, ysgrifennwyd at y Gweinidog Tai ac Adfywio gan godi cyfres o gwestiynau yn ymwneud â beth fyddai'n digwydd yn y cyfnod hyd nes bod y 'canllaw ymarferol pellach' y cyfeiria'r Llywodraeth ato'n cael ei gyhoeddi a beth fyddai'n digwydd i'r Cynlluniau Datblygu Lleol sydd eisoes wedi eu mabwysiadu neu yn yr arfaeth. Nid oedd canllaw ymarferol pellach wedi ei gyhoeddi ar ddiwedd y cyfnod adrodd.

Bil Cynllunio

Cyhoeddodd Llywodraeth Cymru'r Bil Cynllunio ar 4 Rhagfyr 2013. Nod y Bil, yn ôl Llywodraeth Cymru, yw 'gwella'r system gynllunio yng Nghymru'. Mewn ymateb ffurfiol i'r ymgynghoriad ar y Bil ar 25 Chwefror 2014 dywedodd y Comisiynydd ei bod o'r farn bod y Bil yn gyfle unigryw i ddatrys sefyllfa lle nad oes gorfodaeth ar awdurdodau i asesu effaith ieithyddol eu cynlluniau datblygu.

Cynigiwyd pedwar gwelliant i'r Bil er mwyn gosod dyletswydd gyfreithiol ar Weinidogion Cymru ac awdurdodau cynllunio lleol i ystyried effaith eu cynlluniau datblygu ar y Gymraeg. Roedd y cyfnod o ystyried ymatebion i'r ymgynghoriad ar y Bil Cynllunio'n parhau ar ddiwedd y cyfnod adrodd.

Cronfeydd Strwythurol Ewropeaidd 2014–20: Gorllewin Cymru a'r Cymoedd a Dwyrain Cymru

Ymatebodd y Comisiynydd i'r ymgynghoriad 'Cymru a'r UE: Partneriaeth ar gyfer Swyddi a Thwf – cronfeydd strwythurol Ewropeaidd 2014–20 gyda chynigion ar gyfer Gorllewin Cymru a'r Cymoedd a Dwyrain Cymru'.

Yn yr ymateb nododd y Comisiynydd:

- fod y Gymraeg wedi ei chynnwys yn yr ymddriniaeth o themâu trawsbynciol
- bod 'cefnogi cyfleoedd i hyrwyddo'r Gymraeg a'r defnydd ohoni' yn amcanion cydraddoldeb allweddol i Gymru
- bod bwriad i edrych ar ffyrdd o brif-ffrydio materion ieithyddol i'r rhaglenni ariannu, gan gynnwys yr angen i gynnwys amodau priodol o ran defnyddio'r Gymraeg wrth ddyfarnu arian
- bod bwriad i ystyried a gall Rhaglenni'r Cronfeydd Strwythurol Ewropeaidd ategu datblygiad economaidd mewn ardaloedd lle mae lefelau siaradwyr Cymraeg yn lleihau
- pryder na welwyd ymddriniaeth ehangach o anghenion y Gymraeg yn y dogfennau ymgynghori yn arbennig wrth drafod rhoi'r strategaeth themâu trawsbynciol ar waith.

Gwnaethpwyd darn sylweddol o waith yn ymwneud â chynnig ymyriadau ieithyddol posibl i'w cyflwyno i raglenni ariannu Ewropeaidd 2014–20. Yn dilyn argymhellion y Comisiynydd, un o'r prif elfennau yn nogfen Llywodraeth Cymru ar Ddatblygu Gwledig Cymru 2014–20 yw hyrwyddo ymyriadau sy'n cynnig cyfleoedd ar gyfer yr iaith Gymraeg a datblygu economaidd ar y cyd.

After the Welsh Government published a revised Technical Advice Note 20 on 9 October 2013, a letter was sent to the Minister for Housing and Regeneration, raising a series of questions regarding what would happen in the period before the 'further practical guidance' was published and what would happen to the Local Development Plans that had already been adopted or that were in the pipeline. Further practical guidance had not been published at the end of the reporting period.

Planning Bill

The Welsh Government published the Planning Bill on 4 December 2013. According to the Welsh Government, the Bill aims to 'improve the planning system in Wales'. In a formal response to the consultation on the Bill on 25 February 2014, the Commissioner stated that she was of the opinion that the Bill provided a unique opportunity to resolve a situation where there was no compulsion for authorities to assess the linguistic impact of their development plans.

Four amendments were proposed to the Bill in order to place a legal duty upon Welsh Ministers and local planning authorities to consider the effects of their development plans on the Welsh language. The consultation period to the Planning Bill was still open at the end of the reporting period.

European Structural Funds 2014–20: West Wales and the Valleys and East Wales

The Commissioner responded to the 'Wales and the EU: A Partnership for Jobs and Growth – European structural funds 2014–20 with proposals for West Wales and the Valleys and East Wales' consultation.

In the response, the Commissioner noted:

- that the Welsh language had been included in the discussion of cross-cutting themes
- that 'supporting opportunities to promote the Welsh language and its use' were key equality objectives for Wales
- that there was an intention of looking at ways of mainstreaming language matters into the funding programmes, including the need to include appropriate conditions in terms of using the Welsh language when allocating funds
- that there was an intention to consider whether or not the Programmes of the European Structural Funds could support economic development in areas where the number of Welsh speakers is decreasing
- concern that wider consideration of the needs of the Welsh language had not been seen in the consultation documents, especially when discussing implementing the cross-cutting themes.

A significant piece of work was carried out, involving the proposal of potential language interventions to be introduced to European funding programmes in 2014–20. Following the Commissioner's recommendations, one of the main aspects of the Welsh Government's document on the Rural Development of Wales 2014–20 was to promote interventions which offered opportunities for both the Welsh language and economic development.

Addysg

Rheoliadau drafft Cynlluniau Strategol y Gymraeg mewn Addysg (Cymru) 2013

Ymysg y pwyntiau a wnaed gan y Comisiynydd yn yr ymateb i'r Rheoliadau drafft hyn oedd bod angen datganiad clir ynglŷn â pholisi cludiant yr awdurdod lleol yn y Cynlluniau Strategol. Nodwyd y dylai awdurdodau lleol ddatgan eu strategaeth i hybu mynediad i addysg cyfrwng Gymraeg yn unol â Mesur Teithio i Ddysgwyr (Cymru) 2008.

Yn sgil achosion pan ddaeth yn amlwg bod awdurdodau lleol yn bwriadu torri ar gludiant am ddim i addysg ôl-16, galwyd ar Lywodraeth Cymru i gymryd camau brys er mwyn sicrhau na fydd awdurdodau lleol yn gwneud penderfyniadau a fydd yn golygu bod llai o fyfyrwyr yn derbyn addysg Gymraeg o ganlyniad i bolisi cludiant.

Cynlluniau Strategol y Gymraeg mewn Addysg

Yn dilyn pasio Deddf Safonau a Threfniadaeth Ysgolion (Cymru) 2013 mae dyletswydd statudol ar awdurdodau lleol i ymgynghori, paratoi a chyhoeddi Cynlluniau Strategol y Gymraeg mewn Addysg. Eu pwrpas yw dangos sut mae awdurdod lleol yn cynllunio addysg cyfrwng Gymraeg er mwyn ymateb i alw gan rieni.

Yn sgil is-reoliadau'r Ddeddf mae'n rhaid i awdurdodau lleol ymgynghori â'r Comisiynydd wrth baratoi'r cynlluniau. Mae disgwyl i'r Comisiynydd ymateb i'r ymgynghoriad gan gyflwyno sylwadau ar ddigonolrwydd trefniadau i gynnal asesiad addysg cyfrwng Gymraeg a'r strategaeth a nodir i fynd i'r afael â chanfyddiadau posibl yr asesiad.

Ymatebodd y Comisiynydd i bob Cynllun Strategol y Gymraeg mewn Addysg rhwng Ionawr ac Ebrill 2014.

Dylanwadu ar bolisi Llywodraeth Prydain

Y Comisiwn ar Ddatganoli yng Nghymru

Wrth gyflwyno tystiolaeth i'r Comisiwn ar Ddatganoli yng Nghymru (y Comisiwn Silk), tynnwyd sylw gan y Comisiynydd at gyfreithiau sy'n trin y Gymraeg yn llai ffafriol na'r Saesneg ac sy'n rhwystro'r cyhoedd yng Nghymru rhag defnyddio'r Gymraeg.

Nododd y Comisiynydd enghreifftiau o'r cyfreithiau hyn, sef:

- Deddf Cofrestru Genedigaethau a Marwolaethau 1953 sy'n caniatáu cofrestru yn Saesneg neu'n ddwyieithog yng Nghymru ond nid yn Gymraeg yn unig.
 - Rheoliadau Amlogi 2008 (Cymru a Lloegr) sy'n rhagnodi ffurflenni ar gyfer trefnu gwasanaeth amlogi. Rhagnodwyd ffurflenni Saesneg yn unig. Ni chaniateir defnyddio ffurflenni Cymraeg neu ddwyieithog.
 - Rheoliadau Cofrestru Priodasau (Iaith Gymraeg) 1999 sy'n datgan bod modd cofrestru priodasau yn y Gymraeg, yn ogystal â'r Saesneg, ar yr amod bod y partion yn dewis gwneud hynny a bod y person sy'n cofrestru'r briodas yn deall ac ysgrifennu Cymraeg. Golyga hynny na chaniateir i bersonau gofrestru priodasau yn Gymraeg ac yn Saesneg lle nad yw'r cofrestrydd yn siarad Cymraeg.
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Education

Draft Welsh in Education Strategic Plans (Wales) Regulations 2013

The need for a clear statement regarding the local authority's transport policy in the Strategic Plans was one of the points raised by the Commissioner in response to the draft Regulations. It was noted that local authorities should publish their strategy for promoting access to Welsh medium education in accordance with the Learner Travel (Wales) Measure 2008.

As a result of cases where it became evident that local authorities intended to cut back on free transport for post-16 education, the Commissioner called on the Welsh Government to take urgent action to ensure that local authorities don't make decisions which mean that fewer students receive Welsh medium education as a result of transportation policy.

Welsh in Education Strategic Plans

According to the School Standards and Organisation (Wales) Act 2013, local authorities have a statutory duty to consult, prepare and publish Welsh in Education Strategic Plans. Their purpose is to show how local authorities plan Welsh medium education in order to respond to the demand by parents.

As a result of the Act's regulations, local authorities must consult with the Commissioner when preparing the plans. The Commissioner is expected to respond by submitting observations regarding the adequacy of the arrangements for carrying out a Welsh medium education assessment and the strategy to address the potential findings of the assessment.

The Commissioner responded to every Welsh in Education Strategic Plan presented between January and April 2014.

Influencing British Government policy

The Commission on Devolution in Wales

When the Commissioner submitted evidence to the Commission on Devolution in Wales (the Silk Commission), attention was drawn to laws which treat the Welsh language less favourably than the English language, and which prevent the public in Wales from using the Welsh language.

The Commissioner noted some examples of these laws, namely:

- The Registration of Births and Deaths Act 1953 which allows for registration in English or bilingually in Wales, but not in Welsh only.
 - Cremation Regulations 2008 (England and Wales) which prescribe forms for organizing cremation services. English-only forms have been prescribed. The use of Welsh or bilingual forms is not permitted.
 - The Registration of Marriage Regulations (Welsh Language) 1999, which state that marriages can be registered in Welsh, as well as in English, on the condition that the parties opt to do so and that the person registering the marriage can understand and write Welsh. This means that persons are not allowed to register marriages in Welsh and in English where the registrar does not speak Welsh.
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Mae adran 12.2 y ddogfen 'Grymuso a Chyfrifoldeb: Pwerau deddfwriaethol i gryfhau Cymru' (sef Rhan 2 adroddiad y Comisiwn Silk) a gyhoeddwyd ym mis Mawrth 2014 yn defnyddio tystiolaeth y Comisiynydd ac yn nodi:

Credwn y dylai Llywodraeth y Deyrnas Unedig a Llywodraeth Cymru adolygu pob un o'r meysydd a grybwyllwyd gan y Comisiynydd gyda golwg ar ddiwygio'r gyfraith i roi statws cyfartal i'r Gymraeg. Yn fwy cyffredinol, credwn y dylai Llywodraeth y Deyrnas Unedig a Llywodraeth Cymru asesu'n systematig sut y defnyddir y Gymraeg ar draws y llywodraeth ac yna cadw golwg ar y sefyllfa'n barhaus.

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Bil Tryloywder Lobio, Ymgyrchu Di-blaid a Gweinyddu Undebau Llafur

Roedd Rhan 2 y Bil yn ymwneud â rheoleiddio'n agosach y gwario a wneir yn ystod ymgyrch etholiadol gan rai nad ydynt yn sefyll mewn etholiad nac wedi eu cofrestru fel plaid wleidyddol. Pryderai'r Comisiynydd fod costau cyfieithu deunydd etholiadol yn dod o fewn y diffiniad hwnnw, ac y gallai'r cyfyngiadau gwariant gostyngol gael effaith andwyol ar y Gymraeg o ganlyniad.

Cynigiodd y Comisiynydd welliant i'r Bil a galw ar y Cymry sy'n aelodau o Dŷ'r Arglwyddi i ddwyn pwysau ar y Llywodraeth i ystyried yr effaith ar y Gymraeg. Cyflwynodd y Gwir Anrhydeddus Arglwydd Morris o Aberafan KG, QC, y gwelliant, a chyhoeddodd y Llywodraeth ei bod yn cefnogi ysbryd y gwelliant ac y bydd yn diwygio'r Bil i adlewyrchu hynny.

Dyfodol y Cyfrifiad

Mewn ymateb i ymgynghoriad y Swyddfa Ystadegau Gwladol ar ddyfodol y Cyfrifiad nododd y Comisiynydd y byddai rhoi'r gorau i gasglu ystadegau ar gyfer ardaloedd daearyddol bach a grwpiau bach o'r boblogaeth yn cael effaith negyddol ar ddealltwriaeth o sefyllfa'r Gymraeg fel iaith gymunedol. Ar 27 Mawrth 2014 cyhoeddwyd y bydd y Cyfrifiad yn parhau yn 2021, ar-lein yn bennaf.

Section 12.2 of the document 'Empowerment and Responsibility: Legislative powers to strengthen Wales' (namely part 2 of the Silk Commission's report), published in March 2014, uses the Commissioner's evidence and notes:

We believe that all the areas mentioned by the Commissioner should be reviewed by the UK and Welsh Governments with a view to amending the law to give equal status to the Welsh language. More generally, we believe that the UK and Welsh Governments should systematically assess and then keep under review the way in which the Welsh language is used across the government.

Transparency of Lobbying, Non-party Campaigning and Trade Union Administration Bill

Part 2 of the Bill involved closer regulation of election campaign spending by those not standing for election or registered as political parties. The Commissioner was concerned that the cost of translating election materials came under that definition, and that the reduced spending restrictions would have a detrimental impact on the Welsh language.

The Commissioner proposed an amendment to the Bill and called on the Welsh members of the House of Lords to put pressure on the Government to consider the impact on the Welsh language. The Right Honourable Lord Morris of Aberavon, KG, QC, tabled the amendment, and the Government announced that it supported the essence of the amendment and that it would amend the Bill accordingly.

The future of the Census

In response to a consultation by the Office of National Statistics regarding the future of the Census, the Commissioner stated that abandoning the collection of statistics for small geographical areas and small groups of the population would have a negative impact on the understanding of the position of the Welsh language as a community language. On 27 March 2014, it was announced that the Census would continue in 2021, mainly on-line.

Amcan strategol 2: Gwrando ar farn a phryderon am y Gymraeg a cheisio sicrhau cyfiawnder i unigolion

Cwynion

Mae gan y Comisiynydd bwerau statudol o dan Ddeddf yr Iaith Gymraeg 1993 a Mesur y Gymraeg (Cymru) 2011 i ymchwilio i gwynion am fethiannau gan sefydliadau cyhoeddus i weithredu eu cynlluniau iaith Gymraeg ac i ystyried achosion o ymyrraeth â rhyddid unigolion i ddefnyddio'r Gymraeg gydag eraill yng Nghymru. Bu'r cwynion a ddaeth i law gan y cyhoedd yn ffactor bwysig ym mhenderfyniad y Comisiynydd i ddwyn achos cyfreithiol yn erbyn Cynilion a Buddsoddiadau Cenedlaethol yn ystod y flwyddyn.

Er nad oes gan y Comisiynydd bwerau dros ddefnydd – neu ddiffyg defnydd – nifer o gwmnïau preifat a sefydliadau'r trydydd sector o'r Gymraeg, mae'n derbyn nifer o gwynion am sefydliadau o'r fath gyda golwg ar weithio gyda'r sefydliadau hyn i ddatrys cwynion ar ran unigolion.

Ystyriwyd 375 o achosion lle roedd unigolion a sefydliadau yn teimlo bod ganddynt le i gwyno wrth y Comisiynydd am anawsterau neu broblemau yn deillio o geisio derbyn gwasanaethau trwy gyfrwng y Gymraeg yn 2013–14.

Roedd y mwyafrif o'r cwynion a dderbyniwyd yn ymwneud â methiannau posibl gan sefydliadau cyhoeddus i weithredu eu cynlluniau iaith Gymraeg statudol.

Datryswyd nifer helaeth o'r cwynion hyn trwy ddulliau anffurfiol, trwy drafod a chytuno ar gamau gwella gyda'r sefydliad dan sylw neu drwy gynghori'r achwynwyr i adrodd eu pryderon wrth y sefydliad er mwyn rhoi cyfle rhesymol iddo ystyried ac ymateb i'w cwyn. Un enghraifft o ddatrysiad o'r math hwn yw'r ymrwymiad gan fwrdd iechyd lleol i gynnal asesiad o fedrau yn Gymraeg ar draws ei wasanaethau iechyd meddwl er mwyn sicrhau bod digon o siaradwyr Cymraeg ar gael i gynnal asesiadau dementia trwy gyfrwng yr iaith yn y dyfodol. Ceir crynodeb o'r achosion na lwyddwyd i'w datrys yn y modd hwn ac a arweiniodd at ymchwiliadau statudol ar dudalennau 42–45.

Dadansoddiad o'r cwynion

Er bod y Comisiynydd yn derbyn ystod eang o gwynion, nid oes ganddi bwerau statudol i ddatrys pob un ohonynt. O'r 375 achos a ystyriwyd roedd 104 yn ymwneud â defnydd o'r Gymraeg gan gwmnïau preifat, sefydliadau'r trydydd sector a sefydliadau eraill, nad oes gan y Comisiynydd awdurdod drostynt. . Roedd 72 yn ymwneud â chyrrff y Goron, sef Adrannau Llywodraeth y DU a'u hasiantaethau.

Yn ogystal â hynny, mae adran 18 Deddf yr Iaith Gymraeg 1993 yn diffinio cwyn statudol fel un sydd:

- wedi ei chyflwyno yn ysgrifenedig gan berson sy'n honni bod methiant gan gorff cyhoeddus i gyflawni ei gynllun iaith wedi effeithio'n uniongyrchol arno
- wedi ei gwneud i'r Comisiynydd o fewn deuddeg mis o ddyddiad y methiant; ac
- wedi ei chyfeirio at sylw'r corff cyhoeddus y cwynid amdano er mwyn rhoi cyfle rhesymol iddo ystyried ac ymateb.

Ceir tabl yn nodi pob cwyn a ddaeth i law yn yr Atodiad i'r Adroddiad Blynyddol hwn.

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

Complaints

The Commissioner has statutory powers under the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011 to investigate complaints about failures by public organizations to implement their Welsh language schemes and to consider cases of interference with the freedom of individuals to use Welsh with each other in Wales. The complaints received from the public was an important factor in the Commissioner's decision to instigate legal proceedings against National Savings and Investments during the year.

Although the Commissioner has no statutory powers over the use – or lack of use – made of the Welsh language by a number of private companies and third sector organizations, she receives a number of complaints about such organizations, and – with a view to collaborating with these organizations – tries to resolve complaints on behalf of individuals.

375 cases were received in 2013–14 from individuals and organizations who felt that they had reason to complain to the Commissioner about difficulties or problems arising from trying to get Welsh medium services.

The majority of the complaints received involved potential failures of public organizations in implementing their statutory Welsh language schemes.

A significant number of the complaints were resolved informally, by discussing and agreeing on actions with the organization in question or by advising the complainants to report their concerns directly to the organization in order to give them reasonable opportunity to respond to their complaint. One example of such a resolution is the undertaking by a local health board to carry out an assessment of Welsh language abilities across its mental health services to ensure that there are enough Welsh speakers available to carry out dementia assessments in Welsh in the future. A summary of the cases which were not resolved in this way, and which led to statutory investigations, is available on pages 42–45.

Analysis of the complaints

Although the Commissioner receives a wide range of complaints, she does not have statutory powers to resolve each one. Of the 375 cases received, 104 involved the use of the Welsh language by private companies, third sector and other organizations, over which the Commissioner has no authority. 72 involved Crown bodies: UK Government departments and their agencies.

In addition, section 18 of the Welsh Language Act 1993 defines a statutory complaint as follows:

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

A table noting every complaint received is available in the Appendix to this Annual Report.

Fel y gwelir o'r tabl nesaf, roedd llawer o achosion a gyflwynwyd nad oeddent yn cydymffurfio â'r diffiniad statudol o gŵyn a nodir uchod. Mae gan y Comisiynydd, serch hynny, ddisgresiwn o dan Adran 17 y Ddeddf i gynnal ymchwiliad statudol i fethiant gan gorff cyhoeddus i gyflawni ei gynllun iaith ar sail cwyn neu fel arall.

Cwynion yn ôl statws cyfreithiol	Nifer
Cwynion dilys yn erbyn cyrff cyhoeddus am achos o dorri cynllun iaith Gymraeg statudol ac yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg.	33
Cwynion dilys yn erbyn cyrff cyhoeddus am achos o dorri cynllun iaith Gymraeg statudol ond heb fod yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg.	145
Cwynion dilys yn erbyn cyrff y Goron am achos o dorri cynllun iaith Gymraeg statudol ac yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg.	16
Cwynion dilys yn erbyn cyrff y Goron am achos o dorri cynllun iaith Gymraeg statudol ond heb fod yn cwrdd â meini prawf adran 18 Deddf yr Iaith Gymraeg.	68
Cwynion yn ymwneud â rhan 6 Mesur y Gymraeg (Cymru) 2011, (Rhyddid i ddefnyddio'r Gymraeg).	4
Achosion nad ydynt yn syrthio o fewn cwmpas unrhyw ddiffiniad statudol o gŵyn.	109

Cwynion a dderbyniwyd yn ôl sector	Nifer
Cyhoeddus	174
Preifat	84
Cyrff y Goron	88
Preifat dan ddyletswydd statudol	9
Trydydd	8
Arall	12

O ran y cwynion am sefydliadau cyhoeddus, roedd nifer sylweddol yn ymwneud â methiannau honedig gan awdurdodau lleol i gydymffurfio â'u cynlluniau iaith.

Cwynion yn ôl categori	Nifer
Gohebiaeth	88
Cyhoeddiadau	53
Gwefannau	49
Arwyddion	44
Gwasanaeth ffôn	35
Cyfarfodydd wyneb yn wyneb	28
Ffurflenni	22
Rhyddid i ddefnyddio'r Gymraeg	4
Arall	52

As can be seen from the next table, many cases did not comply with the statutory definition of a complaint noted above. The Commissioner, however, has discretion under section 17 of the Act to conduct a statutory investigation into a public body's failure to fulfil its language scheme based on a complaint or otherwise.

Complaints according to legal status	Number
Valid complaints against public bodies for cases of breaching statutory Welsh language schemes, meeting the criteria of section 18 of the Welsh Language Act.	33
Valid complaints against public bodies for cases of breaching statutory Welsh language schemes, but not meeting the criteria of section 18 of the Welsh Language Act.	145
Valid complaints against Crown bodies for cases of breaching statutory Welsh language schemes, meeting the criteria of section 18 of the Welsh Language Act.	16
Valid complaints against Crown bodies for cases of breaching statutory Welsh language schemes, but not meeting the criteria of section 18 of the Welsh Language Act.	68
Complaints regarding part 6 of the Welsh Language (Wales) Measure 2011, freedom to use the Welsh language.	4
Cases that do not fall within the scope of any statutory definition of a complaint.	109

Complaints received according to sector	Number
Public	174
Private	84
Crown Bodies	88
Private under statutory duty	9
Third	8
Other	12

The vast majority of complaints regarding public organizations involved alleged failures of local authorities to comply with their language schemes.

Complaints according to category	Number
Correspondence	88
Publications	53
Websites	49
Signs	44
Telephone services	35
Face-to-face meetings	28
Forms	22
Freedom to use Welsh	4
Other	52

Ymchwiliadau statudol dan Adran 17 Deddf yr Iaith Gymraeg 1993

Mae gan y Comisiynydd y grym cyfreithiol i gynnal ymchwiliad statudol i fethiannau honedig gan sefydliadau cyhoeddus i gydymffurfio â gofynion eu cynlluniau iaith Gymraeg. Cwblhaodd y Comisiynydd ddau ymchwiliad statudol yn ystod y flwyddyn, ar ôl derbyn cwynion gan aelodau o'r cyhoedd. Adroddir ar yr ymchwiliadau statudol hyn ar dudalennau 42–45 yr Adroddiad Blyneddol.

Rhyddid i ddefnyddio'r Gymraeg

Noda Rhan 6 Mesur y Gymraeg (Cymru) 2011:

Caiff unigolyn (P) wneud cais i'r Comisiynydd yn gofyn i'r Comisiynydd ymchwilio i a yw person (D) wedi ymyrryd â rhyddid P i ymgymryd â chyfathrebiad Cymraeg ag unigolyn arall (R).

Cyflwynwyd pedwar cais perthnasol i'r Comisiynydd yn ystod 2013–14. Nid oedd tri o'r ceisiadau'n cydymffurfio â gofynion adrannau 111 ac 112 y Mesur ac felly nid oedd modd i'r Comisiynydd eu hystyried. Roedd yr ymchwiliad i'r pedwerydd cwyn yn parhau ar ddiwedd y cyfnod adrodd.

Adolygiad cwynion

Penderfynwyd cynnal adolygiad o drefn gwyno'r Comisiynydd er mwyn hwyluso'r drefn ar gyfer y cyhoedd. Comisiynwyd ymgynghorwyr allanol i edrych ar y drefn gwynion a darparu argymhellion ar gyfer ei datblygu. Hefyd, anfonwyd holiadur at achwynwyr yn gofyn eu barn am wasanaeth cwynion y Comisiynydd.

Bwriedir defnyddio argymhellion yr adolygiad a'r dystiolaeth a dderbyniwyd gan achwynwyr i wella profiad unigolion o ddefnyddio'r gwasanaeth cwynion. Bydd gweithredu'r argymhellion yn rhan o raglen waith y Comisiynydd yn ystod 2014–15.

Statutory investigations under Section 17 of the Welsh Language Act 1993

The Commissioner has legal powers to conduct statutory investigations into alleged failures by public organizations to comply with the requirements of their Welsh language schemes. The Commissioner completed two statutory investigations during the year, after receiving complaints from members of the public. A report on these statutory investigations is provided on pages 42–45 of the Annual Report.

Freedom to use Welsh

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Part 6 Welsh Language (Wales) Measure 2011 states:

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

Four relevant applications were submitted to the Commissioner during 2013–14. Three of the applications did not comply with the requirements of sections 111 and 112 of the Measure, therefore it was not possible for the Commissioner to consider them. The investigation into the fourth complaint was ongoing at the end of the reporting period.

Review of complaints

A decision was made to carry out a review of the Commissioner's complaints procedure to make the procedure more accessible to the public. External consultants were commissioned to review the complaints procedure and provide recommendations for its development. A questionnaire was also sent to complainants seeking their opinion about the Commissioner's complaints service.

It is intended to use the recommendations of the review and the evidence received from complainants to improve the experience of individuals when using the complaints service. Implementing the recommendations will be part of the Commissioner's work programme in 2014–15.

Amcan strategol 3: Ehangu a chryfhau ymrwymïadau iaith Gymraeg sefydliadau a gwella profiad siaradwyr Cymraeg

Paratoi sefydliadau at weithdrefn safonau

Bu pwyslais yn ystod y flwyddyn ar baratoi sefydliadau ar gyfer cydymffurfio â safonau'n ymwneud â'r Gymraeg. Safonau yw'r fframwaith cyfreithiol a grëwyd gan Fesur y Gymraeg (Cymru) 2011 er mwyn cyflwyno dyletswydd ar rai sefydliadau i ddefnyddio a darparu gwasanaethau yn Gymraeg. Bydd safonau'n disodli cynlluniau iaith maes o law. Bu swyddogion y Comisiynydd yn cyfathrebu'n gyson â sefydliadau yn y sector cyhoeddus er mwyn rheoli'r newid hwn o un gyfundrefn i'r llall. Mae gwaith wedi dechrau hefyd ar baratoi sefydliadau'r sector preifat a'r trydydd sector sy'n gymwys i orfod cydymffurfio â safonau yn y dyfodol.

Gweithredu Rhan 4 a 5 Mesur y Gymraeg (Cymru) 2011

Ymchwiliad safonau yw'r ymarferiad statudol lle mae'r Comisiynydd yn casglu tystiolaeth gan sefydliadau, y cyhoedd a'r Panel Cyngori ynghylch pa safonau ddylai sefydliadau gydymffurfio â nhw.

Rhaglen cynnal ymchwiliadau safonau

Cyhoeddodd Llywodraeth Cymru ei dogfen 'Safonau arfaethedig mewn perthynas â'r Gymraeg' ar 6 Ionawr 2014. Ar yr un diwrnod anfonodd y Comisiynydd hysbysiad rhagymchwilio ffurfiol at y 26 sefydliad sy'n cael eu cynnwys yng nghylch 1 y rhaglen cynnal ymchwiliad safonau, sef Cyngorau Sir a Chyngorau Bwrdeistref Sirol Cymru, Awdurdodau Parciau Cenedlaethol a Gweinidogion Cymru, yn datgan bwriad i gynnal ymchwiliad safonau. Dechreuodd cyfnod yr ymchwiliad safonau ar gyfer sefydliadau cylch 1 ar 27 Ionawr 2014.

Gofynnwyd i sefydliadau ddarparu tystiolaeth ffeithiol i'r ymchwiliad safonau trwy ymateb i holiadur ynglŷn â'r:

- gwasanaeth a gynigir gan y sefydliadau ar hyn o bryd
- strwythurau a'r prosesau sydd mewn lle
- unrhyw rwystrau i allu'r sefydliad i gyflenwi'r safon
- unrhyw wybodaeth bellach y mae'r sefydliad o'r farn y dylai'r Comisiynydd ei hystyried.

Hefyd cyhoeddwyd holiadur ar wefan y Comisiynydd er mwyn casglu tystiolaeth gan y cyhoedd am briodoldeb gosod safonau ar y 26 o sefydliadau yng nghylch 1.

Cyn dechrau ar y broses o gynnal ymchwiliad safonau, cynhaliodd y Comisiynydd gyfres o ddigwyddiadau briffio rhanbarthol i brif swyddogion a swyddogion iaith y 26 sefydliad er mwyn egluro'r broses.

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

Preparing organizations for the standards procedure

There was emphasis during the year on preparing organizations for compliance with standards relating to the Welsh language. Standards are the legal framework created by the Welsh Language (Wales) Measure 2011, to impose a duty on organizations to use and provide services in Welsh. Standards will replace Welsh language schemes in due course. The Commissioner's officers communicated regularly with public sector organizations to facilitate the change from one system to another. Work has also commenced on preparing private sector and third sector organizations which will have to comply with standards in the future.

Implementing Part 4 and 5 of the Welsh Language (Wales) Measure 2011

A standards investigation is the statutory exercise undertaken by the Commissioner to gather evidence from organizations, the public and the Advisory Panel regarding which standards organizations should comply with.

Schedule for carrying out standards investigations

The Welsh Government published their document 'Proposed standards relating to the Welsh language' on 6 January 2014. On the same day, the Commissioner sent a formal exploration notice to the 26 organizations in round 1 of the schedule for carrying out standards investigations, namely County Councils and County Borough Councils in Wales, National Park Authorities and Welsh Ministers, stating the intention to carry out standards investigations. The standards investigation period for round 1 organizations commenced on 27 January 2014.

Organizations were asked to provide factual evidence to the standards investigation by responding to a questionnaire regarding:

- the service currently offered by the organizations
- the structures and processes which are in place
- any obstacles to the organization's ability to deliver the standard
- any further information the organization is of the opinion the Commissioner should consider.

A questionnaire was also published on the Commissioner's website in order to collect evidence from the public regarding the propriety of imposing standards on the 26 organizations in round 1.

Before commencing the process of conducting a standards investigation, the Commissioner held a series of regional briefing events for the senior officers and language officers of the 26 organizations in order to explain the process.

Bwriad y Comisiynydd yw cynnal ail gylch o ymchwiliadau safonau ym mis Medi 2014 a symud ymlaen at drydydd cylch o ymchwiliadau fis Mai 2015. Bydd ymchwiliadau safonau cylchoedd 2 a 3 yn mynd i'r afael â sefydliadau yn y sector cyhoeddus ynghyd â rhai sefydliadau preifat a thrydydd sector. Ar 27 Ionawr 2014 cyhoeddodd y Comisiynydd restr lawn o'r sefydliadau yng nghylchoedd 2 a 3 ynghyd ag amserlen ar gyfer cynnal ymchwiliadau safonau mewn perthynas â hwy. Nod y Comisiynydd trwy gyhoeddi hyn oedd sicrhau bod yr wybodaeth am amserlen yr ymchwiliadau safonau ar gyfer y ddwy flynedd nesaf yn eglur i sefydliadau a'r cyhoedd. Gohebodd y Comisiynydd yn uniongyrchol â'r sefydliadau a restrwyd er mwyn rhoi gwybodaeth bellach iddynt am y rhaglen waith. Ar 4 Chwefror 2014 ysgrifennodd y Comisiynydd at y Prif Weinidog yn gofyn a fyddai'n cyhoeddi amserlen ar gyfer llunio rheoliadau i gylchoedd 2 a 3 y rhaglen.

Cynlluniau iaith dan Ddeddf yr Iaith Gymraeg 1993

Cynlluniau iaith Gymraeg sy'n weithredol

Ar 31 Mawrth 2014 roedd 550 o gynlluniau iaith yn weithredol yn y sector cyhoeddus. Mae'r ffigur ar gyfer 2013–14 yn cynnwys 355 cynllun iaith gan sefydliadau cyhoeddus, 50 cynllun iaith gan sefydliadau addysgol, 41 cynllun iaith gan gyrff y Goron a phedwar gan gwmnïau preifat o dan ddyletswydd. Yn ogystal roedd 14 cynllun iaith yn weithredol gan sefydliadau cyhoeddus ar sail wirfoddol. Bu gostyngiad yn nifer y cynlluniau gweithredol ar draws sefydliadau addysgol o 63 yn 2012–13 i 50 cynllun iaith gweithredol ar ddiwedd 2013–14. Newidiadau strwythurol yn y sector sydd i gyfrif am hynny. Cynlluniau iaith gwirfoddol gan sefydliadau'r trydydd sector a'r sector preifat yw'r gweddill.

Cymeradwyo cynlluniau iaith

Cafodd 14 cynllun iaith Gymraeg eu cymeradwyo gan y Comisiynydd yn ystod 2013–14. Cymeradwywyd cynlluniau iaith newydd Coleg Gŵyr Abertawe, Cyngor Iechyd Cymuned Cwm Taf, Heddlu Gogledd Cymru a Chomisiynydd Heddlu a Throsedd Gogledd Cymru, Gwasanaethau Cenedlaethol Rheoli Troseddwy'r a Chartrefi Castell-nedd Port Talbot.

Cymeradwywyd 8 cynllun iaith diwygiedig gan y sefydliadau canlynol: Cyngor Sir Fynwy, Awdurdod Parc Cenedlaethol Bannau Brycheiniog, Cyngor Iechyd Cymuned Hywel Dda, Prifysgolion Aberystwyth, Glyndŵr a Chaerdydd, y Rheoleiddiwr Pensiynau a'r Gronfa'r Loteri Fawr.

Gorolwg o weithrediad cynlluniau iaith

Ceir ymrwymiad mewn cynlluniau iaith i baratoi a chyflwyno adroddiad monitro. Hunanasesiad yw adroddiad monitro; ac mae'r Comisiynydd yn disgwyl i sefydliadau dystio eu bod yn cydymffurfio â'u cynlluniau iaith.

Arfer y Comisiynydd wrth ymateb i adroddiadau monitro cynlluniau iaith yw dwyn sylw at risgiau a dylanwadu ar berfformiad, a hynny er mwyn galluogi sefydliadau i gydymffurfio â'u hymrwymadau statudol.

The Commissioner intends to hold a second round of standards investigations in September 2014 and move on to a third round of investigations in May 2015. Rounds 2 and 3 of standards investigations will encompass public sector organizations together with some private and third sector organizations. On 27 January 2014 the Commissioner published a full list of organizations in rounds 2 and 3 together with a timetable for conducting standards investigations. The Commissioner's aim in publishing this was to ensure that the information and timetable for the standards investigations for the next two years was clear to organizations and the public. The Commissioner corresponded directly with the named organizations in order to provide them with further information about the work programme. On 4 February 2014 the Commissioner wrote to the First Minister requesting that he publish a timetable for drafting regulations for rounds 2 and 3 of the programme.

Welsh language schemes under the Welsh Language Act 1993

Welsh language schemes in operation

On 31 March 2014 there were 550 Welsh language schemes in operation in the public sector. In 2013–14 this includes 355 language schemes by public organizations, 50 language schemes by educational establishments, 41 language schemes by Crown organizations and 4 by private companies under duty. There were also 14 voluntary language schemes in operation by public organizations. There was a drop in the number of schemes in operation across educational establishments from 63 in 2012–13 to 50 operational language schemes at the end of 2013–14; structural changes in the sector account for this change. The remainder are voluntary Welsh language schemes by third sector and private sector organizations.

Approval of Welsh language schemes

14 Welsh language schemes were approved by the Commissioner during 2013–14. New Welsh language schemes were approved for the following: Gower College Swansea, Cwm Taf Community Health Council, North Wales Police and the North Wales Police and Crime Commissioner, National Offender Management Services and Neath Port Talbot Homes.

8 amended Welsh language schemes for the following organizations were approved: Monmouthshire County Council, Brecon Beacons National Park Authority, Hywel Dda Community Health Council, Aberystwyth, Glyndŵr and Cardiff Universities, the Pensions Regulator and the Big Lottery Fund.

Overview of the operation of Welsh language schemes

Welsh language schemes include a commitment to prepare and submit a monitoring report. A monitoring report is a self-assessment, and the Welsh Language Commissioner expects organizations to provide evidence that they are complying with their Welsh language schemes.

It is the Commissioner's practice, in responding to monitoring reports, to draw attention to risks and to influence performance, in order to enable organizations to comply with their statutory commitments.

Yn ystod 2013–2014 ymatebodd Comisiynydd y Gymraeg i 197 adroddiad monitro. Cyhoeddir pob ymateb ar wefan y Comisiynydd.

Cedwir gorolwg sector ar berfformiad er mwyn adnabod y prif feysydd lle mae angen gwella yn gyffredinol. Gwneir hyn drwy adroddiadau gorolwg neu drwy ddarparu sylwadau gorolwg i Swyddfa Archwilio Cymru.

Darparodd y Comisiynydd grynodedbau i Swyddfa Archwilio Cymru ar weithrediad cynlluniau iaith awdurdodau lleol. O'r patrymau a amlygwyd yn yr adroddiadau monitro, adnabuwyd y prif flaenoriaethau canlynol ar gyfer cynlluniau iaith awdurdodau lleol:

- gwella'r dystiolaeth a'r data am sgiliau ieithyddol y gweithlu
- parhau i gynyddu a gwella cynnwys Cymraeg gwefannau
- sicrhau trefniadau llywodraethu a chraffu mewnol cadarn ar y cynllun iaith
- buddsoddi mewn hyfforddiant iaith Gymraeg.

Cyhoeddwyd adroddiad gorolwg ar weithrediad cynlluniau iaith Gymraeg byrddau iechyd ac ymddiriedolaethau'r GIG. Nododd yr adroddiad fod sawl corff yn parhau i gymryd camau cadarnhaol tuag at sicrhau eu bod yn cyflawni eu cynllun iaith. Fodd bynnag, nodwyd bod nifer o'r meysydd lle na welwyd cynnydd digonol yn gyffredin i nifer o'r cyrff. Y ddau faes oedd yn peri'r broblem fwyaf o ran cyflawni cynlluniau iaith oedd strategaeth sgiliau iaith a gwasanaethau a ddarperir gan eraill drwy gcontract neu gytundeb.

Y prif flaenoriaethau a adnabuwyd ar gyfer sefydliadau addysg bellach ac uwch oedd eu bod angen cryfhau'u trefniadau monitro a'r asesiadau effaith er mwyn sicrhau eu bod yn adnabod ffactorau sy'n berthnasol i'r Gymraeg. Mae angen i sefydliadau gryfhau gwybodaeth am sgiliau iaith Gymraeg eu staff, a gallu ystyried digonolrwydd y sgiliau hynny. Dylent gryfhau'r broses o annog myfyrwyr i ymgymryd â rhywfaint o'u hastudiaethau trwy gyfrwng y Gymraeg. Dylent hefyd gryfhau eu trefniadau ar gyfer casglu data am allu ieithyddol darpar fyfyrwyr ac annog myfyrwyr i barhau i ddatblygu eu sgiliau dwyieithog wrth astudio yn y coleg. Roedd y blaenoriaethau eraill i'r sector yn cynnwys cryfhau a chynyddu ansawdd cynnwys Cymraeg gwefannau corfforaethol a chydweithio mewn partneriaethau â sefydliadau addysgol eraill i ymestyn y ddarpariaeth Gymraeg a gynigir.

Gwirio defnydd rhwydweithiau cymdeithasol gan sefydliadau cyhoeddus

Ochr yn ochr â'r gwaith o dderbyn adroddiadau monitro ac ymateb iddynt gwiriwyd defnydd rhai o'r sefydliadau hyn o rwydweithiau cymdeithasol. Edrychwyd ar drefniadau 30 o gyrff oedd yn cynnwys 22 Awdurdod Lleol, 3 Awdurdod Parc Cenedlaethol, Llywodraeth Cymru, Cyfoeth Naturiol Cymru, Cartrefi Cymunedol Cymru a dau ddarparwr tai cymdeithasol sef Cartrefi Conwy a Thai Wales & West.

Dangosodd canfyddiadau'r ymarferiad fod 13% ohonynt yn cynnal cyfrifon rhwydweithiau cymdeithasol dwyieithog, 40% yn cynnal cyfrifon Cymraeg a Saesneg ar wahân a 47% yn cynnal cyfrifon uniaith Saesneg gydag ambell i neges Gymraeg yn ymddangos ar adegau. Bydd y Comisiynydd yn trafod defnydd y Gymraeg â sefydliadau unigol yn sgil cynnal yr ymarferiad hwn.

During 2013–14, the Welsh Language Commissioner responded to 197 monitoring reports. All responses are published on the Commissioner's website.

A sectoral overview of performance is kept in order to identify the main areas in which general improvement is needed. This is done via overview reports or by providing overview comments to the Wales Audit Office.

The Commissioner provided summaries for the Wales Audit Office on the implementation of local authority Welsh language schemes. From the patterns highlighted in the monitoring reports, the following main priorities were identified for Local Authority Welsh language schemes:

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

An overview report was published on the implementation of the Welsh language schemes of health boards and NHS trusts. The report noted that several organizations were still taking positive steps towards ensuring Welsh language schemes were carried out. However, it was noted that a number of the areas where insufficient progress was made were common to several organizations. The two areas causing the greatest problem in terms of complying with Welsh language schemes were the language skills strategy and services provided by others by contract or agreement.

The main priorities identified for further and higher education establishments were that they need to strengthen their arrangements for monitoring and strengthen their own impact assessments to ensure that they identify factors relevant to the Welsh language. Institutions need increased knowledge about the language skills of their staff, and be able to consider the adequacy of those skills. They should strengthen their processes of encouraging students to undertake some of their studies through the medium of Welsh. They should also strengthen their arrangements for collecting data about the linguistic ability of prospective students and encourage students to continue to develop their bilingual skills as they study in the college. Other priorities included the need to improve and increase the quality of corporate websites to include Welsh, and that they work in partnership with other education organizations to extend the Welsh language provision offered.

Checking the use of social networks by public organizations

Alongside the work of receiving monitoring reports and responding to them, the Commissioner also checked the use made by some of these organizations of social networks. The arrangements of 30 organizations were studied, including 22 Local Authorities, 3 National Park Authorities, the Welsh Government, Natural Resources Wales, Community Housing Cymru and two social housing providers namely Cartrefi Conwy and Wales & West Housing.

The findings of the exercise indicate that 13% of them maintained bilingual social networks accounts, 40% maintained separate Welsh and English accounts and 47% maintained English-only accounts with a few Welsh messages appearing at times. As a result of this exercise, the Commissioner will discuss the use of Welsh with individual organizations.

Ymchwiliadau statudol dan Adran 17 Deddf yr Iaith Gymraeg 1993

Defnyddiwyd y pwerau i gynnal ymchwiliadau o dan adran 17 Deddf yr Iaith Gymraeg 1993 ar ddau achlysur yn ystod 2013–14 a gwnaed argymhellion statudol o dan adran 19 y Ddeddf honno. Penderfynodd y Comisiynydd gynnal ymchwiliadau statudol mewn perthynas â'r gwasanaethau a ddarparwyd gan Gyngor Bwrdeistref Sirol Torfaen, Ofcom a Chynilion a Buddsoddiadau Cenedlaethol.

Ymchwiliad statudol i Gyngor Bwrdeistref Sirol Torfaen

Ar 20 Awst 2013 cyhoeddodd y Comisiynydd ei bod yn cynnal ymchwiliad yn dilyn cwynion gan y cyhoedd wedi i'r Cyngor lansio gwasanaeth ffôn newydd yn y sir yn Saesneg yn unig.

Ar 12 Tachwedd 2013 cyhoeddwyd adroddiad yr ymchwiliad. Daeth yr adroddiad i'r casgliad bod y Cyngor wedi methu â chydymffurfio â chymalau yn ei Gynllun Iaith trwy:

- benderfynu lansio'r gwasanaeth yn uniaith Saesneg
- oedi cyn darparu gwasanaeth Cymraeg
- beidio ag ystyried na thrafod y gwasanaeth Cymraeg ar lefel uwch o fewn y Cyngor.

Roedd yr adroddiad yn cynnwys cyfres o argymhellion i'r Cyngor er mwyn iddo adfer y sefyllfa a chydymffurfio â'i Gynllun Iaith yn y dyfodol:

- Yn dilyn lansio'r gwasanaeth ffôn Cymraeg, dylid sicrhau bod y gwasanaeth Cymraeg yn cael ei hyrwyddo a bod lefelau defnydd o'r gwasanaeth yn cael eu monitro
- Dylid cynnal adolygiad o drefniadau asesu effaith polisiau a mentrau newydd ar y Gymraeg
- Dylid adolygu'r Canllawiau Cydraddoldeb a Chaffael er mwyn sicrhau eu bod yn glir ac yn gadarn o ran ystyried y Gymraeg yn y broses tendro
- Dylid cymryd camau i godi ymwybyddiaeth y gweithlu o'r trefniadau diwygiedig
- Dylid sicrhau bod trefniadau goruchwylio cadarn mewn lle i sicrhau gweithrediad effeithiol o Gynllun Iaith Gymraeg y Cyngor
- Dylid sicrhau bod adnoddau digonol ar gyfer darparu yn Gymraeg yn unol â'r Cynllun Iaith.

Gosodwyd amserlen benodol i'r Cyngor ar gyfer gweithredu'r argymhellion hyn.

Ofcom

Mewn llythyr yn cyflwyno ei adroddiad monitro blynyddol i'r Comisiynydd eglurodd Ofcom eu bod yn anghytuno â chymal yn y Cynllun Iaith oedd yn ymwneud â diwygio canllawiau lleolrwydd. Yn sgil derbyn gwybodaeth bellach gan Ofcom roedd rhai amheuon ynghylch gweithrediad y Cynllun, a phenderfynodd y Comisiynydd gynnal ymchwiliad statudol i'r mater o dan Ddeddf yr Iaith Gymraeg 1993.

Rhoddydwyd cyfle rhesymol i Ofcom gyflwyno gwybodaeth bellach mewn perthynas â'r cymal yn y Cynllun Iaith. Mewn gohebiaeth a dderbyniodd y Comisiynydd ar 20 Rhagfyr 2013, cydnabyddai Ofcom y byddai'n ddefnyddiol iddynt gyhoeddi esboniad ar yr ieithoedd y mae gorsafodded radio yn darlledu ynddynt, gan gyfeirio yn benodol at yr iaith Gymraeg. O ganlyniad, cynigodd Ofcom mai cyhoeddi set o ganllawiau gwahanol fyddai'r peth mwyaf priodol i'w wneud. I'r perwyl hwnnw, mae Ofcom wedi diwygio'r canllawiau ar fformatau radio ac wedi eu cyhoeddi ar eu gwefan.

Statutory investigations under Section 17 of the Welsh Language Act 1993

The powers to conduct investigations under section 17 of the Welsh Language Act 1993 were used on two occasions during 2013–14 and statutory recommendations were made under section 19 of that Act. The Commissioner decided to hold statutory investigations with regard to the services provided by Torfaen County Borough Council, Ofcom and National Savings and Investments.

Statutory investigation into Torfaen County Borough Council

On 20 August 2013 the Commissioner announced that she was conducting an investigation following complaints from the public after the Council launched a new English-only telephone service in the county.

On 12 November 2013, the investigation report was published. The report reached the conclusion that the Council had failed to comply with clauses in its Welsh Language Scheme by:

- deciding to launch the English-only service
- delaying before providing a Welsh language service
- not considering or discussing the Welsh language service at a higher level within the Council.

The report included a series of recommendations to the Council in order to rectify the situation and for it to comply with its language scheme in the future:

- Following the launch of the Welsh language telephone service, it should be ensured that the Welsh service is promoted and that levels of use of the service are monitored
- A review should be undertaken of the arrangements to assess the impact of new policies and developments on the Welsh language
- The Equality and Procurement Guidelines should be reviewed in order to ensure that they are clear and robust regarding considering the Welsh language in the tendering process
- Action should be taken to raise the awareness of the workforce regarding the amended arrangements.
- It should be ensured that robust supervision is in place to ensure effective implementation of the Council's Welsh Language Scheme
- It should be ensured that there are adequate resources for making provision in the Welsh language in accordance with the language scheme.

The Council was given a specific timetable to implement these recommendations.

Ofcom

In a letter submitting its monitoring report to the Commissioner, Ofcom explained that they disagreed with a clause in the Welsh Language Scheme that involved amending localness guidelines. As a result of receiving further information from Ofcom there were some doubts regarding the implementation of the Scheme, and the Commissioner decided to conduct a statutory investigation into the matter under the Welsh Language Act 1993.

Ofcom was given a reasonable opportunity to submit further information regarding the clause in the Welsh Language Scheme. In correspondence received by the Commissioner on 20 December 2013, Ofcom recognized that it would be useful for them to publish an explanation of the languages in which radio stations broadcast, referring specifically to the Welsh language. As a result, Ofcom suggested that the most appropriate thing to do would be to publish a different set of guidelines. To that end, Ofcom has amended the guidelines on radio formats and published them on its website.

Mae'r Comisiynydd yn fodlon bod y canllawiau fformat radio diwygiedig, ynghyd ag ymrwymiad Ofcom i'w rhaeadru yn eang ymysg rhanddeiliaid perthnasol, yn cydymffurfio ag egwyddor cymal gwreiddiol Cynllun Iaith Gymraeg Ofcom. O ganlyniad, hysbyswyd y corff o benderfyniad y Comisiynydd i derfynu'r ymchwiliad Adran 17 i Gynllun Iaith Gymraeg Ofcom ar 27 Ionawr 2014.

Adolygiadau Barnwrol dan Adran 8 Mesur y Gymraeg (Cymru) 2011

Y Frenhines ar gais Comisiynydd y Gymraeg a Chynilion a Buddsoddiadau Cenedlaethol a Gweinidogion Cymru

Ar 4 Chwefror 2013 derbyniodd y Comisiynydd lythyr gan Gynilion a Buddsoddiadau Cenedlaethol (CBC) yn nodi bwriad i roi terfyn ar ddarparu gwasanaethau Cymraeg ar 1 Ebrill 2014.

Ysgrifennwyd at CBC gyda'r troad i egluro nad oedd awdurdod cyfreithiol gan CBC i ddad-fabwysiadu'r Cynllun. Ymatebodd CBC gan nodi nad oeddent am newid eu meddwl a'u bod am hysbysu eu cwsmeriaid bod y gwasanaethau Cymraeg yn dod i ben. Yn fuan wedi hyn, derbyniodd y Comisiynydd gwynion neu ymholiadau am y mater gan y cyhoedd.

Gofynnodd y Comisiynydd i Ysgrifennydd Gwladol Cymru drafod y mater â'r Gweinidog perthnasol. Mewn llythyr ar 15 Ebrill 2013 honnodd yr Ysgrifennydd Gwladol fod gan Weinidogion y Goron yr hawl i ddad-fabwysiadu cynlluniau iaith y cyrff dan eu gofal unrhyw bryd y dymunant.

Ar 17 Mai 2013 ysgrifennodd Comisiynydd y Gymraeg at CBC i'w hysbysu ei bod yn bwriadu cynnal ymchwiliad statudol o dan adran 17 Deddf yr Iaith Gymraeg 1993 i gyflawniad y Cynllun.

Yn adroddiad terfynol yr ymchwiliad, a anfonwyd at CBC ar 18 Mehefin 2013, daeth y Comisiynydd i'r casgliad bod CBC wedi methu â chyflawni eu Cynllun Iaith yn ei gyfanrwydd ac nad oedd awdurdod ganddynt i benderfynu dad-fabwysiadu'r Cynllun. Gwnaed argymhellion i ailafael yng ngweithrediad y Cynllun ar unwaith ac am gadarnhad o barodrwydd i ailafael yn y Cynllun o fewn 5 diwrnod gwaith.

Wedi i CBC fethu â darparu ymateb boddhaol erbyn 28 Mehefin 2013 i gais y Comisiynydd yn gofyn am ddatganiad clir ynghylch a oedd yr adroddiad wedi newid eu meddwl ynglŷn â dad-fabwysiadu'r Cynllun, anfonodd y Comisiynydd lythyr cyn-cyfreitha yn eu hysbysu bod y Comisiynydd yn gwneud cais am adolygiad barnwrol.

Cynhaliwyd yr adolygiad barnwrol yn yr Uchel Lys yng Nghaerdydd ar 19 Chwefror 2014.

Ar 7 Mawrth 2014 dyfarnodd Mr Ustus Hickinbottom ac Ei Anrhydedd y Barnwr Milwyn Jarman CF fod penderfyniad Cynilion a Buddsoddiadau Cenedlaethol i ddod â'u Cynllun Iaith i ben yn anghyfreithlon; ac fe ddiddymwyd y penderfyniad.

Dyma'r tro cyntaf erioed i achos yn ymwneud â gwasanaeth Cymraeg gael ei ystyried mewn adolygiad barnwrol; a'r achos hwn hefyd oedd y cyntaf erioed lle clywyd adolygiad barnwrol yn yr iaith Gymraeg.

The Commissioner is satisfied that the amended radio format guidelines, together with Ofcom's commitment to cascade them widely among relevant stakeholders, complies with the principle of the original clause in Ofcom's Welsh Language Scheme. As a result, the body was informed of the Commissioner's decision to terminate the Section 17 investigation into the implementation of Ofcom's Welsh Language Scheme on 27 January 2014.

Judicial Reviews under Section 8 of the Welsh Language (Wales) Measure 2011

The Queen on the application of the Welsh Language Commissioner and National Savings and Investments and the Welsh Ministers

On 4 February 2013 the Commissioner received a letter from National Savings and Investments (NS&I) noting their intention to end the provision of Welsh language services on 1 April 2014.

The Commissioner immediately responded to NS&I to explain that NS&I did not have the legal authority to revoke the scheme. NS&I responded stating that they did not intend to change their mind and that they were going to inform their customers that the Welsh language services were coming to an end. Soon after this, the Commissioner received complaints or enquiries regarding the matter from the public.

The Commissioner asked the Secretary of State for Wales to discuss the matter with the relevant Minister. In a letter on 15 April 2013 the Secretary of State claimed that Ministers of the Crown had the right to revoke the Welsh language schemes of bodies under their care any time they wished.

On 17 May 2013 the Welsh Language Commissioner wrote to NS&I to inform them that she intended to conduct a statutory investigation under section 17 of the Welsh Language Act 1993 into the implementation of the scheme.

In the final report of the investigation, sent to NS&I on 18 June 2013, the Commissioner concluded that NS&I had failed to carry out its Welsh Language Scheme in its entirety and that they had no authority to decide to revoke the Scheme. Recommendations were made to commence re-operating the Scheme at once and confirmation was sought of the willingness to restart operating the Scheme within 5 working days.

After NS&I failed to provide a satisfactory response to the Commissioner's request by 28 June 2013 enquiring whether the report had changed their decision regarding revoking the Scheme, the Commissioner sent a pre-litigation letter informing them that the Commissioner was applying for a judicial review.

The judicial review was conducted in the High Court in Cardiff on 19 February 2014.

On 7 March 2014 Mr Justice Hickinbottom and His Honour Judge Milwyn Jarman QC determined that the decision of NS&I to bring their Welsh Language Scheme to an end was unlawful; and the decision was quashed.

This was the first time that a case involving a Welsh language service was considered in a judicial review; and this case was also the very first in which a judicial review was heard in the Welsh language.

Gweithio gyda Swyddfa Cymru

Ar 3 Mawrth 2014 cychwynnodd un o swyddogion Comisiynydd y Gymraeg ar secondiad yn Swyddfa Cymru.

Gwaith y swyddog yw cynnal adolygiad llawn o'r graddau mae adrannau Whitehall yn cwrdd â'r gofynion deddfwriaethol cyfredol o ran y Gymraeg yn ogystal ag ystyried sut y byddant yn cwrdd â gofynion Mesur y Gymraeg (Cymru) 2011 a safonau mewn perthynas â'r Gymraeg.

Yn ogystal, mae'r Comisiynydd yn cwrdd ag Ysgrifennydd Gwladol Cymru yn chwarterol i drafod cydymffurfiaeth ag ymrwymïadau cynlluniau iaith ac unrhyw bryderon am wasanaethau Cymraeg anfoddfaol neu gwynion a ddaeth i law gan y cyhoedd.

Working with the Wales Office

On 3 March 2014, one of the Welsh Language Commissioner's officers commenced a secondment at the Wales Office.

The officer's work is to conduct a full review regarding the degree to which Whitehall departments meet current legislative requirements with regards to the Welsh language as well as considering how they will meet the requirements of the Welsh Language (Wales) Measure 2011 and the standards in relation to the Welsh language.

The Commissioner meets on a quarterly basis with the Secretary of State as well to discuss compliance with Welsh language scheme commitments and any concerns regarding Welsh language services or complaints received from the public.

Amcan strategol 4: Hybu a hwyluso defnyddio'r Gymraeg

Cydweithio strategol â sectorau

Yn ystod y flwyddyn bu'r Comisiynydd yn hybu a hwyluso defnyddio'r Gymraeg gyda'r sefydliadau nad oes gofyniad statudol arnynt, ar hyn o bryd, i ddarparu gwasanaethau Cymraeg. Cafodd y gwaith hwn ei rannu rhwng dau dîm – y naill yn ymwneud â'r sector preifat a'r llall â'r trydydd sector.

Er mwyn gallu cyrraedd y nifer uchaf o fusnesau a sefydliadau â phosibl, bu'r Comisiynydd yn canolbwyntio ar gyfathrebu â chyrrff cynrychioladol fel y CBI, Sefydliad y Cyfarwyddwyr, Ffederasiwn y Busnesau Bach, y Siambrau Masnach, Cyngor Gweithredu Gwirfoddol Cymru a'r Cyngorau Gwirfoddol Sirol. Roedd yr ymwneud hwn yn digwydd ar ffurf cyfarfodydd rheolaidd, sesiynau briffio a chyflwyniadau.

Canlyniad uniongyrchol i'r cydweithio strategol hwn oedd cynnal cynhadledd 'Chwarae Teg i'r Gymraeg mewn Chwaraeon' ar y cyd â Chwaraeon Cymru ar 18 Mawrth 2014. Amcan y digwyddiad oedd ysbrydoli swyddogion sy'n gweithio ym maes chwaraeon i weld gwerth mewn cynyddu statws y Gymraeg o fewn eu sefydliad a chynyddu'r cyfleoedd i bobl, a phobl ifanc yn arbennig, i gymryd rhan mewn gweithgareddau chwaraeon yn Gymraeg. Yn ystod y gynhadledd bu siaradwyr gwadd yn annerch y mynychwyr, cynhaliwyd sesiynau blasu hyfforddiant, rhoddwyd cyngor ymarferol a chafwyd cyfle i unigolion rwydweithio a rhannu syniadau.

Cynhaliwyd trafodaeth yn y Sioe Fawr ynglŷn â'r Gymraeg yng nghefn gwlad Cymru. Daethpwyd â gwahanol fudiadau at ei gilydd er mwyn gwneud y cyswllt rhwng yr economi wledig a'r Gymraeg. Rôl hwylusydd oedd i'r Comisiynydd yn y drafodaeth a threfnwyd cyfarfod dilynol yn y Ffair Aeaf i edrych ar brosiectau penodol a chyfleoedd i fudiadau gydweithio â'i gilydd.

Rhoi cyngor i'r sector preifat a'r trydydd sector

Ym mis Tachwedd 2013 sefydlwyd gwasanaeth rhanbarthol i gefnogi busnesau bach a chanolig i ddatblygu defnydd o'r Gymraeg. Yn rhan o'r gwasanaeth newydd, mae pedwar swyddog cynghori busnes yn gweithio'n uniongyrchol â busnesau ar draws Cymru trwy ddarparu cyngor arbenigol wyneb yn wyneb, nwyddau, a gwasanaethau. Adnoddau newydd a gyflwynwyd yn ystod y flwyddyn oedd llyfryn 'Y Gymraeg: Eich Busnes', sef canllaw i fusnesau sydd am ddatblygu defnydd o'r Gymraeg, a gwasanaeth prawfddarllen er mwyn galluogi sefydliadau i gynyddu eu sgiliau a'u hyder i ddefnyddio'r Gymraeg.

Datblygwyd y berthynas yn ogystal â'r cwmnïau mawr cenedlaethol a rhyng-genedlaethol. Blaenoriaethwyd datblygu defnydd o'r Gymraeg mewn banciau ac archfarchnadoedd, a chynhaliwyd cyfarfodydd â phrif swyddogion nifer o gwmnïau mawr megis Marks & Spencer, Admiral a'r Co-op. Yn dilyn achos lle honnwyd i fferyllydd yn Morrisons wrthod meddyginiaeth i glaf ar y sail bod y presgripsiwn wedi ei ysgrifennu yn Gymraeg (gweler tudalen 20), trefnwyd bod Prif Weithredwr Morrisons yn ymweld â swyddfa'r Comisiynydd yng Nghaerdydd i drafod yr achos a'r ffordd ymlaen i'r cwmni o ran adnabod a datblygu sgiliau dwyieithog ei staff yng Nghymru.

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

Strategic collaboration with sectors

During the year, the Commissioner has been promoting and facilitating use of the Welsh language with the organizations that are currently not subject to statutory requirements to provide services in Welsh. This work was split between two teams – one dealing with the private sector and the other with the third sector.

In order to reach the maximum number of businesses and organizations, the Commissioner concentrated on communicating with representative bodies such as the CBI, Institute of Directors, Federation of Small Businesses, the Chambers of Commerce, Wales Council for Voluntary Action and the County Voluntary Councils. This happened in the form of regular meetings, briefing sessions and presentations.

A direct result of this strategic collaboration was the 'Sport: a level playing field for Welsh' conference which was held jointly with Sports Wales on 18 March 2014. The objective of the event was to inspire officers working in the field of sports to see a value in increasing the status of the Welsh language within their organization and to increase the opportunities for people, especially young people, to take part in sporting activities in Welsh. During the conference guest speakers addressed attendees, training taster sessions were held, practical advice was shared and there was an opportunity for individuals to network and exchange ideas.

A discussion was conducted at the Royal Welsh Show regarding the Welsh language in rural Wales. Various organizations were brought together to make the link between the rural economy and the Welsh language. The Commissioner played the role of facilitator in the discussion and a follow-up meeting was arranged at the Winter Fair to look at specific projects and opportunities for organizations to collaborate.

Providing advice to the private sector and the third sector

In November 2013 a regional service was established to support small and medium sized businesses to develop use of the Welsh language. As part of the new service, four business advice officers work directly with businesses across Wales, providing face to face specialist advice, goods and services. New resources introduced during the year include the 'Making Welsh Your Business' booklet, a guide for businesses wanting to develop use of the Welsh language and a proofreading service to enable organizations to increase their skills and confidence in using the Welsh language.

The relationship with large national and trans-national companies was also strengthened. Priority was given to developing use of the Welsh language in banks and supermarkets, and meetings were held with the senior officers of large companies such as Marks & Spencer, Admiral and the Co-op. Following a case in which it was alleged that a pharmacist at Morrisons refused to dispense medication to a patient on the basis that the prescription was written in Welsh (see page 21), it was arranged for the Chief Executive of Morrisons to visit the Commissioner's office in Cardiff to discuss the case and the way ahead for the company in terms of identifying and developing the bilingual skills of its workforce in Wales.

Er mwyn rhoi ffocws i'r gwaith o hybu a hwyluso'r Gymraeg gyda'r trydydd sector ymgynghorwyd ar raglen waith, a chyhoeddwyd hi ar wefan y Comisiynydd. Hefyd, er mwyn sicrhau bod y sector yn deall sut i fynd ati i gynllunio, datblygu a darparu gwasanaethau Cymraeg cynhaliwyd cyfres o sesiynau hyfforddiant i sefydliadau trydydd sector ar draws Cymru. Yn rhan o'r hyfforddiant hwn roedd gofyn i sefydliadau baratoi cynllun gweithredu ar gyfer datblygu gwasanaethau dwyieithog.

Comisiynwyd ymchwil i'r maes gwirfoddoli yng Nghymru er mwyn sicrhau bod gwneuthurwyr polisi, arianwyr a darparwyr yn deall sut i ddatblygu'r ddarpariaeth Gymraeg. Gwnaed cyfres o argymhellion er mwyn mynd i'r afael â'r bylchau yn y ddarpariaeth bresennol a chynllunio ar gyfer cynyddu'r cyfleoedd i ddefnyddio'r Gymraeg. Cynhaliwyd cyfres o gyfarfodydd â Llywodraeth Cymru, Cyngor Gweithredu Gwirfoddol Cymru, sefydliadau llywodraethu chwaraeon a mudiadau ieuencid i drafod yr ymchwil a'r argymhellion.

Cyfieithu, terminoleg ac enwau lleoedd

Ariennir Cymdeithas Cyfieithwyr Cymru gan y Comisiynydd i ymgymryd â chyfres o weithgareddau rheoleiddio penodol a fydd yn cryfhau statws proffesiynol cyfieithwyr Cymraeg/Saesneg. Mae'r Comisiynydd hefyd yn cydweithio â'r Coleg Cymraeg Cenedlaethol er mwyn sicrhau bod dull addas o achredu a rheoleiddio'r proffesiwn mewn lle.

Dangosodd ymchwil y Comisiynydd i faes terminoleg a geiriadura fod bylchau yn y modd y caiff y maes ei gynllunio a'i gydgyssylltu ar hyn o bryd. Er mwyn mynd i'r afael â hyn sefydlwyd panel o arianwyr a llunwyr polisi er mwyn rhoi cyfeiriad strategol i'r gwaith.

Er mwyn gweithredu'r cyfrifoldeb o argymhell ffurfiau safonol enwau lleoedd sefydlwyd Panel Safoni Enwau Lleoedd. Mae aelodau'r Panel yn arbenigwyr ym maes enwau lleoedd neu faes yr orgraff a byddant yn darparu cyngor arbenigol ac annibynnol i'r Comisiynydd ynghylch enwau lleoedd Cymru. Penderfynwyd ymestyn y cyfrifoldeb yn y maes hwn er mwyn cynnig cyngor ar ffurfiau safonol enwau cymunedau a wardiau etholiadol yn ogystal ag enwau dinasoesedd, trefi a phentrefi. Mae Comisiwn Ffiniau a Democratiaeth Leol Cymru yn cydnabod cyfrifoldeb ac arbenigedd y Comisiynydd yn y maes ac mae wedi penderfynu y bydd yn ymgynghori â'r Comisiynydd wrth gynnal adolygiadau o ardaloedd llywodraeth leol Cymru.

Dadansoddi data'r Cyfrifiad

Mae gwaith y Comisiynydd yn cynnwys archwilio ffigurau Cyfrifiad 2011, ac mae nifer o fapiau a siartiau wedi eu cyhoeddi ar y wefan sy'n dangos ac yn dadansoddi'r data. Bydd y gwaith hwn yn sail i'r adroddiad 5-mllynedd ar sefyllfa'r Gymraeg y mae gofyn i'r Comisiynydd ei gyhoeddi yn unol â Mesur y Gymraeg (Cymru) 2011.

Cyfathrebu â'r cyhoedd

Roedd gan y Comisiynydd stondin yn Eisteddfod yr Urdd, y Sioe Fawr yn Llanelwedd a'r Eisteddfod Genedlaethol yn ystod haf 2013.

Cynhaliwyd pedwar cyfarfod cyhoeddus ar faes yr Eisteddfod Genedlaethol, yn canolbwyntio ar rôl y Comisiynydd wedi blwyddyn o weithredu, y Gymraeg fel sgîl gwerthfawr i gyflogwyr, a'r iaith ym maes gofal iechyd sylfaenol.

In order to give a focus to the work of promoting and facilitating the Welsh language with the third sector, a work programme was consulted upon and published on the Commissioner's website. Also, in order to ensure that the sector understands how to plan, develop and provide Welsh language services a series of training sessions were held across Wales. As part of this training, organizations were expected to prepare an action plan for developing bilingual services.

Research into the volunteering field in Wales was commissioned in order to ensure that policy-makers, funders and providers understand how to develop their Welsh language provision. A series of recommendations were made in order to tackle the gaps in the present provision and to increase the opportunities to use the Welsh language in future. A series of meetings were held with the Welsh Government, the Wales Council for Voluntary Action, sports governance organizations and youth movements to discuss the research and recommendations.

Translation, terminology and place-names

Cymdeithas Cyfieithwyr Cymru (the Association of Welsh Translators and Interpreters) is financed by the Commissioner to undertake a series of specific regulatory activities which will strengthen the professional status of Welsh/English translators. The Commissioner is also working with the Coleg Cymraeg Cenedlaethol in order to ensure that an appropriate method of accrediting and regulating the profession is in place.

The Commissioner's research into the field of terminology and lexicography indicated that there were gaps in the way the field is currently planned and co-ordinated. In order to address this, a panel of funders and policy-makers was established in order to provide strategic direction.

The Place-names Standardization Panel was set up to fulfil the responsibility of recommending standard forms of place names. Panel members are experts in the field of place-names or Welsh orthography and they provide specialist and independent advice to the Commissioner regarding the place-names of Wales. It was decided to expand the responsibility in this field in order to offer advice on the standard forms of community and electoral ward names as well as the names of cities, towns and villages. The Local Democracy and Boundary Commission for Wales acknowledges the Commissioner's responsibility and expertise in the field and has decided to consult the Commissioner in conducting reviews of Welsh local authority areas.

Analysing Census data

The Commissioner's work includes investigating the 2011 Census figures, and a number of maps and charts have been published on the website, displaying and analysing the data. This work will form a basis for the 5-year report on the position of the Welsh language which the Commissioner is required to publish in accordance with the Welsh Language (Wales) Measure 2011.

Public engagement

The Commissioner had a stand at the Urdd Eisteddfod, the Royal Welsh Show and the National Eisteddfod during summer 2013.

Four public meetings were held on the National Eisteddfod field, concentrating on the role of the Commissioner after a year in operation, the Welsh language as a valuable skill for employers, and the language in the primary health care sector.

Cynhaliwyd cyfarfodydd â chyrrff sy'n cynrychioli gwahanol garfannau o'r cyhoedd yn ystod y flwyddyn. Roedd y rhain yn cynnwys sesiynau penodol ar hawliau a sgiliau gyda'r Ddraig Ffyndi, cynulliad pobl ifanc Cymru; trafodaeth ar bontio rhwng y Gymraeg a'r amrywiol gymunedau gyda Chyngor Rhyng-Ffydd Cymru; yn ogystal â sesiynau trafod a rhannu gwybodaeth â mudiadau sy'n cynrychioli'r cyhoedd fel Merched y Wawr, Urdd Gobaith Cymru, Mentrau Iaith Cymru a'r Fforymau Iaith Sirol.

Yn ystod y flwyddyn, ymddangosodd 323 erthygl am y Comisiynydd yn y wasg brintiedig ac ar-lein. Cymerodd y Comisiynydd ran mewn 25 cyfweiliad radio a 22 cyfweiliad teledu yn ystod y flwyddyn.

Defnyddir y cyfrif trydar @ComyGymraeg i rannu gwybodaeth â dilynwyr ac i gyfathrebu â rhanddeiliaid allanol. Ar 31 Mawrth 2014 roedd gan y Comisiynydd 2,224 o ddilynwyr ar Twitter – cynnydd o 989 (80%) er 31 Mawrth 2013.

Materion cyhoeddus

Mewn cyfarfod yn Nulyn ar 24 Mai 2013, daeth Comisiynydd y Gymraeg yn un o sylfaenwyr Cymdeithas Ryngwladol y Comisiynwyr Iaith. Mae'r aelodau eraill yn cynrychioli ieithoedd lleiafrifol yng Nghanada, Catalwnia, De Affrica, Iwerddon, Nunavut a Kosovo. Mae'r Gymdeithas yn fodd i'r Comisiynwyr drafod a rhannu syniadau a phrofiadau am sut gellir sicrhau hawliau siaradwyr ieithoedd brodorol ac ieithoedd lleiafrifol. Yn y gynhadledd flynyddol gyntaf ym Marcelona ym mis Mawrth 2014 cytunwyd mai Comisiynydd y Gymraeg fyddai'n darparu ysgrifenyddiaeth i'r gymdeithas am y ddwy flynedd nesaf. Hefyd pasiwyd mai yng Nghymru fydd cynhadledd flynyddol y Gymdeithas yn 2016.

Yn ogystal â'r cyfarfodydd chwarterol gyda Phrif Weinidog Cymru yn sgil ei rôl fel Gweinidog â chyfrifoldeb am y Gymraeg, mae'r Comisiynydd hefyd yn cwrdd yn chwarterol â llefarwyr ar y Gymraeg y pleidiau yn y Cynulliad.

Ar 14 Tachwedd 2013 cyflwynodd y Comisiynydd dystiolaeth gerbron Pwyllgor Cymunedau, Cydraddoldeb a Llywodraeth Leol y Cynulliad. Roedd yn gyfle i Aelodau Cynulliad graffu ar Adroddiad Blynyddol 2012–13 ac ar waith y Comisiynydd yn ehangach. Ar 16 Hydref 2013 cynhaliwyd sesiwn trafod yn Nhŷ'r Arglwyddi, a rhoddwyd cyflwyniad am rôl a gwaith y Comisiynydd i'r Aelodau Seneddol ac aelodau Tŷ'r Arglwyddi oedd yn bresennol. Mae swyddogion y Comisiynydd yn aelodau o'r Grŵp Trawsbleidiol ar y Gymraeg yn y Cynulliad.

Meetings were held with bodies representing various interest groups during the year. These included specific sessions on rights and skills with the Funky Dragon – the young people's assembly for Wales; a discussion on creating a bridge between the Welsh language and the various communities with the Inter-Faith Council for Wales; as well as discussion and information-sharing sessions with organizations representing the public such as Merched y Wawr, Urdd Gobaith Cymru, Mentrau Iaith Cymru and the County Language Forums.

During the year, 323 articles about the Commissioner appeared in the printed press and on-line. The Commissioner also took part in 25 radio interviews and 22 television interviews.

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The Commissioner uses the twitter account @ComyGymraeg to share information with followers and to communicate with external stakeholders. On 31 March 2014 the Commissioner had 2,224 followers on Twitter – an increase of 989 (80%) since 31 March 2013.

Public issues

At a meeting in Dublin on 24 May 2013, the Welsh Language Commissioner became one of the founding members of the International Association of Language Commissioners. The other members represent minority languages in Canada, Catalonia, South Africa, Ireland, Nunavut and Kosovo. The Association is a means for Commissioners to discuss and share ideas and experiences regarding how to ensure the rights of those who speak indigenous languages and minority languages. In the first annual conference in Barcelona in March 2014, it was agreed that the Welsh Language Commissioner would provide secretariat for the association for the next two years. It was also agreed that the association's annual conference would be held in Wales in 2016.

As well as quarterly meetings with the First Minister, in his role as Minister with responsibility for the Welsh language, the Commissioner also meets quarterly with the Assembly parties' spokesmen on the Welsh language.

On 14 November 2013 the Commissioner submitted evidence before the Assembly's Communities, Equality and Local Government Committee. It was an opportunity for Assembly members to scrutinize the 2012–13 Annual Report and also the Commissioner's work more widely. On 16 October 2013 a discussion session was held in the House of Lords and a presentation was given to MPs and Peers on the role and work of the Commissioner. The Commissioner's officers are members of the Cross-Party Group on the Welsh language in the Assembly.

Rhaglen waith Comisiynydd y Gymraeg 2014–15

The Welsh Language Commissioner's work programme 2014–15

Mae'r Comisiynydd wedi llunio Cynllun Gweithredol ar gyfer 2014–15 sy'n seiliedig ar yr amcanion strategol yn y Cynllun Strategol 2013–15.

Mae gweithgareddau penodol wedi eu cynnwys o dan y gwahanol amcanion. Maent yn cynnwys y canlynol:

Amcan strategol 1:
Dylanwadu ar yr ystyriaeth a roddir i'r Gymraeg o fewn datblygiadau polisi

- Parhau â'r gwaith o gynnal Ymholiad Gofal Sylfaenol gan gyflwyno canfyddiadau ac argymhellion mewn adroddiad yn ystod haf 2014
- Paratoi ar gyfer gosod dyletswyddau statudol y safonau llunio polisi ar sefydliadau gan gynnwys paratoi methodoleg asesu effaith ieithyddol genedlaethol, cod ymarfer a gweithdrefnau monitro cysylltiedig
- Drwy swyddogaethau ymchwil ac addysgu'r Comisiynydd baratoi adroddiad yn amlinellu ymyriadau strategol i asio cynlluniau datblygu economaidd a thwf ieithyddol.

Amcan strategol 2:
Gwrando ar farn a phryderon am y Gymraeg a cheisio sicrhau cyfiawnder i unigolion

- Adolygu'r drefn gwyno yn sgil argymhellion yr adroddiad annibynnol
- Codi ymwybyddiaeth ymysg y cyhoedd a chyflogwyr ynglŷn ag ymyrraeth â rhyddid i ddefnyddio'r Gymraeg
- Cyhoeddi a chylchredeg yn eang nodyn cyngor ar hawliau ieithyddol plant yng Nghymru
- Cynhyrchu e-fwletin Comisiynydd y Gymraeg i'w ddosbarthu'n chwarterol i'r cyhoedd a rhanddeiliaid.

Amcan strategol 3:
Ehangu a chryfhau ymrwymadau iaith Gymraeg sefydliadau a gwella profiad siaradwyr Cymraeg

- Cynnal ymchwiliadau safonau â'r sefydliadau a flaenoriaethir yng nghylchoedd 1 a 2 y rhaglen cynnal ymchwiliad safonau
- Cyhoeddi polisi gorfodi Comisiynydd y Gymraeg
- Cydweithio â Swyddfa Cymru gyda golwg ar ei galluogi i gydsynio i fod yn ddarostyngedig i safonau
- Gweithredu'r drefn cynlluniau iaith Gymraeg gan reoli newid wrth i rai sefydliadau symud o un gyfundrefn statudol i un arall; rheoli'r newid wrth i rai sefydliadau symud at weithredu'n ddwyieithog am y tro cyntaf ac wrth i eraill symud o weithredu ar sail wirfoddol i gyfundrefn statudol.

The Commissioner has drafted an Operating Plan for 2014–15, based on the strategic objectives in the Strategic Plan 2013–15.

Specific activities have been included under the various objectives. They include the following:

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

- Continue with the work of conducting a Primary Care Inquiry and to present findings and recommendations in a report during summer 2014
- Make preparations for imposing the statutory duties of the policy making standards on organizations including preparing a national methodology for assessing impact on the language, a code of practice and associated monitoring procedures
- Through the Commissioner's research and educating role, prepare a report outlining strategic interventions to bring together economic development plans and language growth.

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

- Revise the complaints procedure as a result of the recommendations of the independent review
- Raise awareness among the public and employers of the legislation involving interference with the freedom to use the Welsh language
- Publish and widely distribute an advice note on the language rights of children in Wales
- Produce the Welsh Language Commissioner's e-bulletin for quarterly distribution to the public and stakeholders.

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

- Carry out standards investigations with the organizations prioritized in rounds 1 and 2 of the schedule for carrying out standards investigations
- Publish the Welsh Language Commissioner's enforcement policy
- Co-operate with the Wales Office with a view to enabling it to consent to be subject to standards
- Continue to implement the Welsh language schemes regime and to manage the change as organizations move from one statutory system to another; to manage the change as organizations move to operating bilingually for the first time and as others move from operating on a voluntary basis to a statutory system.

Amcan strategol 4:
Hybu a hwyluso defnyddio'r Gymraeg

- Cynnal deialog ragweithiol â rhanddeiliaid trydydd sector a busnes, yn ogystal â gyda sefydliadau unigol ynglŷn â rôl y Comisiynydd
- Cynnal Arolwg Defnydd Iaith 2013–14 a 2014–15, ei ddadansoddi a chyhoeddi ei ganlyniadau
- Sefydlu Panel Cydgysylltu Safoni Termau a Geiriadura
- Cynnal y Panel Safoni Enwau Lleoedd ac ymateb i ymholiadau ynghylch ffurfiau safonol enwau lleoedd
- Cydweithio â'r Coleg Cymraeg Cenedlaethol i'w gefnogi wrth ddatblygu prosiect astudiaethau cyfieithu cenedlaethol.

Amcan strategol 5:
Creu sefydliad iach a gweithredu'n briodol

- Datblygu a gwella trefniadau cyfathrebu'r sefydliad yn barhaus
- Arloesi trwy ddefnyddio technoleg i gynorthwyo swyddogion i gyflawni eu dyletswyddau ac i gyfathrebu â'i gilydd yn rhwydd o'r pedair swyddfa
- Datblygu a gweithredu trefniadau llywodraethu priodol mewn cydweithrediad â Phwyllgor Archwilio a Risg y Comisiynydd a'r archwilwyr mewnol
- Hyrwyddo diwylliant o wella parhaus ac ymchwilio i fodolau rhagori addas a pherthnasol i gryfhau'r cysyniad o gydraddoldeb, parch a chydabyddiaeth; sicrhau bod gan swyddogion y sgiliau angenrheidiol i gwrdd â gofynion y gwaith ac yn eu galluogi i gyfrannu at lwyddiant y Comisiynydd.

Strategic objective 4:

To promote and facilitate the use of the Welsh language

- Conduct a proactive dialogue with third sector and business stakeholders and with individual organizations regarding the role of the Commissioner
- Conduct a Language Use Survey 2013–14 and 2014–15, to analyse it and publish its results
- Establish a Panel for the Coordination of Terminology Standardization and Lexicography
- Maintain the Place-names Standardization Panel and respond to enquiries regarding the standard forms of place-names
- Collaborate with the Coleg Cymraeg Cenedlaethol to support it in developing a national translation studies project.

Strategic objective 5:

To create a healthy organization and operate appropriately

- Develop and improve the organization's communication arrangements
 - Use technology to assist officers in carrying out their duties and to communicate with each other with ease from the four offices
 - Develop and implement appropriate governance arrangements in collaboration with the Commissioner's Audit and Risk Committee and the internal auditors
 - Promote a culture of continuous improvement; consider appropriate models of excellence to strengthen the concepts of equality, respect and recognition; ensure that officers have the necessary skills to meet the demands of the work and enable them to contribute towards the Commissioner's success.
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Cyd-destun y Gymraeg 2013–14

The context of the Welsh language 2013–14

Mae'n ofynnol i Gomisiynydd y Gymraeg, yn unol ag adran 18 (2) (b) Mesur y Gymraeg (Cymru) 2011, ddarparu adolygiad o faterion sy'n berthnasol i'r Gymraeg. Yn yr adran hon rhoddir sylw i ddatblygiadau a ddigwyddodd neu adroddiadau a gyhoeddwyd yn ystod 2013–14.

Y darlun ystadegol

Yn ystod 2013–14 cyhoeddwyd rhagor o ystadegau Cyfrifiad 2011. Mae nifer o siartiau a mapiau yn dangos gwahanol ystyriaethau iaith ystadegau'r Cyfrifiad i'w canfod ar wefan y Comisiynydd.

Dyfodol y Cyfrifiad

Cyhoeddodd y Swyddfa Ystadegau Gwladol ymgynghoriad tri mis ar y Cyfrifiad a darpariaeth ystadegau poblogaeth Cymru a Lloegr yn y dyfodol ym mis Medi 2013. Ar 27 Mawrth 2013 cyhoeddwyd y bydd y Cyfrifiad yn parhau yn 2021, yn bennaf ar-lein.

Datblygiadau Cynulliad Cenedlaethol Cymru

Nid yw Cynulliad Cenedlaethol Cymru na Chomisiwn y Cynulliad wedi eu henwi ym Mesur y Gymraeg (Cymru) 2011. Mae'r Cynulliad yn gweithredu'n unol â Deddf Cynulliad Cenedlaethol Cymru (Ieithoedd Swydddogol) 2012. Nod y Ddeddf honno yw gwneud y Gymraeg a'r Saesneg yn ieithoedd swydddogol yn y Cynulliad a bod rhaid trin y ddwy iaith ar y sail eu bod yn gyfartal.

The Welsh Language Commissioner must, in accordance with section 18 (2) (b) Welsh Language (Wales) Measure 2011, provide a review of matters relevant to the Welsh language. In this section, attention is given to developments that took place or reports published during 2013–14.

The statistical picture

During 2013–14 more of the 2011 Census statistics were published. A number of charts and maps indicating the various language considerations of the Census statistics can be found on the Commissioner's website.

The future of the Census

The Office for National Statistics published a three month consultation on the Census and the provision of England and Wales population statistics in future during September 2013. On 27 March 2013, it was announced that the Census would continue in 2021, mostly on-line.

National Assembly for Wales developments

Neither the National Assembly for Wales nor the Assembly Commission are named in the Welsh Language (Wales) Measure 2011. The Assembly operates in accordance with the National Assembly for Wales (Official Languages) Act 2012. The aim of that Act is to make Welsh and English official languages in the Assembly, and that both languages must be treated on the basis of equality.

Yn sgil y Ddeddf ac er mwyn galluogi gweithredu'n ddwyieithog datblygodd y Cynulliad, ar y cyd â Microsoft, adnodd cyfieithu Microsoft Translator ar gyfer y Gymraeg. Lanswyd yr adnodd ar 21 Chwefror 2014.

Datblygiadau Llywodraeth Cymru

Cyfrifoldeb gweinidogol

Ar 25 Mehefin 2013 ymddiswyddodd Leighton Andrews AC o'i swydd yng Nghabinet Llywodraeth Cymru fel Gweinidog Addysg a Gweinidog â chyfrifoldeb am y Gymraeg. Y diwrnod canlynol, cyhoeddwyd newidiadau yn y cabinet. Cyhoeddwyd mai Huw Lewis AC fyddai'n cymryd cyfrifoldeb dros y portffolio addysg, tra byddai'r Prif Weinidog, Carwyn Jones AC, yn cymryd cyfrifoldeb dros y Gymraeg.

Safonau mewn perthynas â'r Gymraeg

Ar 6 Ionawr 2014 cyhoeddodd Llywodraeth Cymru ddogfen ymgynghorol 'Safonau Arfaethedig mewn perthynas â'r Gymraeg' ar ei gwefan. Y ddogfen hon oedd sail ymchwiliad safonau statudol Comisiynydd y Gymraeg er mwyn dod i ddyfarniad ynghylch pa safonau, os o gwbl, ddylai fod yn benodol gymwys i sefydliadau. (Ceir rhagor o wybodaeth am broses ymchwiliad safonau'r Comisiynydd ar dudalennau 36–39).

Tribiwnlys y Gymraeg

Ar 23 Ionawr 2014 hysbysebodd Llywodraeth Cymru swydd cadeirydd Tribiwnlys y Gymraeg. Bydd aelodau eraill y Tribiwnlys yn cael eu penodi'n ddiweddarach yn 2014.

Y Gynhadledd Fawr a datganiadau polisi

Mewn ymateb i ganlyniadau Cyfrifiad 2011, cynhaliodd Llywodraeth Cymru drafodaeth genedlaethol ar ddyfodol y Gymraeg; galwyd y drafodaeth hon yn 'Gynhadledd Fawr'. Yn dilyn cyfres o gyfarfodydd lleol ar draws Cymru lle roedd cyfle i unigolion leisio barn am sut i gynyddu defnydd o'r Gymraeg, daeth y Gynhadledd Fawr i ben â chynhadledd undydd yn Aberystwyth ar 4 Gorffennaf 2013.

Ym mis Hydref 2013 cyhoeddwyd adroddiad yn rhoi gorolwg o ymatebion y cyfranogwyr. Ymysg y blaenoriaethau polisi a amlygwyd yn sylwadau'r cyhoedd oedd mudoledd, cynllunio, yr economi, marchnata'r iaith, addysg, a chynyddu'r cyfleoedd i ddefnyddio'r Gymraeg.

Mewn datganiad llafar yn y Senedd ar 12 Tachwedd 2013 dywedodd y Prif Weinidog y bydd llawer o'r camau y bydd y Llywodraeth yn eu cymryd mewn ymateb i sylwadau'r Gynhadledd Fawr yn seiliedig ar argymhellion adroddiadau annibynnol mae'r Llywodraeth wedi eu comisiynu yn ystod y flwyddyn.

As a result of the Act and in order to enable bilingual operation, the Assembly, jointly with Microsoft, developed the Microsoft Translator translation resource for the Welsh language. The resource was launched on 21 February 2014.

Welsh Government developments

Ministerial responsibility

On 25 June 2013, Leighton Andrews AM resigned from his post in the Welsh Government Cabinet as Education Minister and Minister responsible for the Welsh language. The following day, changes to the cabinet were announced. It was announced that Huw Lewis AM would take responsibility for the education portfolio, whilst the First Minister, Carwyn Jones AM, took responsibility for the Welsh language.

Standards relating to the Welsh language

On 6 January 2014 the Welsh Government published a consultation document entitled 'Proposed standards relating to the Welsh language' on its website. This document was the basis of the Welsh Language Commissioner's standards investigation in order to reach a conclusion regarding which standards, if at all, should be specifically applicable to organizations. (More information on the Commissioner's standards investigations process can be found on pages 36–39).

Welsh Language Tribunal

On 23 January 2014 the Welsh Government advertised the post of chair of the Welsh Language Tribunal. It was stated that other members of the Tribunal will be appointed later in 2014.

Y Gynhadledd Fawr and policy statements

In response to the results of the 2011 Census, the Welsh Government held a national discussion on the future of the Welsh language; this discussion was called the '*Gynhadledd Fawr*' (the 'Big Conference'). Following a series of local meetings across Wales where there was an opportunity for individuals to voice their opinion regarding how to increase use of the Welsh language, the *Gynhadledd Fawr* ended with a one-day conference in Aberystwyth on 4 July 2013.

In October 2013 a report was published giving an overview of participants' responses. Among the policy priorities highlighted in the public's comments were migration, planning, the economy, marketing the language, education, and increasing the opportunities to use the Welsh language.

In an oral statement in the Senedd on 12 November 2013 the First Minister said that many of the steps the Government will take in response to the comments of the *Gynhadledd Fawr* will be based on the recommendations of the independent reports which the Government has commissioned during the year.

Argymhellion adroddiadau a gomisiynwyd gan Lywodraeth Cymru

Y Gymraeg fel ail iaith

Ar 27 Medi 2013 cyhoeddwyd adroddiad y grŵp oedd yn craffu ar ddysgu'r Gymraeg fel ail iaith, dan Gadeiryddiaeth Yr Athro Sioned Davies. Nododd adroddiad 'Un iaith i bawb: adolygiad o Gymraeg ail iaith yng Nghyfnodau Allweddol 3 a 4' nad yw dysgu Gymraeg fel ail iaith yn effeithiol fel dull o annog disgyblion i ddefnyddio'r Gymraeg y tu allan i'r ysgol. Cynigia'r adroddiad 24 o argymhellion o ran gwella'r ddarpariaeth ail iaith. Mae'r argymhellion yn cynnwys:

- parhau i sicrhau bod Gymraeg ail iaith yn bwnc gorfodol mewn ysgolion hyd at ddiwedd Cyfnod Allweddol 4
- hyrwyddo'r Gymraeg fel sgil yn y gweithle
- gwella dilyniant addysg Gymraeg rhwng yr ysgol gynradd a'r ysgol uwchradd
- defnyddio'r Gymraeg ar draws y cwricwlwm
- sicrhau bod gan bob ysgol niferoedd digonol o staff â'r gallu i addysgu yn Gymraeg
- cynyddu cyfleoedd i ddefnyddio a chlywed y Gymraeg y tu allan i'r dosbarth.

Yr Eisteddfod Genedlaethol

Dan gadeiryddiaeth Roy Noble, gwnaeth y grŵp oedd yn adolygu'r Eisteddfod Genedlaethol 9 o argymhellion yn eu hadroddiad a gyhoeddwyd ar 24 Hydref 2013. Yn eu plith roedd:

- sicrhau bod yr Eisteddfod yn parhau'n ŵyl deithiol
- ehangu strategaeth farchnata'r Eisteddfod
- denu mwy o wirfoddolwyr ifanc
- datblygu strategaeth ddigidol
- cynyddu grant a chyfalaf yr Eisteddfod.

Cymraeg i Oedolion

Dan gadeiryddiaeth Dr Haydn Edwards, cyhoeddwyd adroddiad 'Codi golygon: adolygiad o Gymraeg i Oedolion' ar 2 Rhagfyr 2013. Daeth yr adroddiad i'r casgliad bod angen ailwampio'r ffordd caiff y Gymraeg ei dysgu i oedolion. Ymysg y 24 o argymhellion a wnaed yn yr adroddiad mae:

- sefydlu endid cenedlaethol i fod yn gyfrifol am roi arweiniad yn y maes
- datblygu a gweithredu strategaeth Cymraeg yn y gweithle
- hybu prosiectau Cymraeg i'r teulu
- creu partneriaethau â chymdeithasau Cymraeg er mwyn gwella profiadau dysgwyr
- buddsoddi yn y maes.

Cymunedau Cymraeg

Cyhoeddwyd adroddiad 'Cynyddu nifer y cymunedau lle defnyddir y Gymraeg fel prif iaith' ar 4 Rhagfyr 2013. Roedd y 7 argymhelliad a wnaed gan y grŵp, dan gadeiryddiaeth Dr Rhodri Llwyd Morgan, yn cynnwys:

- gwella effaith polisiâu'r Llywodraeth er mwyn hyrwyddo cynllunio rhanbarthol sy'n llesol o safbwynt y Gymraeg
- cysoni'r ddarpariaeth addysg yn siroedd y gorllewin er mwyn i bob disgybl ddod yn ddwyieithog
- ehangu gweithleoedd sy'n gweithredu'n fewnol yn ddwyieithog
- ehangu ar brosiectau sy'n cefnogi gweithgareddau cymdeithasol cyfrwng Cymraeg.

Recommendations of reports commissioned by the Welsh Government

Welsh as a second language

On 27 September 2013 the report of the group scrutinizing learning Welsh as a second language, chaired by Professor Sioned Davies, was published. The report 'One language for all: review of Welsh second language at Key Stages 3 and 4' noted that learning Welsh as a second language is not effective as a means of encouraging pupils to use the Welsh language outside school. The report suggests 24 recommendations in terms of improving the second language provision. The recommendations include:

- continuing to ensure that Welsh second language is a compulsory subject in schools up to the end of Key Stage 4
- promoting the Welsh language as a skill in the workplace
- improving Welsh education progression between primary school and secondary school
- using the Welsh language across the curriculum
- ensuring that every school has an adequate number of staff with the ability to teach in Welsh
- increasing opportunities to use and hear the Welsh language outside the class.

The National Eisteddfod

Under the chairmanship of Roy Noble, the group reviewing the National Eisteddfod made 9 recommendations in their report published on 24 October 2013. Amongst them were:

- to ensure that the Eisteddfod continues to travel around Wales
- to broaden the Eisteddfod's marketing strategy
- to attract more young volunteers
- to develop a digital strategy
- to increase the Eisteddfod's grant and capital.

Welsh for Adults

Under the chairmanship of Dr Haydn Edwards, the report 'Raising our Sights: review of Welsh for Adults' was published on 2 December 2013. The report concluded that there is a need to overhaul the way in which the Welsh language is taught to adults. Among the 24 recommendations in the report are:

- to establish a national entity to be responsible for providing guidance in the field
- to develop and implement a Welsh in the workplace strategy
- to promote Welsh for the family projects
- to create Welsh partnerships and societies in order to improve the experiences of learners
- to invest in the field.

Welsh speaking communities

A report entitled 'Increasing the number of communities where Welsh is the main language' was published on 4 December 2013. The group, under the chairmanship of Dr Rhodri Llwyd Morgan, made 7 recommendations including:

- to improve the effect of the Government's policies in order to promote regional planning which is beneficial in terms of the Welsh language
 - to make education provision consistent in west Wales counties so that every pupil becomes bilingual
 - to expand the number of workplaces which operate bilingually internally
 - to expand the number of projects that support social activities through the medium of Welsh.
-

Llywodraethu a darparu gwasanaethau cyhoeddus

Ar 20 Ionawr 2014 cyhoeddwyd 'Adroddiad y Comisiwn ar Lywodraethu a darparu Gwasanaethau Cyhoeddus'. Cadeiriwyd y Comisiwn gan Syr Paul Williams. Gwnaeth y Comisiwn 62 o argymhellion ar sut i ddarparu gwasanaethau cyhoeddus, ac roedd y rhain yn ymwneud yn bennaf ag uno cynghorau sir yng Nghymru. Un o ystyriaethau'r Comisiwn wrth lunio'r cynigion, yn ôl yr adroddiad, oedd y defnydd o'r Gymraeg mewn gwahanol ardaloedd.

Mentrau iaith

Yn yr adroddiad 'Adolygiad o waith y Mentrau Iaith, y Cynlluniau Gweithredu Iaith a Chynllun Hybu'r Gymraeg Aman Tawe' a gyhoeddwyd ar 30 Ionawr 2014 gwnaeth Uned Ymchwil Iaith, Polisi a Chynllunio, Ysgol y Gymraeg, Prifysgol Caerdydd a chwmni Sbectrwm 10 argymhelliad. Yn eu mysg roedd:

- sefydlu is-gynllun i strategaeth iaith fyw: iaith byw yn nodi blaenoriaethau ar gyfer hyrwyddo'r Gymraeg
- creu cytundeb rhwng yr holl asiantaethau sy'n cael eu hariannu gan Lywodraeth Cymru er mwyn cytuno ar gyfrifoldebau
- ariannu corff cydlynu'r mentrau iaith yn ganolog
- sefydlu rhagor o gynlluniau datblygu ardal
- estyn cylch ariannu sefydliadau sy'n hyrwyddo'r Gymraeg i 3–5 mlynedd
- adolygu'r dull o ariannu prosiectau hyrwyddo'r Gymraeg.

Y Gymraeg a datblygu economaidd

Yn 'Adroddiad y Grŵp Gorchwyl a Gorffen ar yr Iaith Gymraeg a Datblygu Economaidd' a gyhoeddwyd ar 21 Chwefror 2014 gwnaeth y grŵp, a gadeiriwyd gan Elin Rhys, 27 o argymhellion. Yn eu mysg roedd:

- hyrwyddo manteision y Gymraeg i fusnesau
- defnyddio cyllid priodol o Ewrop a Llywodraeth Cymru i annog datblygiad economaidd
- annog busnesau i ddefnyddio'r parth .cymru pan fydd ar gael
- ffurfio rhwydweithiau busnes Cymraeg
- rhoi cyfrifoldeb am ddatblygu economaidd i'r mentrau iaith
- ariannu prosiectau peilot ar gyfer adfywio economaidd
- gwella seilwaith trafniadaeth a band llydan
- gwneud darpariaeth Gymraeg yn ofynnol yn nhendrau'r sector cyhoeddus
- gwneud darpariaeth Gymraeg yn ofynnol i fusnesau sy'n cael grantiau gan Lywodraeth Cymru.

Datblygiadau Llywodraeth y DU

Y Comisiwn ar Ddatganoli yng Nghymru (Comisiwn Silk)

Ar 3 Mawrth 2014, cyhoeddodd y Comisiwn ei adroddiad ar Ran II ei gylch gwaith ar bwerau ehangach Cynulliad Cenedlaethol Cymru.

Mae adran 12.2 y ddogfen 'Grymuso a Chyfrifoldeb: Pwerau deddfwriaethol i gryfhau Cymru' (sef Rhan II adroddiad y Comisiwn Silk) yn nodi:

Credwn y dylai Llywodraeth y Deyrnas Unedig a Llywodraeth Cymru adolygu pob un o'r meysydd a grybwyllwyd gan y Comisiynydd gyda golwg ar ddiwygio'r gyfraith i roi statws cyfartal i'r Gymraeg. Yn fwy cyffredinol, credwn y dylai Llywodraeth y Deyrnas Unedig a Llywodraeth Cymru asesu'n systematig sut y defnyddir y Gymraeg ar draws y llywodraeth ac yna cadw golwg ar y sefyllfa'n barhaus.

Governance and the provision of public services

On 20 January 2014 'The Report of the Commission on Public Service Governance and Delivery' was published. The Commission was chaired by Sir Paul Williams. The Commission made 62 recommendations on how to provide public services, and these mainly involved the merging of county councils in Wales. One of the Commission's considerations in formulating the proposals, according to the report, was the use of the Welsh language in various geographical areas.

Mentrau iaith

In the report entitled 'A Review of the work of Mentrau iaith, Language Action Plans and the Programme to Promote Welsh in Aman Tawe' published on 30 January 2014, the Language, Policy and Planning Research Unit, School of Welsh, Cardiff University and Cwmni Sbectrwm made 10 recommendations. Amongst them were:

- to establish a supplementary scheme to the A living language: a language for living strategy stating priorities for promoting the Welsh language
- to create an agreement between all the agencies funded by the Welsh Government in order to agree on responsibilities
- to centrally fund a body to co-ordinate the mentrau iaith
- to establish more area promotion schemes
- to expand the funding round for organizations that promote the Welsh language to 3–5 years
- to review the method of funding Welsh language promotion projects.

The Welsh language and economic development

In the 'Report of the Welsh Language and Economic Development Task and Finish Group' published on 21 February 2014, the group, chaired by Elin Rhys, made 27 recommendations. Amongst them were:

- to promote the advantages of the Welsh language to businesses
- to use appropriate funding from Europe and the Welsh Government to encourage development
- to encourage businesses to use the .cymru domain when it is available
- to form Welsh business networks
- to give the mentrau iaith responsibility for economic development
- to fund pilot projects for economic regeneration
- to improve transport infrastructure and broadband
- to make Welsh language provision a requirement in public sector tenders
- to make Welsh language provision a requirement for businesses receiving grants from the Welsh Government.

UK Government developments

The Commission on Devolution in Wales (Silk Commission)

On 3 March 2014 the Commission published its report on Part II of its terms of reference on wider powers for the National Assembly for Wales.

Section 12.2 of the document 'Empowerment and Responsibility: Legislative powers to strengthen Wales' (namely Part II of the Silk Commission report) notes:

We believe that the UK Government and the Welsh Government should review each of the areas mentioned by the Commissioner with the view to amending legislation to give equal status to the Welsh language. More generally, we believe that the UK Government and the Welsh Government should systematically assess how the Welsh language is used across the government and the keep an eye on the situation continually.

Adroddiad Pwyllgor Arbenigwyr Cyngor Ewrop ar y Siarter ar Ieithoedd Lleiafrifol a Rhanbarthol

Ym mis Ionawr 2014 cyhoeddwyd adroddiad Pwyllgor Arbenigwyr Cyngor Ewrop yn ymateb i dystiolaeth Llywodraeth Prydain ynglŷn â sut maent yn cyflawni eu hymrwymadau'n unol â'r Siarter.

Mae'r adroddiad yn nodi pryder nad yw Llywodraeth Prydain yn cymryd ei dyletswyddau na'i hymrwymadau o dan y gyfraith ryngwladol o ddifrif o safbwynt hybu ieithoedd rhanbarthol a lleiafrifol y DU. Dywed mai anghyson a thameidiog yw darpariaeth Gymraeg y Llywodraeth, gan mai dim ond rhai o gyrff y Goron sydd â chynlluniau iaith. Mae'n nodi pryderon yn ogystal am effaith y toriadau ar ieithoedd lleiafrifol ac am ansicrwydd y maes darlledu, a dyfodol S4C yn benodol. Mae adroddiad y Pwyllgor o Arbenigwyr yn cynnwys argymhellion y dylai awdurdodau'r DU fynd i'r afael â hwy mewn perthynas ag ieithoedd lleiafrifol a rhanbarthol y DU. Yr argymhellion sy'n berthnasol i'r Gymraeg yw:

- cymryd camau cadarn i ddatblygu ymhellach y defnydd o'r Gymraeg ym maes iechyd a gofal cymdeithasol
- sicrhau nad yw'r toriadau presennol mewn gwariant cyhoeddus yn cael effaith anghymesur ar amddiffyn a hyrwyddo ieithoedd lleiafrifol.

Report of the Council of Europe's Committee of Experts on the Charter for Regional and Minority Languages

In January 2014 the report of the Council of Europe's Committee of Experts was published in response to the British Government's evidence regarding how it carries out its commitments in accordance with the Charter.

The report notes concern that the British Government is not taking its duties and commitments under international law seriously in terms of promoting regional and minority languages in the UK. It states that the Government's Welsh language provision is inconsistent and piecemeal, as only some Crown bodies have Welsh language schemes. It notes concerns also regarding the effect of the budget cuts on minority languages and uncertainty in the broadcasting world, and the future of S4C in particular. The report of the Committee of Experts includes recommendations that the UK authorities should tackle in respect of minority and regional languages of the UK. The recommendations relevant to the Welsh language are:

- to take robust action to further develop the use of the Welsh language in the field of health and social care
- to ensure that the present cuts in public spending do not have an disproportionate effect on the protection and promotion of minority languages.

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Crynodeb ariannol, cymdeithasol ac amgylcheddol 2013–14

Canlyniadau a chyfeddiant

Corfforaeth undyn yw Comisiynydd y Gymraeg a ariennir gan Weinidogion Cymru. Cyfanswm y cyllid ar gyfer y flwyddyn 1 Ebrill 2013 hyd 31 Mawrth 2014 oedd £4,100,000 (2012–13: £4,100,000). Y gwariant net ar ôl llog yn ystod y flwyddyn oedd £4,343,000 (2012–13: £3,565,000), a'r gwariant ar gyfalaf oedd £40,000 (2012–13: £128,000). Ar 31 Mawrth 2014 roedd £611,000 yn y gronfa gyffredinol (31 Mawrth 2013: £854,000).

Caiff y Comisiynydd, yn unol â Mesur y Gymraeg (Cymru) 2011 Adran 9, ddarparu cymorth i unigolyn mewn achos cyfreithiol gwirioneddol neu achos cyfreithiol posibl yng Nghymru a Lloegr sy'n berthnasol i fater y mae gan y Comisiynydd swyddogaeth mewn cysylltiad ag ef. Nid oes cyllideb wedi ei dyrannu gan Weinidogion Cymru ar gyfer y cymorth hwn. Yn dilyn trafodaethau penderfynwyd yn ystod y blynyddoedd cychwynnol y byddai'n briodol i Gomisiynydd y Gymraeg adeiladu cronfa wrth gefn o danwariant y gyllideb flynyddol.

Amcangyfrif ar gyfer y flwyddyn ariannol 2014–15

Mae'n ofynnol i Gomisiynydd y Gymraeg gyflwyno amcangyfrif i Weinidogion Cymru bob blwyddyn ariannol o incwm a gwariant y flwyddyn, a hynny o leiaf bum mis cyn cychwyn y flwyddyn ariannol. Cyflwynwyd amcangyfrif o £4.1 miliwn ar gyfer 2014–15 i Weinidogion Cymru ar 7 Hydref 2013. Gosodwyd yr amcangyfrif gerbron Cynulliad Cenedlaethol Cymru ar 27 Ionawr 2014 a dyrannwyd cyllideb o £3.69 miliwn ar gyfer 2014–15.

Cynllun ymadael gwirfoddol

Cyhoeddwyd cynllun ymadael gwirfoddol gan Gomisiynydd y Gymraeg ar 17 Chwefror 2014 yn unol â rheolau Cynllun Digolledu'r Gwasanaeth Sifil ac fel y'u cymeradwywyd gan Swyddfa'r Cabinet. Ceir rhagor o fanylion yn nodiadau 4 a 12 y cyfrifon.

Ar 16 Ebrill 2014, cychwynnodd Comisiynydd y Gymraeg ar gyfnod ymgynghori 30 diwrnod gyda swyddogion ar y strwythur arfaethedig. Daeth y cyfnod ymgynghori i ben ar 15 Mai 2014.

Rhwymedigaethau pensiwn

Telir i'r Tâl-feistr Cyffredinol symiau priodol i gynrychioli rhwymedigaethau cronedig Prif Gynllun Pensiwn y Gwasanaeth Sifil. Ceir rhagor o fanylion yn yr Adroddiad Taliadau Cydnabyddiaeth ac yn nodiadau 1.7 a 4 y cyfrifon.

Tâl yr Archwilwyr Allanol

Ni wnaeth yr archwilwyr allanol ymgymryd â gwaith nad oedd yn waith archwilio yn ystod y flwyddyn a ddaeth i ben ar 31 Mawrth 2014 (2012–13: £0).

Cydraddoldeb yn y gweithle

Mae Comisiynydd y Gymraeg yn gwrthwynebu'n llwyr unrhyw wahaniaethu ar ba bynnag sail. Wrth ddefnyddio arferion cyflogaeth teg a gwrthrychol, bydd y Comisiynydd yn sicrhau bod swyddogion yn cael eu trin yn deg a chyda pharch yn y gweithle, ac yn cael cyfle cyfartal i gyfrannu ac i gyflawni i'w potensial llawn.

Financial, social and environmental summary 2013–14

Results and appropriations

The Welsh Language Commissioner is a corporation sole funded by Welsh Ministers. The total funding for the year 1 April 2013 to 31 March 2014 was £4,100,000 (2012–13: £4,100,000). The net expenditure after interest for the year was £4,343,000 (2012–13: £3,565,000), with capital expenditure of £40,000 (2012–13: £128,000). At 31 March 2014 the general reserve was £611,000 (31 March 2013: £854,000).

The Commissioner may provide, under the Welsh Language (Wales) Measure 2011 Section 9, an individual with assistance for actual or possible legal proceedings in England and Wales that are relevant to a matter in respect of which the Commissioner has a function. No budget has been allocated by Welsh Ministers for this assistance. Following discussions it was decided during the initial years it would be appropriate for the Welsh Language Commissioner to build a reserve from annual under spending of budget.

Estimate for the 2014–15 financial year

It is a requirement for the Welsh Language Commissioner to submit an estimate to Welsh Ministers each financial year of income and expenditure for the year, at least five months in advance of the start of the financial year. An estimate of £4.1 million for 2014–15 was presented to Welsh Ministers on 7 October 2013. The estimate was laid before the Assembly on 27 January 2014 allocating a budget of £3.69 million for 2014–15.

Voluntary exit scheme

On 17 February 2014 the Welsh Language Commissioner announced a voluntary exit scheme in accordance with Civil Service Compensation Scheme rules and as approved by the Cabinet Office. More details are included in notes 4 and 12 to the accounts.

On 16 April 2014 the Welsh Language Commissioner started a 30 day period of consultation with officers on the proposed structure. The consultation period ended on 15 May 2014.

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. More details are included in the Remuneration Report and notes 1.7 and 4 to the accounts.

Remuneration of External Auditors

The external auditors did not undertake any non audit work during the year ended 31 March 2014 (2012–13: £0).

Equality in the workplace

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

Cynllun cydraddoldeb

Mae'n ddyletswydd ar Gomisiynydd y Gymraeg dan Ddeddf Cydraddoldeb 2010 i amlinellu ei amcanion ar gyfer cydraddoldeb mewn Cynllun Cydraddoldeb Strategol. Cytunwyd ar fframwaith ar gyfer y Cynllun Cydraddoldeb yn gynnar wedi sefydlu'r swydd a datblygwyd y Cynllun ymhellach yn 2013–14, gan gydblythu ag amcanion strategol y Comisiynydd. Bwriedir ymgysylltu ac ymgynghori â'r naw grŵp gwarchoddedig rhwng Ebrill a Mehefin 2014 a chyhoeddi'r Cynllun Cydraddoldeb Strategol terfynol erbyn mis Medi 2014. Cynhaliwyd sesiynau ymwybyddiaeth cyffredinol i swyddogion yn gynnar yn 2013–14 a bwriedir cynnal sesiynau pellach yn 2014–15.

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Cydnabyddiaeth undeb

Mae gan y sefydliad gangen undeb gydnabyddedig, ac mae cyfarfodydd rheolaidd o'r Pwyllgor Whitley yn cael eu cynnal rhwng Cadeirydd ac Ysgrifennydd y gangen a'r Comisiynydd, y Cyfarwyddwr Gwasanaethau Corfforaethol a'r Uwch Swyddog Adnoddau Dynol.

Demograffeg oedran / rhyw y gweithlu

Oedran cyfartalog swyddogion Comisiynydd y Gymraeg ar 31 Mawrth 2014 oedd 36 mlwydd oed (2012–13: 36 mlwydd oed). Mae 36% (2012–13: 36%) o swyddogion y Comisiynydd yn wrywod a 64% (2012–13 : 64%) yn fenywod.

Rheoli absenoldeb a phresenoldeb

Cyfanswm y diwrnodau gwaith a gollwyd drwy absenoldeb salwch am y cyfnod 1 Ebrill 2013 i 31 Mawrth 2014 oedd 185.0 (2012–13: 154.5). Cyfartaledd y diwrnodau gwaith a gollwyd fesul pen (cywerth â llawn amser) oedd 3.48 (2012–13: 3.41) a hynny wedi ei seilio ar 53.15 aelod o staff cywerth â llawn amser (2012–13: 45.28).

O'r diwrnodau gwaith a gollwyd drwy salwch, roedd 100% (2012–13: 87%) ohonynt oherwydd absenoldeb tymor byr a 0% (2012–13: 13%) oherwydd absenoldeb hirdymor. Diffiniad absenoldeb hirdymor yw absenoldeb o fwy nag 20 diwrnod am yr un rheswm.

Trosiant staff

Roedd cyfradd trosiant staff yn 2013–14 yn 9.40% (2012–13: 8.83%).

Lles

Mae'r Comisiynydd yn darparu gwasanaeth cynghori cyfrinachol yn rhad ac am ddim i swyddogion er mwyn eu cefnogi os ydynt yn teimlo'n isel neu o dan straen yn y gwaith. Darperir y gwasanaeth hwn gan gontractwr allanol.

Dysgu a datblygu

Mae'r Comisiynydd yn gweithredu trefn Rheoli Perfformiad sy'n sicrhau bod swyddogion yn deall beth a ddisgwylir ganddynt ac yn sicrhau bod ganddynt y sgiliau a'r gallu i gyflawni hynny. Mae trafod anghenion hyfforddi a datblygu yn rhan allweddol o'r drefn ac mae cynllun datblygu'n cael ei lunio ar gyfer pob swyddog ar sail y trafodaethau hynny.

Equality scheme

Under the Equality Act 2010, the Welsh Language Commissioner has a duty to outline objectives for equality in a Strategic Equality Scheme. A framework for the Equality Scheme was agreed early after the establishment of the office, and the Scheme was further developed during 2013–14, whilst interlinking with the Commissioner's strategic objectives. We intend to liaise and consult with the nine protected groups between April and June 2014 and publish the final Strategic Equality Scheme by September 2014. General awareness sessions for officers were held in early in 2013–14 we intend to conduct further sessions during 2014–15.

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Union recognition

The organization has a recognised union branch and regular meetings of the Whitley Committee are held between the Chair and Secretary of the branch and the Commissioner, the Corporate Services Director and the Senior Human Resources Officer.

Age / sex demography of workforce

The average age of the Welsh Language Commissioner's officers on 31 March 2013 was 36 years (2012–13: 36 years). 36% (2012–13: 36%) of the Commissioner's officers are male and 64% (2012–13: 64%) are female.

Managing absence and attendance

The total number of work days lost through sickness absence for the period 1 April 2013 to 31 March 2014 was 185.0 (2012–13: 154.5). The average work days lost per head (full-time equivalent) was 3.48 (2012–13: 3.41) based on 53.15 full-time equivalent members of staff (2012–13: 45.28).

Of the work days lost through sickness 100% (2012–13: 87%) of them were due to short-term sickness and 0% (2012–13: 13%) were lost due to long-term sickness. Long-term absence means an absence of more than 20 days for the same reason.

Staff turnover

The staff turnover rate in 2013–14 was 9.40% (2012–13: 8.83%).

Well-being

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

Learning and development

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

Materion amgylcheddol

Mae Comisiynydd y Gymraeg wedi ymrwmo i arferion amgylcheddol da. Ers ei sefydlu ar 1 Ebrill 2012 mae'r Comisiynydd wedi datblygu polisi cynaliadwyedd amgylcheddol a chynllun gweithredu blynyddol. Cafodd y polisi ei rannu â swyddogion er mwyn codi ymwybyddiaeth o'r polisi ac i hyrwyddo mesurau cynaliadwyedd amgylcheddol.

Yn ystod Mehefin a Gorffennaf 2013 cynhaliwyd asesiad Draig Werdd yn swyddfeydd y Comisiynydd yng Nghaerdydd ac yng Nghaernarfon gan Ganolfan Busnes Gwyrdd Cymru. Yn dilyn yr asesiad dyfarnwyd bod y Comisiynydd yn cyrraedd gofynion Lefel 2 Draig Werdd. Yn adroddiad Canolfan Busnes Gwyrdd Cymru cyflwynwyd rhai argymhellion i'r Comisiynydd, ac fe aed ati i'w cynnwys yng Nghynllun Gweithredu Cynaliadwyedd 2013–14.

Nod y Cynllun Gweithredu Cynaliadwyedd yw gosod amcanion er mwyn lleihau'r effaith ar yr amgylchedd.

Ceisio'r Comisiynydd leihau ei effaith ar yr amgylchedd drwy gymryd y camau canlynol:

- Teithio: hyrwyddo defnyddio technoleg megis fideo-gynadledda er mwyn osgoi teithiau busnes; pan fo teithiau busnes yn angenrheidiol mae'r Comisiynydd yn annog trafndiaeth gyhoeddus a rhannu ceir
- Ynni: annog swyddogion i geisio defnyddio llai o ynni
- Gwastraff: gweithredu trefniadau ailgylchu gwastraff yn ei swyddfeydd
- Offer ac adnoddau: annog swyddogion i ddefnyddio llai o nwyddau traul lle bo hynny'n bosibl.

2013–14

Rheoli amgylcheddol	
Lefel achredu'r Draig Werdd	2
Allyriant nwyon tŷ gwyr	
Cyfanswm yr allyriad kg CO ₂	66,482
Y gellir eu priodoli i deithiau busnes kg CO ₂	32,817
Teithiau mewn car kg CO ₂	19,768
Teithiau ar y rheilffordd neu hedfan kg CO ₂	13,049
Y gellir eu priodoli i ddefnydd o ynni kg CO ₂	33,665
Trydan kg CO ₂	29,015
Nwy kg CO ₂	4,650
Cyfanswm gwariant ar ynni £	12,910
Gwariant ar drydan £	12,103
Gwariant ar nwy £	807
Defnydd o bapur mewn rimiau	464

Mae targedau gwastraff 'Greening Government' sydd wedi eu nodi ym mharagraff 4.18 ac y cyfeirir atynt ym mharagraff 5.17 o'r cyhoeddiad 'Adroddiadau Blynyddol y Sector Cyhoeddus: cyfarwyddiadau adroddiadau cynaliadwyedd 2013–14' yn parhau yn amherthnasol i sefydliadau cyhoeddus Cymru.

Environmental issues

The Welsh Language Commissioner is committed to good environmental practices. Since its establishment on 1 April 2012 the Commissioner has developed an environmental sustainability policy and an annual action plan. The policy has been shared with staff to raise awareness of the policy and to promote environmental sustainability measures.

During June and July 2013 a Green Dragon assessment was conducted at the Commissioner's offices in Cardiff and Caernarfon by the Wales Green Business Centre. Following the assessment the Commissioner was awarded the Green Dragon Level 2. The Wales Green Business Centre's report included some recommendations for the Commissioner, and they have been included in the Sustainability Action Plan 2013–14.

The aim of the Sustainability Action Plan is to set objectives to reduce the impact on the environment.

The Commissioner seeks to reduce its impact on the environment via the following steps:

- Travel: promote the use of technology such as video-conferencing to avoid business journeys; where business journeys are necessary the Commissioner encourages the use of public transport and sharing of cars
- Energy: encourage staff to attempt to use less energy
- Waste: operating waste recycling arrangements in its offices
- Equipment and resources: encourage staff to minimise their use of office consumables where possible.

2013–14

Environmental Management

Level of Green Dragon accreditation	2
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Greenhouse gas emissions

Total emissions kg CO ₂	66,482
Attributable to business travel kg CO ₂	32,817
Journeys by car kg CO ₂	19,768
Journeys by rail or air kg CO ₂	13,049
Attributable to energy consumption kg CO ₂	33,665
Electricity kg CO ₂	29,015
Gas kg CO ₂	4,650
Total expenditure on energy £	12,910
Expenditure on electricity £	12,103
Expenditure on gas £	807

Paper consumption in reams	464
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The Greening Government waste targets set out in paragraph 4.18 and referred to in paragraph 5.17 of the publication 'Public Sector Annual Reports: sustainability reporting guidance 2013–14' continue not to be applicable to Welsh public bodies.

Rhyddid gwybodaeth

Derbyniwyd 11 cais am wybodaeth o dan Ddeddf Rhyddid Gwybodaeth 2000 yn ystod y flwyddyn (2012–13: 11 cais). Mae ymatebion y Comisiynydd i geisiadau, yn ogystal ag unrhyw wybodaeth a ryddhawyd, wedi eu cyhoeddi ar y wefan.

Ni dderbyniwyd unrhyw gais gwrthrych am wybodaeth o dan Ddeddf Diogelu Data 1998 yn ystod y flwyddyn.

Cwynion yn erbyn y sefydliad

Yn unol ag Adran 14 y Mesur, mae gweithdrefn gwyno benodol ar gael os bydd unigolyn am gwyno am weithredoedd neu anweithiau'n ymwneud ag arfer swyddogaethau'r Comisiynydd. Ceir copi o'r weithdrefn hon ar wefan y Comisiynydd.

Derbyniwyd 5 cwyn yn erbyn y sefydliad yn ystod 2013–14 (2012–13: 3 cwyn).

Roedd un o'r cwynion yn ymwneud â methiant y Comisiynydd i gydnabod gohebiaeth o fewn y targed corfforaethol o 5 diwrnod gwaith. Yn yr achos hwn, dyfarnwyd bod methiant wedi bod. Ymddiheurwyd wrth yr unigolyn, ac o ganlyniad fe atgoffwyd swyddogion o'r gofynion a'r canllawiau perthnasol.

Yn achos y 4 cwyn arall, yn dilyn ymchwilio, dyfarnwyd nad oedd sail i'r cwynion.

Freedom of information

11 requests for information were received under the Freedom of Information Act 2000 during the year (2012–13: 11 requests). The Commissioner's responses to requests, as well as any information released, are published on the website.

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

Complaints against the organization

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

5 complaints against the organization were received during 2013–14 (2012–13: 3 complaints).

One of the complaints relates to the failure of the Commissioner to acknowledge correspondence within the corporate target of 5 working days. In this case, it was ruled that there had been a failure. An apology was provided to the individual, and as a result officers have been reminded of the requirements and the relevant guidance.

In the case of the other 4 complaints, following investigation, it was ruled that there were no grounds to the complaints.

Adroddiad Taliadau Cydnabyddiaeth

Polisi Taliadau Cydnabyddiaeth

Mae swyddogion Comisiynydd y Gymraeg yn parhau ar amodau a thelerau sy'n cyfateb i amodau a thelerau Llywodraeth Cymru. Dymuniad y Comisiynydd yw parhau ar yr un amodau a thelerau.

Telir aelodau'r Panel Cyngori, a benodwyd gan Weinidogion Cymru, yn unol â chyfraddau a osodwyd gan Lywodraeth Cymru. Telir aelodau o'r Pwyllgor Archwilio a Risg, a benodwyd gan Gomisiynydd y Gymraeg, ar yr un raddfa ag aelodau'r Panel Cyngori.

Mae Comisiynydd y Gymraeg yn gweithredu Cynllun Rheoli Perfformiad ar gyfer ei holl swyddogion sy'n cyfateb i'r cynllun a ddefnyddir gan Drysorlys EM. Ni chyplysir taliadau cydnabyddiaeth â pherfformiad.

Ar y cyfan, cyflogir swyddogion (gan gynnwys swyddogion hŷn) i swyddi parhaol. Mae cyfnodau rhybudd yn amrywio o bedair wythnos i dri mis, gan ddibynnu ar lefel gwasanaeth a'i hyd.

Mae rhagor o fanylion am gostau swyddogion ac aelodau anweithredol o bwllgorau wedi eu cynnwys o fewn nodiadau 1.7, 1.10 a 4 y cyfrifon.

Remuneration Report

Remuneration Policy

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

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

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

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

Further details of officers and non executive committee members' costs are included within notes 1.7, 1.10 and 4 to the accounts.

Taliadau Cydnabyddiaeth (*)

(*) Mae'r adran hon yn amodol ar archwiliad

Rhestrir yn yr adrannau sy'n dilyn daliadau cydnabyddiaeth a diddordebau pensiwn y Comisiynydd a'r cyfarwyddwyr sydd ag awdurdod neu sy'n gyfrifol am arwain a rheoli prif weithgareddau'r Comisiynydd:

Enw a theitl	Cyflog (£)		¹ Buddion pensiwn (i'r £1,000 agosaf)		Cyfanswm (i'r £1,000 agosaf)	
	2013–14	2012–13	2013–14	2012–13	2013–14	2012–13
Meri Huws Comisiynydd y Gymraeg	98,000	98,000	2,000	60,000	100,000	158,000
Gwenith Price ² Cyfarwyddwr Strategol a Dirprwy Gomisiynydd y Gymraeg	61,300	56,667	16,000	24,000	77,000	81,000
Enid Lewis Cyfarwyddwr Gwasanaethau Corfforaethol	55,788	55,792	14,000	24,000	70,000	80,000
Gwyn Williams ³ Cyfarwyddwr Cyfathrebu (o 23 Gorffennaf 2012)	51,919	⁴ 33,224	—	—	52,000	33,000

¹ Eleni, am y tro cyntaf, rhaid i'r Adroddiad Taliadau Cydnabyddiaeth gynnwys Cyfanswm Tâl Cydnabyddiaeth Sengl; mae ffigurau cymharol y flwyddyn flaenorol wedi eu darparu ar gyfer 2012–13. Mae hon yn ffordd wahanol o gyflwyno'r tâl cydnabyddiaeth ar gyfer pob unigolyn am y flwyddyn. Mae'r tabl a ddefnyddir yn debyg i'r un a ddefnyddiwyd yn flaenorol, ac nid yw'r elfen cyflog wedi newid. Caiff swm y buddion pensiwn ar gyfer y flwyddyn sy'n cyfrannu at ffigur y cyfanswm sengl ei gyfrifo mewn ffordd newydd, yn debyg i'r dull a ddefnyddir i gyfrif gwerthoedd pensiwn at ddibenion treth, ac mae'n seiliedig ar wybodaeth a dderbyniwyd gan myCSP.

Caiff gwerth y buddion pensiwn ei gyfrifo fel a ganlyn: (cynnydd gwirioneddol mewn pensiwn* x20) + (cynnydd gwirioneddol mewn unrhyw gyfandaliad*) - (cyfraniadau a wneir gan aelod) *ac eithrio cynnydd oherwydd chwyddiant neu unrhyw gynnydd neu ostyngiad o ganlyniad i drosglwyddo hawliau pensiwn.

Nid yw hwn yn swm y mae'r sefydliad wedi ei dalu i swyddog yn ystod y flwyddyn; mae'n gyfrifiad sy'n defnyddio gwybodaeth o'r tabl buddion pensiwn. Gall nifer o ffactorau ddylanwadu ar y ffigurau hyn e.e. newidiadau mewn cyflog swyddog, p'un ai a ydyw'n dewis gwneud cyfraniadau ychwanegol i'r cynllun pensiwn o'i gyflog yn ogystal â ffactorau prisio eraill sy'n effeithio ar y cynllun pensiwn yn ei gyfanrwydd.

² Mae'r cyfarwyddwr yn derbyn lwfans o 10% o'r cyflog am ddirprwyo i Gomisiynydd y Gymraeg yn ystod cyfnodau absenoldeb neu ar gais y Comisiynydd.

³ Mae'r cyfarwyddwr yn aelod o'r cynllun pensiwn Partneriaeth, trefniant pensiwn rhanddeiliaid.

⁴ Mae'r swm a ddyfynnir ar gyfer y cyfnod 23 Gorffennaf 2012 hyd 31 Mawrth 2013. Y swm cywerth â'r flwyddyn lawn yw £50,240.

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:

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Name and title	Salary (£)		¹ Pension benefits (to nearest £1,000)		Total (to nearest £1,000)	
	2013–14	2012–13	2013–14	2012–13	2013–14	2012–13
Meri Huws Welsh Language Commissioner	98,000	98,000	2,000	60,000	100,000	158,000
Gwenith Price ² Director of Strategy and Deputy Commissioner	61,300	56,667	16,000	24,000	77,000	81,000
Enid Lewis Director of Corporate Services	55,788	55,792	14,000	24,000	70,000	80,000
Gwyn Williams ³ Director of Communications (from 23 July 2012)	51,919	⁴ 33,224	—	—	52,000	33,000

¹ This year for the first time, the Remuneration Report must include a Single Total Figure of Remuneration; prior year comparatives have been provided for 2012–13. This is a different way of presenting the remuneration for each individual for the year. The table used is similar to that used previously, and the salary element is unchanged. The amount of pension benefits for the year which contributes to the single total figure is calculated in a new way, similar to the method used to derive pension values for tax purposes, and is based on information received from myCSP.

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

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

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

³ The director is a member of the Partnership pension scheme, a stakeholder pension arrangement.

⁴ The figure quoted is for the period 23 July 2012 to 31 March 2013. The full year equivalent is £50,240.

Cyflog

Mae 'cyflog' yn cynnwys cyflog gros, goramser a lwfans cyfrifoldeb pan fo'n briodol. Mae'r adroddiad hwn wedi ei seilio ar daliadau cronodig gan Gomisiynydd y Gymraeg a gofnodwyd yn y cyfrifon hyn.

Penodwyd Meri Huws fel Comisiynydd y Gymraeg o 1 Ebrill 2012 ar gytundeb saith mlynedd gan Brif Weinidog Cymru o dan Fesur y Gymraeg (Cymru) 2011 Atodlen 1 Paragraffau 3(1) a 6(1). Mae Comisiynydd y Gymraeg yn aelod o Brif Gynllun Pensiwn y Gwasanaeth Sifil (PCSPS). Wrth bennu unrhyw gynnydd blynyddol yn nhâl y Comisiynydd, bydd Prif Weinidog Cymru yn ystyried argymhellion y Corff Adolygu Cyflogau Uwch-swyddogion (SSRB), corff sy'n cynghori Prif Weinidog y Deyrnas Unedig a'r gweinyddiaethau datganoledig ar lefelau tâl y sector cyhoeddus.

Buddion mewn da

Mae gwerth ariannol buddion mewn da yn cwmpasu unrhyw fuddion a ddarperir gan y cyflogwr ac a ystyrir gan Gyllid a Thollau EM yn daliad trethadwy. Ni wnaed buddion mewn da yn ystod 2013–14 i swyddogion hŷn (2012–13: £0).

Cynllun ymadael gwirfoddol

Roedd y cynllun ymadael gwirfoddol ar agor i'r holl swyddogion ar gontractau parhaol. O'r swyddogion hŷn, dim ond y Cyfarwyddwr Gwasanaethau Corfforaethol a dderbyniodd y pecyn ymadael. Bydd y Cyfarwyddwr yn gadael ar 31 Mai 2014 ac yn derbyn iawndal statudol o £95,000. Ni wnaethpwyd unrhyw daliadau ex-gratia i swyddogion yn ystod 2013–14.

Canolrif tâl cydnabyddiaeth

Gofynnir i gyrff sy'n adrodd ddatgelu'r berthynas rhwng tâl y swyddog uchaf ei dâl yn eu sefydliad a thâl canolrifol gweithlu'r sefydliad.

Band tâl y swyddog uchaf ei dâl oedd £95,000-100,000 (2012–13: £95,000-100,000). Roedd hyn 2.88 (2012–13: 2.94) gwaith tâl canolrifol y gweithlu sef £33,900 (2012–13: £33,200).

Cyfrifir cyfanswm canolrifol y gydnabyddiaeth drwy ddefnyddio tâl cywerth â llawn amser (cyflog gros) yr holl swyddogion, heb gynnwys y cyfarwyddwr sy'n ennill y cyflog uchaf, a hynny ar y dyddiad adrodd.

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.

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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 2013–14 to senior officers (2012–13: £0).

Voluntary exit scheme

The voluntary exit scheme was open to all staff on permanent contracts. Of the senior officers only the Director of Corporate Services is in receipt of the exit package. The Director will leave service on 31 May 2014 receiving a statutory compensation payment of £95,000. No additional ex-gratia payments were made to staff during 2013–14.

Median remuneration

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

The banded remuneration of the highest-paid officer was £95,000-100,000 (2012–13: £95,000-100,000). This was 2.88 (2012–13: 2.94) times the median remuneration of the workforce which was £33,900 (2012–13: £33,200).

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

Enw a theitl	Cyfanswm y pensiwn cronedig a chyfan daliad perthnasol ar oedran ymddeol normal ar 31/03/14	Cynnydd gwirioneddol mewn pensiwn a chyfan daliad perthnasol ar oedran ymddeol normal	Gwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod 31/03/14	Gwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod 31/03/13	Cynnydd gwirioneddol yng Ngwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod	Cyfraniad y cyflogwr i gyfrif pensiwn partneriaeth
	£000	£000	£000	£000	£000	£100 agosaf
Meri Huws Comisiynydd y Gymraeg	5–10	0–2.5	112	98	1	—
Gwenith Price Cyfarwyddwr	15–20	0–2.5	244	217	10	—
Enid Lewis Cyfarwyddwr	15-20 cyfandaliad 10–15	0-2.5 cyfandaliad -2.5–0	254	226	10	—
Gwyn Williams Cyfarwyddwr	—	—	—	—	—	8,500

Pensiynau'r Gwasanaeth Sifil

Darperir buddion pensiwn drwy drefniadau pensiwn y Gwasanaeth Sifil. Er 30 Gorffennaf 2007, gall gweision sifil fod mewn un o bedwar cynllun buddiannau diffiniedig; unai ar sail 'cyflog terfynol' (**classic**, **premium** neu **classic plus**) neu 'gynllun holl yrfa' (**nuvos**). Nid yw'r trefniadau statudol hyn wedi eu hariannu, Senedd y Deyrnas Unedig sy'n diwallu costau'r buddion bob blwyddyn. Cynyddir pensiynau sy'n daladwy o dan **classic**, **premium**, **classic plus** a **nuvos** yn flynyddol yn unol â deddfwriaeth Cynyddu Pensiynau. Gall aelodau a ymaelododd â'r cynllun o Hydref 2002 ddewis rhwng ymaelodi â'r trefniant budd diffiniedig priodol neu ymaelodi â phensiwn rhanddeiliad 'pwrcasu ariannol' gyda chyfraniad ystyrlon gan y cyflogwr (cyfrif pensiwn **partneriaeth**).

Pennir cyfraniadau'r cyflogai yn ddibynnol ar eu cyflog ac maent yn amrywio rhwng 1.5% a 6.25% o'r enillion pensiynadwy ar gyfer **classic**; a rhwng 3.5% ac 8.25% ar gyfer **premium**, **classic plus** a **nuvos**. Bydd cynnydd i gyfraniadau'r cyflogai o 1 Ebrill 2014. Bydd buddion y cynllun classic yn cronni ar raddfa 1 rhan mewn 80 o'r cyflog pensiynadwy terfynol am bob blwyddyn o wasanaeth. Yn ogystal, mae cyfandaliad sy'n gywerth â thair blynedd o bensiwn dechreuol yn daladwy adeg ymddeol. Ar gyfer **premium**, bydd buddion yn cronni ar raddfa 1 rhan mewn 60 o'r enillion pensiynadwy terfynol ar gyfer pob blwyddyn o wasanaeth. Yn wahanol i **classic**, ni cheir cyfandaliad awtomatig. Yn ei hanfod, mae **classic plus** yn gynllun cymysg, gyda buddion am wasanaeth cyn 1 Hydref 2002 wedi eu cyfrifo'n fras megis **classic**, a buddion am wasanaeth o Hydref 2002 wedi eu cyfrif megis **premium**. Yn **nuvos**, mae aelod yn adeiladu pensiwn sydd wedi ei seilio ar ei gyflog pensiynadwy yn ystod cyfnod ei aelodaeth o'r cynllun. Ar ddiwedd blwyddyn y cynllun (31 Mawrth), caiff cyfrif pensiwn cyflogadwy'r aelod ei gredu â 2.3% o gyflog pensiynadwy'r flwyddyn gynllun honno a chaiff y pensiwn cronedig ei uwchraddio yn unol â deddfwriaeth Cynyddu Pensiynau. Ym mhob achos, gall aelodau ddewis ildio (cyfnewid) pensiwn am gyfandaliad hyd at y terfynau a osodir gan Ddeddf Cyllid 2004.

Name and title	Accrued pension at pension age as at 31/03/14 and related lump sum	Real increase in pension and related lump sum at pension age	Cash Equivalent Transfer Value at 31/03/14	Cash Equivalent Transfer Value at 31/03/13	Real increase in Cash Equivalent Transfer Value	Employer contribution to partnership pension account
	£000	£000	£000	£000	£000	nearest £100
Meri Huws Welsh Language Commissioner	5–10	0–2.5	112	98	1	—
Gwenith Price Director	15–20	0–2.5	244	217	10	—
Enid Lewis Director	15–20 lump sum 10–15	0–2.5 lump sum –2.5–0	254	226	10	—
Gwyn Williams Director	—	—	—	—	—	8,500

Civil Service Pensions

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

Employee contributions are salary-related and range between 1.5% and 6.25% of pensionable earnings for **classic** and 3.5% and 8.25% for **premium**, **classic plus** and **nuvos**. Increases to employee contributions will apply from 1 April 2014. Benefits in **classic** accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years initial pension is payable on retirement. For **premium**, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike **classic**, there is no automatic lump sum. **Classic plus** is essentially a hybrid with benefits for service before 1 October 2002 calculated broadly as per **classic** and benefits for service from October 2002 worked out as in **premium**. In **nuvos** a member builds up a pension based on his pensionable earnings during their period of scheme membership. At the end of the scheme year (31 March) the member's earned pension account is credited with 2.3% of their pensionable earnings in that scheme year and the accrued pension is uprated in line with Pensions Increase legislation. In all cases members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004.

Trefniant pensiwn rhanddeiliad yw'r cyfrif pensiwn **partneriaeth**. Bydd y cyflogwr yn gwneud cyfraniad sylfaenol rhwng 3% a 12.5% (gan ddbynnu ar oedran yr aelod) i mewn i gynnyrch pensiwn rhanddeiliad a ddewisir gan y cyflogai o banel sy'n cynnwys tri darparwr. Nid oes rhaid i'r cyflogai gyfrannu, ond lle byddant yn cyfrannu, bydd y cyflogwr yn cyfrannu'n gyfatebol hyd at o 3% o'r cyflog pensiynadwy (yn ogystal â chyfraniad sylfaenol y cyflogwr). Bydd cyflogwyr hefyd yn cyfrannu 0.8% pellach o gyflog pensiynadwy er mwyn talu am sicrwydd budd risg a ddarperir yn ganolog (marwolaeth mewn gwasanaeth ac ymddeoliad ar sail salwch).

Y pensiwn cronedig a nodir yw'r pensiwn y mae hawl gan yr aelod i'w dderbyn pan fydd yn cyrraedd oedran ymddeol, neu'n syth wedi iddo beidio â bod yn aelod gweithredol o'r cynllun os bydd eisoes wedi cyrraedd yr oedran ymddeol. Yr oedran ymddeol yw 60 ar gyfer **classic**, **premium** a **classic plus**, a 65 ar gyfer aelodau **nuvos**.

Ceir rhagor o wybodaeth am drefniadau pensiwn y Gwasanaeth Sifil ar y wefan www.civilservice.gov.uk/pensions.

Gwerthoedd Trosglwyddo sy'n Gyfwerth ag Arian Parod

Ystyr Gwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod (GTGAP) yw'r gwerth cyfalaf wedi ei asesu gan actwari o fuddion cynllun pensiwn sydd wedi eu cronni gan aelod ar adeg benodol mewn amser. Y buddion y rhoddir gwerth arnynt yw buddion cronedig yr aelod a phensiwn cymar amodol sy'n daladwy o'r cynllun. Mae GTGAP yn daliad a wneir gan gynllun pensiwn neu drefniant er mwyn sicrhau buddion pensiwn mewn cynllun pensiwn neu drefniant arall lle bydd yr aelod yn gadael cynllun ac yn dewis trosglwyddo'r buddion a gronnwyd yn y cynllun blaenorol. Mae'r ffigurau pensiwn a ddangosir yn ymwneud â'r buddion y mae'r unigolyn wedi eu cronni o ganlyniad i gyfanswm eu haelodaeth o'r cynllun pensiwn, ac nid yn unig eu gwasanaeth mewn swyddogaeth hŷn y mae'r datgeliad yn berthnasol iddi.

Mae'r ffigurau yn cynnwys gwerth unrhyw fudd pensiwn mewn cynllun arall neu drefniant y mae'r aelod wedi ei drosglwyddo i drefniadau pensiwn y Gwasanaeth Sifil. Maent hefyd yn cynnwys unrhyw fudd pensiwn arall a gronnir i'r aelod o ganlyniad i'r ffaith ei fod wedi pwrcau budd pensiwn ychwanegol ar ei gost ei hun. Cyfrifir GTGAPau yn unol â'r Rheoliadau Cynlluniau Pensiwn Galwedigaethol (Gwerthoedd Trosglwyddo) (fel y'u diwygiwyd) 2008, ond nid ydynt yn ystyried unrhyw wir ostyngiad neu ostyngiad potensial i fudd-daliadau sy'n deillio o'r Dreth Lwfans dros Oes a allai fod yn daladwy pan gymerir budd-daliadau pensiwn.

Cynnydd gwirioneddol mewn GTGAP

Mae hyn yn adlewyrchu'r cynnydd mewn GTGAP sydd wedi ei ariannu gan y cyflogwr. Nid yw'n cynnwys y cynnydd yn y pensiwn cronedig oherwydd chwyddiant, cyfraniadau a dalwyd gan y cyflogai (gan gynnwys gwerth unrhyw fuddion a drosglwyddwyd o gynllun pensiwn neu drefniant arall) ac mae'n defnyddio ffactorau prisio cyffredin y farchnad ar gyfer cychwyn a diwedd y cyfnod.

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

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

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

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.

Datganiad Cyfrifoldebau'r Swyddog Cyfrifyddu

Yn unol ag Atodlen 1 Paragraff 18(1), Mesur y Gymraeg (Cymru) 2011, mae'n ofynnol i Gomisiynydd y Gymraeg lunio cyfrifon o ran pob blwyddyn ariannol yn unol â chyfarwyddiadau a roddir, gyda chydysniad Trysorlys EM, gan Weinidogion Cymru.

Llunnir y cyfrifon ar sail groniodol, ac mae'n rhaid iddynt roi darlun cywir a theg o sefyllfa'r Comisiynydd ar ddiwedd y cyfnod, ac ar y gwariant net a'r llifoedd arian am y flwyddyn.

Wrth baratoi'r cyfrifon mae'n ofynnol i'r Swyddog Cyfrifyddu gydymffurfio â gofynion y *Government Financial Reporting Manual* ac yn arbennig i:

- ufuddhau i'r cyfarwyddyd cyfrifon a roddwyd gan Weinidogion Cymru, gan gynnwys y gofynion perthnasol o ran cadw cyfrifon a datguddiadau, a gweithredu polisiau cyfrifo perthnasol a'u defnyddio'n gyson;
- llunio penderfyniadau ac amcangyfrifon mewn modd rhesymol;
- datgan a gadwyd at y safonau cyfrifo addas a osodwyd yn y *Government Financial Reporting Manual*, a datguddio ac esbonio unrhyw wyro materol a welir yn y cyfrifon; a
- llunio cyfrifon ar sail bod yn fusnes gweithredol.

Yn unol ag Atodlen 1 Paragraff 16(1), Mesur y Gymraeg (Cymru) 2011, y Comisiynydd yw'r Swyddog Cyfrifyddu.

Mae cyfrifoldebau'r Swyddog Cyfrifyddu, gan gynnwys cyfrifoldeb am sicrhau priodoldeb a rheoleidd-dra'r cyllid cyhoeddus y mae'r Swyddog Cyfrifyddu'n atebol amdano, tros gadw cofnodion priodol ac i warchod asedau Comisiynydd y Gymraeg, wedi eu nodi yn y memorandwm, *Managing Public Money*, a gyhoeddwyd gan Drysorlys Ei Mawrhydi.

Meri Huws

Swyddog Cyfrifyddu
Comisiynydd y Gymraeg

9 Gorffennaf 2014

Statement of the Accounting Officer's Responsibilities

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

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

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

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

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

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

Meri Huws

Accounting Officer
Welsh Language Commissioner

9 July 2014

Datganiad Llywodraethiant Blynyddol

1. Cwmpas cyfrifoldeb

Fel y Swyddog Cyfrifyddu mae gennyf gyfrifoldeb personol am drefnu, rheoli a staffio Comisiynydd y Gymraeg yn gyffredinol. Mae'n rhaid i mi sicrhau bod safon uchel o reolaeth ariannol yn y sefydliad a bod ei systemau a'i gweithdrefnau ariannol yn hyrwyddo proses effeithlon a darbodus o gynnal busnes a diogelu priodoldeb a rheoleidd-dra ariannol.

2. Diben y fframwaith llywodraethu

Nod y fframwaith llywodraethu yw cadw fy annibyniaeth fel Comisiynydd y Gymraeg a chydbwysu'r annibyniaeth honno â'm hatebolrwydd am yr arian cyhoeddus rwyf yn ei wario.

Fel Swyddog Cyfrifyddu rwyf yn atebol i Gynulliad Cenedlaethol Cymru, Gweinidogion Cymru neu Bwyllgor Cyfrifon Cyhoeddus Cynulliad Cenedlaethol Cymru neu Dŷ'r Cyffredin neu Bwyllgor Cyfrifon Cyhoeddus Tŷ'r Cyffredin.

Diffinnir Comisiynydd y Gymraeg drwy statud fel corfforaeth undyn a chanddo bwerau a chyfrifoldebau sy'n deillio o Ran 2, Mesur y Gymraeg (Cymru) 2011.

Mae'r fframwaith llywodraethu yn cynnwys y systemau, y prosesau, y diwylliant a'r gwerthoedd sy'n pennu'r ffordd y caiff Comisiynydd y Gymraeg ei gyfarwyddo ac a ddefnyddir i'w ddwyn i gyfrif am ei weithgareddau.

Mae'r system rheolaeth fewnol yn rhan sylweddol o'r fframwaith llywodraethu gyda'r nod o reoli risg i lefel resymol.

Mae Datganiad Llywodraethiant parhaol Comisiynydd y Gymraeg i'w gael ar y wefan gorfforaethol.

3. Llywodraethiant y sefydliad

Cynllunio strategol ac adolygu perfformiad

Mae gan Gomisiynydd y Gymraeg Gynllun Strategol dwy flynedd hyd at ddiwedd y flwyddyn ariannol 2014–15, gyda Chynllun Gweithredol manwl yn cael ei lunio bob blwyddyn. Datblygwyd Cynllun Gweithredol 2013–14 gyda chyfraniad uwch swyddogion y Comisiynydd drwy drafodaethau mewnol.

Cyfrifoldeb y Cyfarwyddiaethau penodol yw gweithredu'r camau sydd wedi eu nodi, ac yna bydd y Tîm Rheoli'n adolygu'r cynnydd a wnaed yn erbyn y targedau a'r canlyniadau drwy adroddiadau deufisol. Cyflawnwyd gweithgareddau allweddol 2013–14 erbyn diwedd y flwyddyn ariannol.

Dirprwy Gomisiynydd

Yn unol ag adrannau 12 a 13 y Mesur, mae'n ofynnol i Gomisiynydd y Gymraeg benodi dirprwy Gomisiynydd. Bydd y Dirprwy Gomisiynydd yn dirprwyo i Gomisiynydd y Gymraeg yn ystod cyfnodau gwyliau a salwch ac ar unrhyw adeg arall ar gais Comisiynydd y Gymraeg. Gwenith Price, Cyfarwyddwr Polisi a Chydymffurfiaeth yw'r Dirprwy Gomisiynydd. Penodwyd y Dirprwy Gomisiynydd ym mis Medi 2012 ac mae'r rôl yn un am gyfnod o ddwy flynedd. Cynhelir adolygiad o'r rôl yn ystod 2014.

Annual Governance Statement

1. Scope of responsibility

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

2. The purpose of the governance framework

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

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

The Welsh Language Commissioner is defined by statute as a corporation sole whose powers and responsibilities are set out in Part 2 of the Welsh Language (Wales) Measure 2011.

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

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

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

3. Governance of the organization

Strategic planning and performance review

The Welsh Language Commissioner has a two year Strategic Plan which takes the organization forward to the end of the 2014–15 financial year, with a detailed Operating Plan being drawn up annually. The 2013–14 Operating Plan was developed through contributions from the Commissioner's senior officers during internal discussions.

The responsibilities of the specific Directorates is to implement the actions that have been specified. The Management Team then reviews progress against targets and outcomes through bi-monthly reports. Key activities for 2013–14 were completed by the end of the financial year.

Deputy Commissioner

In accordance with sections 12 and 13 of the Measure, the Welsh Language Commissioner is required to appoint a Deputy Commissioner. The Deputy Commissioner will deputise for the Welsh Language Commissioner during periods of holiday, illness and any other occasion at the request of the Welsh Language Commissioner. The Deputy Commissioner is Gwenith Price, Director of Policy and Compliance. The Deputy Commissioner was appointed in September 2012 for a period of two years. A review of the role will be undertaken during 2014.

Tîm Rheoli

Mae'r Tîm Rheoli, sy'n cael ei gadeirio gan y Comisiynydd ac yn cynnwys yr holl gyfarwyddwyr, yn rheoli holl swyddogaethau a gweithgareddau'r Comisiynydd. Y Tîm Rheoli sy'n gyfrifol am arwain, cytuno a chyflawni gweledigaeth strategol y Comisiynydd, polisiâu a gwasanaethau i'r cyhoedd a rhanddeiliaid eraill. Cafodd cylch gorchwyl y Tîm Rheoli ei adolygu ym mis Mai 2013. Mae cylch gorchwyl y Tîm Rheoli wedi ei gyhoeddi ar wefan y Comisiynydd.

Cyfarfu'r Tîm Rheoli yn rheolaidd yn ystod y flwyddyn, a hynny gan amlaf yn bythefnosol ac mae'n gyfrifol am arwain a rheoli gweithgarwch ar draws y sefydliad. Yn y pen draw, dyma'r prif fforwm (wedi ei gefnogi'n briodol gan grwpiau eraill) ar gyfer gwneud penderfyniadau gweithredol am faterion gweithredu, adnoddau, cyfathrebu a materion gweinyddol eraill er mwyn gweithredu'r cynllunio strategol a'r holl brosesau cynllunio busnes eraill, ac ar gyfer monitro perfformiad. Bydd cyfarfod cyntaf bob mis yn gyfarfod strategol a'r ail yn canolbwyntio ar adolygu a monitro.

Archwilwyr

Paratowyd cynllun archwilio mewnol gan yr archwilwyr mewnol ym mis Mai 2013 ac fe'i cymeradwywyd gan y Comisiynydd a'r Pwyllgor Archwilio a Risg ym mis Mehefin 2013. Daeth cyfnod PricewaterhouseCoopers fel archwilwyr mewnol i ben ar 31 Mawrth 2014. Yn dilyn proses dendro gystadleuol lawn, penodwyd KTSowenstomas Cyfyngedig yn archwilwyr mewnol o 1 Ebrill 2014 am gyfnod o 3 blynedd.

Penodwyd Swyddfa Archwilio Cymru i archwilio cyfrifon y Comisiynydd o dan Atodlen 1 Rhan 5 o'r Mesur.

Pwyllgor Archwilio a Risg

Y Pwyllgor Archwilio a Risg sy'n gyfrifol am ddarparu cyngor a sicrwydd annibynnol i'r Swyddog Cyfrifyddu a'r Tîm Rheoli ar ddigonolrwydd ac effeithiolrwydd rheolaeth fewnol a rheoli risg. Cafodd cylch gorchwyl y Pwyllgor Archwilio a Risg ei adolygu ym mis Rhagfyr 2013. Ceir copi o gylch gorchwyl y Pwyllgor Archwilio a Risg ar wefan y Comisiynydd.

Mae'r Pwyllgor Archwilio a Risg yn cynnwys tri aelod annibynnol sy'n cyfarfod yn chwarterol. Fe'i penodwyd ym mis Tachwedd 2012, am gyfnod o 3 blynedd yn y lle cyntaf. Cytunwyd yn y cyfarfod ym mis Rhagfyr 2013 y byddai'r Pwyllgor Archwilio a Risg yn cyfarfod deirgwaith yn hytrach na phedair gwaith yn ystod 2014–15, oherwydd bod modd cyflawni'r gwaith yr un mor effeithiol mewn tri chyfarfod.

Bwriedir gosod trefn mewn lle yn y dyfodol a fydd yn caniatáu i aelodau ymddeol ar wahanol adegau er mwyn sicrhau parhad profiad a gwybodaeth.

Roedd aelodaeth y Pwyllgor Archwilio a Risg, a'u presenoldeb fel a ganlyn:

	19 Mehefin 2013	4 Medi 2013	5 Rhagfyr 2013	17 Mawrth 2014
Wyn Jones (Cadeirydd)	✓	✓	✓	✓
Rheon Tomos	✓	✓	✓	✓
Maria Jones	✓	✓	✗	✓

Management Team

The Management Team, chaired by the Commissioner, and comprising all directors, exercises management of the Commissioner's functions and activities. The Management Team is responsible for leading, agreeing and delivering the Commissioner's strategic vision, policies and services to the public and other stakeholders. The Management Team's terms of reference were reviewed during May 2013. The Management Team's terms of reference is published on the Commissioner's website.

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

Auditors

The internal auditors prepared an internal audit plan in May 2013 that was approved by the Commissioner and the Audit and Risk Committee in June 2013. PricewaterhouseCoopers' term as internal auditors ended on 31 March 2014. Following a full competitive tender process KTSowenstomas Limited were appointed as internal auditors from 1 April 2014 for a period of 3 years.

In accordance with Schedule 1 Part 5 of the Measure, the Wales Audit Office was appointed to audit the Commissioner's accounts.

Audit and Risk Committee

The Audit and Risk Committee is responsible for providing advice and independent assurance to the Accounting Officer and the Management Team on the adequacy and effectiveness of internal control and risk management. The Audit and Risk Committee's terms of reference was reviewed in December 2013. A copy of the Audit and Risk Committee's remit can be found on the Commissioner's website.

The Audit and Risk Committee comprises three independent members who meet quarterly. They were appointed in November 2012, for a period of 3 years in the first instance. At the meeting in December 2013 it was decided that the Audit and Risk Committee would meet three times rather than four times a year during 2014–15, because the work can be achieved as efficiently with three meetings.

In the future it is planned to implement a procedure to allow members to retire at different times to ensure continuity of experience and knowledge.

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

	19 June 2013	4 September 2013	5 December 2013	17 March 2014
Wyn Jones (Chair)	✓	✓	✓	✓
Rheon Tomos	✓	✓	✓	✓
Maria Jones	✓	✓	x	✓

Mae'r Pwyllgor Archwilio a Risg yn derbyn nifer o eitemau agenda sefydlog ym mhob cyfarfod. Un o'r rhain yw rheoli risg, gan gynnwys manylion unrhyw risgiau newydd ac unrhyw newidiadau i'r gofrestr risg gyfredol.

Eitem sefydlog arall i'w hystyried gan y Pwyllgor Archwilio a Risg yw adrodd ar unrhyw dwyll neu golledion gan gynnwys colli data. Nid oedd unrhyw hysbysiadau o'r fath wedi eu derbyn yn ystod 2013–14.

Er gwybodaeth, mae'r Pwyllgor Archwilio a Risg wedi derbyn yr adroddiad cyllid misol a'r adroddiad monitro ar y Cynllun Gweithredol, sydd wedi cael ei gymeradwyo gan y Tîm Rheoli, fel rhan o'i gylch gwaith.

Mae aelodau'r Tîm Rheoli yn mynychu pob Pwyllgor Archwilio a Risg. Roedd cynrychiolwyr o'r archwilwyr mewnol ac allanol yn bresennol ymhob cyfarfod. Mae croeso hefyd i ddau swyddog arsylwi ar y cyfarfodydd. Cynhaliwyd sesiwn hyfforddiant ar SGwNI, System Rheoli Gwybodaeth y Comisiynydd, i'r pwyllgor ym mis Mawrth 2014. Cafwyd 2 sesiwn hyfforddiant ar gyfer y Cadeirydd gan Swyddfa Archwilio Cymru, ym mis Ebrill ac ym mis Tachwedd.

Ymddiswyddodd Maria Jones ym mis Mawrth 2014. Bydd y Comisiynydd yn mynd ati i gynnal proses o benodi aelod newydd.

Ar ddiwedd pob cyfarfod caiff pawb sy'n mynychu gyfle i gynnig barn ar unrhyw agwedd ar y cyfarfod. Am y tro cyntaf yn 2013–14 cynhaliwyd adolygiad blynyddol er mwyn sicrhau bod gwaith y Pwyllgor Archwilio a Risg yn parhau i gydymffurfio â'i gylch gorchwyl. I helpu'r Pwyllgor i benderfynu p'un ai a oedd yn cydymffurfio ag arfer da, gwahoddyd pob aelod i lenwi holiadur hunanasesiad. Cyflwynwyd dadansoddiad o'r ymatebion i'r Pwyllgor Archwilio a Risg yn eu cyfarfod ym mis Mawrth 2014, a gellir casglu o'r ymatebion cadarnhaol fod y Pwyllgor yn gweithredu'n effeithiol ac yn effeithlon.

Cyflwynodd y Pwyllgor Archwilio a Risg adroddiad blynyddol ar gyfer 2013–14 i'r Comisiynydd ym mis Ebrill 2014. Nid oes unrhyw faterion o bryder wedi eu dwyn at sylw'r Comisiynydd yn yr adroddiad hwn. Felly, roedd y Pwyllgor Archwilio a Risg yn gallu rhoi sicrwydd y byddai'n cynorthwyo Comisiynydd y Gymraeg i gydymffurfio â'i ddyletswyddau fel Swyddog Cyfrifyddu, yn benodol yng nghyswllt rhoi tystiolaeth a fyddai'n helpu â'r gwaith o baratoi'r Datganiad Llywodraethiant Blynyddol hwn.

Panel Cyngori Comisiynydd y Gymraeg

Yn unol â gofynion Mesur y Gymraeg (Cymru) 2011, mae gan Gomisiynydd y Gymraeg Banel Cyngori. Penodwyd y Panel Cyngori gan Weinidogion Cymru ar 17 Ebrill 2012 am gyfnod o 3 blynedd hyd at 31 Mawrth 2015. Caiff y Comisiynydd ymgynghori â'r Panel Cyngori ynghylch unrhyw fater. Cafodd cylch gorchwyl y Panel Cyngori ei adolygu ym mis Ebrill 2013. Ceir copi o gylch gwaith y Panel Cyngori ar wefan y Comisiynydd.

The Audit and Risk Committee receives a number of standard agenda items for each meeting. One of these is risk management, including the details of any new risks and any changes to the current risk register.

Another standard item to be considered by the Audit and Risk Committee is reporting on any fraud or loss including loss of data. No such notifications were received during 2013–14.

The Audit and Risk Committee has received the monthly finance report and the operating plan monitoring report, that have been approved by the Management Team, for information, as part of its remit.

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The Management Team attend all Audit and Risk Committees. Representatives of the internal and external auditors were present at each meeting. An opportunity is also made available to two officers to observe the meetings. A training session was held for the committee in March 2014 on SGwNI, the Commissioner's Information Management System. The Wales Audit Office held two training sessions for the Chair in April and November.

Maria Jones resigned in March 2014. The Commissioner will be undertaking a process to appoint a new member.

At the end of each meeting the attendees are able to give an opinion on any aspect of the meeting. For the first time during 2013–14 an annual review was undertaken in order to ensure that the work of the Audit and Risk Committee continues to comply with its terms of reference. To assist the Committee to determine whether it complied with best practice, each member was invited to complete a self-assessment questionnaire. An analysis of responses to the Audit and Risk Committee was presented at the March 2014 meeting and the conclusion drawn from the positive responses to the questions is that the committee is operating effectively and efficiently.

The Audit and Risk Committee presented an annual report for 2013–14 to the Commissioner in April 2014. No matters of concern have been brought to the Commissioner's attention in this report. Therefore the Audit and Risk Committee was able to give assurance that it would assist the Welsh Language Commissioner to comply with her duties as Accounting Officer, specifically in the context of giving evidence that would assist with the preparation of this Annual Governance Statement

Welsh Language Commissioner's Advisory Panel

As required by the Welsh Language (Wales) Measure 2011, the Commissioner has an Advisory Panel. The Advisory Panel was appointed by Welsh Ministers on 17 April 2012 for a period of 3 years until 31 March 2015. The Commissioner can consult with the Advisory Panel on any matter. The terms of reference of the Advisory Panel was reviewed in April 2013. A copy of the remit of the Advisory Panel can be found on the Commissioner's website.

Roedd aelodaeth y Panel Cyngori, a'u presenoldeb fel a ganlyn:

	14 Mai 2013	8 Gorffennaf 2013	11 Tachwedd 2013	14 Mawrth 2014
Dr Ian Rees (Cadeirydd)	✓	✓	✓	✓
Virginia Isaac	✗	✓	✗	—
Gareth Jones	✓	✓	✓	✓
Yr Athro Gwynedd Parry	✓	✓	✓	✓

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Ymddiswyddodd Virginia Isaac ym mis Ionawr 2014. Mae Gweinidogion Cymru wedi cychwyn ar y broses o benodi aelod newydd.

Panel Cwynion ac Ymchwiliadau Statudol (adran 17–20, Deddf yr Iaith Gymraeg 1993)

Sefydlwyd Panel Cwynion ac Ymchwiliadau Statudol Comisiynydd y Gymraeg ym mis Mehefin 2012. Y Comisiynydd a'r cyfarwyddwyr sy'n eistedd ar y Panel ac maent wedi bod yn cwrdd yn fisol. Yn ystod 2013–14 cynhaliodd y Panel 21 cyfarfod. Roedd 13 o'r cyfarfodydd hynny'n gyfarfodydd rheolaidd ac 8 ohonynt yn gyfarfodydd wedi eu trefnu ar frys er mwyn rhoi sylw i faterion penodol.

Mae'r Panel yn sicrhau bod cynlluniau iaith yn cael eu gweithredu'n well drwy lunio argymhellion i adroddiadau statudol dan Ddeddf yr Iaith Gymraeg 1993 a fydd yn gwella ystod neu ansawdd gwasanaethau Gymraeg a dwyieithog.

Yn ystod 2013–14 agorwyd 3 ymchwiliad statudol dan adran 17 Deddf yr Iaith Gymraeg 1993 gan y Comisiynydd. Cynhaliwyd ymchwiliadau i Gyngor Bwrdeistref Sirol Torfaen a Chynilion a Buddsoddiadau Cenedlaethol, lluniwyd adroddiadau ac argymhellion i'r sefydliadau gan y Panel a chyhoeddwyd yr adroddiadau hyn ar wefan y Comisiynydd. Agorodd y Comisiynydd ymchwiliad i Ofcom dan adran 17 Deddf yr Iaith Gymraeg 1993, ond yn dilyn sicrwydd gan y sefydliad ei fod yn cydymffurfio ag ysbryd y cynllun, penderfynwyd terfynu'r ymchwiliad.

Mae'r Panel Cwynion ac Ymchwiliadau Statudol hefyd yn ystyried cwynion am y defnydd o'r Gymraeg, neu ddiffyg defnydd o'r Gymraeg, gan sefydliadau eraill yn y sector preifat, y trydydd sector a chan gyrff y goron.

Bydd Panel Cwynion ac Ymchwiliadau Statudol Comisiynydd y Gymraeg hefyd yn ystyried ac yn rhoi arweiniad ar Ran 6 Mesur y Gymraeg (Cymru) 2011 mewn perthynas â chwynion i'r Comisiynydd am ymyrraeth â rhyddid unigolion i ddefnyddio'r Gymraeg. Yn ystod 2013–14 agorwyd un ymchwiliad i ymyrraeth honedig dan adran 115 y Mesur.

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

	14 May 2013	8 July 2013	11 November 2013	14 March 2014
Dr Ian Rees (Chair)	✓	✓	✓	✓
Virginia Isaac	✗	✓	✗	—
Gareth Jones	✓	✓	✓	✓
Prof Gwynedd Parry	✓	✓	✓	✓

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In January 2014, Virginia Isaac, resigned. Welsh Ministers have commenced the process of appointing a new member.

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

The Welsh Language Commissioner's Statutory Investigations and Complaints Panel was established in June 2012. The Commissioner, and the directors sit on the Panel which has been meeting monthly. During 2013–14 the Panel held 21 meetings. 13 of those were regular meetings and 8 were meetings arranged at short notice to attend to specific matters.

The Panel ensures better operation of language schemes by making recommendations, to statutory reports under the Welsh Language Act 1993, that will improve the range and quality of Welsh language and bilingual services.

During 2013–14 3 statutory investigations under section 17 of the Welsh Language Act 1993 were opened by the Commissioner. Investigations were conducted into Torfaen County Borough Council and National Savings & Investments, the Panel drew up reports and recommendations to the organizations and the reports were published on the Commissioner's website. The Commissioner opened an investigation under section 17 of the Welsh Language Act 1993 into Ofcom, but following assurances from the organizations that it complied with the spirit of the scheme it was decided to discontinue the investigation.

The Statutory Investigations and Complaints Panel also considers complaints about the use of, or failure to use the Welsh language, by other bodies in the private sector, third sector and by Crown bodies.

The Statutory Investigations and Complaints Panel will also consider and provide guidance on Part 6 of the Welsh Language (Wales) Measure 2011, in relation to complaints to the Commissioner about the interference with the freedom of an individual to use the Welsh language. During 2013–14 one investigation was opened into an alleged interference under section 115 of the Measure.

Gweithio'n gyfochrog ag Ombwdsmyrn a Chomisiynywyr

Mae Adran 20 a 21 y Mesur yn amlinellu i ba raddau y gall Comisiynydd y Gymraeg weithio'n gyfochrog ag ombwdsmyrn a chomisiynywyr. Yn y Mesur fe enwir y sefydliadau canlynol fel rhai gall y Comisiynydd weithio'n gyfochrog â hwy: Ombwdsmon Gwasanaethau Cyhoeddus Cymru; Comisiynydd Pobl Hŷn Cymru; Comisiynydd Plant Cymru; a'r Comisiwn Cydraddoldeb a Hawliau Dynol. Cytunwyd ar Femorandwm Cydweithio gydag Ombwdsmon Gwasanaethau Cyhoeddus Cymru a Chomisiynydd Pobl Hŷn Cymru. Mae gwaith yn mynd rhagddo ar Femorandwm Cydweithio â Chomisiynydd Plant Cymru.

Yn dilyn ymateb y Comisiwn Cydraddoldeb a Hawliau Dynol i gais Comisiynydd y Gymraeg i ddechrau trafodaethau am lunio Memorandwm Cydweithio, nododd y Comisiwn nad oedd yn ystyried bod dogfen o'r fath yn cyflawni'r amcan o adeiladu perthynas weithio gadarn, ac ymddiriedaeth fel sail i gydweithio effeithiol. Serch hynny, mae modd i swyddogion y Comisiynydd gysylltu â swyddogion y Comisiwn i drafod materion penodol o gydweithio.

4. Y gallu i ymdrin â risg

Mae'r system rheoli risg yn cael ei harwain gan y Tîm Rheoli ac mae'n cael ei hardystio gan y Pwyllgor Archwilio a Risg. Mae aelod o'r Tîm Rheoli wedi ei enwi fel Rheolwr Risg y sefydliad. Cynhaliwyd hyfforddiant sefydlu ar ymwybyddiaeth risg ar gyfer swyddogion newydd yn ystod 2013–14. Bydd hyfforddiant ar gyfer yr holl swyddogion yn cael ei gynnal bob 3 blynedd.

5. Y fframwaith risg a rheoli

Cynhelir asesiad ffurfiol o'r risgiau a'r gofrestr risg, a arweinir gan y Rheolwr Risg o leiaf bob chwe mis. Caiff y gofrestr risg ei rhannu yn risgiau strategol a risgiau gweithredol. Yn ogystal mae yna 5 is-gofrestr risg yn cofnodi risgiau mewn meysydd penodol.

Adolygwyd y gofrestr gan y Tîm Rheoli ym mis Gorffennaf 2013 ac ym mis Chwefror 2014 a chan y Pwyllgor Archwilio a Risg ym mis Medi 2013 a mis Mawrth 2014.

Caiff risgiau perthnasol eu nodi ym mhob papur a gyflwynir i'r Tîm Rheoli. Mae hynny yn ei dro yn atgoffa swyddogion i adnabod a rheoli'r risgiau.

6. Digwyddiadau cysylltiedig â data personol

Yn ystod y flwyddyn ariannol, ni adroddwyd unrhyw ddigwyddiad yn ymwneud â data personol. Mae'r Comisiynydd yn cynnal polisi a gweithdrefnau diogelu gwybodaeth.

Working with Ombudsmen and Commissioners

Sections 20 and 21 of the Measure outline the degrees to which the Welsh Language Commissioner can work with ombudsmen and commissioners. The Measure names the following organizations as some that the Commissioner can work with: Public Services Ombudsman for Wales; Older People's Commissioner for Wales; Children's Commissioner for Wales; Equalities and Human Rights Commission. A Memorandum of Understanding has been agreed with the Public Services Ombudsman for Wales and the Older People's Commissioner for Wales. Work is progressing on a Memorandum of Understanding with the Children's Commissioner for Wales.

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Following the response by the Equalities and Human Rights Commission to the Welsh Language Commissioner's request to commence discussions to draw up a Memorandum of Understanding, the Commission noted that it did not consider that such a document achieved the objective of building a strong working relationship and trust as a basis for effective cooperation. Despite this there is a means for the Commissioner's officers to contact the staff at the Commission to discuss specific matters of cooperation.

4. Capacity to handle risk

The risk management system is led by the Management Team and endorsed by the Audit and Risk Committee. A member of the Management Team is named as Risk Manager for the organization. Induction training on risk awareness was held for new officers during 2013–14. Training for all officers will be held every 3 years.

5. The risk and control framework

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

The risk register was reviewed by the Management Team in July 2013 and February 2014 and by the Audit and Risk Committee in September 2013 and March 2014.

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

6. Incidents relating to personal data

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

7. Adolygiad effeithiolrwydd

Fel Swyddog Cyfrifyddu, rwy'n gyfrifol am gynnal system ddiogel o reolaeth fewnol. Dylanwadir ar fy nhrosolwg o effeithiolrwydd y system reolaeth fewnol gan waith yr archwilyr mewnol a'r Tîm Rheoli o fewn y sefydliad sy'n gyfrifol am ddatblygu a chynnal y system reolaeth fewnol, a chan sylwadau a wneir gan Archwilydd Cyffredinol Cymru yn ei lythyr rheolaeth ac mewn adroddiadau eraill. Cefais fy nghynghori ynghylch arwyddocâd canlyniad fy adolygiad o effeithiolrwydd system reolaeth fewnol gan y Pwyllgor Archwilio a Risg a'r Rheolwr Risg, ac mae cynllun i gywiro gwendidau ac i sicrhau gwelliant parhaol i'r system yn ei le.

Mae'r archwilyr mewnol, PricewaterhouseCoopers, wedi datgan barn eu bod yn gallu rhoi lefel uchel o sicrwydd dros ein rheolaeth ariannol fewnol.

8. Heriau sylweddol i reolaeth fewnol

Dyma ail flwyddyn Comisiynydd y Gymraeg ac felly mae gwaith parhaus o adolygu a gwella systemau a phrosesau rheolaeth fewnol ar waith. Mae fframwaith llywodraethu wedi ei sefydlu a chafodd ei effeithiolrwydd ei asesu gan waith archwilio mewnol.

Un o'r heriau mwyaf sylweddol sy'n wynebu'r sefydliad yw gweithredu fel corfforaeth undyn annibynnol gan ystyried bod y sefydliad yn cael ei ariannu'n uniongyrchol gan Lywodraeth Cymru.

Hysbyswyd Comisiynydd y Gymraeg gan Lywodraeth Cymru ar 16 Hydref 2013 y byddai toriad o 10% i gyllideb y Comisiynydd yn 2014–15. Mynegwyd pryder gan nad oedd y Comisiynydd wedi derbyn eglurhad o sail y penderfyniad nac unrhyw raghysbysiad o hynny. Gosododd Llywodraeth Cymru gyllideb ddrافت gerbron Cynulliad Cenedlaethol Cymru ar 8 Hydref 2013 a nodwyd y byddai'r iaith Gymraeg yn derbyn toriad o 2.8% am 2014–15 a 3.6% am 2015–16. Felly o'r £700,000 o doriad, mae £410,000 yn dod o gyllideb y Comisiynydd. Caiff y toriad hwn o 10% ei ystyried yn faich afresymol ar un sefydliad gan ystyried setliad sefydliadau eraill. Wrth dderbyn bod angen i bob sefydliad rannu'r baich o doriadau, mae yna ddyletswyddau/swyddogaethau ychwanegol ar Gomisiynydd y Gymraeg o 2014 ymlaen. Mae Strategaeth Addysg Cyfrwng Gymraeg (SACC) yn gofyn i awdurdodau lleol gyflwyno Cynlluniau Strategol y Gymraeg mewn Addysg (CSGA) i Weinidogion Cymru'n flynyddol. Mae Rheoliadau Cynlluniau Strategol Gymraeg mewn Addysg (Cymru) 2013 yn enwi Comisiynydd y Gymraeg fel corfforaeth y mae'n rhaid i awdurdodau lleol ymgynghori â hi mewn cysylltiad â chynlluniau addysg Gymraeg. Disgwylir i'r CSGA gael eu cyflwyno i'r Llywodraeth erbyn 1 Ebrill 2014.

Pan sefydlwyd Comisiynydd y Gymraeg ar 1 Ebrill 2012 etifeddwyd strwythur a gytunwyd arno rhwng swyddogion Bwrdd yr Iaith Gymraeg a Llywodraeth Cymru. Wrth i'r sefydliad ddatblygu ac wrth i bwerau statudol newydd ddod i rym, cred y Comisiynydd bod angen adolygu'r strwythur gwreiddiol, gan greu strwythur sydd yn fwy addas ar gyfer ymateb i swyddogaethau Comisiynydd y Gymraeg o dan Fesur y Gymraeg (Cymru) 2011. Bydd y strwythur newydd hefyd yn caniatáu i'r Comisiynydd ymateb i'r toriad cyllideb.

7. Review of effectiveness

As Accounting Officer, I have responsibility for maintaining a sound system of internal control. My review of the effectiveness of the system of internal control is informed by the work of the internal auditors and the Management Team within the organization who have responsibility for the development and maintenance of the internal control system, and comments made by the Auditor General for Wales in his management letter and other reports. I have been advised on the implications of the result of my review of the effectiveness of the system of internal control by the Audit and Risk Committee and the Risk Manager, and a plan to address weaknesses and ensure continuous improvement of the system is in place.

The opinion of the internal auditors, PricewaterhouseCoopers, states that they are able to give a high level of assurance for our internal financial control.

8. Significant internal control challenges

This is the Welsh Language Commissioner's second year therefore continuous work to review and improve systems and internal control processes is in progress. A governance framework has been established and its effectiveness was assessed by the internal audit review.

One of the most significant challenges facing the organization is operating as an independent corporation sole, considering that the organization receives its funding directly from the Welsh Government.

On 16 October 2013 the Welsh Government advised the Welsh Language Commissioner of a 10% cut to the Commissioner's budget for 2014–15. Concern was expressed that the Commissioner had not received an explanation or prior notification of the basis of the decision. The Welsh Government laid its draft budget before the National Assembly of Wales on 8 October 2013 which noted that the Welsh language would receive a budget cut of 2.8% for 2014–15 and 3.6% for 2015–16. Of the £700,000 budget cut, £410,000 relates to the Commissioner's budget. This budget cut of 10% appears to be an unreasonable burden for one organization considering the settlement for other organizations. Accepting the need for every organization to share the burden of cuts, the Welsh Language Commissioner has additional duties/functions from 2014 onwards. The Welsh-medium Education Strategy (WMES) requires local authorities to present Welsh in Education Strategic Plans (WESP) to Welsh Ministers annually. The Welsh in Education Strategic Plans (Wales) Regulations 2013 names the Welsh Language Commissioner as a body that the local authorities must consult with in relation to Welsh-medium education plans. The WESP are expected to be presented to the Government by 1 April 2014.

When the Welsh Language Commissioner was established on 1 April 2012 it inherited a structure agreed between officials of the Welsh Language Board and the Welsh Government. As the organization develops and as new statutory powers come into force, the Commissioner considers that a review of the original structure is required, creating a structure that is more suitable for responding to the Welsh Language Commissioner's functions under the Welsh Language (Wales) Measure 2011. The new structure will also allow the Commissioner to respond to the budget cut.

Rhwng 16 Ebrill a 15 Mai 2014 cynhaliwyd ymgynghoriad â swyddogion y Comisiynydd ar y strwythur arfaethedig. Bu hefyd cydweithio agos rhwng y Comisiynydd a'r Undeb yn ystod y cyfnod hwn. Er mwyn cynorthwyo'r Comisiynydd â'r broses hon, defnyddiwyd ymgynghorydd adnoddau dynol annibynnol.

Cyn bwrw ymlaen â'r cynllun ailstrwythuro yn dilyn trafodaeth â'r Undeb cyhoeddodd y Comisiynydd gynllun ymadael gwirfoddol er mwyn galluogi'r rheini oedd yn dymuno gadael cyflogaeth Comisiynydd y Gymraeg i wneud hynny lle bo'n ymarferol bosibl. Bu'r ymgynghorydd hefyd yn cynghori ac yn cynorthwyo'r Comisiynydd â'r cynllun hwn. Ni wnaethpwyd unrhyw daliadau ychwanegol i swyddogion y tu allan i'r cynllun hwn.

Mae'r ail flwyddyn wedi bod yn gyfnod o symud tuag at weithredu rhannau 4 a 5 o'r Mesur, sydd yn arwain at y gwaith o baratoi at yr Ymchwiliadau Safonau. Dechreuwyd ar gylch 1 yr Ymchwiliadau Safonau ar 27 Ionawr 2014, gyda chwech ar hugain o sefydliadau gan gynnwys 22 Cyngor Sir a Chyngor Bwrdeistref Sirol Cymru, 3 Awdurdod Parc Cenedlaethol Cymru a Gweinidogion Cymru. Adroddir ymhellach ar y gwaith hwn o dan Amcan Strategol 3.

Mae rheoli a gwarchod data yn parhau fel mater penodol o risg ar y gofrestr. Gosodwyd trefniadau ar waith er mwyn sicrhau bod y Comisiynydd yn delio â hyn yn effeithiol ac mae swyddog wedi ei benodi i fod â chyfrifoldeb dros sicrhau cydymffurfiaeth yn y maes hwn. Diweddarwyd y canllawiau diogelu data ac mae hyfforddiant wedi ei ddarparu i swyddogion.

Mae rheoli disgwyliadau'r cyhoedd o sefydliad fel Comisiynydd y Gymraeg wedi ei adnabod fel mater penodol o risg. Adolygwyd y gofrestr risg gan ystyried i risg hon ac mae'r cynllun cyfathrebu allanol a gymeradwywyd gan y Tîm Rheoli, yn weithredol. Adolygodd y Tîm Rheoli'r cynllun hwn ym mis Mawrth 2014.

Yn unol â Mesur y Gymraeg (Cymru) 2011, caiff y Comisiynydd ddarparu cymorth i unigolion mewn achosion cyfreithiol sy'n berthnasol i fater mae gan y Comisiynydd swyddogaeth mewn cysylltiad ag ef. Bydd y gwaith o lunio polisi ar hyn yn cael ei gyflawni ddechrau 2014–15.

Etifeddwyd 3 grant; arferai'r sefydliadau hyn dderbyn cyllid gan Fwrdd yr Iaith Gymraeg. Cymeradwywyd y grantiau hyn ar gyfer 2012–13 gan Weinidogion Cymru. Erbyn hyn, dim ond un sefydliad sy'n derbyn grant, sef Cymdeithas Cyfieithwyr Cymru. Cytunwyd ar dargedau â'r sefydliad a chaiff y rheini eu monitro bob chwarter.

Yn ystod y flwyddyn fe wnaeth y Comisiynydd gais am adolygiad barnwrol o benderfyniad Cynilion a Buddsoddiadau Cenedlaethol, un o adrannau Trysorlys EM, i ddiddymu ei gynllun iaith Gymraeg. Cynhaliwyd gwrandawriad ar 19 Chwefror 2014 yn yr Uchel Lys Barn yng Nghaerdydd parthed cais Comisiynydd y Gymraeg am Adolygiad Barnwrol o benderfyniad Cynilion a Buddsoddiadau Cenedlaethol, gyda Gweinidogion Cymru fel parti â diddordeb. Dyfarnwyd yr achos ar 6 Mawrth 2014. Gorchymynnwyd bod cynllun iaith y Diffynnydd yn aros mewn grym oni bai ac hyd nes y bydd y Diffynnydd yn penderfynu ei newid, ar ôl proses sy'n gyfreithlon o dan delerau dyfarniad 6 Mawrth 2014. Bydd y Diffynnydd yn talu costau hawliad yr Hawlydd yn amodol ar asesiad manwl ar sail safonol os na cheir cytundeb. Bu paratoi deunydd a chanfod y ddogfennaeth gywir er mwyn cynnal yr achos yn brawf o brosesau a gweithdrefnau mewnol y Comisiynydd o gadw cofnodion.

From 16 April to 15 May 2014 a consultation was held with officers of the Commissioner on the proposed structure. There was also close collaboration between the Commissioner and the Union during this period. To assist the Commissioner in this process, an independent human resources consultant was engaged.

Before proceeding with the restructuring plan, following discussion with the Union the Commissioner announced a voluntary exit scheme to enable those who wished to leave the employment of the Welsh Language Commissioner to do so wherever practicable. The consultant also advised and assisted the Commissioner with this scheme. There were no additional payments to officers outside the scheme.

The second year has been a period of moving towards implementing part 4 and 5 of the Measure, which will lead to the work of preparing for the Standards Investigations. The first round of Standards Investigations commenced on 27 January 2014, with twenty six organizations including 22 Welsh County and County Borough Councils, 3 Welsh National Park Authorities and Welsh Ministers. Further information can be found under Strategic Objective 3.

Management and security of data continues as a specific risk on the register. Arrangements have been put in place to ensure that we deal with this effectively and an officer has been appointed to have responsibility for ensuring compliance in this area. Data protection guidelines have been updated and training has been provided to officers.

Managing the public's expectations of an organization like the Welsh Language Commissioner has been identified as a specific risk. Considering this the risk register was reviewed and an external communication plan, approved by the Management Team is in operation. The Management team reviewed this plan in March 2014.

As laid down in the Welsh Language (Wales) Measure 2011, the Commissioner may provide individuals with assistance for legal proceedings that are relevant to a matter in respect of which the Commissioner has a function. Work to draw up a policy on this will be completed early in 2014–15.

Three grants were inherited, where organizations used to receive funding from the Welsh Language Board. These grants were approved by Welsh Ministers in respect of 2012–13. Currently, only one organization is in receipt of a grant, being Cymdeithas Cyfieithwyr Cymru (the Association of Welsh Translators and Interpreters). Targets were agreed with the organization, which have been monitored each quarter.

During the year the Commissioner made an application for a judicial review of the decision of one of HM Treasury's departments, National Savings & Investments to withdraw its Welsh language scheme. On 19 February 2014, a hearing was held in the High Court of Justice in Cardiff regarding an application by the Welsh Language Commissioner for a Judicial Review of the decision of National Savings & Investments, with Welsh Ministers as an interested party. The case was adjudicated on 6 March 2014. It was ordered that the language scheme of the Defendant shall remain in force unless and until the Defendant decides to change it, after a process which is legal under the terms of the 6 March 2014 adjudication. The Defendant shall pay the Claimant's costs subject to a detailed assessment on a standard basis if there is no agreement. Preparing material and finding the proper documentation to support the claim proved the Commissioner's internal processes and procedures of record keeping.

Yn ystod y flwyddyn cynhaliwyd tri sesiwn hyfforddi i holl swyddogion y Comisiynydd. Roedd seminar mis Mehefin yn canolbwyntio ar ddulliau cyfathrebu effeithiol gyda hyfforddwr allanol. Ym mis Hydref cafwyd cyflwyniad gan Seán O Cuirreáin, An Coimisinéir Teanga (Comisiynydd Iaith Iwerddon), fforwm trafod mewnol ar weithdrefn cwynion y Comisiynydd a chyflwyniad gan un o swyddogion y Comisiynydd ar ddulliau o adnabod ac asesu cyfleoedd i ddylanwadu ar bolisi. Ym mis Mawrth 2014, canolbwyntiwyd ar yr ymchwiliadau safonau a'r adolygiad barnwrol. Mae cynllun cyfathrebu mewnol mewn lle a bu'n destun archwiliad mewnol yn 2013. Gwnaethpwyd argymhellion gan yr archwilyr mewnol ar ddulliau rhaeadru gwybodaeth a hefyd dulliau o fonitro hynny. Adolygwyd y cynllun hwn gan y Tîm Rheoli ym mis Mawrth 2014.

Meri Huws

Swyddog Cyfrifyddu
Comisiynydd y Gymraeg

9 Gorffennaf 2014

During the year three training sessions were held for all the Commissioner's officers. The seminar in June focused on effective communications, with an external trainer. In October there was a presentation by Seán O Cuirreáin, An Coimisinéir Teanga (Language Commissioner for Ireland), an internal discussion forum on the Commissioner's complaints procedure and a presentation by one of the Commissioner's officers on methods to identify and assess opportunities to influence policy. In March 2014, the focus was on the standards investigations and the judicial review. An internal communications plan is in place, which was subject to an internal audit review in 2013. Recommendations were made by the internal auditors on methods for disseminating information and methods of monitoring this. This plan was reviewed by the Management Team during March 2014.

Meri Huws

Accounting Officer
Welsh Language Commissioner

9 July 2014

Adroddiad archwilio Archwilydd Cyffredinol Cymru, archwilydd penodedig i Gynulliad Cenedlaethol Cymru

Ardystiaf fy mod wedi archwilio datganiadau ariannol Comisiynydd y Gymraeg am y flwyddyn a ddaeth i ben 31 Mawrth 2014 o dan Fesur y Gymraeg (Cymru) 2011. Mae'r rhain yn cynnwys y Datganiad Gwariant Net Cynhwysfawr, y Datganiad ar y Sefyllfa Ariannol, y Datganiad Llif Arian Parod a'r Datganiad o Newidiadau o ran Ecwiti Trethdalwyr a'r nodiadau cysylltiedig. Paratowyd y datganiadau ariannol hyn o dan y polisiau cyfrifyddu a nodir ynddynt. Rwyf hefyd wedi archwilio'r wybodaeth yn yr Adroddiad ar Gydnabyddiaeth y nodir ei bod wedi ei harchwilio yn yr adroddiad hwnnw.

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Priod gyfrifoldebau'r Comisiynydd a'r archwilydd

Fel yr eglurir yn fanylach yn y Datganiad o Gyfrifoldebau'r Swyddog Cyfrifyddu, mae'r Swyddog Cyfrifyddu yn gyfrifol am baratoi'r Cyfrifon Blyneddol, sy'n cynnwys yr Adroddiad ar Gydnabyddiaeth a'r datganiadau ariannol yn unol â Deddf Llywodraeth Cymru 2006 a chyfarwyddiadau a wnaed gan Weinidogion Cymru o dan y Ddeddf honno, ac am sicrhau rheoleidd-dra'r trafodion ariannol.

Fy nghyfrifoldeb i yw archwilio'r datganiadau ariannol a'r rhan o'r adroddiad ar gydnabyddiaeth i'w harchwilio yn unol â'r gyfraith berthnasol a'r Safonau Archwilio Rhyngwladol (y DU ac Iwerddon). Mae'r safonau hyn yn ei gwneud yn ofynnol i mi gydymffurfio â Safonau Moesegol y Bwrdd Arferion Archwilio ar gyfer Archwilwyr.

Cwmpas yr archwiliad o'r datganiadau ariannol

Cynhelir archwiliad er mwyn cael tystiolaeth ddigonol o'r symiau a'r datgeliadau yn y datganiadau ariannol i roi sicrwydd rhesymol nad oes unrhyw gamddatganiadau perthnasol yn y datganiadau ariannol, boed hynny drwy dwyll neu wall. Mae hyn yn cynnwys asesu'r canlynol: p'un ai a yw'r polisiau cyfrifyddu yn briodol i amgylchiadau Comisiynydd y Gymraeg a ph'un ai a ydynt wedi eu cymhwyso'n gyson a'u datgelu'n ddigonol; rhesymoldeb unrhyw amcangyfrifon cyfrifyddu sylweddol a wnaed gan Gomisiynydd y Gymraeg; a chyflwyniad cyffredinol y datganiadau ariannol.

Mae hefyd yn ofynnol i mi gael tystiolaeth ddigonol i roi sicrwydd rhesymol bod y gwariant a'r incwm wedi eu cymhwyso at y dibenion a fwriadwyd gan Gynulliad Cenedlaethol Cymru a bod y trafodion ariannol yn cydymffurfio â'r awdurdodau sy'n eu llywodraethu.

Yn ogystal, darllenaf yr holl wybodaeth ariannol ac anariannol yn Sylwadaeth y Rheolwyr er mwyn nodi anghysondebau perthnasol â'r datganiadau ariannol archwiliedig. Os dof yn ymwybodol o unrhyw gamddatganiadau neu anghysondebau perthnasol amlwg, ystyriaf y goblygiadau i'm hadroddiad.

Barn ar y Datganiadau Ariannol

Yn fy marn i, mae'r datganiadau ariannol:

- yn rhoi darlun cywir a theg o sefyllfa Comisiynydd y Gymraeg ar 31 Mawrth 2014 a'i wariant net, yr enillion a'r colledion cydnabyddedig, a'r llofoedd arian am y flwyddyn a ddaeth i ben bryd hynny; ac
- wedi eu paratoi'n briodol yn unol â chyfarwyddiadau Gweinidogion Cymru a gyhoeddwyd o dan Fesur y Gymraeg (Cymru) 2011.

Audit report of the Auditor General for Wales, appointed Auditor to the National Assembly for Wales

I certify that I have audited the financial statements of the Welsh Language Commissioner for the year ended 31 March 2014 under the Welsh Language (Wales) Measure 2011. These comprise the Statement of Comprehensive Net Expenditure, Statement of Financial Position, Cash Flow Statement and Statement of Changes in Tax Payers Equity and related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.

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Respective responsibilities of the Commissioner and auditor

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

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

Scope of the audit of the financial statements

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

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

In addition, I read all the financial and non-financial information in the Management Commentary to identify material inconsistencies with the audited financial statements. If I become aware of any apparent material misstatements or inconsistencies I consider the implications for my report.

Opinion on Financial Statements

In my opinion the financial statements:

- give a true and fair view of the state of the Welsh Language Commissioner's affairs as at 31 March 2014 and of its net expenditure, recognised gains and losses and cash flows for the year then ended; and
 - have been properly prepared in accordance with Welsh Ministers' directions issued under the Welsh Language (Wales) Measure 2011.
-

Barn ar Reoleidd-dra

Yn fy marn i, ymhob ffordd berthnasol, mae'r gwariant a'r incwm wedi eu cymhwyso at y dibenion a fwriadwyd gan Gynulliad Cenedlaethol Cymru ac mae'r trafodion ariannol yn cydymffurfio â'r awdurdodau sy'n eu llywodraethu.

Barn ar faterion eraill

Yn fy marn i:

- mae'r rhan o'r Adroddiad ar Gydabyddiaeth i'w harchwilio wedi ei pharatoi'n briodol yn unol â chyfarwyddiadau Trysorlys EM a Gweinidogion Cymru a wnaed o dan Fesur y Gymraeg (Cymru) 2011; ac
- mae'r wybodaeth ariannol, sydd wedi ei chynnwys yn y 'Crynodeb ariannol, cymdeithasol ac amgylcheddol' a'r rhan o'r 'Adroddiad ar Gydabyddiaeth' nas archwiliwyd, yn gyson â'r datganiadau ariannol.

Materion y cyflwynaf adroddiad arnynt drwy eithriad

Nid oes gennyf unrhyw beth i'w nodi o ran y materion canlynol, y cyflwynaf adroddiad i chi arnynt os bydd yr amgylchiadau canlynol yn berthnasol, yn fy marn i:

- nid yw'r Datganiad Llywodraethu Blyneddol yn adlewyrchu cydymffurfiaeth â chanllawiau Trysorlys EM;
- ni chadwyd cofnodion cyfrifyddu priodol;
- ni ddatgelwyd gwybodaeth a ddynodwyd gan Drysorlys EM o ran cydnabyddiaeth a thrafodion eraill; neu
- nid wyf wedi derbyn yr holl wybodaeth a'r esboniadau sydd eu hangen arnaf ar gyfer fy archwiliad.

Adroddiad

Nid oes gennyf sylwadau i'w gwneud ar y datganiadau ariannol hyn.

Huw Vaughan Thomas

Archwilydd Cyffredinol Cymru
24 Heol y Gadeirlan
Caerdydd
CF11 9LJ

15 Gorffennaf 2014

Cyfrifoldeb y Comisiynydd yw i gynnal a chadw a sicrhau uniondeb gwefan Comisiynydd y Gymraeg; nid yw gwaith sydd yn cael ei gynnal gan yr archwilydd yn ymwneud ag ystyried y materion hyn, ac o ganlyniad, nid yw'r archwilydd yn derbyn unrhyw gyfrifoldeb dros unrhyw newidiadau a allai fod wedi digwydd i'r datganiadau ariannol cryno ers cael eu cyhoeddi gyntaf ar y wefan.

Opinion on Regularity

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

Opinion on other matters

In my opinion:

- the part of the Remuneration Report to be audited has been properly prepared in accordance with HM Treasury and Welsh Ministers' directions made under the Welsh Language (Wales) Measure 2011; and
- the information which comprises financial information, contained within the 'Financial, social and environmental summary' and the unaudited part of the 'Remuneration Report', is consistent with the financial statements.

Matters on which I report by exception

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

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

Report

I have no observations to make on these financial statements.

Huw Vaughan Thomas

Auditor General for Wales
24 Cathedral Road
Cardiff
CF11 9LJ

15 July 2014

The maintenance and integrity of the Welsh Language Commissioner's website is the responsibility of the Commissioner; the work carried out by the auditors does not involve consideration of these matters and accordingly the auditors accept no responsibility for any changes that may have occurred to the summary financial statements since they were initially presented on the website.

**Datganiad Gwariant Net Cynhwysfawr
am y flwyddyn hyd at 31 Mawrth 2014**

114

	Nodiadau	2013–14 £000	2012–13 £000
Gwariant			
Grantiau	3	88	181
Gwariant rhaglenni eraill	6	402	164
Costau swyddogion	4	2,803	2,098
Gweinyddu	5	969	1,043
Dibrisiant ac amorteiddiad	7, 8	85	84
		4,347	3,570
Incwm		—	—
Gwariant net		4,347	3,570
Llog a dderbyniwyd		(4)	(5)
Gwariant net ar ôl llog		4,343	3,565

Mae'r holl weithgareddau a gwblhawyd yn ystod y flwyddyn yn parhau.

Mae'r nodiadau ar dudalennau 122 i 153 yn rhan o'r cyfrifon hyn.

**Statement of Comprehensive Net Expenditure
for the year ended 31 March 2014**

115

	Notes	2013–14 £000	2012–13 £000
Expenditure			
Grants	3	88	181
Other programme expenditure	6	402	164
Officers' costs	4	2,803	2,098
Administration	5	969	1,043
Depreciation and amortisation	7, 8	85	84
		4,347	3,570
Income		—	—
Net expenditure		4,347	3,570
Interest receivable		(4)	(5)
Net expenditure after interest		4,343	3,565

All activities undertaken during the year are continuing.

The notes on pages 122 to 153 form part of these accounts.

Datganiad Sefyllfa Ariannol ar 31 Mawrth 2014

116

	Nodiadau	31 Mawrth 2014		31 Mawrth 2013	
		£000	£000	£000	£000
Asedau nad ydynt yn gyfredol					
Asedau anghyfyrrddadwy	7	69		60	
Eiddo, offer a pheiriannau	8	117		172	
Cyfanswm asedau nad ydynt yn gyfredol			186		232
Asedau cyfredol					
Masnach a symiau eraill sy'n dderbyniadwy	9	128		147	
Arian parod ac arian cywerth	10	1,080		834	
Cyfanswm asedau cyfredol			1,208		981
Cyfanswm asedau			1,394		1,213
Rhwymedigaethau cyfredol					
Masnach a symiau eraill sy'n daladwy	11	(168)		(192)	
Cyfanswm rhwymedigaethau cyfredol			(168)		(192)
Cyfanswm asedau nad ydynt yn gyfredol ac asedau cyfredol net			1,226		1,021
Rhwymedigaethau nad ydynt yn gyfredol					
Darpariaethau	12	(615)		(167)	
Cyfanswm rhwymedigaethau nad ydynt yn gyfredol			(615)		(167)
Asedau llai rhwymedigaethau			611		854
Ecwiti'r trethdalwyr					
Cronfa gyffredinol			611		854
			611		854

Mae'r nodiadau ar dudalennau 122 i 153 yn rhan o'r cyfrifon hyn.

Mae'r datganiadau ariannol ar dudalennau 114 i 121 wedi eu cymeradwyo gan y Swyddog Cyfrifyddu ac wedi ei awdurdodi gan:

Meri Huws

Swyddog Cyfrifyddu

Comisiynydd y Gymraeg

9 Gorffennaf 2014

Statement of Financial Position as at 31 March 2014

117

	Notes	31 March 2014		31 March 2013	
		£000	£000	£000	£000
Non-current assets					
Intangible assets	7	69		60	
Property, plant & equipment	8	117		172	
Total non-current assets			186		232
Current assets					
Trade and other receivables	9	128		147	
Cash and cash equivalents	10	1,080		834	
Total current assets			1,208		981
Total assets			1,394		1,213
Current liabilities					
Trade and other payables	11	(168)		(192)	
Total current liabilities			(168)		(192)
Non-current assets plus net current assets			1,226		1,021
Non-current liabilities					
Provisions	12	(615)		(167)	
Total non-current liabilities			(615)		(167)
Assets less liabilities			611		854
Taxpayers' equity					
General reserve			611		854
			611		854

The notes on pages 122 to 153 form part of these accounts.

The financial statements on pages 114 to 121 were approved by the Accounting Officer and signed by:

Meri Huws

Accounting Officer
Welsh Language Commissioner

9 July 2014

Datganiad Llifoedd Ariannol
am y flwyddyn hyd at 31 Mawrth 2014

118

	Nodiadau	2013–14 £000	2012–13 £000
Llifoedd arian o weithgareddau gweithredu			
Gwariant net		(4,347)	(3,570)
Amortiddiad ar asedau anghyfyrrdadwy	7	28	17
Dibrisiant ar eiddo, offer a pheiriannau	8	57	67
Colled ar werthiant asedau nad ydynt yn gyfredol		—	7
Cynnydd mewn darpariaethau	12	448	167
Lleihad / (Cynnydd) mewn derbyniadau masnach ac asedau cyfredol eraill	9	19	(15)
(Lleihad) / Cynnydd mewn taliadau masnach a thaliadau eraill	11	(24)	43
(All-lif) arian net o weithgareddau gweithredu		<u>(3,819)</u>	<u>(3,284)</u>
Llifoedd arian o weithgareddau buddsoddi			
Llog a dderbyniwyd		4	5
Taliad i gaffael asedau anghyfyrrdadwy	7	(37)	(22)
Taliad i gaffael eiddo, offer a pheiriannau		(3)	(77)
Derbyniadau am werthiant eiddo, offer a pheiriannau		1	1
(All-lif) arian net o weithgareddau buddsoddi		<u>(35)</u>	<u>(93)</u>
Llifoedd arian o weithgareddau cyllido			
Cyllido gan Weinidogion Cymru		4,100	4,100
Cyllido net		<u>4,100</u>	<u>4,100</u>
Cynnydd net mewn arian parod ac arian cywerth			
Arian parod ac arian cywerth ar ddechrau'r cyfnod	10	834	111
Arian parod ac arian cywerth ar ddiwedd y cyfnod	10	<u>1,080</u>	<u>834</u>

Mae'r nodiadau ar dudalennau 122 i 153 yn rhan o'r cyfrifon hyn.

Statement of Cash Flows for the year ended 31 March 2014

119

	Notes	2013–14 £000	2012–13 £000
Cash flows from operating activities			
Net expenditure		(4,347)	(3,570)
Amortisation of intangible assets	7	28	17
Depreciation of property, plant & equipment	8	57	67
Loss on sale of non-current assets		—	7
Increase in provisions	12	448	167
Decrease / (Increase) in trade and other receivables	9	19	(15)
(Decrease) / Increase in trade payables and other payables	11	(24)	43
Net cash (outflow) from operating activities		<u>(3,819)</u>	<u>(3,284)</u>
Cash flows from investing activities			
Interest received		4	5
Purchase of intangible assets	7	(37)	(22)
Purchase of property, plant and equipment		(3)	(77)
Proceeds of disposal of property, plant and equipment		1	1
Net cash (outflow) from investing activities		<u>(35)</u>	<u>(93)</u>
Cash flows from financing activities			
Financing from Welsh Ministers		4,100	4,100
Net financing		<u>4,100</u>	<u>4,100</u>
Net increase in cash and cash equivalents in the period			
Cash and cash equivalents at the beginning of the period	10	834	111
Cash and cash equivalents at the end of the period	10	<u>1,080</u>	<u>834</u>

The notes on pages 122 to 153 form part of these accounts.

**Datganiad Newidiadau yn Ecwiti'r Trethdalwyr
ar gyfer y flwyddyn hyd at 31 Mawrth 2014**

120

	£000
Balans ar 1 Ebrill 2012	319
Newidiadau mewn cronfeydd ar gyfer 2012–13 (Diffyg) a gadwyd	(3,565)
Cyfanswm incwm a gwariant a gydnabyddir ar gyfer 2012–13	(3,565)
Cyllido gan Weinidogion Cymru	4,100
Balans ar 31 Mawrth 2013	854
Newidiadau mewn cronfeydd ar gyfer 2013–14 (Diffyg) a gadwyd	(4,343)
Cyfanswm incwm a gwariant a gydnabyddir ar gyfer 2013–14	(4,343)
Cyllido gan Weinidogion Cymru	4,100
Balans ar 31 Mawrth 2014	611

Mae'r nodiadau ar dudalennau 122 i 153 yn rhan o'r cyfrifon hyn.

Caiff y Comisiynydd, yn unol â Mesur y Gymraeg (Cymru) 2011 Adran 9, ddarparu cymorth i unigolyn mewn achos cyfreithiol gwirioneddol neu achos cyfreithiol posibl yng Nghymru a Lloegr sy'n berthnasol i fater y mae gan y Comisiynydd swyddogaeth mewn cysylltiad ag ef. Nid oes cyllideb wedi ei dyrannu gan Weinidogion Cymru ar gyfer y cymorth. Yn dilyn trafodaethau penderfynwyd yn ystod y blynyddoedd cyntaf y byddai'n briodol i Gomisiynydd y Gymraeg adeiladu cronfa wrth gefn o danwariant y gyllideb flynyddol.

**Statement of Changes in Taxpayers' Equity
for the year ended 31 March 2014**

121

	£000
Balance at 1 April 2012	319
Changes in Reserves for 2012–13	
Retained (Deficit)	(3,565)
Total recognised income and expense for 2012-13	(3,565)
Financing from Welsh Ministers	4,100
Balance at 31 March 2013	854
Changes in Reserves for 2013–14	
Retained (Deficit)	(4,343)
Total recognised income and expense for 2013–14	(4,343)
Financing from Welsh Ministers	4,100
Balance at 31 March 2014	611

The notes on pages 122 to 153 form part of these accounts.

The Commissioner may provide, under the Welsh Language (Wales) Measure 2011 Section 9, an individual with assistance for actual or possible legal proceedings in England and Wales that are relevant to a matter in respect of which the Commissioner has a function. No budget has been allocated by Welsh Ministers for this assistance. Following discussions it was decided during the initial years it would be appropriate for the Welsh Language Commissioner to build a reserve from annual under spending of budget.

Nodiadau'r cyfrifon am y flwyddyn hyd at 31 Mawrth 2014

Lluniwyd y cyfrifon hyn yn unol â Government Financial Reporting Manual (FReM) 2013–14 a gyhoeddwyd gan Drysorlys EM, ac unrhyw Gyfarwyddyd Cyfrifon a gyhoeddwyd gan Weinidogion Cymru, gyda chaniatâd y Trysorlys. Mae'r polisiau cyfrifyddol a gynhelir yn y FReM yn gweithredu Egwyddorion Adnodd Ariannol Rhyngwladol (IFRS), wedi eu haddasu neu eu dehongli ar gyfer cyd-destun y sector cyhoeddus. Lle bo'r FReM yn caniatáu dewis polisi cyfrifyddol, dewiswyd y polisi cyfrifyddol a ystyrir fwyaf addas ar gyfer amgylchiadau neilltuol Comisiynydd y Gymraeg, er mwyn rhoi barn gywir a theg. Disgrifir isod y polisiau neilltuol a ddilynwyd gan Gomisiynydd y Gymraeg. Fe'u gweithredwyd yn gyson wrth ddelio â'r eitemau a ystyrir yn berthnasol i'r cyfrifon.

1. Datganiad polisiau cyfrifo

(1.1) Confensiynau cyfrifo

Lluniwyd y cyfrifon hyn yn unol â'r confensiwn cost hanesyddol. Nid yw'r Comisiynydd wedi ailbriso unrhyw eiddo, offer a pheiriannau nac unrhyw asedau anghyfyrrddadwy gan nad yw addasiadau ailbriso, ym marn y Comisiynydd, yn sylweddol.

(1.2) Cyllido

Mae Comisiynydd y Gymraeg yn derbyn symiau gan Weinidogion Cymru mewn cysylltiad â gwariant a dynnir wrth gyflawni'r swyddogaethau. Ystyrir y symiau hyn yn rhai ariannu ac fe'u credydir i'r Gronfa Gyffredinol adeg eu derbyn.

(1.3) Asedau anghyfyrrddadwy

Mae asedau sefydlog anghyfyrrddadwy dros £1,000, gan gynnwys TAW anadferadwy, yn cael eu cyfalafu. Mae asedau anghyfyrrddadwy yn cynnwys trwyddedau meddalwedd cyfrifiadurol a thrwyddedau eraill. Grwpiwyd nifer mawr o asedau o'r un math gyda'i gilydd wrth bennu a ydynt uwchben neu o dan y trothwy.

Cynhwysir asedau sefydlog anghyfyrrddadwy ar eu cost hanesyddol. Nid yw'r asedau sefydlog wedi eu hailbriso, gan na fyddai'r addasiadau o ailbriso yn sylweddol.

Bydd asedau sefydlog anghyfyrrddadwy yn cael eu hamorteiddio drwy randaliadau cyfartal blynyddol dros eu hoes economaidd defnyddiol amcangyfrifedig, rhwng 3 a 10 mlynedd.

(1.4) Eiddo, offer a pheiriannau

Mae eiddo, offer a pheiriannau dros £1,000, gan gynnwys TAW anadferadwy, yn cael eu cyfalafu. Grwpiwyd nifer mawr o asedau o'r un math gyda'i gilydd wrth bennu a ydynt uwchben neu o dan y trothwy.

Cynhwysir eiddo, offer a pheiriannau ar eu cost hanesyddol, gan gynnwys costau fel gwaith gosod y gellir eu priodoli'n uniongyrchol i ddod â nhw i'r cyflwr gweithio ar gyfer eu defnydd arfaethedig. Nid yw eiddo, offer a pheiriannau wedi eu hailbriso, gan na fyddai'r addasiadau o ailbriso yn sylweddol.

Bydd eiddo, offer a pheiriannau yn cael eu dibrisio drwy randaliadau cyfartal blynyddol dros hyd y les, neu eu hoes economaidd defnyddiol amcangyfrifedig, rhwng 36 a 90 mis.

**Notes to the accounts
for the year ended 31 March 2014**

These financial statements have been prepared in accordance with the 2013–14 Government Financial Reporting Manual (FReM) issued by HM Treasury, and any Accounts Direction issued by Welsh Ministers, with the consent of the Treasury. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS) as adapted or interpreted for the public sector context. Where the FReM permits a choice of accounting policy, the accounting policy which is judged to be most appropriate to the particular circumstance of the Welsh Language Commissioner, for the purpose of giving a true and fair view, has been selected. The particular policies adopted by the Welsh Language Commissioner are described below. They have been applied consistently in dealing with items that are considered material to the accounts.

1. Statement of accounting policies

(1.1) Accounting conventions

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

(1.2) Funding

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

(1.3) Intangible assets

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

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

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

(1.4) Property, plant and equipment

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

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

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

(1.5) Darpariaethau

Cydnabyddir darpariaethau yn y Datganiad Sefyllfa Ariannol pan fydd gan Gomisiynydd y Gymraeg rhwymedigaeth gyfreithiol neu adeiladol yn deillio o ddigwyddiad yn y gorffennol a bod tebygrwydd y bydd angen all-lif o fudd economaidd i dalu'r rhwymedigaeth.

(1.6) Treth ar Werth

Nid yw Comisiynydd y Gymraeg wedi cofrestru ar gyfer Treth ar Werth. Adroddir ar bob gwariant a chyfalaf gan gynnwys TAW, os yw'n berthnasol, gan na ellir adennill TAW.

(1.7) Pensiynau

Telir i'r Tâl-feistr Cyffredinol symiau priodol i gynrychioli rhwymedigaethau cronedig Pensiwn y Gwasanaeth Sifil am bensiynau a buddiannau tebyg i bersonau a gyflogir gan y Comisiynydd ac am gostau gweinyddol sydd i'w priodoli i'r rhwymedigaethau a'u cyflawni.

Mae gweithwyr cyfredol a blaenorol yn dod o dan ddarpariaethau cynllun Pensiwn y Gwasanaeth Sifil. Ceir rhagor o fanylion yn yr Adroddiad Taliadau Cydnabyddiaeth a Nodyn 4 (Niferoedd swyddogion a chostau perthnasol).

(1.8) Grantiau dyledus

Caiff grantiau eu codi i'r Datganiad Gwariant Net Cynhwysfawr yn ystod y cyfnod pan fydd y gweithgaredd sydd yn creu hawl i'w dderbyn yn cael ei gynnal. Mae gan y Comisiynydd yr hawl i adennill y cyfan neu ran o'r grant os yw'r sawl sy'n cael grant yn torri unrhyw un o'r amodau sydd yn rhan o'r cynnig grant. Credydur unrhyw ad-daliadau i'r cyfrif wrth eu derbyn.

(1.9) Elw a cholled ar gyfradd gyfnewid

Caiff trafodion mewn arian tramor eu trosglwyddo i sterling ar y gyfradd a oedd yn bodoli ar y dyddiad hwnnw. Caiff gwahaniaethau cyfnewid eu cymryd i ystyriaeth yn y Datganiad Gwariant Net Cynhwysfawr. Caiff unrhyw falans a ddelir mewn arian tramor ei drosi ar y raddfa ar 31 Mawrth.

(1.10) Buddion cyflogai

Cydnabyddir cyflogau, cyfraniadau yswiriant gwladol, a budd-dal ariannol ac anariannol ar gyfer cyflogeion cyfredol yn y Datganiad Gwariant Net Cynhwysfawr wrth i wasanaethau cyflogeion gael eu cyflawni. Polisi'r Comisiynydd yw cyfrif am absenoldebau tymor byr a ddigolledir (gwyliau blynyddol taladwy) fel rhwymedigaeth (cost cronedig) lle disgwylir setlo'r iawndal absenoldeb o fewn deuddeg mis ar ôl diwedd y cyfnod y mae'r cyflogeion yn cyflawni'r gwasanaeth ynddo.

(1.11) Prydlesi

Mae rhentolion prydlesi gweithredol wedi eu cyflwyno i'r Datganiad Gwariant Net Cynhwysfawr yn y flwyddyn y maent yn berthnasol iddi.

2. Gwybodaeth segmentol

Mae gwariant, incwm a llog yn ymwneud yn uniongyrchol â gweithgareddau Comisiynydd y Gymraeg. Mae'r Comisiynydd yn gweithredu yng Nghymru ac yn ymdrin â materion sy'n effeithio ar y Gymraeg a gallu personau yng Nghymru i fyw eu bywydau drwy gyfrwng y Gymraeg. Dim ond un segment sy'n gweithredu ac fe adlewyrchir hyn yn y Datganiad o Wariant Net Cynhwysfawr, y Datganiad Sefyllfa Ariannol a'r nodiadau cysylltiedig.

(1.5) Provisions

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

(1.6) Value Added Tax

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

(1.7) Pensions

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

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

(1.8) Grants payable

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

(1.9) Exchange rate gains and losses

Transactions in foreign currencies are translated into sterling at the rate of exchange ruling at that date. Exchange differences are taken into account in the Statement of Comprehensive Net Expenditure. Balances held in foreign currencies are converted at the rate on 31 March.

(1.10) 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.

(1.11) 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 the 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. Grantiau

Roedd y grantiau canlynol yn daladwy o dan Adran 11 Mesur y Gymraeg (Cymru) 2011. Derbyniwyd cymeradwyaeth gan Weinidogion Cymru ar 28 Chwefror 2013 i dalu'r grant i Gymdeithas Cyfieithwyr Cymru ar gyfer 2013–14.

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	2013–14 £000	2012–13 £000
Estyn Llaw	—	75
Cymdeithas Cyfieithwyr Cymru	88	97
Canolfan Bedwyr	—	9
	88	181

Ni thalwyd grant i gyrrff cyhoeddus yn ystod 2013–14 (2012–13: £9,000).

3. Grants

The following grants were payable under Section 11 of the Welsh Language (Wales) Measure 2011. Approval to pay the grant to Cymdeithas Cyfieithwyr Cymru (the Association of Welsh Translators and Interpreters) for 2013–14 was given by Welsh Ministers on 28 February 2013.

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	2013–14 £000	2012–13 £000
Estyn Llaw	—	75
Cymdeithas Cyfieithwyr Cymru	88	97
Canolfan Bedwyr	—	9
	88	181

No grants were paid to public sector bodies during 2013–14 (2012–13: £9,000).

4. Niferoedd swyddogion a chostau perthnasol

128

	2013–14 £000	2012–13 £000
Cyflogau	1,855	1,620
Ffioedd aelodau o bwyllgorau ¹	8	8
Costau nawdd cymdeithasol ²	125	135
Costau pensiwn	348	320
	2,336	2,083
Costau swyddogion drwy asiantaeth	22	15
	2,358	2,098
Costau dileu swyddi, ymddeoliad cynnar a diswyddiadau	445	-
Cyfanswm	2,803	2,098
Niferoedd swyddogion	2013–14	2012–13
Swyddogion a gyflogir	53	45
Aelodau o bwyllgorau ¹	7	7
Swyddogion drwy asiantaeth	1	1
Nifer cyfartalog ³	61	53

¹ Mae'r aelodau yn cynnwys 4 aelod o'r Panel Cyngori a 3 aelod o'r Pwyllgor Archwilio a Risg. Talwyd ffioedd o £256 y dydd i'r Cadeirydd a £198 y dydd i aelodau eraill.

² Gosodwyd ad-daliad TMS yn erbyn costau nawdd cymdeithasol yn 2013–14 (£26,000), tra gosodwyd yr ad-daliad yn erbyn cyflogau yn 2012–13 (£35,000).

³ Nifer cywerth â llawn amser a gyflogwyd yn ystod y flwyddyn.

Ceir gwybodaeth am fuddiannau cyflog a phensiwn y Comisiynydd a swyddogion hŷn y Comisiynydd yn yr Adroddiad Taliadau Cydnabyddiaeth ar dudalennau 82 i 91.

4. Officer numbers and related costs

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	2013–14	2012–13
	£000	£000
Salaries	1,855	1,620
Committee members fees ¹	8	8
Social security costs ²	125	135
Other pension costs	348	320
	2,336	2,083
Agency staff costs	22	15
	2,358	2,098
Redundancy, early retirement and severance costs	445	-
Total cost	2,803	2,098
Staff numbers	2013–14	2012–13
Employed officers	53	45
Committee members ¹	7	7
Agency staff	1	1
Average numbers ³	61	53

¹ Comprised of 4 members of the Advisory Panel and 3 members of the Audit and Risk Committee. The fees paid were £256 per diem for the Chair and £198 per diem for other members.

² SMP recovered was offset against social security costs in 2013–14 (£26,000), whereas it was offset against salaries in 2012–13 (£35,000).

³ Full Time Equivalents employed during the year.

The salary and pension entitlements of the Commissioner and officers in the most senior positions, are included in the Remuneration Report on pages 82 to 91.

(4.1) Pensiynau

Ceir manylion pensiynau yn yr Adroddiad Taliadau Cydnabyddiaeth ar dudalennau 82 i 91.

Mae Prif Gynllun Pensiwn y Gwasanaeth Sifil (PCSPS) yn gynllun buddiannau diffiniedig heb ei ariannu ar gyfer nifer o gyflogwyr ac o ganlyniad nid oes modd i Gomisiynydd y Gymraeg adnabod ei gyfran o'r asedau a'r rhwymedigaethau sylfaenol. Pennodd actiwari'r cynllun werth y cynllun ar 31 Mawrth 2007. Mae gwybodaeth ar gael yng nghyfrifon adnoddau Swyddfa'r Cabinet: Civil Superannuation (www.civilservice.gov.uk/pensions).

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Ar gyfer 2013–14, roedd cyfraniadau'r cyflogwr o £337,000 (2012–13: £309,000) yn daladwy i'r PCSPS ar un o bedair graddfa rhwng 16.7% a 24.3% o gyflog pensiynadwy, yn seiliedig ar fandiau cyflog. Mae Actiwari'r Cynllun yn adolygu cyfraniadau'r cyflogwr, gan amlaf bob pedair blynedd, yn dilyn prisiant llawn o'r cynllun. Mae graddfeydd y cyfraniadau yn adlewyrchu buddiannau a gronnwyd yn ystod 2013–14 i'w talu ar ymddeoliad yr aelod, nid y buddiannau a dalwyd yn ystod y cyfnod hwn i bensiynwyr presennol.

Gall swyddogion ddewis agor cyfrif pensiwn partneriaeth, cynllun pensiwn rhanddeiliad â chyfraniad cyflogwr. Talwyd cyfraniadau'r cyflogwr o £16,000 (2012–13: £10,000) i un neu fwy o banel o dri o ddarparwyr pensiwn rhanddeiliad penodedig. Mae cyfraniadau'r cyflogwr yn ddibynnol ar oedran ac ar raddfa rhwng 3% a 12.5% o gyflog pensiynadwy. Mae'r cyflogwr hefyd yn rhoi cyfraniad cyfatebol o hyd at 3% o gyflog pensiynadwy. Yn ogystal roedd cyfraniadau cyflogwr o £1,000 (2012–13: £1,000), 0.8% o gyflog pensiynadwy, yn daladwy i PCSPS i warchod rhag cost darparu yn y dyfodol am gyfandaliadau buddiant marwolaeth mewn swydd neu ymddeoliad o achos afiechyd.

(4.1) Pensions

Details of pensions are included in the Remuneration Report on pages 82 to 91.

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

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For 2013–14, employers' contributions of £337,000 (2012–13: £309,000) were payable to the PCSPS at one of four rates in the range 16.7% to 24.3% of pensionable pay, based on salary bands. The Scheme Actuary reviews employer contributions usually every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits accruing during 2013–14 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 £16,000 (2012–13: £10,000) were paid to one or more of the panel of three appointed stakeholder pension providers. Employer contributions are age-related and range from 3% to 12.5% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £1,000 (2012–13: £1,000), 0.8% of pensionable pay, were payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service or ill health retirement of these employees.

(4.2) Cynllun ymadael gwirfoddol

Mae Comisiynydd y Gymraeg wedi gweithredu cynllun ymadael gwirfoddol yn unol â rheolau Cynllun Digolledu'r Gwasanaeth Sifil ac fel y'u cymeradwywyd gan Swyddfa'r Cabinet. Mae'r cynllun hwn yn bodloni gofynion cynllunio'r gweithlu ac maent wedi arwain at leihad yn sylfaen costau staffio sefydliad. Cost y cynllun yn 2013–14 oedd £445,000.

Cytunwyd ar nifer o becynnau ymadael cymeradwy yn ystod 2013–14 fel y crynhoir isod:

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Band costau'r pecyn ymadael	Nifer y diswyddiadau gorfodol	Nifer yr ymadawiadau gwirfoddol	Cyfanswm y pecynnau ymadael
£25,000–£50,000	—	6	6
£50,000–£100,000	—	1	1
£100,000–£150,000	—	1	1
	—	8	8

Roedd gan swyddogion y caniatwyd iddynt adael yn wirfoddol yn 2013–14 ddyddiadau gadael rhwng Ebrill a Mehefin 2014. Ceir manylion pellach am y costau yn nodyn 12 y cyfrifon.

Talwyd costau'r cynllun ymadael gwirfoddol yn unol â pholisi Comisiynydd y Gymraeg, y cytunwyd arno gydag undeb llafur cydnabyddedig.

(4.3) Cofrestr rhoddion

Mae gan y Comisiynydd gofrestr rhoddion. Nid oes unrhyw eitem a gofnodwyd yn ystod y flwyddyn yn cael ei hystyried o bwys materol fel y bo angen ei chynnwys yn y datganiadau ariannol hyn.

(4.2) Voluntary exit scheme

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

A number of approved exit packages were agreed during 2013–14 as summarised below:

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Exit package cost band	Number of compulsory redundancies	Number of voluntary departures	Total number of exit packages
£25,000–£50,000	—	6	6
£50,000–£100,000	—	1	1
£100,000–£150,000	—	1	1
	—	8	8

Officers who were approved for voluntary exit in 2013–14 had leaving dates between April and June 2014. Further details regarding these costs are included in note 12 to the accounts.

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

(4.3) Gifts register

The Commissioner also operated a gifts register. No item noted during the year is considered of material interest to these financial statements.

5. Gweinyddu

Yr oedd costau gweinyddu yn cynnwys:

134

	2013–14 £000	2012–13 £000
Llety — Rhent swyddfa	110	126
Llety — Costau eraill	205	165
Darpariaeth ar gyfer addurno ac atgyweirio swyddfeydd	3	167
Teithio, cynhالياeth a lletygarwch	122	88
Hyfforddiant a recriwtio	106	126
Cyfreithiol a phroffesiynol	118	126
Technoleg gwybodaeth a thelathrebu	131	90
Cyfathrebu	88	66
Gwasanaethau archwilwyr (tâl yr archwiliad allanol)	16	16
Costau gweinyddu eraill	70	73
	969	1,043

5. Administration

Administration expenses included:

	2013–14	2012–13
	£000	£000
Accommodation — Office rent lease costs	110	126
Accommodation — Other costs	205	165
Provision for premises redecoration and dilapidations	3	167
Travel, subsistence and hospitality	122	88
Training and recruitment	106	126
Legal and professional	118	126
Information Technology and telecommunications	131	90
Communication	88	66
Auditors' remuneration (external audit fee)	16	16
Other administrative expenses	70	73
	969	1,043

6. Gwariant rhaglenni eraill

Mae'r gwariant yn gysylltiedig â nifer y prosiectau yr ymgwymerwyd â hwy. Roedd cyfanswm y gwariant yn ystod y flwyddyn yn £402,000 (2012–13: £164,000), gan gynnwys gwariant ar yr Ymholiad i'r Maes Gofal Iechyd Sylfaenol, Arolwg Defnydd Iaith 2013–15, datblygu *Geiriadur yr Academi* ar-lein ac ymweld â sioeau.

6. Other programme expenditure

The expenditure relates to numerous projects undertaken. The total expenditure during the year was £402,000 (2012–13: £164,000) which included expenditure on the Enquiry into the Primary Healthcare Sector, the Welsh language use survey 2013–15, development of *Geiriadur yr Academi* (Welsh-English online dictionary) and presence at shows.

7. Asedau sefydlog anghyffyrddadwy

138

	Trwyddedau meddalwedd £000	Trwyddedau £000	Cyfanswm £000
Cost			
31 Mawrth 2013	135	43	178
Ychwanegiadau	9	-	9
Ailddosbarthiadau	28	-	28
31 Mawrth 2014	172	43	215
Amorteiddiad			
31 Mawrth 2013	101	17	118
Cost am y flwyddyn	24	4	28
31 Mawrth 2014	125	21	146
Gwerth net yn y llyfrau ar 31 Mawrth 2014	47	22	69
Gwerth net yn y llyfrau ar 31 Mawrth 2013	34	26	60

7. Intangible assets

139

	Software Licences £000	Licences £000	Total £000
Cost			
At 31 March 2013	135	43	178
Additions	9	-	9
Reclassifications	28	-	28
At 31 March 2014	172	43	215
Amortisation			
At 31 March 2013	101	17	118
Charged in year	24	4	28
At 31 March 2014	125	21	146
Net book value at 31 March 2014	47	22	69
Net book value at 31 March 2013	34	26	60

8. Eiddo, offer a pheiriannau

140

	Celfi a gosodiadau £000	Offer swyddfa £000	Total £000
Cost			
31 Mawrth 2013	616	387	1,003
Ychwanegiadau	3	28	31
Ailddosbarthiadau	-	(28)	(28)
Gwerthiannau	(30)	(18)	(48)
31 Mawrth 2014	589	369	958
Dibrisiant			
31 Mawrth 2013	536	295	831
Cost am y flwyddyn	22	35	57
Gwerthiannau	(30)	(17)	(47)
31 Mawrth 2014	528	313	841
Gwerth net yn y llyfrau ar 31 Mawrth 2014	61	56	117
Gwerth net yn y llyfrau ar 31 Mawrth 2013	80	92	172

Mae offer swyddfa yn cynnwys offer technoleg gwybodaeth a chyfathrebu.

Cyllido asedau: Nid oedd gan y Comisiynydd brydlesi cyllidol na chontractau Menter Cyllid Preifat. Eiddo'r Comisiynydd oedd yr holl asedau a ddatgelwyd uchod.

Nid oedd ymrwymadau cyfalaf cyfreithiol ar 31 Mawrth 2014 (31 Mawrth 2013: £0).

8. Property, plant & equipment

141

	Furniture & Fittings £000	Office equipment £000	Total £000
Cost			
At 31 March 2013	616	387	1,003
Additions	3	28	31
Reclassifications	-	(28)	(28)
Disposals	(30)	(18)	(48)
At 31 March 2014	589	369	958
Amortisation			
At 31 March 2013	536	295	831
Charged in year	22	35	57
Disposals	(30)	(17)	(47)
At 31 March 2014	528	313	841
Net book value at 31 March 2014	61	56	117
Net book value at 31 March 2013	80	92	172

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 2014 (31 March 2013: £0).

9. Derbyniadau masnachol ac asedau cyfredol eraill

142

	31 Mawrth 2014	31 Mawrth 2013
	£000	£000
Symiau sy'n ddyledus o fewn blwyddyn		
Derbyniadau eraill	1	-
Rhagdaliadau	127	147
	<u>128</u>	<u>147</u>

Dadansoddiad o'r derbyniadau masnachol ac asedau cyfredol eraill

	31 Mawrth 2014	31 Mawrth 2013
	£000	£000
Cyrff Llywodraeth Leol		
Corfforaethau Cyhoeddus	50	51
Cyrff y tu allan i Lywodraeth	1	1
	<u>77</u>	<u>95</u>
	<u>128</u>	<u>147</u>

Nid oes symiau sy'n ddyledus ar ôl blwyddyn.

9. Trade receivables and other current assets

143

	31 March 2014	31 March 2013
	£000	£000
Amounts falling due within one year		
Other receivables	1	-
Prepayments	127	147
	128	147

Analysis of trade receivables and other current assets

	31 March 2014	31 March 2013
	£000	£000
Local Government bodies		
Public Corporations	50	51
Bodies external to Government	1	1
	77	95
	128	147

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

10. Arian parod ac arian cywerth

144

	31 Mawrth 2014 £000	31 Mawrth 2013 £000
Balans ar 1 Ebrill	834	111
Newidiadau net mewn balans arian parod ac arian cywerth	246	723
Balans ar 31 Mawrth	1,080	834

Cafodd arian parod y Comisiynydd ei gadw mewn banc masnachol ar ddiwedd y flwyddyn. Ni ddaliwyd unrhyw arian gan Dâl-feistr Cyffredinol EM ar ddiwedd y flwyddyn.

10. Cash and cash equivalents

	31 March 2014	31 March 2013
	£000	£000
Balance at 1 April	834	111
Net change in cash and cash equivalent balances	246	723
Balance at 31 March	<u>1,080</u>	<u>834</u>

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

11. Taliadau masnachol a rhwymedigaethau cyfredol eraill

146

	31 Mawrth 2014 £000	31 Mawrth 2013 £000
Symiau sy'n ddyledus o fewn blwyddyn		
Taliadau masnachol	38	11
Croniadau	130	181
	<u>168</u>	<u>192</u>
Dadansoddiad o'r taliadau masnachol a rhwymedigaethau cyfredol eraill		
	31 Mawrth 2014 £000	31 Mawrth 2013 £000
Cyrff Llywodraeth Ganolog	—	11
Corfforaethau Cyhoeddus	16	16
Cyrff y tu allan i Lywodraeth	152	165
	<u>168</u>	<u>192</u>

Nid oes symiau sy'n ddyledus ar ôl blwyddyn.

11. Trade payables and other current liabilities

	31 March 2014 £000	31 March 2013 £000
Amounts falling due within one year		
Trade payables	38	11
Accruals	130	181
	<u>168</u>	<u>192</u>
Analysis of trade payables and other current liabilities		
	31 March 2014 £000	31 March 2013 £000
Central Government bodies	—	11
Public Corporations	16	16
Bodies external to Government	152	165
	<u>168</u>	<u>192</u>

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

12. Darpariaethau ar gyfer rhwymedigaethau a phriddiannau

148

	Dadfeiliadau ac ailaddurno £000	Ymadawiadau gwirfoddol £000	Cyfanswm £000
Darpariaeth ar 31 Mawrth 2013	167	—	167
Cynnydd mewn darpariaeth	18	445	463
Darpariaeth a ddefnyddiwyd/rhyddhawyd yn ystod y flwyddyn	(15)	—	(15)
Darpariaeth ar 31 Mawrth 2014	<u>170</u>	<u>445</u>	<u>615</u>

Dadansoddiad o amseru disgwyliadwy'r rhwymedigaethau

	Dadfeiliadau ac ailaddurno £000	Ymadawiadau gwirfoddol £000	Cyfanswm £000
O fewn blwyddyn	5	445	450
Rhwng dwy a phum mlynedd	133	—	133
Ar ôl pum mlynedd	32	—	32
	<u>170</u>	<u>445</u>	<u>615</u>

Defnyddiwyd cyfradd ddisgowntio, yn glir o CPI, Trysorlys EM ym mis Tachwedd 2013, sef -1.47% mewn termau real ar gyfer y dadfeiliadau (2012–13: -1.07%). Defnyddiwyd cyfradd ddisgownt o 1.8% ar gyfer ymddeoliadau cynnar a diswyddiadau.

Gwneir darpariaethau ar gyfer ail-addurno yn ystod tymor y brydles ac ar gyfer dadfeilio, er mwyn dychwelyd yr adeiladau i'w cyflwr gwreiddiol ar derfyn y brydles. Gall yr ymrwymadau hyn newid yn sgil gwybodaeth a digwyddiadau yn y dyfodol a allai achosi newid i'r symiau a ddarparwyd ar sail yr amcangyfrif gorau, ar ddiwedd y cyfnod ariannol. Mae'r darpariaethau hyn wedi eu hadolygu a'u diweddarau yn ystod y flwyddyn fel sy'n ofynnol dan IAS 37.

Mae'r darpariaethau ar gyfer ymadawiadau gwirfoddol yn cyfeirio at rwymedigaeth Comisiynydd y Gymraeg yn y dyfodol mewn perthynas â swyddogion sy'n gadael dan y cynllun ymadael gwirfoddol.

12. Provision for liabilities and charges

149

	Dilapidations and redecoration £000	Voluntary departures £000	Total £000
Balance at 31 March 2013	167	—	167
Provided in year	18	445	463
Provision utilised/released in the year	(15)	—	(15)
Balance at 31 March 2014	<u>170</u>	<u>445</u>	<u>615</u>

Analysis of the expected timing of the future liabilities

	Dilapidations and redecoration £000	Voluntary departures £000	Total £000
Not later than one year	5	445	450
Later than one year and not later than five years	133	—	133
Later than five years	32	—	32
	<u>170</u>	<u>445</u>	<u>615</u>

HM Treasury's discount rate net of CPI at November 2013 of -1.47% in real terms has been used to for dilapidations (2012–13: -1.07%). A discount rate of 1.80% has been used for early retirement and severance.

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

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

13. Ymrwymiadau o dan brydlesi

Mae cyfanswm y taliadau lleiafswm o dan brydlesi gweithredol yn cael ei ddangos yn y tabl isod ar gyfer pob cyfnod.

150

Mae'r ymrwymiadau o dan brydlesi gweithredol yn cynnwys:	31 Mawrth 2014 £000	31 Mawrth 2013 £000
Adeiladau		
O fewn blwyddyn	115	106
Rhwng dwy a phum mlynedd	403	392
Ar ôl pum mlynedd	105	132
	623	630
Arall		
O fewn blwyddyn	7	7
Rhwng dwy a phum mlynedd	4	11
Ar ôl pum mlynedd	—	—
	11	18

Nid yw'r Comisiynydd wedi dechrau ymwneud ag unrhyw brydlesi cyllidol, unrhyw ymrwymiadau o dan gontract PFI, nac unrhyw gontractau nad oedd modd eu canslo ag ymrwymiadau cyllidol.

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.

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Obligations under operating leases comprise:	31 March 2014	31 March 2013
	£000	£000
Buildings		
Not later than one year	115	106
Later than one year and not later than five years	403	392
Later than five years	105	132
	623	630
Other		
Not later than one year	7	7
Later than one year and not later than five years	4	11
Later than five years	—	—
	11	18

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

14. Rhwymedigaethau amodol a ddatgelwyd o dan IAS 37

Nid oedd rhwymedigaethau amodol ar 31 Mawrth 2014 (31 Mawrth 2013: £0).

15. Offerynnau cyllidol

Oherwydd natur gweithgareddau'r Comisiynydd a'r modd y caiff y gweithrediadau eu hariannu, nid yw'r Comisiynydd yn agored i lefel uchel o risg ariannol.

16. Trafodion gyda phartion cysylltiedig

Yn ystod 2013–14 derbyniodd Comisiynydd y Gymraeg £4.1m gan Weinidogion Cymru (2012–13: £4.1m).

Cytunwyd ar Femorandwm o Gydweithio, dyddiedig 30 Tachwedd 2012, rhwng y Comisiynydd a Llywodraeth Cymru. Ystyrir Llywodraeth Cymru yn barti cysylltiedig.

Ni chafwyd trafodion materol berthnasol yn ystod y flwyddyn â sefydliadau lle roedd y Comisiynydd, y cyfarwyddwyr neu'r uwch swyddogion, nac unrhyw aelodau o'u teuluoedd, mewn swyddi dylanwadol.

17. Digwyddiadau ers diwedd y flwyddyn ariannol

Ni chafwyd digwyddiadau ers dyddiad y datganiad sefyllfa ariannol sy'n effeithio ar ddealltwriaeth y datganiadau ariannol hyn.

18. Archwilwyr

Archwiliwyd cyfrifon Comisiynydd y Gymraeg gan Archwilydd Cyffredinol Cymru yn unol â gofynion Atodlen 1, Paragraff 19 (2) Mesur y Gymraeg (Cymru) 2011. Hyd y gŵyr y Swyddog Cyfrifyddu, nid oes unrhyw wybodaeth archwilio berthnasol nad yw archwilwyr yr endid yn ymwybodol ohonynt, ac mae'r Swyddog Cyfrifyddu wedi cymryd pob cam y dylai ei gymryd i wneud ei hun yn ymwybodol o unrhyw wybodaeth archwilio berthnasol ac i sefydlu bod archwilwyr yr endid yn ymwybodol o'r wybodaeth honno.

14. Contingent liabilities disclosed under IAS 37

There were no contingent liabilities at 31 March 2014 (31 March 2013: £0).

15. Financial instruments

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

16. Related party transactions

During 2013-14 the Welsh Language Commissioner received £4.1m from Welsh Ministers (2012–13: £4.1m).

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

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

17. Events since the end of the financial year

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

18. Auditors

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

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Cwynion statudol —
Deddf yr Iaith Gymraeg 1993

Statutory complaints — Welsh Language Act 1993

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
02/04 2013	HM Revenue and Customs	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						10/05 2013
03/04 2013	HM Courts and Tribunals Service	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			10/05 2013
04/04 2013	Newport City Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013
04/04 2013	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown					✓	✓	06/03 2014
05/04 2013	Torfaen County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body			✓				14/06 2013
06/04 2013	Disclosure and Barring Service	Servant or agent of the Crown	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			12/09 2013
07/04 2013	Ceredigion County Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013
09/04 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						10/05 2013
09/04 2013	North Wales Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013
10/04 2013	Royal Mail Group Ltd.	Private under statutory duty	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			12/09 2013
11/04 2013	Newport City Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013
11/04 2013	Welsh Water	Private under statutory duty	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
15/04 2013	Cyngor Dinas a Sir Abertawe	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						10/05 2013
16/04 2013	Career Choices Dewis Gyfa	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						10/05 2013
17/04 2013	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			22/10 2013
17/04 2013	Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			03/10 2013
19/04 2013	Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						14/06 2013
19/04 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						10/05 2013
21/04 2013	Gwasanaeth Llysoedd a Thribwilysoedd EM	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			12/09 2013
22/04 2013	Gweinyddiaeth Cyfiawnder	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						14/06 2013
24/04 2013	Asiantaeth Trwydedu Gyrrwr a Cherbydau	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			24/09 2013
25/04 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			28/11 2013
29/04 2013	Cynllun a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron					✓	✓	06/03 2014
01/05 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						10/05 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
15/04 2013	City and County of Swansea Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013
16/04 2013	Career Choices Dewis Gyrfa	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013
17/04 2013	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body		✓		✓			22/10 2013
17/04 2013	Neath Port Talbot County Borough Council	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body		✓		✓			03/10 2013
19/04 2013	Abertawe Bro Morgannwg University Health Board	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
19/04 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013
21/04 2013	HM Courts and Tribunals Service	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			12/09 2013
22/04 2013	Ministry of Justice	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06 2013
24/04 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/09 2013
25/04 2013	Betsi Cadwaladr University Health Board	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			28/11 2013
29/04 2013	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown					✓	✓	06/03 2014
01/05 2013	Torfaen County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
03/05 2013	Heddlu Dyfed Powys	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			14/06 2013
04/05 2013	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron			✓				12/09 2013
07/05 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			22/11 2013
08/05 2013	Gwasanaeth Llysoedd a Thribwilysoedd EM	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron		✓					14/06 2013
09/05 2013	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			14/06 2013
09/05 2013	Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					14/06 2013
09/05 2013	Coleg Gŵyr Abertawe	Cyhoeddus	Arall	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
10/05 2013	Cyngor Dinas Casnewydd	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					14/06 2013
13/05 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					14/06 2013
14/05 2013	Swyddfa'r Gwarcheidwad Cyhoeddus	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron		✓					14/06 2013
16/05 2013	Cyngor Dinas Casnewydd	Cyhoeddus	Arwyddion	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			14/10 2013
20/05 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					14/06 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
03/05 2013	Dyfed Powys Police	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			14/06 2013
04/05 2013	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				12/09 2013
07/05 2013	Torfaen County Borough Council	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/11 2013
08/05 2013	HM Courts and Tribunals Service	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown		✓					14/06 2013
09/05 2013	Department for Work and Pensions	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06 2013
09/05 2013	Abertawe Bro Morgannwg University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
09/05 2013	Gower College Swansea	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
10/05 2013	Newport City Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
13/05 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
14/05 2013	Office of the Public Guardian	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06 2013
16/05 2013	Newport City Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			14/10 2013
20/05 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
20/05 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
20/05 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
20/05 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
20/05 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
21/05 2013	Welsh Government	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06 2013
23/05 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/11 2013
24/05 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
28/05 2013	Ministry of Justice	Servant or agent of the Crown	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			01/10 2013
29/05 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			28/11 2013
30/05 2013	City and County of Swansea Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			03/10 2013
31/05 2013	Department for Work and Pensions	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						10/07 2013
31/05 2013	Natural Resources Wales	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
31/05 2013	Dyfed Powys Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06 2013
04/06 2013	HM Passport Office	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06 2013
12/06 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07 2013
13/06 2013	Denbighshire County Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						27/06 2013
13/06 2013	HM Passport Office	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/09 2013
14/06 2013	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						23/07 2013
16/06 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07 2013
17/06 2013	Companies House	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						18/07 2013
19/06 2013	Welsh Government	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/08 2013
21/06 2013	Sport Wales	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			03/10 2013
24/06 2013	Betsi Cadwaladr University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07 2013
24/06 2013	Neath Port Talbot County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
24/06 2013	Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			20/03 2014
24/06 2013	Cyngor Sir y Fflint	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			25/11 2013
26/06 2013	Bwrdd Iechyd Prifysgol Caerdydd a'r Fro	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
26/06 2013	Cyngor Sir Fynwy	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			03/10 2013
26/06 2013	Cyngor Sir y Fflint	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
26/06 2013	Cyngor Sir y Fflint	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
27/06 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
27/06 2013	Cyngor Sir y Fflint	Cyhoeddus	Arall	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			25/11 2013
28/06 2013	Comisiwn Loferi Cenedlaethol	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
28/06 2013	Grŵp y Post Brenhinol	Preifat dan ddyletswydd statudol	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			29/11 2013
02/07 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus					✓	✓	02/12 2013
03/07 2013	Cyngor Bro Morgannwg	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
24/06 2013	Bridgend County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03 2014
24/06 2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			25/11 2013
26/06 2013	Cardiff and Vale University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
26/06 2013	Monmouthshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			03/10 2013
26/06 2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
26/06 2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
27/06 2013	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
27/06 2013	Flintshire County Council	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			25/11 2013
28/06 2013	National Lottery Commission	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
28/06 2013	Royal Mail Group Ltd.	Private under statutory duty	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			29/11 2013
02/07 2013	Torfaen County Borough Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body					✓		02/12 2013
03/07 2013	Vale of Glamorgan Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
03/07 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus					✓	✓	02/12 2013
08/07 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus					✓	✓	02/12 2013
09/07 2013	Coleg Harlech WEA	Cyhoeddus	Gwefannau	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			29/11 2013
09/07 2013	Gwasanaeth Datgelu a Gwahardd	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			25/11 2013
15/07 2013	Asiantaeth Trwyddedu Gywyr a Cherbydau	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						26/07 2013
17/07 2013	Asiantaeth Trwyddedu Gywyr a Cherbydau	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						15/08 2013
18/07 2013	BBC	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
18/07 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
18/07 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						26/07 2013
24/07 2013	Cyllid a Thollau EM	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			28/11 2013
24/07 2013	Gwasanaeth Datgelu a Gwahardd	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						07/10 2013
25/07 2013	Anhysbys	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus			✓				07/10 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
03/07 2013	Torfaen County Borough Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	02/12 2013
08/07 2013	Torfaen County Borough Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	02/12 2013
09/07 2013	Coleg Harlech WEA	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			29/11 2013
09/07 2013	Disclosure and Barring Service	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			25/11 2013
15/07 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						26/07 2013
17/07 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/08 2013
18/07 2013	BBC	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
18/07 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
18/07 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07 2013
24/07 2013	HM Revenue and Customs	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			28/11 2013
24/07 2013	Disclosure and Barring Service	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						07/10 2013
25/07 2013	Unknown	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			07/10 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
26/07 2013	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			12/09 2013
26/07 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			16/01 2014
29/07 2013	Asiantaeth Trwyddedu Gyrrwyr a Cherbydau	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			12/09 2013
30/07 2013	Cyngor Sir y Fflint	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			25/11 2013
30/07 2013	Swyddfa Basbort EM	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron		✓					15/08 2013
02/08 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			11/02 2014
06/08 2013	Cyngor Bro Morgannwg	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					20/08 2013
07/08 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			06/01 2014
07/08 2013	Ymddiriedolaeth GIG Gwasanaeth Ambiwians Cymru	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					20/08 2013
12/08 2013	Asiantaeth Safonau Gyrru	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron		✓					20/08 2013
12/08 2013	Cyngor Bwrdeistref Sirol Merthyr Tudful	Cyhoeddus	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			28/11 2013
14/08 2013	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron		✓					23/08 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
26/07 2013	Department for Work and Pensions	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			12/09 2013
26/07 2013	Betsi Cadwaladr University Health Board	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			16/01 2014
29/07 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			12/09 2013
30/07 2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			25/11 2013
30/07 2013	HM Passport Office	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/08 2013
02/08 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			11/02 2014
06/08 2013	Vale of Glamorgan Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/08 2013
07/08 2013	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			06/01 2014
07/08 2013	Welsh Ambulance Service NHS Trust	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/08 2013
12/08 2013	Driving Standards Agency	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/08 2013
12/08 2013	Merthyr Tydfil County Borough Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			28/11 2013
14/08 2013	Department for Work and Pensions	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/08 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
16/08 2013	Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	Cyhoeddus	Arall	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			02/12 2013
16/08 2013	Cyngor Bwrdeistref Sirol Merthyr Tudful	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						23/08 2013
16/08 2013	Gwasanaeth Llysoedd a Thribwilysoedd EM	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						23/08 2013
17/08 2013	Cyngor Sir Gâr	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						23/08 2013
20/08 2013	Asiantaeth Safonau Gyrru	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			06/12 2013
21/08 2013	Coleg Sir Benfro	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			03/10 2013
27/08 2013	Swyddfa Basbort EM	Gwas neu asiant i'r Goron	Gwefannau	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			24/10 2013
30/08 2013	Rheoleiddwr Pensynau	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
02/09 2013	BBC	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
02/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
02/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
02/09 2013	Heddlu Dyfed Powys	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
16/08 2013	Neath Port Talbot County Borough Council	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			02/12 2013
16/08 2013	Merthyr Tydfil County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						23/08 2013
16/08 2013	HM Courts and Tribunals Service	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/08 2013
17/08 2013	Carmarthenshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						23/08 2013
20/08 2013	Driving Standards Agency	Servant or agent of the Crown	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			06/12 2013
21/08 2013	Pembrokeshire College	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			03/10 2013
27/08 2013	HM Passport Office	Servant or agent of the Crown	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/10 2013
30/08 2013	The Pensions Regulator	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
02/09 2013	BBC	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
02/09 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
02/09 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
02/09 2013	Dyfed Powys Police	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
03/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
03/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
03/09 2013	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron			✓				04/12 2013
04/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
04/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						12/09 2013
04/09 2013	Cyngor Caerdydd	Cyhoeddus	Cyhoeddiadau	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			20/03 2014
09/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/10 2013
10/09 2013	Cyllid a Thollau EM	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			15/01 2014
11/09 2013	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus			✓				19/09 2013
11/09 2013	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						02/12 2013
11/09 2013	Cyngor Sir Penfro	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						19/09 2013
12/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/10 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
03/09 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
03/09 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
03/09 2013	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				04/12 2013
04/09 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
04/09 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09 2013
04/09 2013	Cardiff Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			20/03 2014
09/09 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10 2013
10/09 2013	HIM Revenue and Customs	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			15/01 2014
11/09 2013	Hywel Dda University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body			✓				19/09 2013
11/09 2013	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						02/12 2013
11/09 2013	Pembrokeshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/09 2013
12/09 2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
13/09 2013	Asiantaeth Trwyddedu Gywyr a Cherbydau	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			06/12 2013
13/09 2013	Cyngor Dinas Casnewydd	Cyhoeddus	Gwefannau	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			13/02 2014
16/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					07/10 2013
17/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					07/10 2013
17/09 2013	Grŵp y Post Brenhinol	Preifat dan ddyletswydd statudol	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					07/10 2013
18/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					11/02 2014
18/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Cyhoeddiadau	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			07/10 2013
19/09 2013	Bwrdd Iechyd Prifysgol Caerdydd a'r Fro	Cyhoeddus	Gohebiaeth	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			17/02 2014
23/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					07/10 2013
23/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					11/03 2014
23/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gwefannau	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			07/10 2013
23/09 2013	Prifysgol Abertawe	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			22/11 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
13/09 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			06/12 2013
13/09 2013	Newport City Council	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			13/02 2014
16/09 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10 2013
17/09 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10 2013
17/09 2013	Royal Mail Group Ltd.	Private under statutory duty	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10 2013
18/09 2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						11/02 2014
18/09 2013	Torfaen County Borough Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			07/10 2013
19/09 2013	Cardiff and Vale University Health Board	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			17/02 2014
23/09 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10 2013
23/09 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						11/03 2014
23/09 2013	Torfaen County Borough Council	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			07/10 2013
23/09 2013	Swansea University	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/11 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
24/09 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/10 2013
27/09 2013	Prifysgol Cymru y Drindod Dewi Sant	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			06/12 2013
30/09 2013	Cyngor Bwrdeistref Sirol Blaenau Gwent	Cyhoeddus	Arwyddion	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			25/11 2013
01/10 2013	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			17/02 2014
01/10 2013	Cyngor Bwrdeistref Sirol Caerffili	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						24/10 2013
04/10 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			11/02 2014
07/10 2013	Adrian Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						24/10 2013
07/10 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						04/12 2013
07/10 2013	Cyngor Sir Ceredigion	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						24/10 2013
08/10 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						25/10 2013
08/10 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						25/10 2013
08/10 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						22/11 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
24/09 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10 2013
27/09 2013	University of Wales Trinity Saint David	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			06/12 2013
30/09 2013	Blaenau Gwent County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			25/11 2013
01/10 2013	Hywel Dda University Health Board	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			17/02 2014
01/10 2013	Caerphilly County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						24/10 2013
04/10 2013	Torfaen County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02 2014
07/10 2013	Department for Work and Pensions	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/10 2013
07/10 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						04/12 2013
07/10 2013	Ceredigion County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						24/10 2013
08/10 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						25/10 2013
08/10 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						25/10 2013
08/10 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
08/10 2013	Cyngor Sir Powys	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						04/12 2013
09/10 2013	Cyngor Deintyddol Cyffredinol	Cyhoeddus	Cyhoeddiadau	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			29/01 2014
10/10 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						22/11 2013
10/10 2013	Cyngor Sir Powys	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						24/10 2013
14/10 2013	Asiantaeth Trwyddedu Gywyr a Cherbydau	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron			✓				04/02 2014
15/10 2013	Gwasanaeth Datgelu a Gwahardd	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			04/02 2014
17/10 2013	Gweinyddiaeth Cyfiawnder	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			04/02 2014
18/10 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						22/11 2013
21/10 2013	Cofrestrfa Tir	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						22/11 2013
22/10 2013	Cyfoeth Naturiol Cymru	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						22/11 2013
24/10 2013	Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						22/11 2013
24/10 2013	Cyngor Caerdydd	Cyhoeddus	Cyhoeddiadau	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			22/01 2014

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
08/10 2013	Powys County Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						04/12 2013
09/10 2013	General Dental Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			29/01 2014
10/10 2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11 2013
10/10 2013	Powys County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						24/10 2013
14/10 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				04/02 2014
15/10 2013	Disclosure and Barring Service	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			04/02 2014
17/10 2013	Ministry of Justice	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			04/02 2014
18/10 2013	Betsi Cadwaladr University Health Board	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11 2013
21/10 2013	Land Registry	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11 2013
22/10 2013	Natural Resources Wales	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11 2013
24/10 2013	Neath Port Talbot County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11 2013
24/10 2013	Cardiff Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			22/01 2014

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
29/10 2013	Cyngor Dinas Casnewydd	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			11/02 2014
31/10 2013	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						22/11 2013
31/10 2013	Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			16/01 2014
31/10 2013	Cyngor Sir Powys	Cyhoeddus	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
31/10 2013	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			11/02 2014
01/11 2013	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			07/01 2014
01/11 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			06/01 2014
01/11 2013	Cyngor Dinas Casnewydd	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			20/03 2014
01/11 2013	Cyngor Sir y Fflint	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						22/11 2013
01/11 2013	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						22/11 2013
04/11 2013	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						22/11 2013
06/11 2013	Ofgem	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						04/12 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
29/10 2013	Newport City Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			11/02 2014
31/10 2013	Department for Work and Pensions	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11 2013
31/10 2013	Bridgend County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			16/01 2014
31/10 2013	Powys County Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
31/10 2013	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			11/02 2014
01/11 2013	Department for Work and Pensions	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			07/01 2014
01/11 2013	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			06/01 2014
01/11 2013	Newport City Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03 2014
01/11 2013	Flintshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11 2013
01/11 2013	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11 2013
04/11 2013	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11 2013
06/11 2013	Ofgem	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						04/12 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
07/11 2013	Swyddfa Gartref	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			04/02 2014
08/11 2013	Chwaraeon Cymru	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						20/01 2014
08/11 2013	Cyngor Bwrdeistref Sirol Blaenau Gwent	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			02/12 2013
08/11 2013	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						22/11 2013
14/11 2013	Asiantaeth Trwyddedu Gywyr a Cherbydau	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			20/01 2014
18/11 2013	BBC - Trwyddedu Teledu	Cyhoeddus	Arall	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			06/12 2013
18/11 2013	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
18/11 2013	Cyngor Bro Morgannwg	Cyhoeddus	Arwyddion	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			11/02 2014
18/11 2013	Cyngor Caerdydd	Cyhoeddus	Arwyddion	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
19/11 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			16/01 2014
20/11 2013	Comisiwn Etholiadol	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						22/11 2013
20/11 2013	Cyngor Bro Morgannwg	Cyhoeddus	Arwyddion	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			11/02 2014

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
07/11 2013	Home Office	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			04/02 2014
08/11 2013	Sport Wales	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01 2014
08/11 2013	Blaenau Gwent County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			02/12 2013
08/11 2013	Welsh Government	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11 2013
14/11 2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			20/01 2014
18/11 2013	BBC - TV Licensing	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			06/12 2013
18/11 2013	Hywel Dda University Health Board	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
18/11 2013	Vale of Glamorgan Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02 2014
18/11 2013	Cardiff Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
19/11 2013	Betsi Cadwaladr University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			16/01 2014
20/11 2013	Electoral Commission	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11 2013
20/11 2013	Vale of Glamorgan Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02 2014

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
20/11 2013	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						22/11 2013
20/11 2013	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						22/11 2013
21/11 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						25/11 2013
25/11 2013	Cyngor Caerdydd	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			04/02 2014
27/11 2013	Cyngor Caerdydd	Cyhoeddus	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						09/12 2013
29/11 2013	Comisiwn Hapchware	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/01 2014
29/11 2013	Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						06/01 2014
29/11 2013	Cyngor Sir y Flint	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						03/03 2014
05/12 2013	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			20/02 2014
11/12 2013	Bwrdd Iechyd Prifysgol Betsi Cadwaladr	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			17/02 2014
12/12 2013	Cyngor Bwrdeistref Sirol Merthyr Tudful	Cyhoeddus	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			13/02 2014
16/12 2013	Amgueddfa Cymru	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
20/11 2013	National Savings and Investments	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11 2013
20/11 2013	National Savings and Investments	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11 2013
21/11 2013	Torfaen County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						25/11 2013
25/11 2013	Cardiff Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			04/02 2014
27/11 2013	Cardiff Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						09/12 2013
29/11 2013	Gambling Commission	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01 2014
29/11 2013	Rhondda Cynon Taf County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						06/01 2014
29/11 2013	Flintshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03 2014
05/12 2013	Torfaen County Borough Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			20/02 2014
11/12 2013	Betsi Cadwaladr University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			17/02 2014
12/12 2013	Merthyr Tydfil County Borough Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			13/02 2014
16/12 2013	National Museum Wales	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
17/12 2013	Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/01 2014
17/12 2013	Cyngor Dinas a Sir Abertawe	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/01 2014
18/12 2013	Cyngor Dinas a Sir Abertawe	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/01 2014
20/12 2013	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓			✓			07/01 2014
25/12 2013	Heddlu Dyfed Powys	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						07/01 2014
03/01 2014	Heddlu Gogledd Cymru	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						15/01 2014
06/01 2014	BBC - Trwyddedu Teledu	Cyhoeddus	Gwefannau	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			11/02 2014
06/01 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			16/01 2014
14/01 2014	Cyngor Sir Ceredigion	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			24/03 2014
15/01 2014	Cyngor Sir Ceredigion	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						20/01 2014
17/01 2014	Cyngor Sir Penfro	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						20/01 2014
17/01 2014	Cyngor Sir Penfro	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						20/01 2014

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
17/12 2013	Neath Port Talbot County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01 2014
17/12 2013	City and County of Swansea Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01 2014
18/12 2013	City and County of Swansea Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01 2014
20/12 2013	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			07/01 2014
25/12 2013	Dyfed Powys Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01 2014
03/01 2014	North Wales Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						15/01 2014
06/01 2014	BBC - TV Licensing	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02 2014
06/01 2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			16/01 2014
14/01 2014	Ceredigion County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			24/03 2014
15/01 2014	Ceredigion County Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01 2014
17/01 2014	Pembrokeshire County Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01 2014
17/01 2014	Pembrokeshire County Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01 2014

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
20/01/2014	Cyngor Celfyddydau Cymru	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			20/03/2014
20/01/2014	Dŵr Cymru	Preifat dan ddyfletsydd statudol	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
20/01/2014	Grŵp y Post Brenhinol	Preifat dan ddyfletsydd statudol	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					29/01/2014
21/01/2014	Cyngor Sir y Fflint	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			03/03/2014
23/01/2014	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
23/01/2014	Un Llais Cymru	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus		✓					30/01/2014
27/01/2014	Comisiwn Hapchwarae	Cyhoeddus	Arwyddion	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			03/03/2014
29/01/2014	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron		✓					20/02/2014
30/01/2014	Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			24/03/2014
30/01/2014	Gwasanaeth Cenedlaethol Rheoli Troseddwy'r	Gwas neu asiant i'r Goron	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron		✓					06/02/2014
03/02/2014	Dŵr Cymru	Preifat dan ddyfletsydd statudol	Gohebiaeth	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
04/02/2014	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
20/01 2014	Arts Council of Wales	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03 2014
20/01 2014	Welsh Water	Private under statutory duty	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
20/01 2014	Royal Mail Group Ltd.	Private under statutory duty	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						29/01 2014
21/01 2014	Flintshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			03/03 2014
23/01 2014	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
23/01 2014	One Voice Wales	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						30/01 2014
27/01 2014	Gambling Commission	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			03/03 2014
29/01 2014	Department for Work and Pensions	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02 2014
30/01 2014	Neath Port Talbot County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			24/03 2014
30/01 2014	National Offender Management Service	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						06/02 2014
03/02 2014	Welsh Water	Private under statutory duty	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
04/02 2014	Department for Work and Pensions	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
04/02 2014	Cofrestrfa Tir	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Deddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			Heb ei chau
05/02 2014	Cyngor Bwrdeistref Sirol Torfaen	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			20/03 2014
06/02 2014	Grŵp Llandrillo Menai	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
10/02 2014	BBC - Trwyddedu Teledu	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			17/02 2014
10/02 2014	Cyngor Caerdydd	Cyhoeddus	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus			✓				17/02 2014
11/02 2014	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			Heb ei chau
12/02 2014	Swyddfa Basbort EM	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			Heb ei chau
14/02 2014	Grŵp y Post Brenhinol	Preifat dan ddyletswydd statudol	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus			✓				03/03 2014
17/02 2014	Arolwg Ordians	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron			✓				20/02 2014
17/02 2014	Asiantaeth Trwyddedu Gywyr a Cherbydau	Gwas neu asiant i'r Goron	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron			✓				20/02 2014
17/02 2014	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus			✓				20/02 2014
18/02 2014	Cyllid a Thollau EM	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
04/02 2014	Land Registry	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
05/02 2014	Torfaen County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03 2014
06/02 2014	Grŵp Llandrillo Menai	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
10/02 2014	BBC - TV Licensing	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			17/02 2014
10/02 2014	Cardiff Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						17/02 2014
11/02 2014	Welsh Government	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
12/02 2014	HM Passport Office	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
14/02 2014	Royal Mail Group Ltd.	Private under statutory duty	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03 2014
17/02 2014	Ordnance Survey	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02 2014
17/02 2014	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02 2014
17/02 2014	Hywel Dda University Health Board	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/02 2014
18/02 2014	HM Revenue and Customs	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
18/02 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						20/02 2014
18/02 2014	Dŵr Cymru	Preifat dan ddyfetswydd statudol	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			Heb ei chau
19/02 2014	Asiantaeth Trwyddedu Gyrrwyr a Cherbydau	Gwas neu asiant i'r Goron	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						03/03 2014
19/02 2014	Asiantaeth Trwyddedu Gyrrwyr a Cherbydau	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓			✓			Heb ei chau
21/02 2014	Cyllid a Thollau EM	Gwas neu asiant i'r Goron	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓			✓			Heb ei chau
21/02 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Arall	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						03/03 2014
24/02 2014	Cyngor Sir Ceredigion	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			Heb ei chau
24/02 2014	Cyngor Sir y Fflint	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						03/03 2014
24/02 2014	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						03/03 2014
24/02 2014	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓			✓			03/03 2014
25/02 2014	Asiantaeth Safonau Gyrru	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn o dan adran 18 Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						03/03 2014
25/02 2014	Cyngor Dinas a Sir Abertawe	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						03/03 2014

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
18/02 2014	National Savings and Investments	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02 2014
18/02 2014	Welsh Water	Private under statutory duty	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
19/02 2014	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03 2014
19/02 2014	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
21/02 2014	HM Revenue and Customs	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
21/02 2014	National Savings and Investments	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03 2014
24/02 2014	Ceredigion County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
24/02 2014	Flintshire County Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03 2014
24/02 2014	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03 2014
24/02 2014	Welsh Government	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			03/03 2014
25/02 2014	Driving Standards Agency	Servant or agent of the Crown	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03 2014
25/02 2014	City and County of Swansea Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03 2014

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
26/02 2014	Cyngor Dinas a Sir Abertawe	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						03/03 2014
27/02 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						04/03 2014
04/03 2014	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓			✓			Heb ei chau
06/03 2014	Cyngor Bwrdeistref Sirol Merthyr Tudful	Cyhoeddus	Arwyddion	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						Heb ei chau
07/03 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						20/03 2014
11/03 2014	Asiantaeth Safonau Gyrru	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓			✓			Heb ei chau
11/03 2014	Cyngor Caerdydd	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						20/03 2014
17/03 2014	Cyfoeth Naturiol Cymru	Cyhoeddus	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			Heb ei chau
17/03 2014	Cyngor Caerdydd	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			Heb ei chau
17/03 2014	Heddlu Dyfed Powys	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓			✓			Heb ei chau
17/03 2014	Swyddfa'r Gwarcheidwad Cyhoeddus	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						24/03 2014
18/03 2014	Adran Gwaith a Phensiynau	Gwas neu asiant i'r Goron	Ffurflenni	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓			✓			Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
26/02 2014	City and County of Swansea Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03 2014
27/02 2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						04/03 2014
04/03 2014	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
06/03 2014	Merthyr Tydfil County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not closed
07/03 2014	National Savings and Investments	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/03 2014
11/03 2014	Driving Standards Agency	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
11/03 2014	Cardiff Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/03 2014
17/03 2014	Natural Resources Wales	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
17/03 2014	Cardiff Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
17/03 2014	Dyfed Powys Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
17/03 2014	Office of the Public Guardian	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/03 2014
18/03 2014	Department for Work and Pensions	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r gŵyn	Cyhoeddwyd argymhellion statudol	Dyddiad cau
18/03 2014	Bwrdd Iechyd Prifysgol Hywel Dda	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
18/03 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						24/03 2014
18/03 2014	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			Heb ei chau
18/03 2014	Swyddfa Basbort EM	Gwas neu asiant i'r Goron	Cyhoeddiadau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron			✓				Heb ei chau
20/03 2014	Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	Cyhoeddus	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus				✓			Heb ei chau
24/03 2014	Cyngor Bro Morgannwg	Cyhoeddus	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						Heb ei chau
24/03 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						Heb ei chau
25/03 2014	Heddlu De Cymru	Cyhoeddus	Gwasanaeth ffôn	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Corff cyhoeddus	✓						Heb ei chau
26/03 2014	Llywodraeth Cymru	Gwas neu asiant i'r Goron	Gwefannau	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron				✓			Heb ei chau
31/03 2014	Cynilion a Buddsoddiadau Cenedlaethol	Gwas neu asiant i'r Goron	Gohebiaeth	Cwyn fel arall o dan Ddeddf yr Iaith Gymraeg 1993 - Gwas neu asiant i'r Goron	✓						Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
18/03 2014	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
18/03 2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/03 2014
18/03 2014	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
18/03 2014	HIM Passport Office	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				Not closed
20/03 2014	Rhondda Cynon Taf County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
24/03 2014	Vale of Glamorgan Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not closed
24/03 2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						Not closed
25/03 2014	South Wales Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not closed
26/03 2014	Welsh Government	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
31/03 2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						Not closed

Cwynion statudol —
Mesur y Gymraeg (Cymru) 2011

Statutory complaints —
Welsh Language (Wales) Measure 2011

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cais annyls	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Cynhaliwyd ymchwiliad statudol i'r cais	Rhodddwyd cyngor statudol	Dyddiad cau
29/04 2013	The London Hotel	Preifat	Rhyddid i ddefnyddio'r Gymraeg	Cais o dan adran 111 Mesur y Gymraeg (Cymru) 2011	✓					10/05 2013
03/05 2013	Admiral	Preifat	Rhyddid i ddefnyddio'r Gymraeg	Cais o dan adran 111 Mesur y Gymraeg (Cymru) 2011	✓					14/06 2013
13/05 2013	Swinton Group Limited*	Preifat	Rhyddid i ddefnyddio'r Gymraeg	Cais o dan adran 111 Mesur y Gymraeg (Cymru) 2011			✓			Heb ei chau
14/02 2014	Pendine Park Care Organisation	Preifat	Rhyddid i ddefnyddio'r Gymraeg	Cais o dan adran 111 Mesur y Gymraeg (Cymru) 2011			✓			Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Invalid application	Closed due to lack of evidence	Further consideration given	Subject of statutory investigation	Statutory advice given	Closure date
29/04 2013	The London Hotel	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011	✓					10/05 2013
03/05 2013	Admiral	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011	✓					14/06 2013
13/05 2013	Swinton Group Limited*	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011				✓		Not closed
14/02 2014	Pendine Park Care Organisation	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011			✓			Not closed

Cwynion anstatudol

Non statutory complaints

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
02/04 2013	Bron Afon Community Housing	Arall	Arwyddion	Cwyn anstatudol				✓	14/06 2013
03/04 2013	Cartrefi Cymunedol Gwynedd	Arall	Gwefannau	Cwyn anstatudol				✓	20/08 2013
05/04 2013	Marks & Spencer	Preifat	Arwyddion	Cwyn anstatudol	✓				10/05 2013
08/04 2013	SSE	Preifat	Gwasanaeth ffôn	Cwyn anstatudol	✓				10/05 2013
11/04 2013	Ecotricity	Preifat	Gohebiaeth	Cwyn anstatudol				✓	06/12 2013
16/04 2013	Gleision Caerdydd	Preifat	Gohebiaeth	Cwyn anstatudol				✓	03/10 2013
17/04 2013	Costa Coffee	Preifat	Arwyddion	Cwyn anstatudol	✓				10/05 2013
29/04 2013	TripAdvisor	Preifat	Gwefannau	Cwyn anstatudol				✓	06/12 2013
30/04 2013	TATA Steel	Preifat	Cyfarfodydd wyneb yn wyneb	Cwyn anstatudol	✓				10/05 2013
10/05 2013	NatWest	Preifat	Gohebiaeth	Cwyn anstatudol				✓	04/10 2013
13/05 2013	Marks & Spencer	Preifat	Arwyddion	Cwyn anstatudol	✓				14/06 2013
16/05 2013	Anhysbys	Trydydd	Arall	Cwyn anstatudol	✓				14/06 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
02/04 2013	Bron Afon Community Housing	Other	Signage	Non statutory complaint				✓	14/06 2013
03/04 2013	Cartrefi Cymunedol Gwynedd	Other	Websites	Non statutory complaint				✓	20/08 2013
05/04 2013	Marks & Spencer	Private	Signage	Non statutory complaint	✓				10/05 2013
08/04 2013	SSE	Private	Telephone services	Non statutory complaint	✓				10/05 2013
11/04 2013	Ecotricity	Private	Correspondence	Non statutory complaint				✓	06/12 2013
16/04 2013	Cardiff Blues	Private	Correspondence	Non statutory complaint				✓	03/10 2013
17/04 2013	Costa Coffee	Private	Signage	Non statutory complaint	✓				10/05 2013
29/04 2013	TripAdvisor	Private	Websites	Non statutory complaint				✓	06/12 2013
30/04 2013	TATA Steel	Private	Face to face meetings	Non statutory complaint	✓				10/05 2013
10/05 2013	NatWest	Private	Correspondence	Non statutory complaint				✓	04/10 2013
13/05 2013	Marks & Spencer	Private	Signage	Non statutory complaint	✓				14/06 2013
16/05 2013	Unknown	Third	Other	Non statutory complaint	✓				14/06 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
17/05 2013	BT	Preifat	Gohebiaeth	Cwyn anstatudol				✓	25/11 2013
23/05 2013	Cyngor Cymdeithas Bodorgan*	Cyhoeddus	Cyfarfodydd wyneb yn wyneb	Cwyn anstatudol		✓			14/06 2013
24/05 2013	Marks & Spencer	Preifat	Arwyddion	Cwyn anstatudol				✓	07/10 2013
28/05 2013	NCP	Preifat	Gohebiaeth	Cwyn anstatudol				✓	28/11 2013
02/06 2013	Yr Eglwys yng Nghymru	Trydydd	Arall	Cwyn anstatudol	✓				23/07 2013
10/06 2013	Santander	Preifat	Ffurflenni	Cwyn anstatudol	✓				25/06 2013
17/06 2013	Costa Coffee	Preifat	Arwyddion	Cwyn anstatudol				✓	04/10 2013
18/06 2013	HSBC	Preifat	Ffurflenni	Cwyn anstatudol				✓	16/10 2013
25/06 2013	Age Cymru	Trydydd	Gohebiaeth	Cwyn anstatudol	✓				26/07 2013
01/07 2013	SSE	Preifat	Gohebiaeth	Cwyn anstatudol			✓		02/12 2013
03/07 2013	Tai Wales and West	Arall	Gwasanaeth ffôn	Cwyn anstatudol				✓	22/10 2013
04/07 2013	Comisiwn y Cynulliad*	Gwas neu asiant i'r Goron	Cyfarfodydd wyneb yn wyneb	Cwyn anstatudol	✓				26/07 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
17/05 2013	BT	Private	Correspondence	Non statutory complaint				✓	25/11 2013
23/05 2013	Bodorgan Community Council*	Public	Face to face meetings	Non statutory complaint		✓			14/06 2013
24/05 2013	Marks & Spencer	Private	Signage	Non statutory complaint				✓	07/10 2013
28/05 2013	NCP	Private	Correspondence	Non statutory complaint				✓	28/11 2013
02/06 2013	The Church in Wales	Third	Other	Non statutory complaint	✓				23/07 2013
10/06 2013	Santander	Private	Forms	Non statutory complaint	✓				25/06 2013
17/06 2013	Costa Coffee	Private	Signage	Non statutory complaint				✓	04/10 2013
18/06 2013	HSBC	Private	Forms	Non statutory complaint				✓	16/10 2013
25/06 2013	Age Cymru	Third	Correspondence	Non statutory complaint	✓				26/07 2013
01/07 2013	SSE	Private	Correspondence	Non statutory complaint			✓		02/12 2013
03/07 2013	Wales and West Housing	Other	Telephone services	Non statutory complaint				✓	22/10 2013
04/07 2013	National Assembly for Wales Commission*	Servant or agent of the Crown	Face to face meetings	Non statutory complaint	✓				26/07 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
04/07 2013	Stephen Crabb AS	Arall	Arall	Cwyn anstatudol	✓				26/07 2013
04/07 2013	The Co-operative Aelodaeth	Preifat	Gohebiaeth	Cwyn anstatudol	✓				04/12 2013
08/07 2013	Comisiwn y Cynulliad*	Gwas neu asiant i'r Goron	Arall	Cwyn anstatudol	✓				26/07 2013
09/07 2013	Premier Inn Ltd	Preifat	Arall	Cwyn anstatudol				✓	15/01 2014
11/07 2013	SSE	Preifat	Gohebiaeth	Cwyn anstatudol				✓	25/11 2013
18/07 2013	Yr Eglwys yng Nghymru	Trydydd	Cyhoeddiadau	Cwyn anstatudol				✓	22/11 2013
24/07 2013	Cadwaladers	Preifat	Arwyddion	Cwyn anstatudol	✓				15/08 2013
30/07 2013	The Co-operative Banc	Preifat	Arall	Cwyn anstatudol				✓	22/11 2013
02/08 2013	Parking Eye Ltd	Preifat	Gohebiaeth	Cwyn anstatudol				✓	23/08 2013
02/08 2013	Swyddfa'r Post	Arall	Ffurflenni	Cwyn anstatudol				✓	24/09 2013
05/08 2013	The Co-operative Aelodaeth	Preifat	Gohebiaeth	Cwyn anstatudol				✓	25/11 2013
06/08 2013	Camelot UK Lotteries Ltd	Preifat	Cyhoeddiadau	Cwyn anstatudol				✓	04/02 2014

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
04/07 2013	Stephen Crabb MP	Other	Other	Non statutory complaint	✓				26/07 2013
04/07 2013	The Co-operative Membership	Private	Correspondence	Non statutory complaint	✓				04/12 2013
08/07 2013	National Assembly for Wales Commission*	Servant or agent of the Crown	Other	Non statutory complaint	✓				26/07 2013
09/07 2013	Premier Inn Ltd	Private	Other	Non statutory complaint				✓	15/01 2014
11/07 2013	SSE	Private	Correspondence	Non statutory complaint				✓	25/11 2013
18/07 2013	The Church in Wales	Third	Publications	Non statutory complaint				✓	22/11 2013
24/07 2013	Cadwaladers	Private	Signage	Non statutory complaint	✓				15/08 2013
30/07 2013	The Co-operative Bank	Private	Other	Non statutory complaint				✓	22/11 2013
02/08 2013	Parking Eye Ltd	Private	Correspondence	Non statutory complaint				✓	23/08 2013
02/08 2013	Post Office	Other	Forms	Non statutory complaint				✓	24/09 2013
05/08 2013	The Co-operative Membership	Private	Correspondence	Non statutory complaint				✓	25/11 2013
06/08 2013	Camelot UK Lotteries Ltd	Private	Publications	Non statutory complaint				✓	04/02 2014

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
06/08 2013	Trenau Arriva Cymru	Preifat	Arwyddion	Cwyn anstatudol	✓				20/08 2013
07/08 2013	ASDA	Preifat	Arall	Cwyn anstatudol	✓				20/08 2013
10/08 2013	Undeb Rygbi Cymru	Preifat	Gwefannau	Cwyn anstatudol	✓				20/08 2013
12/08 2013	Cyngor Cymuned Mwynglawdd*	Cyhoeddus	Cyhoeddiadau	Cwyn anstatudol		✓			23/08 2013
12/08 2013	Parking Eye Ltd	Preifat	Gohebiaeth	Cwyn anstatudol	✓				23/08 2013
21/08 2013	Santander	Preifat	Arall	Cwyn anstatudol	✓				23/08 2013
22/08 2013	Trenau Arriva Cymru	Preifat	Cyhoeddiadau	Cwyn anstatudol				✓	06/12 2013
27/08 2013	Camelot UK Lotteries Ltd	Preifat	Cyhoeddiadau	Cwyn anstatudol				✓	04/02 2014
28/08 2013	Furness Building Society	Preifat	Arall	Cwyn anstatudol				✓	06/12 2013
28/08 2013	Swyddfa'r Post	Arall	Cyfarfodydd wyneb yn wyneb	Cwyn anstatudol	✓				05/09 2013
02/09 2013	Fleur de Lys Antiques and Collectables	Preifat	Cyfarfodydd wyneb yn wyneb	Cwyn anstatudol	✓				12/09 2013
02/09 2013	NCP	Preifat	Gohebiaeth	Cwyn anstatudol				✓	03/10 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
06/08 2013	Arriva Trains Wales	Private	Signage	Non statutory complaint	✓				20/08 2013
07/08 2013	ASDA	Private	Other	Non statutory complaint	✓				20/08 2013
10/08 2013	Wales Rugby Union	Private	Websites	Non statutory complaint	✓				20/08 2013
12/08 2013	Minera Community Council*	Public	Publications	Non statutory complaint		✓			23/08 2013
12/08 2013	Parking Eye Ltd	Private	Correspondence	Non statutory complaint	✓				23/08 2013
21/08 2013	Santander	Private	Other	Non statutory complaint	✓				23/08 2013
22/08 2013	Arriva Trains Wales	Private	Publications	Non statutory complaint				✓	06/12 2013
27/08 2013	Camelot UK Lotteries Ltd	Private	Publications	Non statutory complaint				✓	04/02 2014
28/08 2013	Furness Building Society	Private	Other	Non statutory complaint				✓	06/12 2013
28/08 2013	Post Office	Other	Face to face meetings	Non statutory complaint	✓				05/09 2013
02/09 2013	Fleur de Lys Antiques and Collectables	Private	Face to face meetings	Non statutory complaint	✓				12/09 2013
02/09 2013	NCP	Private	Correspondence	Non statutory complaint				✓	03/10 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
02/09 2013	Swyddfa Cabinet*	Gwas neu asiant i'r Goron	Gweffannau	Cwyn anstatudol		✓			12/09 2013
02/09 2013	Trenau Arriva Cymru	Preifat	Gohebiaeth	Cwyn anstatudol				✓	03/10 2013
03/09 2013	HSBC	Preifat	Arall	Cwyn anstatudol	✓				12/09 2013
05/09 2013	HSBC	Preifat	Gwasanaeth ffôn	Cwyn anstatudol	✓				12/09 2013
09/09 2013	Yr Eglwys yng Nghymru	Trydydd	Arall	Cwyn anstatudol	✓				12/09 2013
10/09 2013	Awdurdod Gwasanaethau Busnes y GIG*	Cyhoeddus	Gweffannau	Cwyn anstatudol	✓				18/09 2013
10/09 2013	BT	Preifat	Gweffannau	Cwyn anstatudol	✓				18/09 2013
16/09 2013	Age Connects Wales	Trydydd	Gweffannau	Cwyn anstatudol				✓	03/03 2014
17/09 2013	Lloyds Bank	Preifat	Arall	Cwyn anstatudol	✓				07/10 2013
20/09 2013	BT	Preifat	Cyhoeddiadau	Cwyn anstatudol	✓				07/10 2013
23/09 2013	British Gas	Preifat	Arall	Cwyn anstatudol	✓				07/10 2013
23/09 2013	Parking Eye Ltd	Preifat	Gohebiaeth	Cwyn anstatudol	✓				07/10 2013

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
02/09 2013	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			12/09 2013
02/09 2013	Arriva Trains Wales	Private	Correspondence	Non statutory complaint				✓	03/10 2013
03/09 2013	HSBC	Private	Other	Non statutory complaint	✓				12/09 2013
05/09 2013	HSBC	Private	Telephone services	Non statutory complaint	✓				12/09 2013
09/09 2013	The Church in Wales	Third	Other	Non statutory complaint	✓				12/09 2013
10/09 2013	NHS Business Services Authority*	Public	Websites	Non statutory complaint	✓				18/09 2013
10/09 2013	BT	Private	Websites	Non statutory complaint	✓				18/09 2013
16/09 2013	Age Connects Wales	Third	Websites	Non statutory complaint				✓	03/03 2014
17/09 2013	Lloyds Bank	Private	Other	Non statutory complaint	✓				07/10 2013
20/09 2013	BT	Private	Publications	Non statutory complaint	✓				07/10 2013
23/09 2013	British Gas	Private	Other	Non statutory complaint	✓				07/10 2013
23/09 2013	Parking Eye Ltd	Private	Correspondence	Non statutory complaint	✓				07/10 2013

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
26/09 2013	The Co-operative Bwyd	Preifat	Arall	Cwyn anstatudol		✓			09/12 2013
14/10 2013	Awdurdod Gwasanaethau Busnes y GIG*	Cyhoeddus	Gwefannau	Cwyn anstatudol				✓	06/12 2013
14/10 2013	Barclays	Preifat	Ffurflenni	Cwyn anstatudol	✓				22/11 2013
17/10 2013	Swyddfa'r Cabinet*	Gwas neu asiant i'r Goron	Gwefannau	Cwyn anstatudol		✓			22/11 2013
18/10 2013	Parking Eye Ltd	Preifat	Gohebiaeth	Cwyn anstatudol	✓				25/11 2013
22/10 2013	Parking Eye Ltd	Preifat	Arall	Cwyn anstatudol	✓				04/12 2013
23/10 2013	Nationwide	Preifat	Cyhoeddiadau	Cwyn anstatudol				✓	28/11 2013
24/10 2013	Marks & Spencer	Preifat	Arwyddion	Cwyn anstatudol			✓		06/12 2013
25/10 2013	Parking Eye Ltd	Preifat	Gohebiaeth	Cwyn anstatudol	✓				04/12 2013
28/10 2013	Lloyds Bank	Preifat	Arall	Cwyn anstatudol				✓	09/12 2013
07/11 2013	Swyddfa'r Post	Arall	Arall	Cwyn anstatudol				✓	Heb ei chau
15/11 2013	Trenau Arriva Cymru	Preifat	Gohebiaeth	Cwyn anstatudol				✓	07/01 2014

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
26/09 2013	The Co-operative Food	Private	Other	Non statutory complaint		✓			09/12 2013
14/10 2013	NHS Business Services Authority*	Public	Websites	Non statutory complaint				✓	06/12 2013
14/10 2013	Barclays	Private	Forms	Non statutory complaint	✓				22/11 2013
17/10 2013	Cabinet Office*	Servant or agent of the Crown	Websites	Non statutory complaint		✓			22/11 2013
18/10 2013	Parking Eye Ltd	Private	Correspondence	Non statutory complaint	✓				25/11 2013
22/10 2013	Parking Eye Ltd	Private	Other	Non statutory complaint	✓				04/12 2013
23/10 2013	Nationwide	Private	Publications	Non statutory complaint				✓	28/11 2013
24/10 2013	Marks & Spencer	Private	Signage	Non statutory complaint			✓		06/12 2013
25/10 2013	Parking Eye Ltd	Private	Correspondence	Non statutory complaint	✓				04/12 2013
28/10 2013	Lloyds Bank	Private	Other	Non statutory complaint				✓	09/12 2013
07/11 2013	Post Office	Other	Other	Non statutory complaint				✓	Not closed
15/11 2013	Arriva Trains Wales	Private	Correspondence	Non statutory complaint				✓	07/01 2014

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
18/11 2013	Cadwaladers	Preifat	Arwyddion	Cwyn anstatudol				✓	15/01 2014
18/11 2013	Costa Coffee	Preifat	Arwyddion	Cwyn anstatudol				✓	12/02 2014
19/11 2013	Trenau Arriva Cymru	Preifat	Arwyddion	Cwyn anstatudol				✓	Heb ei chau
09/12 2013	Undeb Rygbi Cymru	Preifat	Gwefannau	Cwyn anstatudol	✓				06/01 2014
06/01 2014	Santander	Preifat	Ffurflenni	Cwyn anstatudol				✓	Heb ei chau
06/01 2014	Swyddfa'r Post	Arall	Arwyddion	Cwyn anstatudol	✓			✓	15/01 2014
06/01 2014	Swyddfa'r Post	Arall	Cyhoeddiadau	Cwyn anstatudol	✓				15/01 2014
09/01 2014	Cymdeithas Amaethyddol Frenhinol Cymru	Preifat	Ffurflenni	Cwyn anstatudol				✓	19/02 2014
09/01 2014	Halfax	Preifat	Arall	Cwyn anstatudol	✓				17/01 2014
20/01 2014	Trenau Arriva Cymru	Preifat	Cyhoeddiadau	Cwyn anstatudol				✓	Heb ei chau
23/01 2014	Morrisons	Preifat	Arall	Cwyn anstatudol	✓				04/02 2014
28/01 2014	Six Nations Rugby Ltd.	Preifat	Gwefannau	Cwyn anstatudol				✓	Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
18/11 2013	Cadwaladers	Private	Signage	Non statutory complaint				✓	15/01 2014
18/11 2013	Costa Coffee	Private	Signage	Non statutory complaint				✓	12/02 2014
19/11 2013	Arriva Trains Wales	Private	Signage	Non statutory complaint				✓	Not closed
09/12 2013	Wales Rugby Union	Private	Websites	Non statutory complaint	✓				06/01 2014
06/01 2014	Santander	Private	Forms	Non statutory complaint				✓	Not closed
06/01 2014	Post Office	Other	Signage	Non statutory complaint	✓				15/01 2014
06/01 2014	Post Office	Other	Publications	Non statutory complaint	✓				15/01 2014
09/01 2014	Royal Welsh Agricultural Society	Private	Forms	Non statutory complaint				✓	19/02 2014
09/01 2014	Halifax	Private	Other	Non statutory complaint	✓				17/01 2014
20/01 2014	Arriva Trains Wales	Private	Publications	Non statutory complaint				✓	Not closed
23/01 2014	Morrisons	Private	Other	Non statutory complaint	✓				04/02 2014
28/01 2014	Six Nations Rugby Ltd.	Private	Websites	Non statutory complaint				✓	Not closed

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
05/02 2014	Lloyds Bank	Preifat	Arall	Cwyn anstatudol				✓	17/02 2014
06/02 2014	Trenau Arriva Cymru	Preifat	Cyhoeddiadau	Cwyn anstatudol				✓	Heb ei chau
11/02 2014	Nationwide	Preifat	Gohebiaeth	Cwyn anstatudol				✓	Heb ei chau
18/02 2014	Parking Eye Ltd	Preifat	Gohebiaeth	Cwyn anstatudol				✓	Heb ei chau
18/02 2014	ScottishPower	Preifat	Gwasanaeth ffôn	Cwyn anstatudol				✓	Heb ei chau
20/02 2014	Halifax	Preifat	Arall	Cwyn anstatudol				✓	Heb ei chau
24/02 2014	Comisiynydd yr Heddlu a Throsedd Dyfed Powys*	Cyhoeddus	Gohebiaeth	Cwyn anstatudol				✓	03/03 2014
26/02 2014	PRS for Music	Preifat	Gohebiaeth	Cwyn anstatudol				✓	Heb ei chau
26/02 2014	Swyddfa'r Post	Arall	Gwasanaeth ffôn	Cwyn anstatudol		✓			03/03 2014
27/02 2014	Ymddiriedolaeth Arbed Ynni	Trydydd	Gwasanaeth ffôn	Cwyn anstatudol				✓	Heb ei chau
04/03 2014	Hanner Marathon Caerdydd	Arall	Gohebiaeth	Cwyn anstatudol		✓			06/03 2014
04/03 2014	HSBC	Preifat	Cyfarfodydd wyneb yn wyneb	Cwyn anstatudol				✓	Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
05/02 2014	Lloyds Bank	Private	Other	Non statutory complaint				✓	17/02 2014
06/02 2014	Arriva Trains Wales	Private	Publications	Non statutory complaint				✓	Not closed
11/02 2014	Nationwide	Private	Correspondence	Non statutory complaint				✓	Not closed
18/02 2014	Parking Eye Ltd	Private	Correspondence	Non statutory complaint				✓	Not closed
18/02 2014	ScottishPower	Private	Telephone services	Non statutory complaint				✓	Not closed
20/02 2014	Halfax	Private	Other	Non statutory complaint				✓	Not closed
24/02 2014	Dyfed Powys Police and Crime Commissioner*	Public	Correspondence	Non statutory complaint				✓	03/03 2014
26/02 2014	PRS for Music	Private	Correspondence	Non statutory complaint				✓	Not closed
26/02 2014	Post Office	Other	Telephone services	Non statutory complaint	✓				03/03 2014
27/02 2014	Energy Savings Trust	Third	Telephone services	Non statutory complaint				✓	Not closed
04/03 2014	Cardiff Half Marathon	Other	Correspondence	Non statutory complaint	✓				06/03 2014
04/03 2014	HSBC	Private	Face to face meetings	Non statutory complaint				✓	Not closed

Dyddiad derbyn	Sefydliad	Sector	Categori'r gŵyn	Statws y gŵyn	Cynamserol	Caewyd ar unwaith	Caewyd oherwydd diffyg tystiolaeth	Ystyriwyd ymhellach	Dyddiad cau
04/03 2014	Ysgol Aberconwy	Arall	Cyhoeddiadau	Cwyn anstatudol		✓			20/03 2014
07/03 2014	UK Fire Service Resources	Preifat	Cyhoeddiadau	Cwyn anstatudol				✓	Heb ei chau
10/03 2014	Ymddiriedolaeth Genedlaethol	Trydydd	Gohebiaeth	Cwyn anstatudol	✓				20/03 2014
12/03 2014	HSBC	Preifat	Cyfarfodydd wyneb yn wyneb	Cwyn anstatudol				✓	Heb ei chau
13/03 2014	The Edinburgh Woollen Mill Ltd.	Preifat	Arwyddion	Cwyn anstatudol				✓	Heb ei chau
17/03 2014	RBS	Preifat	Arall	Cwyn anstatudol				✓	Heb ei chau
18/03 2014	TESCO	Preifat	Arall	Cwyn anstatudol	✓				24/03 2014
21/03 2014	BT	Preifat	Gwasanaeth ffôn	Cwyn anstatudol	✓				24/03 2014
24/03 2014	Undeb Rygbi Cymru	Preifat	Gohebiaeth	Cwyn anstatudol				✓	Heb ei chau
25/03 2014	HSBC	Preifat	Gwasanaeth ffôn	Cwyn anstatudol	✓				Heb ei chau
25/03 2014	NatWest	Preifat	Gwasanaeth ffôn	Cwyn anstatudol	✓				28/03 2014
25/03 2014	Undeb Rygbi Cymru	Preifat	Gohebiaeth	Cwyn anstatudol				✓	Heb ei chau

Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
04/03 2014	Ysgol Aberconwy	Other	Publications	Non statutory complaint		✓			20/03 2014
07/03 2014	UK Fire Service Resources	Private	Publications	Non statutory complaint				✓	Not closed
10/03 2014	National Trust	Third	Correspondence	Non statutory complaint	✓				20/03 2014
12/03 2014	HSBC	Private	Face to face meetings	Non statutory complaint				✓	Not closed
13/03 2014	The Edinburgh Woollen Mill Ltd.	Private	Signage	Non statutory complaint				✓	Not closed
17/03 2014	RBS	Private	Other	Non statutory complaint				✓	Not closed
18/03 2014	TESCO	Private	Other	Non statutory complaint	✓				24/03 2014
21/03 2014	BT	Private	Telephone services	Non statutory complaint	✓				24/03 2014
24/03 2014	Wales Rugby Union	Private	Correspondence	Non statutory complaint				✓	Not closed
25/03 2014	HSBC	Private	Telephone services	Non statutory complaint	✓				Not closed
25/03 2014	NatWest	Private	Telephone services	Non statutory complaint	✓				28/03 2014
25/03 2014	Wales Rugby Union	Private	Correspondence	Non statutory complaint				✓	Not closed

Dyddiad cau	Heb ei chau
Ystyriwyd ymhellach	
Caewyd oherwydd diffyg tystiolaeth	
Caewyd ar unwaith	
Cynamserol	▼
Statws y gŵyn	Cwyn anstatudol
Categori'r gŵyn	Websites
Sector	Private
Sefydliad	Land and Lakes Ltd.
Dyddiad derbyn	29/03 2014

Date received	29/03 2014
Organisation	Land and Lakes Ltd.
Sector	Private
Complaint category	Websites
Complaint status	Non statutory complaint
Received too early	▼
Closed at initial contact	
Closed due to lack of evidence	
Considered further	
Closure date	Not closed

Siambrau'r Farchnad
5-7 Heol Eglwys Fair
Caerdydd CF10 1AT

0845 6033 221
post@comisiynyddygybraeg.org
@ComyGymraeg

comisiynyddygybraeg.org

Market Chambers
5–7 St Mary Street
Cardiff CF10 1AT

0845 6033 221
post@welshlanguagecommissioner.org
@ComyGymraeg

welshlanguagecommissioner.org



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Gymraeg
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Commissioner**