Comisiynydd y Gymraeg
Welsh Language Commissioner

Empowering the Welsh language through strong governance

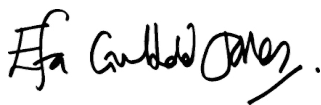## Report on the performance of organisations 2024-25

July 2025

Contents

1. Foreword

This report reflects another year of detailed work to monitor, assess and promote compliance with Welsh language standards and language schemes. It is evidence of our ongoing commitment to ensuring that Welsh language users are able to live their lives through the medium of Welsh, and to ensuring that organisations operate effectively, are accountable and are ambitious when fulfilling their duties.

I am pleased to see that levels of compliance continue to improve in many areas, and it is encouraging that more organisations are showing a commitment to integrating the Welsh language strategically within their work. However, this report also highlights areas where progress is too slow or inconsistent – particularly in terms of telephone services, reception services and promoting Welsh language services.

The co-regulation approach remains central to our work – an approach based on collaboration, trust and shared responsibility. We have seen the benefits of this approach through the sectoral forums, the thematic projects and the promotional work we have carried out with organisations throughout Wales during the past year. But co-regulation also requires honesty, transparency and a real commitment by organisations to self-monitor, identify shortcomings, and act decisively to improve.

The report underlines the six regulatory outcomes that form the basis of our approach to measuring progress. These outcomes focus on real outcomes for Welsh language users – not superficial compliance, but meaningful and lasting change. I encourage all organisations to use these outcomes as a framework for self-assessment, strategic planning, and ensuring that the Welsh language is an integral part of the services and culture of their organisation.

Efa Gruffudd Jones
Welsh Language Commissioner

2. Executive summary

2.1   This 2024-25 report reflects another year of detailed work by the Welsh Language Commissioner to monitor, assess and promote compliance with Welsh Language Standards and Welsh language schemes. It is evidence of the ongoing commitment to ensuring that Welsh speakers are able to live their lives through the medium of Welsh, and to ensuring that organisations operate effectively, are accountable and are ambitious when fulfilling their duties.

2.2   The report shows a steady increase in compliance across a number of areas, including documents, social media and job advertising. Many organisations have now embedded the standards in their day to day work, showing a clear commitment to the Welsh language.

2.3   However, the report also highlights areas where progress is slow or inconsistent. In particular, telephone and reception services remain a challenge, with low levels of compliance and relatively slow progress over recent years. This underlines the need for organisations to prioritise these front-line services with respect to workforce planning and recruitment methods.

2.4   The health and education sectors have shown measurable progress, particularly in terms of documents, websites and social media. Nevertheless, gaps remain in areas such as forms and telephone services, and there is a need for continued investment in skills development and strategic linguistic planning.

2.5   In terms of promoting Welsh language services, the report shows considerable variation between organisations. Although some have developed innovative and effective approaches, others still fail to clearly communicate the availability of Welsh language services. This directly impacts user behaviour and their confidence in using the Welsh language.

2.6   The report underlines the need for organisations to review and strengthen their Welsh Language Schemes in order to ensure that preparations for transitioning to the Welsh Language Standards system begin promptly and with a solid foundation. These schemes should reflect the current provisions in detail and identify positive steps for their improvement over the coming period.

2.7   With a number of 5-year strategies to promote and facilitate the use of the Welsh language nearing the end of their current term, organisations should ensure, when evaluating and reviewing these strategies, that they consider and implement the Commissioner's recent recommendations. The revised strategies should also reflect the forthcoming policy and legislative changes – including the implementation of the Welsh Language and Education (Wales) Act 2025 and any actions that stem from the report of the Commission for Welsh-speaking Communities.

2.8   Finally, the report calls on organisations to strengthen their arrangements for governance, reporting and complaints. Organisations need to ensure transparency, accountability and scrutiny at a strategic level, including ensuring that the Welsh language is central to board discussions and performance monitoring processes.

2.9   The report contains clear recommendations for each of the six regulatory outcomes, encouraging organisations to act decisively and strategically to ensure that the Welsh language is an integral part of their services, organisational culture and work.

3. Embedding the co-regulation approach

3.1 During the current reporting year, we have continued to develop and strengthen the co-regulation approach as a way to encourage continuous improvement in organisational performance with regard to language duties. This approach seeks to strike the right balance between motivating and supporting organisations to continually improve and setting clear expectations and enforcement when necessary. It is based on the principles of collaboration, trust, and shared responsibility, fostering a culture of effective self-regulation together with robust regulatory scrutiny.

3.2 In order to ensure that this approach leads to definitive results, the Commissioner has determined six regulatory outcomes that set clear and measurable expectations for organisations. These outcomes provide a framework for assessing progress and ensure that organisations are held accountable for compliance.

Outcome 1: Organisations with the capacity to deliver high-quality Welsh language services at all times

Outcome 2: Welsh language users have an understanding and awareness of the Welsh language services available to them

Outcome 3: Organisations give due regard to the potential impacts of their policy decisions on the Welsh language

Outcome 4: Organisations increase the use of Welsh in their workplace, enabling staff to work in Welsh on a day-to-day basis

Outcome 5: Organisations promote the Welsh language so that people can use the language naturally in their daily lives

Outcome 6: Organisations protect and promote the interests of Welsh language users by having effective governance and complaints arrangements

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3.3   These outcomes ensure that the regulatory work focuses on real results for Welsh language users, avoiding the risk of superficial compliance. They also reflect common goals between the Commissioner, public organisations and the public, fostering a sense of shared ownership.

3.4   One of the main steps towards embedding this approach was the establishment of joint strategic forums with both organisations and partners. These forums provide a structured space to monitor progress, share best practices, and develop joint solutions to common challenges. They also form a direct link with the regulatory outcomes, ensuring that strategic discussions are based on definitive results and clear accountability.

3.5   The regulatory outcomes will continue to be central to this approach, ensuring that the Welsh language is not only present in policies and strategies, but an integral part of the user's experience of public services.

3.6   To ensure that the Commissioner's regulatory work continues to reflect the principles of co-regulation, we have developed a new Promoting Compliance Plan for 2025-26. This plan sets out three key priorities:

- **Develop the mindset of co-regulation** – fostering an environment where organisations can turn to the Commissioner for help, to raise concerns or to identify obstacles without the fear of this being considered a failure

- **Strengthen trust and accountability** – by encouraging organisations to take ownership of the self-monitoring process, collecting and sharing data, and reporting transparently on their performance

- **Develop a sound monitoring and promotion approach** – that will offer better assurance of compliance across the full range of standards.

3.7   These priorities will be achieved through an active programme that includes promoting compliance, systematic monitoring, and reporting on the results of regulatory activities.

4. Delivering the outcomes

4.1   Introduction

4.1.1   This section considers the extent to which organisations have succeeded in achieving the objectives of the regulatory outcomes. The report's findings are based on evidence obtained by the Commissioner during 2024-25, including:

- Monitoring – conducting user experience surveys

- Organisations' self-assessment questionnaires

- Inspecting annual reports, supplementary documents and job adverts

- Engaging with organisations – perceptions of officers dealing with organisations when providing compliance support, setting standards, and conducting investigations

- Meetings to gather evidence

- Projects and thematic work

- Complaints and investigations.

4.2   Outcome 1: Organisations with the capacity to provide high quality Welsh language services at all times

Organisations subject to the Welsh language standards

General picture

4.2.1   This outcome refers to the ability of organisations to provide services in Welsh and specifically relates to the first category of standards set out in the organisations' compliance notices – namely the standards that set requirements for services directly provided to the public.

4.2.2   It is encouraging to note that our regulatory and monitoring work over the past year has shown that levels of compliance continue to improve in general.

4.2.3   A significant number of organisations have now been implementing the standards for several years, and the steady increase in levels of compliance over recent years suggests that awareness of the requirements has been embedded as an integral part of organisational activities.

4.2.4 Over the past four years, the Commissioner has measured organisations' ability to comply with these standards by carrying out monitoring surveys, focusing on nine key service areas:
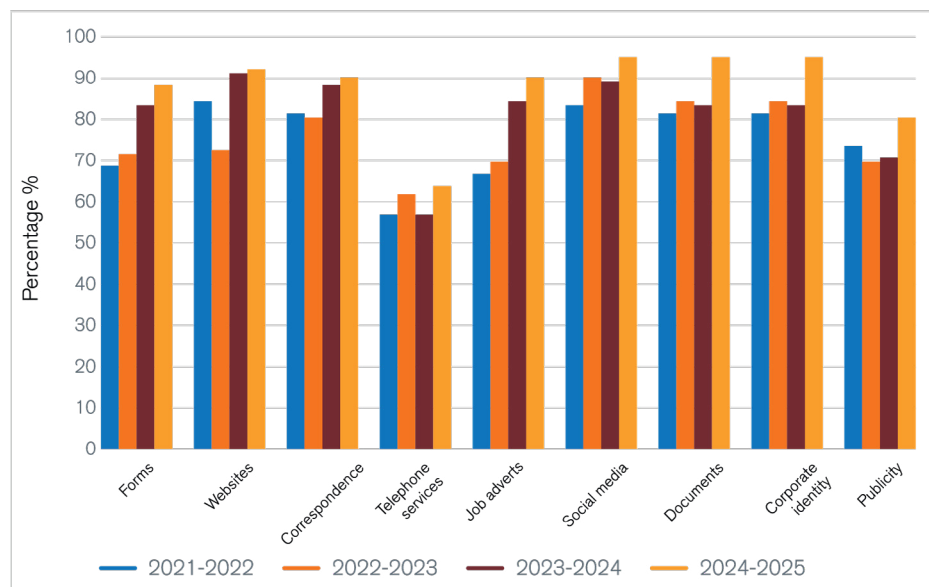
- Correspondence
- Telephone services
- Publicity and advertising
- Documents
- Forms
- Websites and online services
- Social media
- Corporate identity
- Job adverts.

4.2.5 The table below shows the percentage of the sample monitored over the last two years that complied with these standards (each organisation was monitored at least once over the two year period). The data shows that organisations, in general, do provide services in Welsh with 6 out of 9 services monitored showing a percentage compliance of over 90%.

| Service	2023-24 percentage	2024-25 percentage
Correspondence: receiving Welsh language responses*	88%	90%
Telephone services: dealing with the call fully in Welsh	56%	63%
On-line publicity materials available in Welsh	70%	80%
Documents available in Welsh	89%	93%
Forms available in Welsh	83%	88%
Websites: pages available in Welsh	91%	92%
Social media (Facebook and X): posts available in Welsh	89%	95%
Corporate identity	83%	95%
Job adverts available in Welsh	84%	90%

* When a reply was received

4.2.6 It can be seen, compared to the data from previous years, that the percentage of compliance has increased, showing constant improvement year on year.

Chart showing percentage compliance across service categories (Forms, Websites, Correspondence, Telephone services, Job adverts, Social media, Documents, Corporate identity, Publicity) for the years 2021-2022, 2022-2023, 2023-2024 and 2024-2025.

4.2.7 In general, these results show that compliance levels remain consistent and high across those services where there is a strong element of central control within organisations. This includes areas such as corporate identity and websites, which are usually controlled by one specific team of officers.

4.2.8 As part of the monitoring work, the organisations were divided into two sample groups to be checked in alternate years, with Group 1 being monitored during 2021-2022 and 2023-2024, and Group 2 being monitored during 2022-2023 and 2024-2025. The list of organisations that were part of the sample groups can be found in Appendix 1. Looking at the results by sample group, it is clear that there has been an improvement in the level of compliance in a large proportion of the services that were checked.

Group 1:
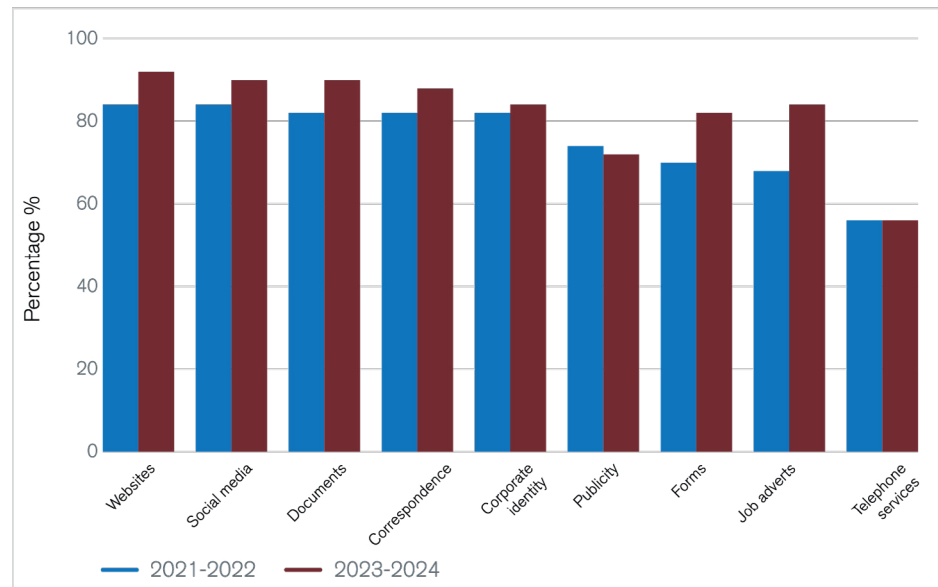
Group 2:
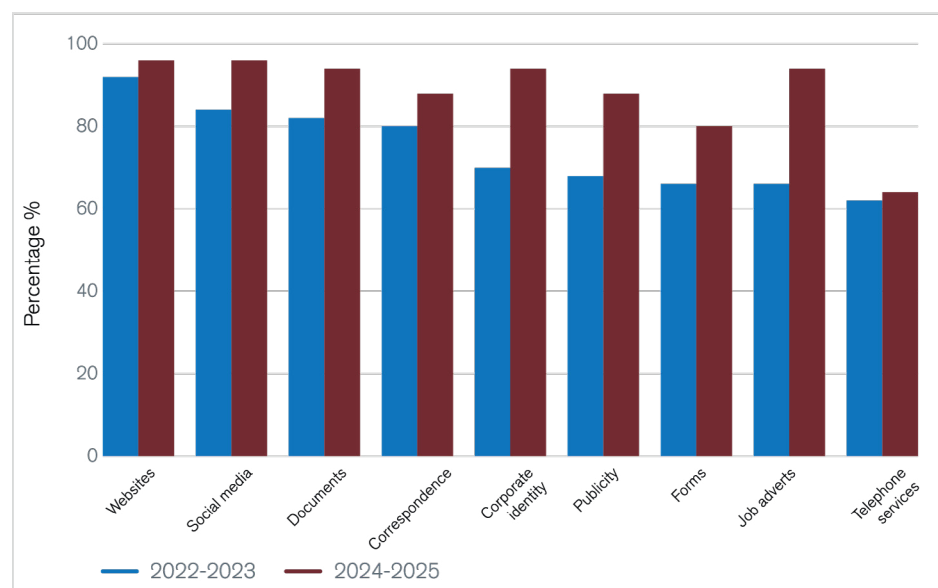
4.2.9 In addition to monitoring surveys, the Commissioner has been distributing an annual self-assessment questionnaire to organisations. When responding to the questionnaire, organisations are asked to self-assess their compliance across different areas and services in accordance with the standards, indicating the level of assurance – "high, medium, low or no assurance" – for each category.

4.2.10 This year, responses were received from 75 organisations subject to the Welsh language standards. These responses were assessed as part of the Commissioner's monitoring processes for individual organisations, with the aim of identifying successes, shortcomings, and areas requiring further action.

Telephone services

4.2.11 As part of the monitoring work, a 4% reduction was reported in the percentage of calls answered with a Welsh greeting since last year although the overall percentage remains at 84% across all regulations. As a Welsh greeting can significantly influence an individual's choice of language when contacting an organisation for the first time, any reduction in this rate is cause for concern.


Dealing with the call and providing a full response in Welsh
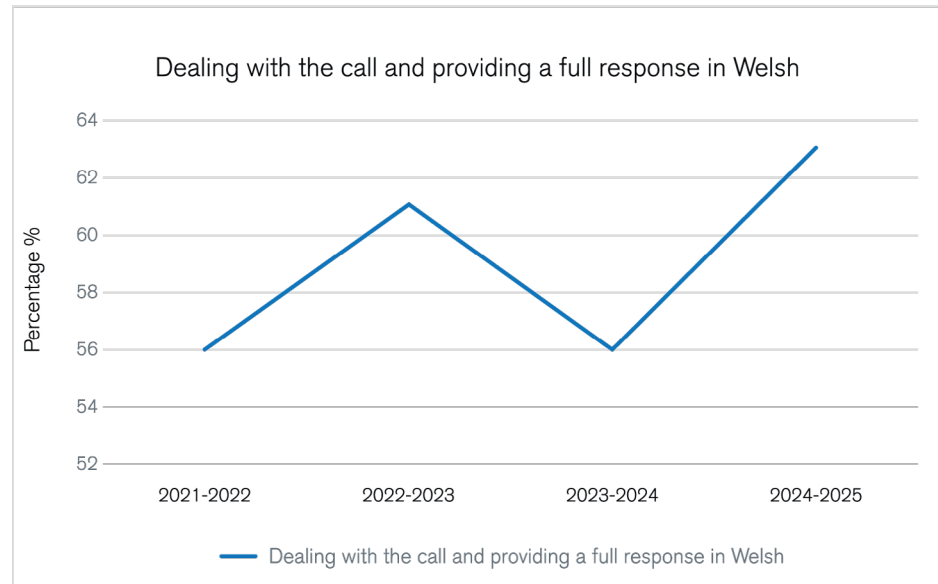
4.2.12 Although 63% of all calls made by officers received a full response in Welsh – the highest rate recorded in recent years – thus reflecting a general improvement, the results across the different sectors varied significantly. The biggest increase was seen in organisations under Regulations No. 4 (Tribunals in Wales), where compliance levels reached 100%, which is an increase of 23% on last year.

Dealing with the call and providing a full response in Welsh
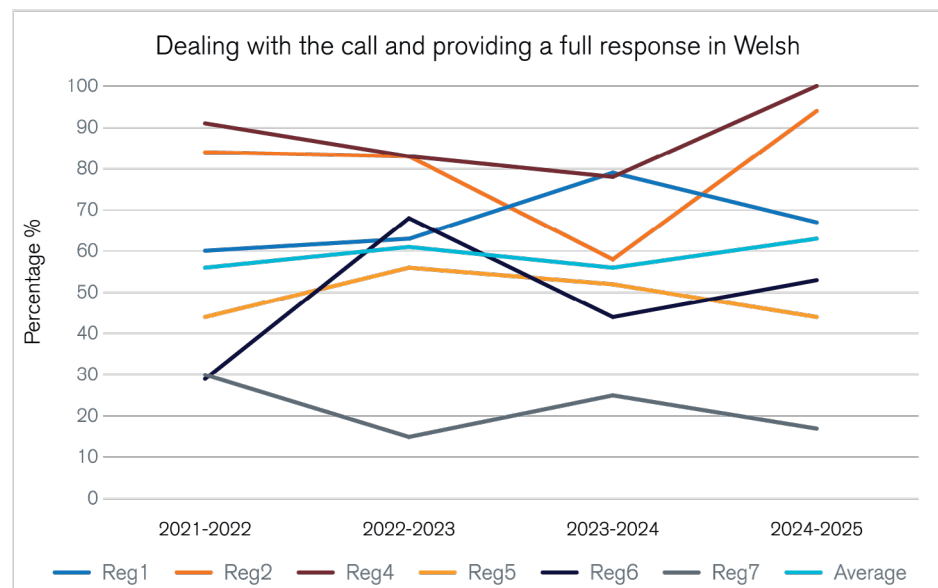
4.2.13 During 2024-2025, 9 organisations under Regulations No. 1 were categorised as low risk, with each performing at 100% and able to deal with the entire telephone enquiry in Welsh.

4.2.14 However, between April 2021 and March 2025, there has been a relatively slow increase in the percentage indicating organisational capacity across the sectors to deal with calls and provide an entire response in Welsh – increasing from 56% in 2021-22 to only 63% in 2024-25. This suggests that there is progress, but that it is too slow considering the length of time and underlines the need for organisations to act more decisively to improve provision in this area.

4.2.15 When responding to the self-assessment questionnaire, only 48% of organisations indicated a high level of assurance regarding their telephone services, with 47% indicating a medium level of assurance. Organisations have identified a number of reasons why there was limited progress in complying with the standards relating to telephone services. The most common reasons are difficulty in recruiting Welsh speakers, and the fact that there is usually a high turnover of staff in these positions.

4.2.16 It can be concluded that compliance tends to be lower when there is more reliance on the verbal skills of staff, especially those staff who provide front-line services and are in direct contact with the public. This is also the case when services are provided across several departments, reducing the element of central control. This is reflected in the fact that telephone services remain among the lowest in terms of compliance.

4.2.17 Whilst we acknowledge these challenges, it is essential that organisations seek alternative solutions, ensuring that they prioritise these front-line services when reviewing recruitment methods and workforce skills mapping.

4.2.18 We will continue to keep a close eye on the situation, discussing with organisations any changes needed to their recruitment practices, in order to ensure continuous improvement and strong compliance with the standards.

Good practice

During August 2024, Powys County Council's Welsh Language Officer carried out monitoring surveys to verify compliance with the telephone service standards by making mystery shopper calls to the council's public helplines. Through this process, a failure to comply with the standards was identified. As a result, the Welsh Language Officer informed the Welsh Language Manager and the heads of the relevant departments.

Subsequently, the Officer, at a meeting of the Senior Leadership Team in September 2024, instructed the heads of services on the requirements relating to dealing with telephone calls and correspondence. The Officer continues to conduct mystery shopper calls on a monthly basis to monitor improvement in compliance and reports the findings to the Welsh Language Manager and department heads.

Publicity material and social media

4.2.19   The use of the Welsh language in publicity materials and campaigns is central to fostering an organisational bilingual ethos.

4.2.20   In the responses to the self-assessment questionnaires, 83% of organisations indicated a high level of assurance regarding their publicity materials. 80% of the examples of publicity and advertising materials monitored were available in Welsh – a figure relatively close to the level of assurance noted by the organisations themselves, suggesting that the picture presented by them is fairly consistent with the findings of the monitoring surveys.

4.2.21   A notable improvement was seen among organisations under Regulations No. 5 (Chief Constables and Police Authorities, Police and Crime Commissioners and Fire and Rescue Authorities), with the number of examples complying with the requirements of the standards increasing from 43% in 2023-24 to 72% this year. There has also been an increase in the compliance of organisations under Regulations No. 7 (Health Boards and NHS Trusts), with the percentage complying rising from 22% in 2023-24 to 53% in 2024-25.

4.2.22   Although this progress is encouraging, the figures show that the starting point is very low and therefore underlines the need for organisations to continue to build on this progress through decisive steps to ensure robust and consistent compliance.

4.2.23 With regard to social media, it appears from the self-assessment questionnaires that organisations are now more confident in their arrangements, with 99% indicating a high or medium level of assurance.

4.2.24 Although our monitoring surveys have shown a high rate of compliance with the social media standards – with 95% of the posts monitored being available in Welsh – some problems remain, especially in terms of sharing videos bilingually and ensuring that the Welsh language is treated no less favourably than the English language when posting messages. This also applies to compliance with the publicity and advertising standards.

4.2.25 It should be noted that the only platforms included in the Commissioner's monitoring work over the last few years were X (formerly Twitter) and Facebook. We are aware that the use of social media by public organisations has changed significantly recently, with other platforms becoming more popular. As a result, the Commissioner will consider public organisations' compliance with regard to a wider range of social media platforms from next year onwards.

Good practice

Gwent Police has developed a bank of standard messages for social media in Welsh and English, with ready-to-use graphics, e.g. messages such as "Road Closed" or accident warnings. This arrangement ensures accuracy and consistency by using specific templates in both languages, with the relevant details being filled in for the event or situation in question.

The force has a framework of bilingual messages, and these templates are used by the communication team mainly in cases where no Welsh-speaking staff are available, or outside normal office hours and at weekends.

Forms

4.2.26 88% of all forms monitored during 2024-25 were available in Welsh – an increase of 5% compared to the previous year's figure. Many of the organisations were performing well, with compliance levels above 90%.

4.2.27 It is important to note, however, that we have seen a change in the way organisations share forms as more services are transferred to online platforms. As many organisations develop self-service systems that require individuals to create an account in order to fill in forms or make requests for services, it is becoming more challenging to gather evidence about the user's experience.

4.2.28 Consequently, it is essential that organisations give due consideration to the relevant standards when using forms on self-service systems, ensuring that the Welsh language is treated no less favourably than the English language. In this context – whether when putting forms on a website or as part of a self-service portal – it is important to consider all requirements applicable to forms and websites in order to ensure an equal and consistent experience for Welsh users.
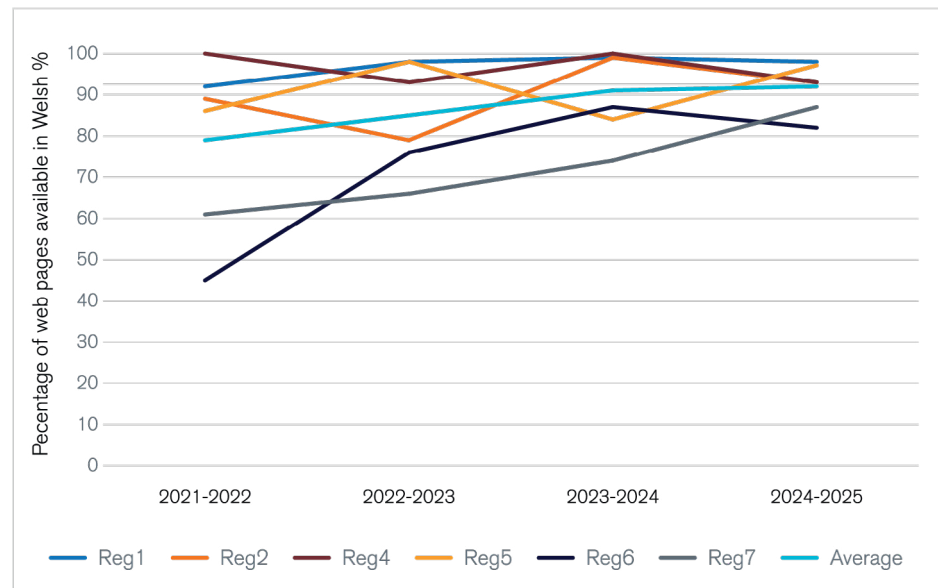
Websites

4.2.29 The general compliance rate across all sectors indicates that over 80% of website pages are available in Welsh, with organisations within 4 sets of regulations reaching rates of over 90%.
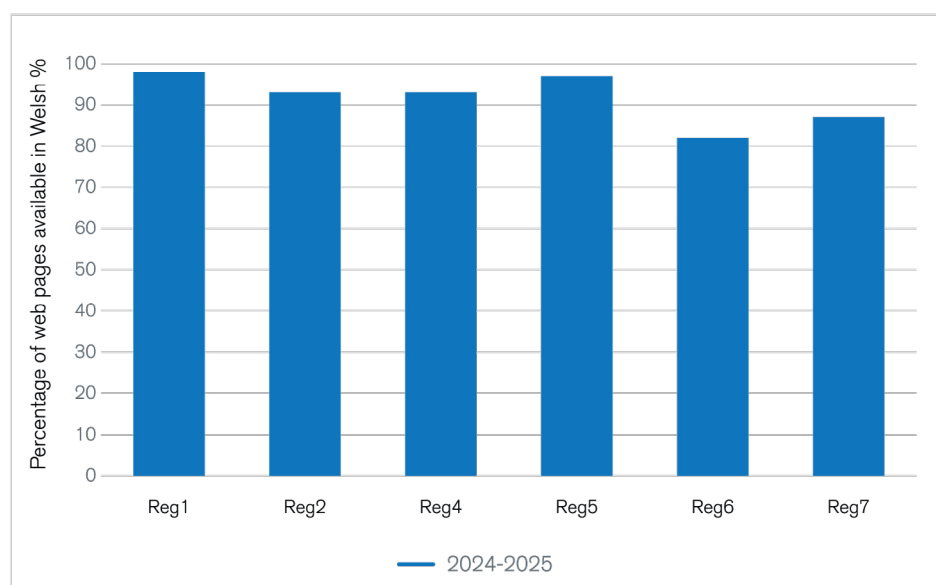
4.2.30 It is also encouraging to note that the average number of pages available in Welsh has increased annually since 2021-2022.

4.2.31 However, considering technological developments and the resources now available, all organisations should be able to ensure that their website is fully bilingual, ensuring full compliance with the relevant standards and providing an equal experience for Welsh users.

Good practice

The software that supports the Rhondda Cynon Taf County Borough Council website prevents any English content being introduced, changed or updated on the website unless the corresponding Welsh content is also provided. The Council has also commissioned a consultancy company to review the website, with representation from the Council's Welsh Language Services on the project board. The culmination of this work will determine the way forward with regard to content, editing, operation and administration of the website, ensuring that the Welsh language plays a central role in the process.

Job advertising and recruitment

4.2.32   When responding to the self-assessment questionnaires, 99% of organisations indicated a high or medium level of assurance in terms of their recruitment arrangements. And once again this year it is encouraging to note that our monitoring work has shown a further increase in the number of job adverts available in Welsh – continuing the positive trend that has been apparent since 2018.

4.2.33   The overall rate now stands at 90% across all organisations. In addition, compliance levels of 100% were noted among organisations under Regulations No. 2, 4 and 5, and 99% under Regulations No. 1.
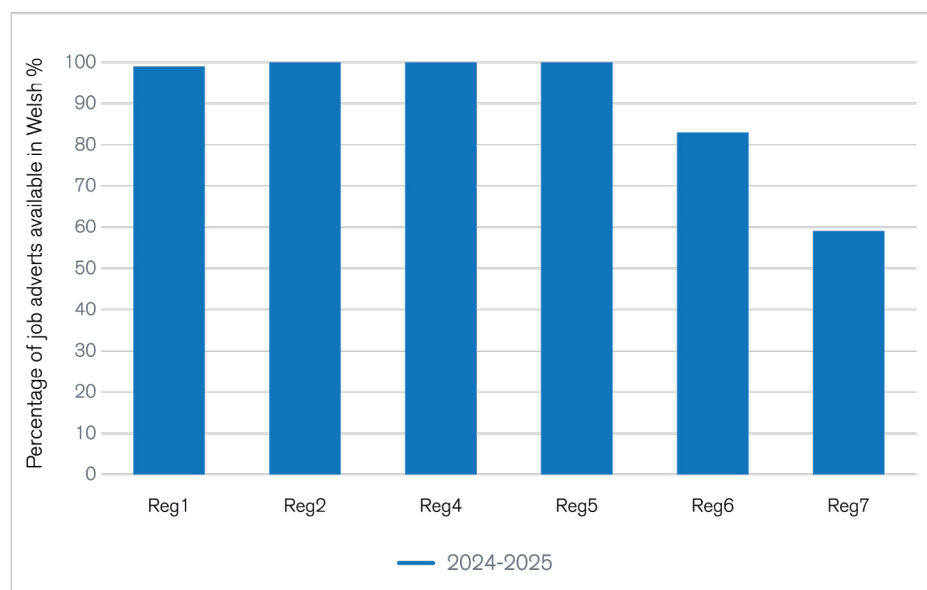
4.2.34   There is a specific requirement within the Standards which states that if a post is categorised as one where Welsh language skills are essential or desirable or need to be learnt, then that post must also be advertised in Welsh. Over the last four years there has been an increase in the rate of compliance with this standard across all the organisations, as can be seen in the table below.

Defining Welsh language skills and advertising a job in Welsh
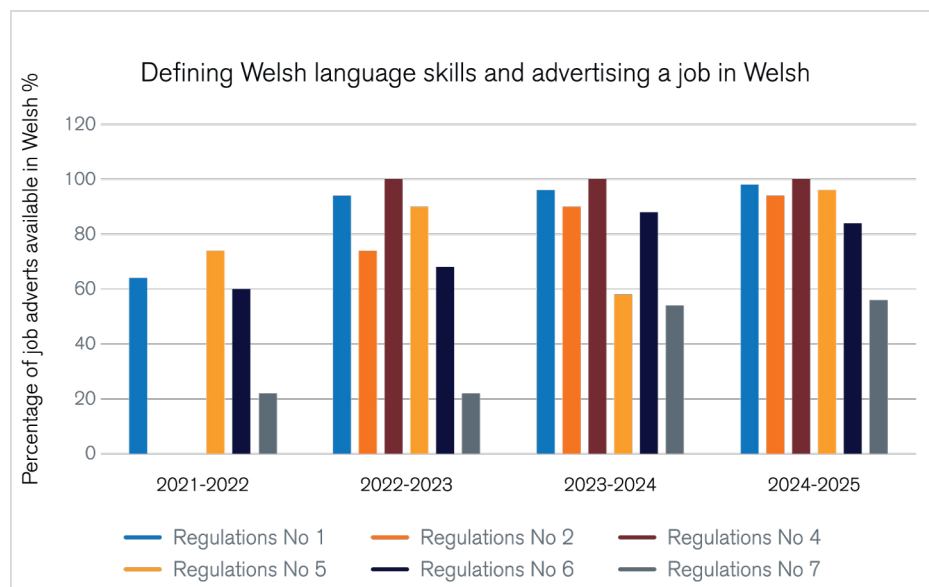
The data of No. 2 and 4 organisations were not reported during 2021-2022 due to a lack of meaningful data from the monitoring period.

4.2.35 Over the past few years, much attention has been given to skills assessment approaches and job advertising, as well as to the need for organisations to consider linguistic needs as part of their workforce planning. Although a lot of good work is being done to improve these aspects, there is still considerable variation in the way the linguistic needs of vacant posts are identified and expressed in adverts. As a result, it is still unclear to candidates at times exactly what the linguistic requirements are for the post.

4.2.36 We will continue to work closely with organisations over the next period to address the inconsistencies. This work will also be part of the wider preparation for possible changes due to the passing of the Welsh Language and Education (Wales) Act 2025, which is likely to introduce a new national framework for assessing language skills and workforce planning.

Categories of language skills

Legend:
- Welsh language skills essential
- Welsh language skills desirable
- Need to learn Welsh language skills
- Welsh language skills not required
- Welsh language not mentioned
- Another categorisation used

Values: 12%, 55%, 1%, 4%, 5%, 23%
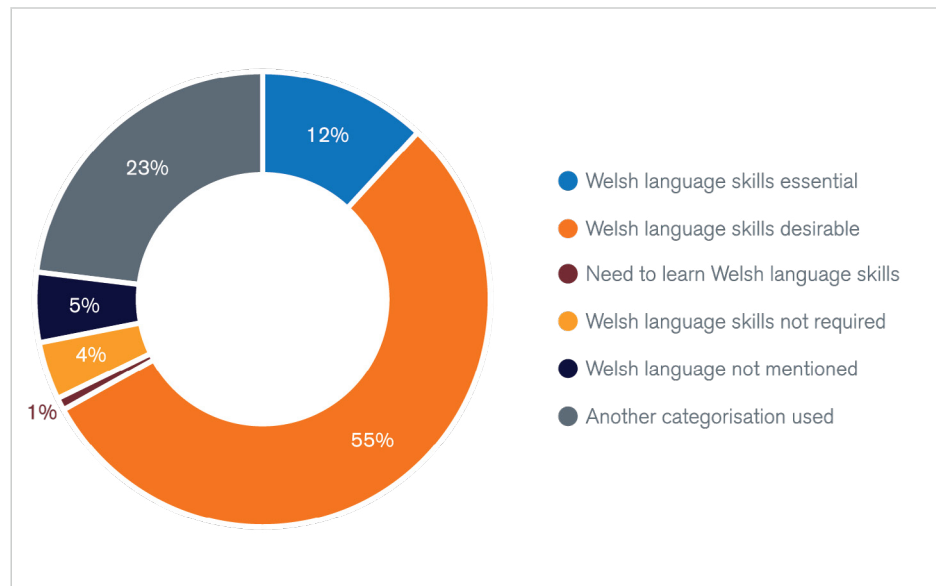
4.2.37 The greatest increase this year was seen in the number of posts categorised as Welsh being "desirable" – from 38% last year to 55% this year. However, over the same period there was a slight reduction in the number of posts categorised as Welsh being "essential", from 14% to 12%. The general picture shows that 68% of posts reviewed during 2024-25 included a linguistic requirement that aligned with the categories specified in the standards (i.e. either essential, desirable or must be learnt).

4.2.38 The concern, however, is that a number of organisations continue to use language categorisations that differ from those stated in the standards or fail to include any reference whatsoever to language skills. During 2024-25, 23% of the advertisements surveyed included a category or designation that did not comply with the requirements set out in the standards, and 5% made no mention of Welsh language skills at all.

4.2.39 Given that providing reception and telephone services in Welsh continues to be reported as a specific challenge for some organisations, with recruitment problems identified as the main obstacle, it appears that improvement in terms of assessing job requirements and categories when advertising does not always lead to the desirable change in terms of the workforce's ability to provide Welsh language services.

4.2.40 We will work closely with those organisations to discuss and consider any changes required to their recruitment practices, in order to ensure continuous improvement and compliance with the standards.

4.2.41 It is important here to recognise the growing trend of determining language skill levels for vacant posts. The Commissioner has clearly expressed her support for the practice of using language skill levels – reading, understanding, writing and speaking – as a way of providing clarity to candidates about the exact skills needed to fulfil the requirements of the post.

4.2.42 Nevertheless, based on our review work and the inquiries received from organisations over the year, we are concerned that some organisations indicate language levels in their adverts but fail to include the correct linguistic category as specified in the wording of the standards.

4.2.43 This was highlighted in our report last year and, as a result, we would have expected to see organisations taking decisive steps to address the lack of compliance.

4.2.44 The lack of adequate response is worrying as the situation has not improved to the extent expected. With this in mind, the Commissioner will need to consider what further steps are appropriate to take, beyond encouraging and setting expectations, in order to enforce change.

4.2.45 Even where organisations specified a category when advertising, there were some inconsistent practices. Our surveys showed that a number of organisations use a default language category for example, designating Welsh as an essential or desirable requirement for each post. Although this can be an effective way of complying, it also depends on robust assessment arrangements and processes, which ensure that each individual job is thoroughly assessed in terms of its linguistic requirements.

4.2.46 Some examples were also recorded where job adverts contained both categories – essential and desirable – at the same time: one as a standard designation for all posts, and the other determined specifically for the position in question. This can cause confusion for candidates and lead to a situation where the employer's expectations are not clearly communicated. This is also an issue that was highlighted in last year's report and an area where we would have expected to see more change.

4.2.47 It is essential that language requirements are communicated clearly and transparently to candidates as part of the recruitment process. Support can be valuable as organisations reinforce their arrangements in this area, but ultimately it is the organisations' responsibility to ensure that this communication is effective and accurate.

Welsh Language and Education (Wales) Act 2025 – assessing linguistic skill requirements

4.2.48   The Welsh Language and Education (Wales) Act 2025 was passed by Senedd Cymru on 13 May 2025, and received Royal Assent on 7 July 2025.

4.2.49   The Act includes provision to place a duty on Welsh Ministers to draw up a national Code for describing Welsh language ability, based on the Common European Framework of Reference for Languages (CEFR). The aim of the Code is to ensure a consistent approach throughout Wales to assess language skills, providing clarity for organisations and applicants alike. The Act also provides for a review of the relevant standards within the Welsh Language Standards in order to determine whether it is necessary to amend the requirements relating to improving or assessing the skills of the workforce.

4.2.50   A number of steps will need to be taken before the Code and any revised standards become operational. For example, the Welsh Ministers will be required to conduct a consultation on the content of the Code before publication, and to carry out a formal review of the standards before any new duties come into force.

4.2.51   Although there may be changes to the requirements relating to improving or assessing the skills of the workforce as a result of the new Act, it is important to emphasise that the current standards are still operational. Organisations are therefore expected to continue to fully comply with the exact requirements of these standards in their current form.

Addressing priority sectors – health and education

4.2.52   Children and young people, as well as the health and care sector, have been identified as priority areas in the Commissioner's five-year Strategic Plan 2025-2030. As a result, these two areas continue to be central to the Commissioner's work. Our aim is to continue working closely with organisations in these sectors in order to promote continuous improvements in the services provided to users.

4.2.53   Historically, organisations in the health and education sectors have not performed as well as other sectors, with our surveys pointing to a significant inconsistency in the services provided. Nevertheless, it is important to recognise the steady progress that has been made over recent years in terms of compliance, and the significant efforts by organisations to respond to previous recommendations for improvement.

4.2.54 In line with our co-regulatory approach, we have established sectoral forums as a structured means of engaging with organisations, focusing on collaboration to tackle ongoing challenges. We will continue to develop these forums as an integral part of our approach, providing practical and collaborative support to enable organisations to continually improve and to ensure better outcomes for service users.

Health Boards and NHS Trusts (Regulations No. 7)

4.2.55 In our report last year – Delivering Change Together – it was noted that the health sector "needs to build on the momentum it has managed to create in the last year, and ensure that the progress continues into the next period".

4.2.56 The results of the 2024-25 surveys show that the sector has responded positively to that challenge with significant improvements seen, including:

- **An increase from 68% to 80%** in the number of documents available in Welsh since last year – which is an increase of 42 percentage points compared with 2021 data, when the first monitoring surveys were carried out

- **An increase from 74% to 87%** in the number of web pages available in Welsh since last year

- **An increase from 64% to 80%** in the proportion of social media posts available in Welsh.

4.2.57 It is therefore clear that the investment made in terms of time and resources to strengthen systems and arrangements is bearing fruit and leading to an improvement in compliance.

4.2.58 However, the self-assessments of the health organisations suggested that reception services remain a challenge. Each of the 10 Health Boards and Trusts reported compliance assurance level as low or medium for their reception services. Challenges also remain in terms of providing telephone services. It should be noted, however, that this reflects the wider trend across sectors and organisations in general and is not indicative of a problem in the health sector alone.

4.2.59 Therefore, in order to tackle these challenges, continued investment is required to raise staff awareness and to secure a further change in the recruitment and workforce development practices of health organisations. Evidence is needed of efforts being made to improve the situation with regard to front-line services in particular. As stated above, we will carry out more detailed work to look at data relating to skills assessments and job adverts by organisations in order to better understand the trends and barriers to improving provision in this regard.

Clinical consultations in Welsh (Standard 110)

4.2.60   We have also seen Health Boards and NHS Trusts respond positively to calls from the Commissioner to review and develop operational, achievable and practical plans for increasing their capacity to offer clinical consultations in Welsh – five-year plans required under Standard 110.

4.2.61   There is no doubt that the successful implementation of these five-year plans will have a far-reaching impact on the use of the Welsh language and on the experience of clinical service users in Wales – services that most of us will rely on at some point in our lives.

4.2.62   During 2024-25, we have been working closely with the sector to offer clear advice and guidance on our expectations. Our aim was to ensure a positive and suitable response from organisations, with the expectation that they would give the advice due attention and detailed consideration when assessing and refining their plans for the next period.

4.2.63   A new five-year planning period has now begun for Health Boards and Trusts, and we expect to see measurable and positive progress during this period. We will closely monitor this progress, ensuring that the sector is held accountable for delivering the commitments set out in their plans.

4.2.64   In order to facilitate this, we have established a new strategic forum for the health sector, held in conjunction with Welsh Government's More than Just Words team. This forum will be a key platform to monitor and present progress, ensure accountability, share best practices, develop joint solutions, and strengthen the use of the Welsh language within clinical services.

Universities and further education colleges (Regulations No. 6)

4.2.65 Last year, our report indicated that education institutions need to take decisive steps to improve compliance in certain areas, and in particular telephone services and forms.

4.2.66 It is apparent from our data that compliance levels in further education colleges have steadily improved since 2021-22, with several areas now demonstrating stable performance over the last two years.
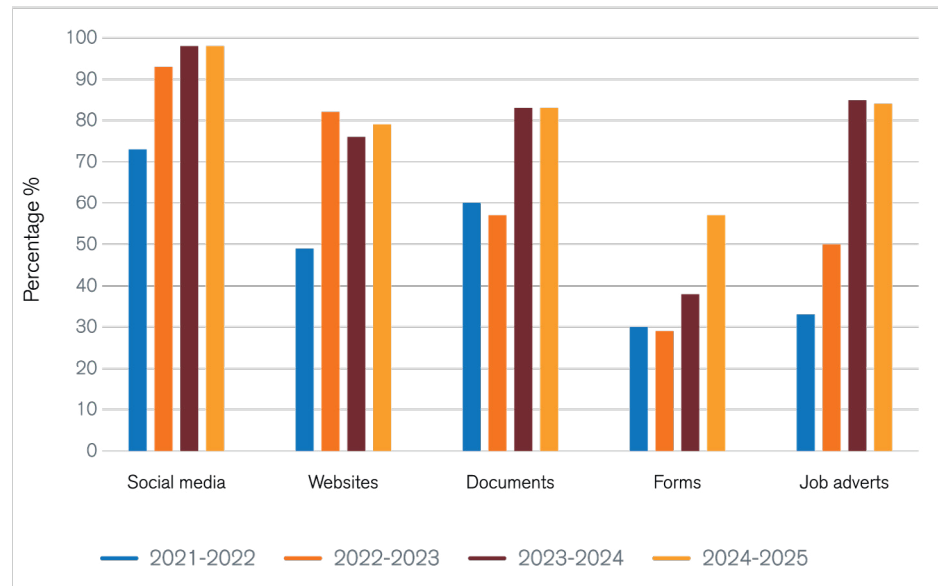
4.2.67 Over the last four years, Further Education Colleges were divided into two groups to be monitored biennially[1]. The institutions in group 1 were monitored in 2021-22 and again in 2023-24, while group 2 institutions were monitored in 2022-2023 and again in 2024-2025. Looking therefore at the data by group from the first to the second monitoring period, it can be shown that progress has been made in each of the services monitored with the exception of websites in the case of the group 2 sample:

Group 1

Service	2021-22	2023-24	Increase/Reduction
Social media	73%	98%	Increase
Websites	49%	76%	Increase
Documents	60%	83%	Increase
Forms	30%	38%	Increase
Job adverts	33%	85%	Increase

1   See Appendix 1 of this report for a list of organisations categorised by group.

Group 2

Service	2022-23	2024-25	Increase/Reduction
Social media	93%	98%	Increase
Websites	82%	79%	Reduction
Documents	57%	83%	Increase
Forms	29%	57%	Increase
Job adverts	50%	84%	Increase

4.2.68 The 2024-25 results show that the level of compliance with the standards concerning forms remains very low. However, some progress has been seen, with the compliance rate increasing from 38% in 2023-24 to 57% in 2024-25. Particular attention should be given to the principle of treating the Welsh language no less favourably than the English language, as we continue to see a number of cases where forms are not available entirely in Welsh – with some sections still appearing only in English.

4.2.69 It is therefore essential to ensure that the form infrastructure – including technical elements such as labels, input fields and instructions – is also available in Welsh. This will contribute to improving the user experience, especially in the case of prospective students and students using online forms in educational institutions.

4.2.70 Although the progress noted in the data above is a step in the right direction, it is clear that further work is still needed to identify shortcomings and strengthen compliance in general. Establishing and maintaining effective self-monitoring arrangements within organisations will be key to stimulating continuous change. We will discuss this with the sector in the coming months, requesting reports on progress. If we are not confident that sufficient progress is being made, we will need to consider further steps to ensure the necessary improvements.

4.2.71 As in the case of Further Education Colleges, the Higher Education institutions were divided into two groups to be monitored biennially. The institutions in group 1 were monitored in 2021-22 and again in 2023-24, while group 2 institutions were monitored in 2022-2023 and again in 2024-2025. The tables below show the survey results by group:

Group 1

Service	2021-22	2023-24	Increase/Reduction
Social media	61%	97%	Increase
Websites	41%	100%	Increase
Documents	75%	94%	Increase
Forms	50%	44%	Reduction
Job adverts	88%	96%	Increase

Group 2

Service	2022-23	2024-25	Increase/Reduction
Social media	88%	97%	Increase
Websites	64%	91%	Increase
Documents	62.5%	87%	Increase
Forms	29%	60%	Increase
Job adverts	76%	78%	Increase

4.2.72 The survey data shows that university compliance levels across specific services has varied over recent years. Nevertheless, it is encouraging to note that progress has been made in all service areas – with the exception of forms – by those organisations in group 1.
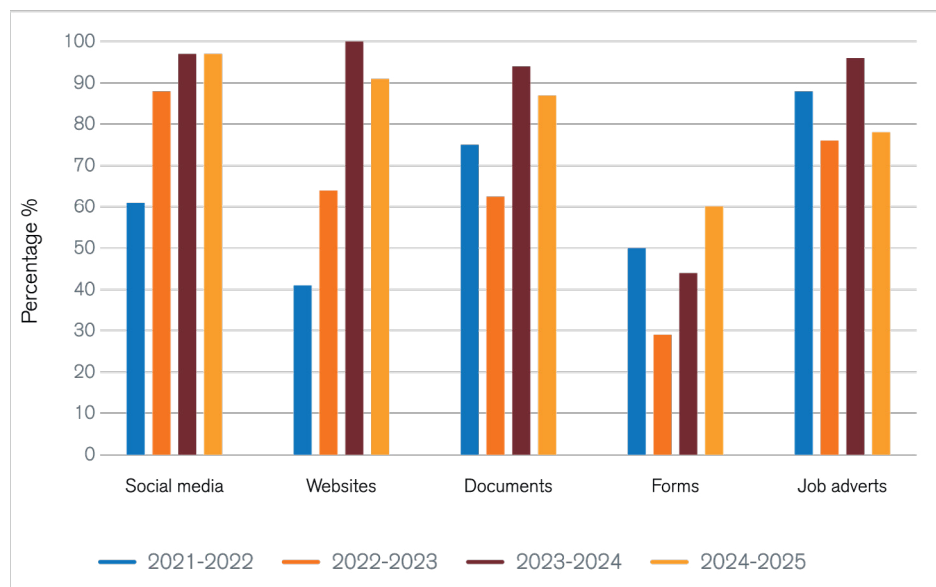
4.2.73 Similar to the situation in colleges, forms remain a challenging area, with compliance levels low compared to other standards. Considerable development work is required to improve user experience, particularly with regard to online forms. We will focus in particular on this issue in our meetings with the sector during the year, with the aim of stimulating positive change.

4.2.74 Job adverts is another area where performance varied significantly between organisations in 2024-25. However, the data indicates progress: the proportion of job adverts published in Welsh increased from 88% to 96% for group 1 organisations, and from 76% to 78% for group 2 organisations.

4.2.75 One trend that has emerged is the impact that digital systems used by organisations to reconcile and automate recruitment processes are having on compliance. Specifically, some sections of adverts – such as headlines – appear in English only on organisation websites. This reflects a similar problem to the one identified in the case of forms, meaning that the organisations do not fully comply with the requirements of the standards.

Organisations implementing Welsh language schemes (Welsh Language Act 1993)

4.2.76 The Commissioner also monitors the services of those organisations that implement Welsh Language Schemes under the Welsh Language Act 1993.

4.2.77 The content of each organisation's Welsh Language Scheme varies, with the commitments in terms of Welsh language provision varying from one organisation to the next. As a result, the data from these surveys does not necessarily reflect compliance with the specific commitments within the schemes but rather reflects user experience when attempting to access the Welsh language services of these organisations.

4.2.78 The table below shows the results of monitoring surveys carried out over the past four years on a sample of organisations that have a Welsh Language Scheme in place. A full list of the relevant organisations can be found at the end of this report.

Survey	2021-22 Outcome	2022-23 Outcome	2023-24 Outcome	2024-25 Outcome	Change since 2021
Telephone	47%	42%	38%	36%	Reduction
Correspondence	62%	60%	58%	72%	Improvement
Social media	30%	23%	20%	20%	Reduction
Websites	52%	37%	54%	50%	Improvement
Jobs adverts	5%	0%	20%	26%	Reduction

Survey	2021-22 Outcome	2022-23 Outcome	2023-24 Outcome	2024-25 Outcome	Change since 2021
Documents	44%	53%	61%	41%	Reduction
Forms	58%	54%	65%	52%	Reduction
Corporate identity	59%	37%	64%	41%	Reduction

4.2.79 The past four years has seen a consistent increase in the number of organisations responding to Welsh language correspondence in Welsh. The results of the 2024-25 surveys show that 72% of organisations now comply with these requirements – an increase of 10% since the start of the monitoring period four years ago.

4.2.80 An increase was also seen in the number of job adverts monitored that were available in Welsh. This possibly reflects the improvements made to the civil service recruitment services on the Civil Service Jobs website over this period. Improvements to the website have enabled organisations that use it to advertise jobs bilingually.

4.2.81 Discussions have been held between the Cabinet Office, the Centre for Digital Public Services and the Commissioner to ensure that the new website meets the needs of organisations that implement Welsh Language Schemes and are subject to the Welsh language standards. Despite the progress, it is clear that there is room for further improvement, and a transformation project is underway to create a new website. This website will offer a better experience for individuals wishing to submit their job application through the medium of Welsh.

4.2.82 Although progress has been seen in terms of job adverts, a general decline in performance levels has been identified in many of the other services assessed. However, it is important to note that the organisations included in the surveys had been divided into two groups: Group 1 organisations were monitored in 2021-22 and again in 2023-24, while Group 2 organisations were monitored in 2022-23 and again in 2024-25.

4.2.83 Looking at the data by group – comparing the first and second monitoring periods – progress can be seen in a number of services assessed.

Group 1

Survey	2021-22 Outcome	2023-24 Outcome	Change
Telephone	47%	38%	Reduction
Correspondence	62%	58%	Reduction
Social media	30%	20%	Reduction
Websites	52%	54%	Improvement
Jobs adverts	5%	20%	Improvement
Documents	44%	61%	Improvement
Forms	58%	65%	Improvement
Corporate identity	59%	64%	Improvement

Group 2

Survey	2022-23 Outcome	2024-25 Outcome	Change
Telephone	42%	36%	Reduction
Correspondence	60%	72%	Improvement
Social media	23%	20%	Reduction
Websites	37%	50%	Improvement
Jobs adverts	0%	26%	Improvement
Documents	53%	41%	Reduction
Forms	54%	52%	Reduction
Corporate identity	37%	41%	Improvement

4.2.84 Although many Welsh language schemes do not refer directly to the use of social media, we continue to include this field in our annual monitoring surveys. This is done to ensure consistency with elements monitored under the Welsh language standards, where digital communication is an integral part of service provision.

4.2.85 The general reduction in the number of social media messages posted in Welsh by organisations committed to the principle of treating Welsh and English equally is a cause for concern. In 2021-22, 30% of the messages monitored on social media were available in Welsh. By 2024-25, this percentage has fallen to 20%.

4.2.86 We are aware that the use of social media by organisations has developed significantly over the last four years, and that user habits have also changed with an increased variety of platforms now being used. As stated previously, we intend to carry out more detailed monitoring surveys of social media during 2025-26, which will include a sample of organisations that implement Welsh Language Schemes.

4.2.87 Similar to the situation in organisations subject to the Welsh Language Standards, Welsh telephone service provision continues to be a challenge for organisations implementing Welsh Language Schemes. This is mainly due to a number of these organisations being located outside Wales, meaning that recruiting staff with Welsh language skills is more challenging.

4.2.88 In addition, the commitments within language schemes vary considerably in terms of telephone services – to the extent that not all schemes include a specific commitment to provide a Welsh language telephone service.

4.2.89 This is an area to which the Commissioner will pay particular attention as part of the language scheme reforms during the next period. As organisations revise their schemes, we will discuss the need to include more robust commitments within their new schemes to ensure that telephone services are developed where they do not currently exist. This will not only respond to current user needs but also help to prepare organisations for the implementation of new requirements likely to be imposed on them under the Welsh Language Standards in the future.

4.2.90 With regard to websites, a number of UK Government departments and Crown bodies use the GOV.UK website to publish information. Responsibility for this website lies with the Government Digital Service (GDS), and a number of organisations have indicated that ensuring Welsh content is accessible and on a par with English content remains a significant challenge.

4.2.91 It was noted that those organisations with more control over their content on GOV.UK – or those that have their own website – tend to perform better. Indeed, six organisations complied with 84% of the requirements, indicating that local control over digital content can contribute significantly to better compliance.

4.2.92 The GDS, which is responsible for GOV.UK, is part of the Department of Science, Innovation and Technology, which is currently developing a Welsh language scheme. The Commissioner will continue to engage with relevant departments within UK Government during 2025-26 with the aim of addressing existing inconsistencies in compliance.

4.2.93   In general, organisations with a dedicated officer or team responsible for the Welsh language, or those that have recently updated their Welsh Language Schemes, perform significantly better than those with no dedicated officer and with an outdated scheme. This emphasises the value of clear leadership and strategic planning in ensuring effective Welsh language provision.

4.2.94   It is therefore clear that organisations need to update and amend their Welsh Language Schemes in order to ensure that they reflect the current service provision. As a result, the Commissioner has a work plan for 2025-26 that identifies priority organisations with which to collaborate in order to adopt new Welsh Language Schemes or amend and update current schemes. These will include:

- Department for Business and Trade (DBT)
- Department for Energy Security and Net Zero (DESNZ)
- Department for Science, Innovation and Technology (DSIT)
- Department for Health and Social Services (DHSS)
- National Savings and Investments (NS&I)
- UCAS
- HM Prison and Probation Service (HMPPS) in Wales
- Office of the Public Guardian
- HM Revenue and Customs
- Crown Prosecution Service
- Cabinet Office
- Department for Work and Pensions (DWP).

Survey of Welsh language services for benefits claimants

4.2.95   The COVID-19 pandemic led to a significant increase in the number of people claiming benefits in the UK for economic and health reasons. The Commissioner was eager to understand the extent to which those services were available in Welsh, and whether they were sufficiently accessible. As a result, an audit of the Universal Credit service was carried out, which is the main benefit administered by the UK Department for Work and Pensions for people in Wales.

4.2.96   The review examined the availability and accessibility of Welsh medium services for benefit claimants in Wales, focusing on the Universal Credit service as the main benefit for claimants from the UK Department for Work and Pensions. This was done by means of an online questionnaire and one-to-one interviews with service users.

4.2.97 It was concluded that the Universal Credit service provided by the Department for Work and Pensions is available in Welsh and that the standard of the Welsh service is generally good. This conclusion was reached on the basis that the experience of the majority of service users who took part in the study had been positive.

4.2.98 Despite the current provision, it is clear that there is uncertainty among service users about using the Welsh language services. Specific concerns were noted regarding delays in using the service in Welsh, difficulty in finding information in Welsh, and concerns about the intelligibility of the terminology and the formal language used.

4.2.99 It was also concluded that, although Universal Credit services are available in Welsh, they are not promoted effectively. Users have identified difficulties in trying to find information in Welsh on the GOV. UK website, leading to the use of the English versions of services. This underlines the need to make the Welsh language more visible and to ensure that Welsh language services are offered proactively, rather than expecting the user to seek them out specifically.

4.2.100 Regarding the services provided in job centres, it was noted that the Department for Work and Pensions has robust arrangements in place to ensure Welsh medium service provision by work coaches. In addition, claimants' online accounts operate fully in Welsh, including the ability to record and communicate in Welsh through the online journal.

4.2.101 However, some gaps in provision were identified, especially in terms of ensuring that Welsh speakers are paired with Welsh-speaking work coaches from the outset, and that this service is maintained consistently throughout their involvement with the service.

4.2.102 Desktop research was carried out with regard to information provided on the websites of local authorities referring people to benefits services. The research showed that 95% of local authorities provide information on help and advice regarding the cost of living crisis fully in Welsh on their websites. Nevertheless, it was noted that there is room to improve the experience of Welsh language users by ensuring that links from local authority websites lead directly to the relevant pages in Welsh on GOV.UK.

4.2.103 Based on the findings, the Commissioner has presented a series of recommendations to the UK Government's Department for Work and Pensions and to the GDS, with the aim of improving the service for Welsh speakers seeking financial support from UK Government. These recommendations include:

- ensuring that Welsh language services are easy to understand and accessible

- promoting Welsh language services more prominently in job centres

- reviewing staff linguistic skills across relevant departments

- ensuring sufficient capacity is available to provide Welsh language services consistently and effectively.

4.2.104 The Commissioner will continue discussions with relevant departments during 2025-26 in order to monitor the response to these recommendations and ensure that appropriate steps are taken to improve provision.

Key findings and recommendations

Compliance with Welsh language duties within public service provision continues to improve gradually and consistently. However, progress is slow in some key areas and remains insufficient to ensure an equal experience for Welsh speakers.

Organisations that implement Welsh Language Schemes need to proactively prepare for transition to the Welsh Language Standards system, reinforcing their current commitments and arrangements.

Front-line services: Organisations must ensure that services such as reception and the telephone service are available and accessible in Welsh, laying a solid foundation for compliance with Welsh Language Standards.

Forms in education: Education institutions must ensure that all forms are fully available in Welsh, improving user experience and meeting the expectations of students and prospective students.

Job adverts: Organisations must ensure that job adverts state linguistic requirements clearly and in accordance with the categories and expectations set by the Welsh Language Standards, laying a solid foundation for transitioning to any new requirements.

Social media: Organisations that implement Welsh Language Schemes must ensure that the Welsh language is treated equally to English on their social media channels, reflecting the core principles of the standards.

Reviewing language schemes: Organisations must review and amend outdated Welsh Language Schemes, including clear commitments to develop and provide front-line services in Welsh, and align with the expectations of the standards system.

4.3 Outcome 2: Welsh language users understand and are aware of the Welsh language services available to them

Welsh speakers survey 2024

4.3.1 We commission an annual survey to gather the opinions of Welsh speakers about Welsh language services and the opportunities available to them to use the Welsh language when dealing with public organisations.

4.3.2 In terms of the respondents' general perception of the Welsh language service provision of public organisations, 75% agreed that these services are improving. In addition, they were of the opinion that organisations constantly inquire in which language they would like to communicate – a finding that is consistent with the results of the previous year's survey.

4.3.3 In addition, 70% of respondents stated that they are more likely to use Welsh language services if organisations make it clear that these services are available – an increase of 5 percentage points on the previous survey figure of 65%.

4.3.4 Positively, 79% of respondents agreed that they can usually use Welsh when dealing with organisations if they wish to do so. This rate has remained constant since the previous survey.

4.3.5   Although the above percentages are relatively high, the picture is more complicated when considering respondents' preferred language in practice. When discussing their preferred language in communicating with public organisations, 17% of respondents named Welsh as their preferred language, 71% preferred English, and 12% varied their preference depending on the context. However, among those who identified themselves as "fluent" speakers, the percentage preferring to use Welsh increased to 34%.

4.3.6   The following section presents the percentages indicating the language preference of respondents when using specific services.

Survey	Welsh every time	Mostly Welsh	Welsh and English equally	Mostly English	English every time
Telephone	8%	10%	21%	33%	28%
Face to face	10%	11%	26%	31%	22%
Written	4%	4%	23%	35%	35%
Reading information	3%	7%	33%	32%	24%
Social media	4%	5%	21%	33%	31%

4.3.7   The survey highlights the fact that the factors influencing users' language choice can be complex and varied. The factors identified included:

- Subject matter or use of technical vocabulary

- Personal confidence and feeling comfortable using Welsh

- Availability of a Welsh speaker

- Whether the other person speaks Welsh as their first language.

4.3.8   This reveals that considerable work remains to be done to change people's linguistic habits and to encourage them to use the Welsh language services available to them.

Influencing individual language use when dealing with services

4.3.9 Although organisations tend to comply well with the standards pertaining to written materials – such as correspondence, documents, web pages and forms – there are still deficiencies with regard to compliance with the standards requiring the inclusion of specific statements. These statements inform the public that services are available in Welsh or that correspondence in Welsh is welcome.

4.3.10 The purpose of these standards is to stimulate behaviour change by motivating and encouraging the use of Welsh language services. It is therefore essential that organisations recognise the value and importance of these standards in influencing the linguistic habits and choices of Welsh speakers.

4.3.11 In 2024-25, the rate of compliance with this standard fell to 50%, representing a downturn of 23.53% on the previous year.

4.3.12 There is also a standard pertaining to documents and forms, which places a duty on organisations to include a statement on the English version that a Welsh version is available. Of all the documents sampled (excluding those under Regulations No. 7, where the requirements are slightly different), only 41% contained the necessary statement.

4.3.13 In our report last year we called on organisations to tackle this aspect of promoting and encouraging the use of Welsh language services. It is a matter of concern, therefore, that this year's data shows a further decline in the rate of compliance with these requirements. The current situation is not acceptable, especially considering that these standards have been in force for quite some time.

4.3.14 It is essential that organisations take decisive steps to improve compliance in this area, and to ensure that staff across the organisation are aware of the importance of these statements in encouraging and promoting the use of the Welsh language.

4.3.15 We will carry out a further review in 2025-26, using a sample of materials from organisations to assess compliance. Where a failure to comply is discovered, the Commissioner will consider the extent to which her enforcement powers should be exercised, including carrying out a statutory investigation if necessary.

Caerphilly County Borough Council responded proactively to the results of the Commissioner's annual survey last year, which showed that not all documents and forms on its website complied with the requirements.

Monitoring each individual document and form was challenging and arduous. However, as the Council had legislative obligations to fulfil, it set out to find an effective solution. In collaboration with the Council's Digital Services Officer, a programme was developed that could 'scan' the website to identify documents and PDF forms, and then automatically insert the necessary statement.

All existing PDF documents and forms were updated with the required statement when the programme was run. Any older versions were reviewed and removed if they were out of date or if an updated version was available.

The Council's Digital Services Department now works closely with the Equality and Welsh Language Team, acting as gatekeepers to all the information submitted for publication on the website. This approach ensures better control of compliance and language consistency across the Council's digital content.

4.3.16   Beyond the standards requiring organisations to include statements in documents, forms and items such as e-mails, each set of Regulations also contains specific standards that require organisations to promote any Welsh service that they provide.

4.3.17   In response to the self-assessment questionnaires, 61% of organisations indicated a high level of assurance that they comply with this requirement. However, this suggests that 39% of organisations are not confident that they meet the duty to raise awareness of available Welsh language services.

4.3.18   As a result, we will pay particular attention to this area during 2025-26 by implementing a Welsh language service promotion work plan. This will include consulting with organisations on how the Commissioner can further support them in developing and promoting their Welsh language services – whether through advice, guidance or practical resources.

Welsh language service promotion project

4.3.19 This year we set up a project to collaborate with a sample of public organisations across various sectors, with the aim of improving the way they promote their Welsh language services. The project focused on developing and implementing service promotion plans.

4.3.20 The project showed that some organisations have succeeded in implementing their plans effectively and have been able to measure the progress and impact of the work. A clear increase was seen in the use of the Welsh language services promoted as part of the project. This shows that efforts to promote the Welsh language can be effective when organisations implement clear and appropriate strategies.

General findings of the project

4.3.21 It is clear that some organisations face challenges when trying to promote their Welsh language services. One of the main difficulties identified is a lack of understanding of the difference between:

- Promoting the fact that a service is available in Welsh, and

- Promoting the service itself through the medium of Welsh.

4.3.22 A lack of resources and staffing has also been an obstacle, with some organisations stating the need to prioritise other work over the promotion of Welsh language services.

4.3.23 On analysing the promotion plans, it is clear that additional support is needed to enable organisations to promote their Welsh language services effectively. It is imperative that organisations:

- Are aware of and understand behaviour change theories and approaches

- Are given access to practical and relevant resources to support their efforts.

4.3.24 Ultimately, organisations must take deliberate steps to encourage continued use of Welsh language services and prioritise this work as an integral part of their wider promotional strategies.

4.3.25 As noted when discussing the results of the user survey above, the percentage of Welsh speakers using Welsh when dealing with public services remains relatively low.

4.3.26 It is likely that a significant number of people are now accustomed to using English when dealing with public services – not necessarily through choice, but due to a lack of awareness that a Welsh language service is available.

4.3.27 Although organisations are making great strides to improve the Welsh language services on offer, they also have a key role to play in:

- Highlighting opportunities to use the Welsh language

- Making the process of choosing Welsh when communicating clear and easy to use.

4.3.28 The Commissioner also recognises that she has a key role in promoting Welsh language services. In order to support and encourage organisations to effectively promote their Welsh language services during 2025-26, the Commissioner will develop a new page on her website that will serve as a platform for organisations to promote their Welsh language services. In addition, the Commissioner will review the current guidance document 'Promoting the use of Welsh language services' and will create further resources to help organisations promote and facilitate the use of Welsh.

Cwm Taf Morgannwg University Health Board Welsh language web pages promotion scheme

4.3.29 As a starting point, a relatively minor change was made to the website's homepage: a clear message was added stating that the website is available in Welsh (as shown below), along with clear instructions on how to change the language to Welsh.

4.3.30 An increase of 25.8% was recorded in the number of visitors to the Health Board's Welsh language website. In its report, the Board noted that it was "unlikely that such an increase would have been seen for any reason other than the above message".

4.3.31 In addition to the proactive offer, the Health Board piloted an enforced choice model, creating a situation where users had to choose a language before continuing to use the website. This ensured that users were aware of the option to use Welsh from the outset.

4.3.32 This method was implemented on specific pages, where the user had to choose between Welsh and English before viewing the content. For this part of the project, Cwm Taf Morgannwg University Health Board collaborated with Public Health Wales as part of both organisations' commitment to provide high quality e-services.

4.3.33 Here is an example of the message that appeared on the Public Health Wales website during the trial period.
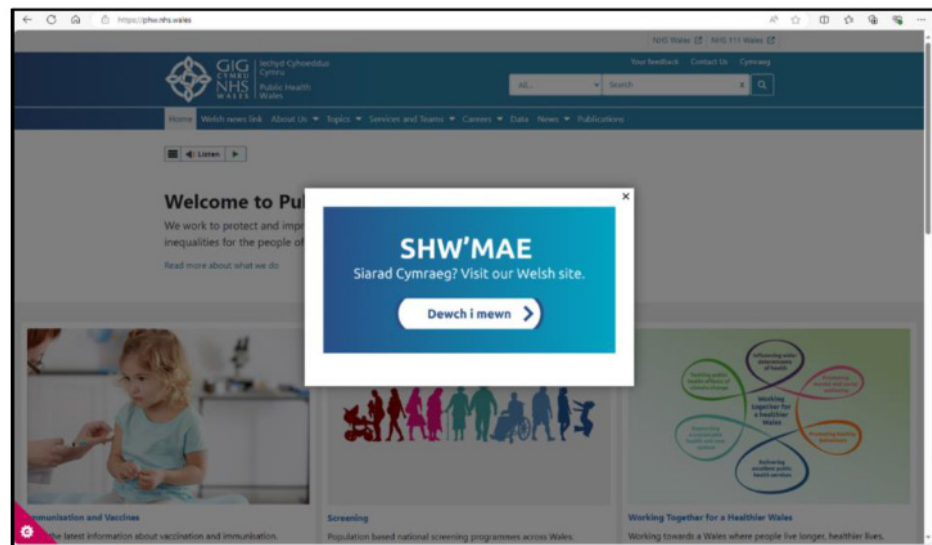
Dŵr Cymru/Welsh Water's Welsh language services promotion plan

4.3.34 Welsh Water's objective was to promote the Welsh language services offered by encouraging customers to communicate in Welsh through phone calls, emails, letters and online chats. The aim of the campaign was to see an increase in the use of these services.

4.3.35 A multi-channel promotional campaign was carried out over a period of several months, which included:

- Promotion on social media

- Media stories

- Advertising on the Golwg360 website.

4.3.36 All activity was focused on encouraging customers to contact Welsh Water and register to receive correspondence through the medium of Welsh. Following the campaign, an increase was recorded in the number of customers registering to receive Welsh correspondence.

4.3.37 Below are simple but effective examples that were used as part of the campaign to encourage users to use the Welsh language services.

Key findings and recommendations

Evidence shows that many organisations have responded positively to the challenge of promoting the Welsh language through innovative and effective approaches. This is a sign of positive culture change and a growing commitment to ensure that the Welsh language is an integral part of the user experience.

However, despite these positive examples, it is clear that there is still considerable work to be done. Not all organisations pay due attention to their statutory duties to communicate that services are available in Welsh or to encourage active use of these services.

Ensuring the visibility and accessibility of Welsh language services: All organisations should ensure that their Welsh language services are as accessible, inviting and efficient as those available in English – building user confidence and encouraging their regular use.

Integration into communication strategies: The promotion of Welsh language services should be an integral part of every organisation's communication and customer service strategies, ensuring that the Welsh language is communicated positively, visually and actively at all points of contact with the public.

4.4 Outcome 3: Organisations giving due regard to the potential impacts of their policy decisions on the Welsh language

4.4.1 The policy-making standards are a cornerstone of our regulatory framework, and our expectations of organisations having to comply with these standards are clear – a conscientious effort should be made to consider the impact of policy decisions on the Welsh language.

4.4.2 When developed effectively, Welsh language impact assessments are more than just a method of demonstrating compliance. They are a strategic tool ensuring that the Welsh language is considered centrally and is an integral part of decision-making relating to the public functions of organisations.

Significant case

A member of the public contacted the Commissioner regarding Ceredigion County Council's consultation on the future of rural primary schools. In the complainant's opinion there was insufficient consideration of the Welsh language in the consultation document. The Council responded by acknowledging that it had not complied with the policy-making standards, and agreed to amend the document and extend the consultation period to allow everyone a fair chance to respond.

Meetings were held between the Commissioner's officers and the Council, and advice was given on strengthening Welsh language considerations. The Council acted quickly to present the new amended consultation documents to its stakeholders. Due to the actions taken, no further investigation was conducted.

In this case, the organisation's practices were successfully changed before the consultation closed. Although an investigation would possibly have found a failure after the consultation period had ended, it would not have been possible to influence the consultation process in a timely manner.

4.4.3 In 2024, a specific line of enquiry was carried out to better understand how organisations comply with the policy-making standards. Such lines of enquiry are an essential part of the Commissioner's regulatory work, as they enable more detailed analysis and complement the regular monitoring work.

4.4.4 This line of enquiry focused on:

- how organisations consider the impact of policy decisions on the Welsh language

- gathering detailed information and evidence beyond that which is possible through routine checks and surveys.

4.4.5 Organisations were asked to provide their views on their level of compliance assurance with regard to the three relevant standard groups:

- Policy-making standards

- Consultation document standards

- Research standards.

4.4.6 89 organisations (71% of those subject to the standards) responded to the request for information.

4.4.7 In general, organisations indicated a higher level of assurance than that obtained through the Commissioner's analysis based on the evidence provided.

4.4.8 There were examples of good practice, including:

- Conducting separate Welsh language impact assessments

- Providing clear guidelines emphasising the fact that there are two requirements for consultation documents: considering opinions and seeking opinions, and that only by satisfying both can compliance be achieved.

Good practice

Eryri National Park has modified its arrangements for assessing the impact of policy decisions so that the Welsh language is considered independently. A representative from the Park noted: "It was concluded that having the Welsh language impact assessment as part of the wider integrated assessment was insufficient... we decided to carry out the Welsh language impact assessment and report this in a separate document from the integrated assessment, which would enable us to document far more detailed and in-depth information in the assessment in the initial stage".

Welsh Ministers have published guidance for staff responsible for consultations on policy decisions, which explains the requirements of the standards in a clear and concise manner.

This is key to ensuring that staff understand what needs to be achieved when publishing a consultation document. It is made clear that there are two requirements under the standards relating to consultations on policy decisions, namely 'consideration' and 'seeking opinions'. The guide also refers and provides a link to a recent Tribunal case relating to compliance with the policy-making standards in order to give staff the opportunity to read more about the principles established in the judgement. The guidance also includes a list of possible impacts to consider as further guidance for staff.

Further information about the good practices identified as part of the line of enquiry can be read in this report:

Policy Decisions and the Welsh Language: A Conscientious Effort?

4.4.9   The full report, Policy Decisions and the Welsh Language: A Conscientious Effort?, is available on the Commissioner's website. It includes a detailed analysis of how organisations consider the Welsh language when making policy decisions, together with clear recommendations to improve compliance with the relevant standards.

The key findings of the line of enquiry:

- The level of assurance stated by organisations is often higher than that supported by detailed evidence

- There is a lack of consistency in the way Welsh language impact assessments are carried out

- There are examples of good practice, but more clarity and cohesion is needed in the implementation of the policy-making standards.

Key findings and recommendations

The way in which organisations consider the impact of policy decisions on the Welsh language has improved significantly over recent years. More and more organisations are now demonstrating a deeper understanding not only of the requirements of the policy-making standards, but also of their purpose and strategic impact.

However, the findings of the line of enquiry highlight that there is still a need to review current arrangements in a number of organisations. This is essential to ensure that appropriate and conscientious consideration is given to any possible impact on the Welsh language and its use – not only to comply with the standards, but also to achieve the regulatory outcome set by the Commissioner.

It is essential that organisations act on the recommendations presented in our report, Policy Decisions and the Welsh Language: A Conscientious Effort?. Over the coming year, we will be contacting organisations to monitor the steps that have been taken in response to these findings.

4.5 Outcome 4: Organisations increase the use of Welsh in their workplace, enabling staff to work in Welsh on a day-to-day basis

4.5.1 The ability to use Welsh in the workplace is a key element of normalising the language and fostering an organisational culture that supports it. As a result, organisations have been encouraged to review the impact of their internal policies on the use of the Welsh language, considering the extent to which those arrangements can trigger positive change that enables staff to use the Welsh language more regularly in their working life.

4.5.2 On responding to the self-assessment questionnaires this year, 69% of organisations indicated a high level of compliance with the requirements relating to fostering Welsh language skills in the workforce. In addition, 71% indicated a high level of compliance with the duty to encourage and facilitate the use of the Welsh language in the workplace.

4.5.3 Although these figures are encouraging to a certain extent, it is essential to ensure that the policies and activities that support them are implemented in practice and lead to a positive impact on staff's experience of using the Welsh language on a day-to-day basis. Only through deliberate and effective action can it be ensured that the Welsh language is a natural part of organisational working life.

4.5.4 The general finding of our monitoring work is that organisations have policies in place that relate to the use of the Welsh language internally. However, some misunderstanding was noted regarding the purpose of the relevant standard, particularly in terms of its strategic role.

4.5.5 In particular, a clearer and stronger link is needed between the policy and the long-term goals set by Cymraeg 2050. Organisations should be able to demonstrate how their policies directly contribute to increasing the daily use of the Welsh language, ensuring that it is a natural part of working life and is normalised across the organisation.

4.5.6 Although the Commissioner published the guidance document Action pack: Internal use of Welsh during the summer of 2023, evidence suggests that few organisations have taken full advantage of the advice contained therein.

4.5.7 This does not necessarily mean that there is no activity, but rather that those steps are not clearly documented or intentionally planned to increase the use of the Welsh language in the workplace. A lack of strategic planning can limit the long-term impact of the activity.

Policy models and resources

4.5.8   Over the past year, the main focus of our work in this area has been on strengthening collaboration with partners to develop policy models and practical resources. The aim of this work is to support organisations to strengthen their internal policies and to trigger a meaningful change in the use of the Welsh language in the workplace.

4.5.9   We have engaged with a number of organisations that are developing new policies and have collaborated with them to trial the models produced, ensuring that they are relevant and practical in a variety of contexts. In addition, we have started work on developing a theory of change which will set out the practical steps that organisations will need to take in order to move along the continuum in terms of the use of the Welsh language in the workplace. This theory of change will provide a strategic framework to support organisations to understand their current situation, identify opportunities to increase the use of the Welsh language, and plan clear and measurable actions to ensure sustainable progress.

4.5.10   A new page is now available on our website, which contains a variety of practical resources – including technological suggestions and a checklist on employment issues – to support organisations to increase the use of the Welsh language amongst the workforce. The page also contains links to advice and information from external partners.

4.5.11   As the body leading and coordinating strategic activity in the workplace area, we have continued to discuss with key national partners – including Welsh Government, the National Centre for Learning Welsh, and Coleg Cymraeg Cenedlaethol. These discussions have focused on identifying collaboration opportunities and ensuring coordination in the ongoing work to develop the use of the Welsh language in the workplace.

4.5.12   In July 2025, a national one-day conference on developing the use of Welsh in the workplace was held in collaboration with the National Centre for Learning Welsh. During the year, we will also hold a number of events to discuss language matters in the workplace, share good practice, and explore solutions to common challenges. We expect to see more organisations reviewing their policies and make use of the resources we have developed to support this process.

Workforce skills development

4.5.13   One key element of increasing the use of the Welsh language in the workplace is that organisations have a clear understanding of their current situation – including having a solid baseline and a comprehensive picture of the Welsh skills available across the organisation. Knowing where these skills lie enables organisations to plan activities more effectively to increase use among existing speakers, as well as to strategically target training to enable an increase in the use of the Welsh language and improve the services on offer.

4.5.14   The introduction of the Welsh Language and Education (Wales) Act 2025, together with the development of the new skills assessment framework, will play a key role in this regard. We would expect organisations to consider these changes when planning any improvements to their skills assessment processes, ensuring that they are in line with the latest policy developments.

4.5.15   It is important to be able to measure how much Welsh is being used in the workplace, and to see what effects any plans to increase its use is having. We recognise that the Commissioner has an important role to play in helping organisations to do this by providing guidance on consistent measurement methods that work well. We will continue to collaborate with national partners to develop clear and simple approaches to measure the progress and use of the Welsh language.

Key findings and recommendations

Although organisations have now adopted internal policies on the use of the Welsh language, as required under the standards, evidence suggests that these policies do not always achieve the core aim – which is to expand the opportunities for staff to use the Welsh language in their day-to-day work. A change of approach is needed to ensure that these policies lead to practical and measurable change.

Reviewing and reinforcing current policies: Organisations should review their current policies on the use of the Welsh language in the workplace, comparing them with the new policy models being developed. This comparison should be used to identify gaps and opportunities for improvement.

Strategic planning based on change theory: Once available, organisations should prepare to use the change theory as a strategic framework to plan clear actions. This will ensure that each step contributes to measurable progress along the continuum of Welsh language use.

Implementing practical and measurable schemes: Organisations should implement clear, realistic and measurable schemes to increase the use of Welsh in the workplace, making full use of the guidance and resources available on the Commissioner's website.

Monitoring language skills and use: Organisations should adopt systematic methods of assessing and recording language skills and monitoring the use of the Welsh language. This will enable the collection of relevant data, assessment of progress, and identification of what works over time.

4.6 Outcome 5: Organisations promote the Welsh language so that people can use it naturally in their daily lives

4.6.1 The promotion standards place clear requirements on local authorities and national park authorities to develop and publish a five-year strategy. This strategy sets out how they intend to promote the Welsh language and facilitate its wider use in their areas. At the end of this period, they must assess the extent to which they have achieved the objectives and targets set, then publish a revised version within five years of the publication date of the original strategy.

4.6.2 The duration or periods of strategies vary widely across organisations. The table below shows the duration of the current promotion strategies, with those highlighted in blue representing organisations that are in the process of reviewing, or expect to review, their strategies during 2025:

Organisation	Current strategy date
Flintshire County Council	**2019-2024**
Bannau Brycheiniog National Park	**2020-2025**
Isle of Anglesey County Council	2021-2026
Bridgend County Borough Council	2021-2026

Organisation	Current strategy date
Pembrokeshire Council	2021-2026
Wrexham County Borough Council	2022-2027
Rhondda Cynon Taf County Borough Council	2022-2027
Blaenau Gwent County Borough Council	2022-2027
Cardiff Council	2022-2027
Vale of Glamorgan Council	2022-2027
Caerphilly County Borough Council	2022-2027
Merthyr Tydfil County Borough Council	2022-2027
Newport City Council	2022-2027
Monmouthshire County Council	2022-2027
Eryri National Park	2023-2028
Denbighshire County Council	2023-2028
Pembrokeshire National Park	2023-2028
Neath Port Talbot Council	2023-2028
Carmarthenshire County Council	2023-2028
Gwynedd Council	2023-2033
Ceredigion Council	2024-2029
Torfaen Council	2024-2029
Conwy Council	2024-2029
Swansea Council	2024-2029
Powys Council	2025-2030

4.6.3   It can be seen from the table above that 19 organisations are now implementing their second strategy, with two organisations currently reviewing theirs. During the next three years 13 organisations will review their strategies, with a further five doing so during 2028.

4.6.4   A review of the promotion strategies was commissioned in 2023-24, revealing inconsistency in the approaches used by organisations to collect and publish information on the achievement of their strategies. It was noted that 20 organisations referred to data on Welsh speakers in their assessments, but only 15 provided detailed information on the promotion activities carried out. As a result, seven organisations failed to fully comply with the requirements of the relevant standards.

4.6.5 The review also showed that there is a lack of consistency in the way organisations use data to plan and assess progress against the strategy indicators and targets. Two organisations failed to comply with this duty, and general uncertainty was noted about how to set "realistic" and "measurable" targets.

Good practice

Blaenau Gwent County Borough Council has succeeded in implementing processes to collect quantitative and qualitative data in order to be able to assess and report on progress on the achievement and impact of its five-year strategy to promote the Welsh language.

You can read more about this here: Arrangements to assess Welsh language promotion strategy.

4.6.6 We are keen for the promotion standards to become a more effective vehicle for community linguistic planning – not only in areas with a high density of Welsh speakers, but also in areas with a lower density of speakers. The Commissioner's vision is for promotion strategies to be developed through collaboration with a wide range of key partners, creating a co-ordinated approach to linguistic planning that reflects the needs of local communities.

4.6.7 The review demonstrated that the level of collaboration with partners varies significantly between organisations. Many noted that collaboration with others has been the key to their strategies' success, describing it as a "great asset", "productive" and "crucial" – especially when setting and achieving meaningful targets.

Good practice

The Isle of Anglesey County Council has worked in partnership with key stakeholders to develop an effective strategy to promote the Welsh language on the island. Being part of the language forum and working in partnership therein gave organisations on the island the opportunity to come together and share good practice, and to jointly plan and collaborate on a practical level to realise projects that can make a real difference.

You can read more about this here: [Working in partnership to promote the Welsh language](#).

4.6.8 However, some organisations face difficulties when attempting to secure partner support for their promotion strategies. Often, this is because there is no statutory duty on the partners to collaborate, and promoting the Welsh language is not necessarily a priority for them.

4.6.9 The review presented a series of practical recommendations to build on current successes and address the challenges identified. These included the suggestion to establish strategies for the longer term, such as ten years, creating room for more ambition and innovation – without contravening the requirements of Standard 146, which stipulates a review every five years.

4.6.10 It was also recommended that each organisation should establish a language forum to reinforce accountability and cohesion in implementing the strategies. It was noted that such forums already make a significant contribution in some organisations.

4.6.11 It should be kept in mind that promotion strategies do not exist in a vacuum. They are part of a wider policy landscape that includes a number of national initiatives contributing to a common goal – promoting and facilitating the use of the Welsh language.

4.6.12 Each local authority has a Welsh in Education Strategic Plan (WESP), which aims to increase the number of learners receiving Welsh-medium education and strengthen the provision across all stages of education. Now, with the passing of the Welsh Language and Education (Wales) Act 2025, significant changes are expected to the way these plans are developed, implemented and monitored.

4.6.13 The Act is also likely to trigger a review of the promotion standards, and consideration of whether they need to be amended or extended to support the objectives of the new legislation.

4.6.14 In addition, the Commission for Welsh-speaking Communities published its report in August 2024, which included 57 recommendations on how to maintain and reinforce the Welsh language in communities. These included the suggestion to amend the promotion standards so that they require organisations to specify how they will provide for communities of high linguistic significance, with an emphasis on increasing the use of Welsh as a community language. Welsh Government has since responded to the report and welcomed the recommendations, noting that they will form the basis of further policy action in this area.

4.6.15 Considering the evolving policy and legislative context, the Commissioner is keen to work closely with organisations during 2025-26 and the coming years – not only to ensure they have the knowledge and resources to effectively implement their current strategies, but also to prepare them for the upcoming changes. This will ensure that the promotion strategies remain relevant, ambitious and based on sound evidence.

Key findings and recommendations

The majority of organisations have complied with the requirements of promotion standards with regard to the duration of the five-year schemes. However, there is a lack of consistency in the way in which information on achieving the strategies is collected and published, with data collection methods to assess achievement varying significantly between organisations.

In addition, collaborating with key partners is recognised as essential to the success of the strategies. Nevertheless, in some areas the lack of obligation for partners to collaborate remains an obstacle to effective implementation.

Collaboration and local accountability: Organisations should reinforce their consultation and collaboration methods by establishing language forums (where they do not already exist), in order to ensure accountability, coordination and strong local representation.

Data collection and use: Organisations should review their arrangements for collecting and using relevant data, ensuring that meaningful targets can be set so that progress and impact can be measured consistently and transparently.

Preparedness for policy changes: It should be ensured that appropriate arrangements are in place to proactively respond to these policy and legislative changes, including any amendments to the requirements of the promotion standards.

4.7 Outcome 6: Organisations protect and promote the interests of Welsh language users by having effective governance and complaints arrangements

Co-regulation and transparency

4.7.1 Effective co-regulation depends on sharing information, fostering an open and transparent culture, and acknowledging that everyone has a role to play.

4.7.2 The Commissioner's role is to offer timely and proactive support and guidance in order to improve organisations' understanding of the expectations relevant to the provision of Welsh language services. Organisations have a responsibility to share information with us and to act transparently, enabling us to plan the most appropriate support.

4.7.3 During the past year, all organisations were asked to complete a self-assessment questionnaire, expressing their views on compliance across all standards. The questionnaire was also an opportunity to share information and evidence, either to support the assessment or to show the steps taken to improve compliance.

4.7.4 Although some organisations have taken steps to reinforce their approach to self-regulation, the general picture shows the need for more work to ensure that the Welsh language receives the appropriate level of priority and scrutiny. The Commissioner has provided guidance and support to organisations in this area through information sessions and the development of practical resources.

4.7.5 During the next reporting year, the Commissioner expects to see organisations increasingly documenting these processes, ensuring that the Welsh language is systematically included in regular reports to a board or a similar forum and in performance assessments.

4.7.6 We will be monitoring this area closely, and expect to see clear evidence of strategic leadership, deliberate planning, and effective self-regulation.

Governance and overseeing compliance

4.7.7 The Commissioner expects organisations to adopt an operational approach to self-regulation, ensuring that strong governance arrangements are in place to enable continuous scrutiny of compliance with the Welsh language standards.

4.7.8 It is essential that Chief Executives and Directors lead by example, including the Welsh language at the heart of discussions at board level – from strategic planning to performance monitoring.

4.7.9 Where failures arise, clear accountability and appropriate action will be expected to address the situation. The supplementary standards place specific duties on governance arrangements. It was noted in the 2023-24 report that organisations need to pay due attention to these in order to ensure real improvement.

4.7.10 This year's monitoring work shows that a number of organisations still fail to publish a document recording arrangements for overseeing compliance, promotion of Welsh language services and facilitation of their use. This is unacceptable, especially as some organisations have been subject to the standards for several years. Where previous attempts to encourage compliance have failed, the Commissioner will consider using her enforcement powers by carrying out statutory investigations.

Annual reports

4.7.11 Annual reports are a key part of self-regulation. They offer the public reassurance that Welsh language services are provided appropriately and monitored regularly. For the organisations themselves, they are a valuable tool to review arrangements, identify weaknesses and celebrate successes.

4.7.12 Although the standards identify specific requirements for reporting data, the annual reports are also an opportunity for organisations to include additional relevant information that reflects their performance in Welsh language service provision. This includes indicators that help measure impact.

4.7.13 It is expected that annual reports are subject to internal scrutiny and approval process before publication. This year, however, some organisations were identified as having failed to comply with this duty – including failure to publish promptly, omitting statutory information, or failure to publish a report at all.

4.7.14 During 2025-26, we will review the data presented in annual reports, considering where the guidance given to organisations can be improved. This aims to ensure that reports contain relevant, consistent and high quality information.

4.7.15 We will also review the data collection and analysis processes in order to be able to scrutinise the information presented more closely. This will help identify trends, understand the impact of compliance arrangements, and link the data to key areas such as workforce skills and complaints.

Complaints procedures

4.7.16   As stated in last year's report, complaints are a valuable source of information on the user experience. It is essential that users have a voice, and that organisations respond to the feedback as part of ongoing efforts to improve services.

4.7.17   During 2025-26, we will run a key line of enquiry into organisational complaints procedures. The aim of this work will be to assess what arrangements are currently in place, to ensure that they are accessible, clear and effective, and to provide guidance to organisations on how to improve them where necessary.

Services provided via contract or agreement

4.7.18   It is imperative that services provided by third parties also fully comply with the linguistic duties. Any agreement or contract with external providers should include specific, clear and binding arrangements regarding service provision through the medium of Welsh. These must be clearly stated from the outset, ensuring that expectations are effectively communicated and monitored throughout the duration of the agreement.

4.7.19   In addition, the internal governance arrangements of each organisation should include robust mechanisms for monitoring and evaluating third party service compliance with the linguistic duties. It should be ensured that this responsibility is clearly understood at all levels of the organisation, including operational departments such as human resources and recruitment. This year, it became apparent that some organisations demonstrate a lack of awareness or effective implementation, which underlines the need for ongoing training, guidance and supervision to ensure compliance with the duty.

Significant case

A complaint was made that a Council had not assessed the need for Welsh language skills when advertising jobs in its leisure centres. Actions were set for the Council to amend its arrangements with a third party provider responsible for providing leisure services on its behalf in order to ensure that the recruitment standards are followed.

As a result, we corresponded with all organisations subject to the Welsh language Standards, and added relevant information to our website.

Key findings and recommendations

Effective co-regulation depends on organisations operating in an open, transparent and accountable manner. Although there are positive examples of organisations that have succeeded with the strategic integrating of the Welsh language within their governance and monitoring arrangements – ensuring that the Welsh language is taken into consideration at the highest level of leadership – this approach has not been consistently adopted.

This underlines the need for definitive steps to ensure a more systematic, sustainable and effective governance approach in order to comply with the requirements of the language duties.

Reinforcing governance and monitoring: Organisations should review and reinforce their governance and monitoring arrangements, ensuring that the Welsh language receives the appropriate level of priority and scrutiny at board level, and that robust mechanisms are in place to continuously monitor compliance.

Transparency, accountability and effective response to complaints: All organisations should take definitive steps to bolster transparency and accountability by publishing documents clearly stating their arrangements for dealing with complaints, overseeing compliance, promoting services, and facilitating their use – all in accordance with the requirements of the standards. Ensuring that clear procedures are in place for dealing with complaints, together with appropriate training for staff, is essential to building trust and responding effectively to public concerns.

Ensuring robust annual reports: Robust measures should be put in place to ensure that annual reports on compliance contain all the required data and are published promptly in accordance with the timetable set out in the compliance notice or Welsh language scheme.

Appendix 1: A full list of the organisations monitored each year over the last four years

2024-25 Sample (*Group 2)

Welsh Language Standards Regulations (No. 1)

- Merthyr Tydfil County Borough Council Swansea City and County Council
- Bannau Brycheiniog National Park Authority
- Torfaen County Borough Council
- Wrexham County Borough Council
- Flintshire County Council
- Vale of Glamorgan Council
- Caerphilly County Borough Council
- Neath Port Talbot County Borough Council
- Bridgend County Borough Council
- Cardiff Council
- Newport Council
- Carmarthenshire County Council

- Blaenau Gwent County Borough Council
- Rhondda Cynon Taf County Borough Council
- Powys County Council
- Pembrokeshire Coast National Park Authority
- Monmouthshire County Council
- Pembrokeshire County Council
- Eryri National Park Authority
- Conwy County Borough Council
- Gwynedd Council
- Ceredigion County Council
- Denbighshire County Council
- Isle of Anglesey County Council
- Welsh Ministers.

With local authorities and national parks, action was taken this year on the basis of risk assessment. As a result, not all organisations were included in each survey. Nevertheless, it was ensured that each organisation participated in at least two surveys during the period.

Welsh Language Standards Regulations (No. 2)

- National Museum Wales
- The Quality Assurance Agency for Higher Education
- Wales Millennium Centre
- Sport Wales
- The Commission for Equality and Human Rights
- Local Democracy and Boundary Commission
- Natural Resources Wales
- Welsh Local Government Association (WLGA)
- Welsh Books Council
- The National Botanic Garden of Wales
- National Library of Wales
- National Theatre Wales
- Public Services Ombudsman for Wales
- S4C
- Audit Office and Auditor General
- Information Commissioner's Office (ICO)
- Theatr Genedlaethol Cymru.

Welsh Language Standards Regulations (No. 4)

- The Mental Health Review Tribunal for Wales
- Valuation Tribunal for Wales
- Agricultural Land Tribunal for Wales.

Welsh Language Standards Regulations (No. 5)

- Mid and West Wales Fire and Rescue Authority
- North Wales Fire and Rescue Authority
- South Wales Police and Crime Commissioner
- North Wales Police and Crime Commissioner
- Chief Constable of South Wales Police
- Chief Constable of Dyfed Powys Police.

Welsh Language Standards Regulations (No. 6)

- Adult Learning Wales
- Coleg Cambria
- Saint David's Catholic College
- Coleg Gwent
- Pembrokeshire College
- Coleg Sir Gâr and Coleg Ceredigion
- Llandrillo Menai Group
- Careers Wales
- The Royal Welsh College of Music and Drama
- Aberystwyth University
- Cardiff University
- Cardiff Metropolitan University
- Wrexham University.

Welsh Language Standards Regulations (No. 7)

- Powys University Health Board
- Aneurin Bevan University Health Board
- Swansea Bay University Health Board
- Betsi Cadwaladr University Health Board
- Cardiff and Vale University Health Board
- Cwm Taf Morgannwg University Health Board
- Hywel Dda University Health Board
- Velindre NHS Trust
- Welsh Ambulance Service NHS Trust
- Public Health Wales NHS Trust.

Welsh Language Standards Regulations (No.8)

- The General Chiropractic Council
- The General Dental Council
- The General Pharmaceutical Council
- The General Medical Council
- The Nursing and Midwifery Council
- The General Optical Council
- The General Osteopathic Council

- The Health and Care Professions Council
- The General Optical Council

*self assessment questionnaires only

Organisations implementing Welsh language schemes

- Animal and Plant Health Agency
- Ordnance Survey
- Food Standards Agency
- HM Land Registry
- Charity Commission
- Consumer Council for Water
- Valuation Office
- Wales Office
- Intellectual Property Office
- Home Office
- Office for National Statistics
- National Savings and Investments
- Judicial Appointments Commission
- HM Courts and Tribunals Service
- Money and Pensions Service
- College of Policing.

2023-2024 Sample (*Group 1)

Welsh Language Standards Regulations (No. 1)

- Pembrokeshire Coast National Park Authority
- Bannau Brycheiniog National Park Authority
- Eryri National Park Authority
- Blaenau Gwent County Borough Council
- Caerphilly County Borough Council
- Neath Port Talbot County Borough Council
- Conwy County Borough Council
- Merthyr Tydfil County Borough Council
- Bridgend County Borough Council
- Rhondda Cynon Taf County Borough Council

- Torfaen County Borough Council

- Wrexham County Borough Council

- Vale of Glamorgan Council

- Cardiff Council

- Newport Council

- Gwynedd Council

- Ceredigion County Council

- Denbighshire County Council

- Monmouthshire County Council

- Carmarthenshire County Council

- Pembrokeshire County Council

- Powys County Council

- Flintshire County Council

- Isle of Anglesey County Council

- Welsh Ministers.

Welsh Language Standards Regulations (No. 2)

- Colleges Wales

- National Opera

- Children's Commissioner

- Older People's Commissioner

- Royal Commission on the Ancient and Historical Monuments of Wales

- Arts Council of Wales

- Electoral Commission

- National Lottery Community Fund

- Loans Company

- Estyn

- Council for Voluntary Action

- The Learning and Work Institute

- British Broadcasting Corporation

- Office of Communications

- Data Cymru.

Welsh Language Standards Regulations (No. 4)

- Education Workforce Council

- Social Care Wales

- Education Tribunal for Wales

- Residential Property Tribunal for Wales.

Welsh Language Standards Regulations (No. 5)

- Independent Office for Police Conduct

- South Wales Fire and Rescue Authority

- The Chief Constable of North Wales Police

- The Chief Constable of Gwent Police

- The Chief Constable of the British Transport Police

- Dyfed-Powys Police and Crime Commissioner

- Police and Crime Commissioner for Gwent.

Welsh Language Standards Regulations (No. 6)

- Cardiff and Vale College

- Higher Education Funding Council for Wales

- Gower College Swansea

- Merthyr Tydfil College

- Bridgend College

- Coleg y Cymoedd

- NPTC Group

- University of Wales Trinity St David

- Swansea University

- Bangor University

- University of South Wales

- The Open University.

Welsh Language Standards Regulations (No. 7)

- Powys Teaching Health Board

- Aneurin Bevan University Health Board

- Swansea Bay University Health Board

- Betsi Cadwaladr University Health Board

- Cardiff and Vale University Health Board

- Cwm Taf Morgannwg University Health Board

- Hywel Dda University Health Board

- Velindre University NHS Trust

- Welsh Ambulance Service NHS Trust
- Public Health Wales NHS Trust.

Organisations implementing Welsh language schemes

- HM Revenue and Customs
- Financial Conduct Authority
- HM Prison and Probation Service
- Office of the Public Guardian
- Companies House
- Department for Work and Pensions
- Driver and Vehicle Standards Agency
- Rural Payments Agency
- Driver and Vehicle Licensing Authority
- Health & Safety Executive
- National Heritage Memorial Fund
- Dŵr Cymru/Welsh Water
- Royal Mail Group
- Hafren Dyfrdwy
- Meat Promotion Wales.

2022-2023 Sample (*Group 2)

Welsh Language Standards Regulations (No. 1)

- Pembrokeshire Coast National Park Authority
- Bannau Brycheiniog National Park Authority
- Eryri National Park Authority
- Blaenau Gwent County Borough Council
- Caerphilly County Borough Council
- Neath Port Talbot County Borough Council
- Conwy County Borough Council
- Merthyr Tydfil County Borough Council
- Bridgend County Borough Council
- Rhondda Cynon Taf County Borough Council
- Torfaen County Borough Council
- Wrexham County Borough Council
- Vale of Glamorgan Council

- Cardiff Council

- Newport Council

- Gwynedd Council

- Ceredigion County Council

- Denbighshire County Council

- Monmouthshire County Council

- Carmarthenshire County Council

- Pembrokeshire County Council

- Powys County Council

- Flintshire County Council

- Isle of Anglesey County Council

- Welsh Ministers.

Welsh Language Standards Regulations (No. 2)

- Welsh Books Council

- National Museum Wales

- Wales Millennium Centre

- Quality Assurance Agency

- Sport Wales

- The Commission for Equality and Human Rights

- Local Democracy and Boundary Commission

- Natural Resources Wales

- Welsh Local Government Association

- The National Botanic Garden of Wales

- National Library of Wales

- National Theatre Wales

- Public Services Ombudsman

- S4C

- Wales Audit Office

- Information Commissioner's Office

- Theatr Genedlaethol Cymru.

Welsh Language Standards Regulations (No. 4)

- The Mental Health Review Tribunal for Wales
- Valuation Tribunal for Wales
- Agricultural Land Tribunal for Wales.

Welsh Language Standards Regulations (No. 5)

- North Wales Police and Crime Commissioner
- South Wales Police and Crime Commissioner
- North Wales Fire and Rescue Service
- Mid and West Wales Fire and Rescue Service
- Dyfed Powys Police
- South Wales Police.

Welsh Language Standards Regulations (No. 6)

- Adult Learning Wales
- The Royal Welsh College of Music and Drama
- Coleg Cambria
- Saint David's Catholic College
- Coleg Gwent
- Pembrokeshire College
- Coleg Sir Gâr/Ceredigion
- Llandrillo Menai Group
- Careers Wales
- Aberystwyth University
- Cardiff University
- Glyndŵr University
- Cardiff Met University.

Welsh Language Standards Regulations (No. 7)

- Powys University Health Board
- Aneurin Bevan University Health Board
- Swansea Bay University Health Board
- Betsi Cadwaladr University Health Board
- Cardiff and vale University Health Board
- Cwm Taf Morgannwg University Health Board
- Hywel Dda University Health Board

- Velindre NHS Trust
- Welsh Ambulance Services NHS Trust
- Public Health Wales NHS Trust.

Organisations implementing Welsh language schemes

- Animal and Plant Health Agency
- Ordnance Survey
- Food Standards Agency
- HM Land Registry
- Charity Commission
- Consumer Council for Water
- Valuation Office
- Wales Office
- Intellectual Property Office
- Home Office
- Office for National Statistics
- Carbon Trust
- Judicial Appointments Commission
- HM Courts and Tribunals Service
- Money and Pensions Service
- College of Policing.

2021-22 Sample (*Group 1)

Welsh Language Standards Regulations (No. 1)

- Pembrokeshire Coast National Park Authority
- Bannau Brycheiniog National Park Authority
- Eryri National Park Authority
- Blaenau Gwent County Borough Council
- Caerphilly County Borough Council
- Neath Port Talbot County Borough Council
- Conwy County Borough Council
- Merthyr Tydfil County Borough Council
- Bridgend County Borough Council
- Rhondda Cynon Taf County Borough Council
- Torfaen County Borough Council

- Wrexham County Borough Council

- Vale of Glamorgan Council

- Cardiff Council

- Newport Council

- Gwynedd Council

- Ceredigion County Council

- Denbighshire County Council

- Monmouthshire County Council

- Carmarthenshire County Council

- Pembrokeshire County Council

- Powys County Council

- Flintshire County Council

- Isle of Anglesey County Council

- Welsh Ministers.

Welsh Language Standards Regulations (No. 2)

- Colleges Wales Ltd

- Royal Commission on the Ancient and Historical Monuments of Wales

- Children's Commissioner for Wales

- Older People's Commissioner for Wales

- National Lottery Community Fund

- Arts Council of Wales

- Wales Council for Voluntary Action

- Estyn

- Welsh National Opera

- The Learning and Work Institute

- Local Government Data Unit – Wales

- Electoral Commission

- BBC

- Office of Communications.

Welsh Language Standards Regulations (No. 4)

- Education Workforce Council
- Social Care Wales
- Special Educational Needs Tribunal for Wales
- Special Educational Needs Tribunal for Wales
- Valuation Tribunal for Wales.

Welsh Language Standards Regulations (No. 5)

- Dyfed-Powys Police and Crime Commissioner
- Gwent Police and Crime Commissioner
- South Wales Fire and Rescue Service
- North Wales Police
- Gwent Police
- British Transport Police
- Independent Office for Police Conduct.

Welsh Language Standards Regulations (No. 6)

- Cardiff and Vale College
- Gower College Swansea
- Bridgend College
- Higher Education Funding Council for Wales
- Swansea University
- Bangor University
- University of Wales Trinity St David
- University of South Wales
- The Open University
- Coleg y Cymoedd
- NPTC Group
- Merthyr Tydfil College Ltd.

Welsh Language Standards Regulations (No. 7)

- Powys University Health Board
- Aneurin Bevan University Health Board
- Swansea Bay University Health Board
- Betsi Cadwaladr University Health Board

- Cardiff and vale University Health Board

- Cwm Taf Morgannwg University Health Board

- Hywel Dda University Health Board

- Velindre NHS Trust

- Welsh Ambulance Services NHS Trust

- Public Health Wales NHS Trust.

Organisations implementing Welsh language schemes

- Department for Work and Pensions

- Driver and Vehicle Standards Agency

- Rural Payments Agency

- Driver and Vehicle Licensing Authority

- Health & Safety Executive

- Financial Conduct Authority

- National Heritage Memorial Fund

- HM Revenue and Customs

- Dŵr Cymru/Welsh Water

- Hafren Dyfrdwy Water

- Royal Mail Group

- HM Prison and Probation Service

- Meat Promotion Wales

- Office of the Public Guardian

- Companies House.

Appendix 2: monitoring, assessment and action plan 2021-2025

The Commissioner has implemented a monitoring, assessment and action plan for the last four years, between 2021-22 and 2024-25, as a means of monitoring compliance with Welsh language standards and maintaining the commitments of Welsh language schemes.

The plan's objectives with regard to regulating organisational performance were:

- Focusing on compliance
- Closing information gaps and improving the way we discover shortcomings
- Promoting self-regulation
- Action on shortcomings
- Using minimal intervention.

This was done through:

- **Monitoring:** collecting data on the compliance of each organisation with each duty over a period of time
- **Assessment:** whether or not the evidence demonstrates compliance with the imposed duties
- **Implementation:** taking steps to ensure that organisations rectify any non-compliance. Those steps may include carrying out an investigation at the Commissioner's initiative, with the possibility of imposing enforcement measures if failure is perceived
- **Publishing an annual report on performance:** analysing results and formulating and publishing findings based on the work, providing an overview of performance.

It was decided to monitor the majority of organisations biennially, with the exception of organisations subject to Regulations No. 1 and 7, which were monitored annually.

- Regulations No. 1 – annually
- Regulations No. 2 – biennially
- Regulations No. 4 – biennially
- Regulations No. 5 – biennially
- Regulations No. 6 – biennially
- Regulations No. 7 – annually
- Welsh language schemes – biennially.

Activities to be carried out during the year included:

- Direct inspection of specific services
- Inspection of supplementary documents
- Self-assessment questionnaire to be completed by organisations
- Evidence-gathering meeting with organisations
- Undertaking an assurance assessment to:

    - gather all evidence,
    - determine the compliance assurance level,
    - determine the course of action,
    - undertake annual compliance analysis and reporting.

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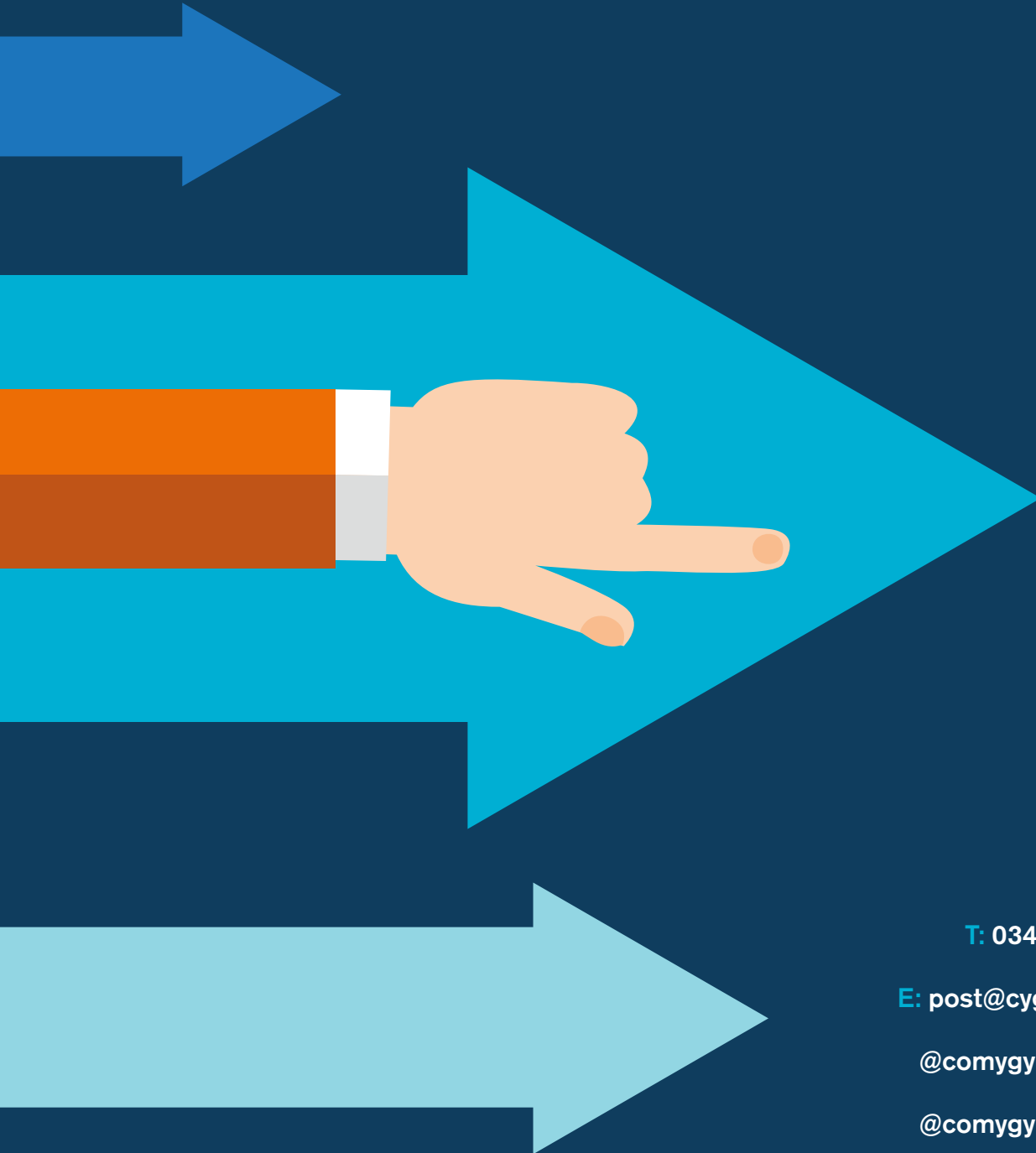
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