Relevant person	Investigation	Date decision notice was given	Commissioner's findings and determinations
Bridgend County Borough Council	**CS1411** A complaint was received from a member of the public regarding the failure of Bridgend County Borough Council (the Council) to send correspondence to him in Welsh. The complainant received a letter in English from Marston Recovery, a debt collection company on behalf of the Council.	23/09/2026	**Commissioner's Findings** The relevant requirements covered by the investigation are standards 2 and 5. Standard 2 states that, when contacting an individual for the first time, they must be asked if they wish to receive correspondence in Welsh. If the individual responds to say that their wish is to receive correspondence in Welsh from the body, the body must keep a record of that wish and correspond with that individual in Welsh thereafter. In this instance, the complainant expressed dissatisfaction that the correspondence had not been provided in Welsh, nor had he been offered a choice of language. The Council stated that it had no record of any request from the complainant that he wished to receive a service in Welsh. It was considered that the complainant was not asked before corresponding for the first time, whether he wished to receive correspondence in Welsh, nor was a record kept of that choice. As a result, the correspondence from Marston Recovery was sent to the complainant in English. The Commissioner's determination is that Bridgend County Borough Council has failed to comply with standard 2. Standard 5 states that if a body does not know whether a person wishes to receive correspondence from it in Welsh, it must provide a Welsh-language version of the correspondence when corresponding with that person. That means that a body must send a Welsh-language version of correspondence to a person at all times, until such time that

it knows that the person does not wish to receive correspondence in Welsh.

It was noted by the Council that the correspondence included the message “Happy to Translate” to give the customer the option of requesting a translation.” However, no explanation was given of the rationale for issuing the warning letter in English only, and the enforcement notices bilingually.

Although the Council noted that Welsh-language services were available through the third party, including Welsh-speaking officers, the availability of a service alone is not sufficient to satisfy the requirements of Standard 5. In the absence of information regarding the individual's language preference, the initial correspondence should have been provided in Welsh (or bilingually).

In this case, the complainant received correspondence in English only with the option of requesting a translation. Offering a translation after sending the initial correspondence in English does not comply with the requirements of Standard 5.

The Commissioner’s determination is that Bridgend County Borough Council has failed to comply with standard 5.

Standard 2: Failure
Standard 5: Failure

Further Action

Standards 2 and 5 Requirement to take steps in accordance with section 77 of the Welsh Language (Wales) Measure 2011

1. Bridgend County Borough Council must ensure that Marsden Recovery:

			• provides ALL correspondence in Welsh, and check an individual's language preference, and keep a record • of the language preference, prior to correspondence. 2. Bridgend County Borough Council must take steps to ensure that third party providers comply with all standards that apply to it. **Timescale:** Within 3 months of the date of publication of the final determination.
Pembrokeshire County Council	**CS1412** This investigation was undertaken following a complaint that Pembrokeshire County Council's 2026-2027 Budget Consultation did not give conscientious consideration to the effects of the proposed savings measures on the Welsh language. The investigation focused on the Council's compliance with standards 91-93, which place duties on organisations to	27/07/2026	**Commissioner's Findings** The relevant requirements in question are standards 91-93. In order for a consultation document to comply with standards 91-93, two specific requirements must be met: firstly, the Council must "consider" the possible impacts of the proposal on the Welsh language, and secondly, it must "seek opinions" regarding any such effects. In relation to the duty to consider the potential effects of the policies on the Welsh language, the Council states that it used an Integrated Impact Assessment as the main mechanism to do so. The assessment acknowledges some potential effects on individuals. However, the analysis does not go a step further to consider the wider effect on the use of the Welsh language. For example, if it were to take longer to access services in Welsh, it is possible that this could have an effect on people's use of the Welsh language in their everyday lives. Similarly, although an effect on Welsh learners is identified, the focus is on the cost to individuals rather than on the potential effect on the number of learners or on the longer-term sustainability of the Welsh language.

consider the effects of policy decisions on the Welsh language and to seek the views of the public on those effects.	The evidence shows that the Council has met the “seeking views” element of standards 91-93, as it included appropriate questions within the consultation process which enabled the public to express views on the effects of the proposals on the Welsh language. However, I am of the view that the “consideration” of the effects of the proposals on the Welsh language has taken place at a relatively basic level, and therefore only partial compliance is evident. The Commissioner’s determination is that Pembrokeshire County Council has failed to comply with standards 91-93. Standards 91-93 - Failure **Standards 91-93 -Requirement to take steps under section 77 Welsh Language (Wales) Measure 2011** 1. The Council must ensure that conscientious consideration of the potential effects of any policy proposal on the Welsh language is undertaken before publishing any consultation document. This consideration must not be deferred until after the consultation has concluded. This consideration must be clearly and transparently documented in every consultation document by including a specific section which: • identifies the Council’s own assessment of the potential effects of the proposals on opportunities to use the Welsh language; • discusses how the proposals could affect the Welsh language, outline the potential positive and adverse effects, and identifying how positive effects could be increased or how adverse effects could be mitigated.

			2. The Council must review and revise its internal consultation processes in order to: • clearly reflect the difference between the statutory duty to *"consider"* the effects on the Welsh language and the duty to *"seek views"* on those effects; and • ensure that consultation documents include sufficient information and analysis to enable the public to respond in an informed and meaningful manner. **Timetable:** Within 7 months of issuing the final determination
Pembrokeshire County Council	**CS1351** This investigation was opened following a complaint from a member of the public alleging that Pembrokeshire County Council had failed to give proper consideration to the Welsh language when consulting on, and making decisions about, council tax premiums. The complaint focused on consultations carried out in 2024 and 2025,	27/07/2026	**Commissioner's Findings** The relevant requirements in question are standards 91-93 and 88-90. For a consultation document to comply with standards 91–93, two specific requirements must be met. First, the Council must consider the potential effects of the proposal on the Welsh language, and second, it must seek views on any such effects. The requirement to consider requires the Council to give due and conscientious consideration to the potential effects prior to undertaking the consultation, and to document that consideration within the consultation documents so that the public is able to respond on the basis of appropriate information. The consultation documents provided for the 2024 and 2025 consultations do not demonstrate that the Council gave such conscientious consideration to the potential effects on the Welsh language. Although the Council: • published documents bilingually; • included questions to seek the views of the public on the Welsh language; and • analysed and reported on responses received,

as well as the decision taken in October 2025.	these steps, in themselves, do not satisfy the requirement to consider the potential effects of the proposals. The Commissioner's determination is that Pembrokeshire County Council has failed to comply with standards 91-93. Standards 88-90 place a duty on organisations to consider the effects of policy decisions on: (a) opportunities to use the Welsh language; and (b) ensuring that the Welsh language is not treated less favourably than the English language. This includes the requirement to consider how the policy could be formulated or applied in a way that would secure positive effects, or more positive effects, on the Welsh language, and to avoid or reduce any potential adverse effects. Although the Integrated Impact Assessment included factual information about the Welsh language, such as data on the number of second homes in specific areas, it did not demonstrate a conscientious effort to assess how the policy decision could affect the Welsh language. Nor did it include any meaningful consideration of how the policy could be adapted to secure positive effects or to reduce any potential adverse effects. The Council, as an organisation, is required to take responsibility for identifying and considering the potential effects on the Welsh language. It is not acceptable to rely solely on consultation responses to discharge this duty. The Council would be expected to have identified potential effects prior to consultation, in order to enable informed responses from the public. The Commissioner's determination is that Pembrokeshire County Council has failed to comply with standards 88-90. Standards 91-93 – Failure

Standards 88-90 – Failure

Further Action

Standards 91-93 - Requirement to take steps under section 77 Welsh Language (Wales) Measure 2011

1. The Council must ensure that conscientious consideration of the potential effects of any policy proposal on the Welsh language is undertaken before publishing any consultation document. This consideration must not be deferred until after the consultation has concluded.

   This consideration must be clearly and transparently documented in every consultation document by including a specific section which:
   - identifies the Council's own assessment of the potential effects of the proposals on opportunities to use the Welsh language;
   - discusses how the proposals could affect the Welsh language, outline the potential positive and adverse effects, and identifying how positive effects could be increased or how adverse effects could be mitigated.
2. The Council must review and revise its internal consultation processes in order to:
   - clearly reflect the difference between the statutory duty to "consider" the effects on the Welsh language and the duty to "seek views" on those effects; and
   - ensure that consultation documents include sufficient information and analysis to enable the public to respond in an informed and meaningful manner.

Standards 88-90 - Requirement to take steps under section 77 Welsh Language (Wales) Measure 2011

		3. The Council must review and revise its policy decision-making processes in order to ensure that every policy decision is supported by clear evidence that the Council has: • identified the possible effects of the decision on the Welsh language; and • considered those effects conscientiously before making the decision. This evidence must form an integral part of the decision-making process and be available as part of the Council's records. 4. The Council must ensure that decision-making papers submitted to elected Members include: • a clear analysis of the potential effects on the Welsh language; and • a description of the options considered by the Council to formulate the policy in a way that: • increases positive effects on the Welsh language; or • reduces any potential adverse effects on the Welsh language. **Timetable**: Within 7 months of issuing the final determination
Welsh Ministers	**CS1319** The investigation was conducted in order to consider two issues: (1) whether internal restructuring decisions taken by the Welsh Ministers complied with the Policy Making Standards; and	**Commissioner's Findings** The relevant requirements in question are standards 88, 89, 90, 136 and 136A The decisions under consideration relate to the strategic arrangements and internal structures of the Welsh Government, and that they therefore fall within the statutory definition of a policy decision. The fact that they are made at a strategic level, rather than at an operational level, reinforces this conclusion. In this case, there is no written evidence, whether in the form of a Welsh Language Impact Assessment, a decision record, or discussion

	(2) whether an assessment of the language requirements and job advertisement for the role of Director of Education complied with Standards 136 and 136A	notes, to demonstrate that conscientious consideration was given to the Welsh language in making the relevant restructuring decisions. The Commissioner's determination is that Welsh Ministers has failed to comply with standard 88. Standard 89 places a further requirement on an organisation to consider how a policy could be formulated or changed so that the decision would have positive effects on opportunities to use the Welsh language, and on treating the Welsh language no less favourably than the English language. There is no evidence that the Welsh Ministers considered how the relevant restructuring decisions could be formulated or adjusted in order to ensure that they had a positive impact on the Welsh language. No evidence has been provided that these steps were taken in the context of the decisions under consideration. The Commissioner's determination is that Welsh Ministers has failed to comply with standard 89. Standard 90 imposes a further requirement on an organisation to consider how any adverse effects on the Welsh language could be prevented or mitigated. There is no evidence that the Welsh Ministers considered alternative options to mitigate or prevent possible adverse effects on the Welsh language following the relevant restructuring decisions. There is no record of the consideration of mitigation measures, of possible adjustments to the arrangements, nor of any formal discussion of how risks to the Welsh language could be reduced. The Commissioner's determination is that Welsh Ministers has failed to comply with standard 90.

Standard 136 requires a body to assess the need for Welsh language skills when a new post is created or when a post becomes vacant, and for the post to be categorised where one or more of the following apply:

- Welsh language skills are essential
- Welsh language skills need to be learnt when appointed to the post
- Welsh language skills are desirable
- Welsh language skills are not necessary.

The evidence submitted demonstrates that the decision was made before further steps in the recruitment process, that it was clearly aligned with one or more of the four categories set out in Standard 136, and that an appropriate record was kept of the assessment and the decision. On this basis, the Commissioner concludes that the Welsh Ministers complied with the requirements of Standard 136.

The Commissioner's determination is that Welsh Ministers has failed to comply with standard 136.

Standard 136A places a duty on a body to identify and specify clearly the language category of a post when the post has been categorised under Standard 136 as one where Welsh language skills are essential, desirable, or need to be learnt. The standard also requires the post to be advertised in Welsh.

In this case, the language category of the post was not specified or communicated clearly and consistently across the recruitment material and, as a result, the advertisement did not satisfy the requirements of the standard.

The Commissioner's determination is that Welsh Ministers has failed to comply with standard 136A.

Further Action

Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

1. The Welsh Ministers must establish or update (as applicable) and operate a formal procedure to ensure compliance with the policy making standards in making any decisions that relate to internal restructuring or other structural changes.

   This procedure should identify clearly:

   - who is responsible for completing any relevant assessment, and
   - how the considerations under the standards will be recorded and retained.

2. The Welsh Ministers must provide specific training to managers and officials who may be responsible for restructuring or making policy decisions, including training on the following:

- the requirements of the policy making standards,
- the importance of gathering and retaining appropriate records, and
- how to complete the Welsh Language Impact Assessment accurately and consistently.

3. The Welsh Ministers must review their current arrangements for recording and circulating information on the language requirements of posts, including the recruitment system, Cais, or any new system that may replace it.

The review should ensure that it is possible to specify all four categories permitted under Standard 136 clearly and consistently.

4. The Welsh Ministers must implement a mandatory consistency check before advertising any post, in order to ensure that the language requirements of the post are consistent across the following:

    - the job advertisement,
    - the job description,
    - the person specification, and
    - any information inputted into the online recruitment system.

5. The Welsh Ministers must implement the commitment outlined in their response by adding a clear note to the skills assessment form stating:
    - if the “need to be learnt when appointed to the post” category is selected, that it must be specified what the expected skills levels are, and how the requirement is to be communicated clearly and consistently in all relevant recruitment documents.
6. The body must provide appropriate training to members of the recruitment team who are responsible for uploading information to recruitment systems, in order to ensure:
    - that they are aware of the requirements of Standard 136A, and
    - that they understand the importance of full consistency between documents and online recruitment systems.

Timescale: By 30 September 2026

The Sports Council for Wales	**CS1365** A complaint was received from a member of the public regarding concerns that access to swimming lessons through the medium of Welsh was not available at Plas Menai. It was noted that additional steps are required to request a Welsh-medium lesson, as this option is not available as part of the standard online booking process. Concerns were also raised about the quality and consistency of the Welsh on the website.	23/07/2026	**Commissioner's Findings** The relevant requirements in question are standards 48 and 80. Standard 48 requires the organisation to ensure that the text of every page on its website is available in Welsh, that all Welsh-language pages are fully operational, and that the Welsh language is not treated less favourably than the English language. The evidence shows that parts of the third-party website used to book swimming lessons at Plas Menai contain English-only terms or include linguistic errors. This suggests that the organisation has not ensured that the Welsh-language pages are fully operational, as required under the standard. The Commissioner's determination is that the Sports Council for Wales has failed to comply with standard 48. Offering a swimming lesson bilingually complies with standard 80. The standards do not require Welsh-medium courses to be delivered on the same days, at the same times, or with the same frequency as English-medium courses; however, the Welsh-medium provision is expected to be equally accessible and convenient and must not disadvantage Welsh speakers. It is not acceptable to offer a course in Welsh at some levels only; a course must be offered in Welsh at every level where the same course is offered in English. In Plas Menai, individuals are required to contact reception in order to state their language preference, and there is no formal option to record that preference as part of the registration or booking process on the website. The current arrangements do not constitute a practical 'offer'

of a Welsh-medium course, as an individual is not able to select or secure Welsh-medium provision as part of the standard booking process.

The table of swimming lessons provided shows that Welsh-medium or bilingual provision is not available across all levels. While bilingual sessions are available for Waves 1 to 5, only English-medium lessons are available for Waves 6 and 7. In order to comply with standard 80, a Welsh-medium ‘offer’ cannot be considered to exist for those levels, as the course cannot be undertaken in Welsh even if an individual expresses a wish to do so.

The Commissioner's determination is that the Sports Council for Wales has failed to comply with standard 80.

Standard 48 – Failure
Standard 80 – Failure

Further Action

Standard 48: Requirement to take steps under section 77 of the Welsh Language (Wales) Measure 2011

1. The organisation must carry out a comprehensive review of its website arrangements in order to ensure full compliance with standard 48. This review must address, in particular, the following:
    - ensuring that the text of every page on the website, including any third-party website, is available in Welsh;
    - ensuring that all Welsh-language pages are fully functional and free from linguistic errors;

- ensuring that the Welsh language is not treated less favourably than the English language in any element of the website or the booking process.

Timescale: Within 3 months of the date of publication of the final determination.

Standard 80: Requirement to prepare an action plan under section 77 of the Welsh Language (Wales) Measure 2011

2. The organisation must prepare and submit an action plan to the Commissioner in order to address the issues identified in relation to compliance with standard 80 when offering and providing swimming lessons.

The action plan must include:

- clear steps to ensure that swimming lessons are available through the medium of Welsh at every level where equivalent lessons are offered in English;
- steps to ensure that Welsh-medium swimming lessons are as accessible and convenient as those provided through the medium of English, ensuring that attendees of any Welsh-medium lesson are not placed at a disadvantage;
- specific steps to ensure that individuals are able to select Welsh-medium provision as part of the standard booking process, without the need to take additional steps or face additional barriers compared to the English-medium provision.

The plan must also include:

- a clear timetable for implementing the above steps, to ensure full compliance with the requirements of Standard

			80 within 12 months of the date of approval of the action plan; • information about who will be responsible for delivering those steps; • how the organisation will monitor progress and assess the effectiveness of the steps taken. **Timescale:** The organisation must submit a draft action plan to the Commissioner within 3 months of the date of publication of the final determination.
Cardiff and Vale University Health Board	**CS1436** The investigation was undertaken following information received which raised concerns that Cardiff and Vale University Health Board was not maintaining up-to-date records of its staff's Welsh language skills, as required under Standard 96. This issue follows a previous investigation (CS1063) in 2023, where a failure was identified and enforcement steps were imposed to restore	21/07/2026	**Commissioner's Findings** The relevant requirements in question are standard 96 and enforcement action 1 CS1063. Standard 96 requires organisations to assess the Welsh language skills of their employees, meaning that effective, comprehensive and consistent arrangements must be in place to ensure that workforce skills are assessed and recorded in a timely manner. Although improvements have been made to the processes, the level of registration up to May 2026 indicates that this requirement has not been fully met. The Commissioner's determination is that Cardiff and Vale University Health Board has failed to comply with standard 96. The purpose of the enforcement steps in CS1063 was to ensure that the Health Board had collected and held a record of the Welsh language skills of 85% of its employees by 31 March 2024, and had

compliance by the end of 2024. Recent evidence suggests that those steps have not been fully implemented.

taken further action by 31 October 2024 to achieve a complete record. The evidence provided by the Health Board shows that the target of recording the Welsh language skills of 85% of the workforce was not achieved by 31 March 2024, nor by 31 October 2024. Although progress has been made over time, with registration levels reaching 60.98% by December 2025 and increasing further to 74.44% by 19 May 2026, these figures remain significantly below the level required under the enforcement steps within the specified timeframe.

The Commissioner's determination is that Cardiff and Vale University Health Board has failed to comply with enforcement action 1 CS1063.

Standard 96 – Failure
Enforcement action 1 CS1063 – Failure

Further Action

Requirement to take steps under section 77 of the Welsh Language (Wales) Measure 2011

1. Cardiff and Vale University Health Board must maintain arrangements for assessing and recording the Welsh language skills of its employees, and those arrangements must ensure:
    - that the Welsh language skills of at least 85% of its employees are recorded by 31 July 2026;
    - that the Welsh language skills of more than 95% of its employees are recorded by 31 December 2026.

2. The Health Board must put mandatory arrangements in place which:
    - require all employees to record their Welsh language skills;

			• ensure that the requirement forms part of recruitment, induction and performance review processes. 3. The Health Board must issue a formal communication to all staff: • setting out the statutory requirement; • explaining the timescales and targets. 4. The Health Board must address systemic barriers by: • resolving or mitigating issues related to the Electronic Staff Record (ESR); • ensuring that alternative methods are operational and effective for staff without digital access. The Health Board must provide written evidence which satisfies the Welsh Language Commissioner that it has completed enforcement steps 1–4. **Timetable:** Step 1 - Monthly updates until January 2027. Steps 2-4 - Within 2 months of issuing the final determination.
The Chief Constable of South Wales Police	**CS1358** A complaint was received from an Individual who had contacted South Wales Police in Welsh but experienced several instances where a Welsh language service was not provided. These	03/07/2026	**Commissioner's Findings** The relevant requirements in question are standards 1, 2, 21, 26, 26B, 52, 62 and 62A. In order to comply with standard 1, an organisation is required to send a reply in Welsh to any correspondence in Welsh (if a reply is required), unless the person has indicated that there is no need for a reply in Welsh. On 10 July 2025, the complainant completed a form on the police website in Welsh. On the same date, the complainant sent an

	included receiving English language responses to Welsh correspondence, phone calls in English without being offered Welsh, failure to conduct an interview in Welsh or to arrange an interpreter, a lack of clarity on the website regarding the availability of an equivalent Welsh Language page, and the absence of a Welsh language reception service.	email in Welsh conveying the same information to swp101@south-wales.police.uk. The complainant received an English-only email acknowledging receipt of her form from swp101@south-wales.police.uk. The Commissioner's determination is that the Chief Constable of South Wales Police has failed to comply with standard 1. In order to comply with standard 2, the organisation needs to ask an individual if they would like to receive Welsh language correspondence from them. This needs to be done the first time the body corresponds with the individual. If the individual responds by saying that their wish is to receive correspondence in Welsh from the body, the body must keep a record of that wish, and correspond with that individual and send any correspondence to that individual from then onwards in Welsh. There was a suspicion here that the complainant's choice of language had not been recorded by the police in order to send correspondence regarding the case reported to the complainant. The Commissioner's determination is that the Chief Constable of South Wales Police has failed to comply with standard 2. Standard 21 requires a body, when contacting an individual for the first time by telephone, it must ask the individual if they wish to receive phone calls from it in Welsh. If that is the individual's wish, the organisation must conduct telephone calls with that individual in Welsh from then onwards. The only exemption is where it is necessary for a non-Welsh speaking member of staff to provide a service on a particular subject and where a Welsh speaking member of staff is not available to provide a service on that particular subject.

In this case, a police officer contacted the complainant by telephone to arrange a meeting at the police station. The call was in English. During the call the complainant made a request to hold the meeting in Welsh, and the officer noted this request. The officer did not ask if the complainant wished to receive calls in Welsh. The complainant later received a telephone call in English about the same matter.

The Commissioner's determination is the Chief Constable of South Wales Police has failed to comply with standard 21.

Standard 26B requires a body to ask an individual whether they wish to use Welsh in an interview and, where necessary, to inform them that a translation service will be available. The body is also expected to allow sufficient time to arrange any necessary provisions, including an interpreter. If an individual requests to use Welsh, translation must be arranged if the interview cannot be conducted directly in Welsh.

In this case, the complainant requested on 10 August 2025 that their interview be conducted in Welsh. However, it does not appear that the police proactively offered this option or arranged an interpreter in advance. Instead, they later asked whether the interview could be conducted in English because an interpreter had not been arranged.

The Commissioner's determination is that the Chief Constable of South Wales Police has failed to comply with standards 26 and 26B.

Standard 52 requires all English language pages on a website to clearly state that a corresponding page is available in Welsh and provide a direct link to it. In this case, although a Welsh language form was available on the organisation's website, the complainant chose to complete the English form in Welsh. The splash page and the

homepage contain a clear language option, but the subsequent pages do not contain a clear toggle. There is a link at the bottom right of these pages, but it is not clear for users to see. That could explain the reason why the complainant used the English form even though it was completed in Welsh. As numerous pages on the organisation's English language website did not contain a clear reference to the Welsh version, this is a failure to comply with the standard, as the English page does not meet the specific requirements in terms of displaying the availability of Welsh.

The Commissioner's determination is that the Chief Constable of South Wales Police has failed to comply with standard 52.

In order to comply with standards 62 and 62A, when the organisation arranges a visit for a person in advance which will involve that person coming to the body’s reception, it must ask the person if they wish to have a reception service in Welsh. In this case the complainant had informed the organisation that she wished to be interviewed in Welsh. When the complainant arrived at the police station on 12 August 2025 she spoke in Welsh to the officer at reception and she received a response in English. The complainant stated that there was a sign in reception welcoming Welsh language use.

The Commissioner's determination is that the Chief Constable of South Wales Police has failed to comply with standards 62 and 62A.

Further Action

Standard 1 - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

1. The police must ensure that any correspondence received in Welsh is recognised as Welsh language correspondence, and that any response (if a reply is required) is provided in Welsh, unless the individual has indicated otherwise. It must be ensured that IT systems and automatic translation do not lead to a response in the wrong language.
2. The police must ensure that relevant staff are aware of the requirements of standard 1, particularly when dealing with correspondence received via online forms and email.

Standard 2 - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

3. The police must ensure that an individual's choice of language is asked and recorded correctly the first time they correspond with him/her when Standard 2 applies, and that subsequent correspondence is sent in accordance with that preference.

Standard 21 - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

4. The police must ensure that when an officer contacts an individual by telephone for the first time in relation to a new matter they ask the individual if they wish to receive telephone calls in Welsh, that a record of that preference is kept, and that subsequent calls on the same matter are carried out in accordance with that preference.

Standard 26 - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

5. The police must ensure that when an individual is invited or enforced to attend an interview, that the individual is proactively offered to use the Welsh language at the interview, and informed that a translation service will be available if required.

Standard 26B - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

6. The police must ensure that when an individual has notified that they wish to use the Welsh language in an interview, that the interview is conducted in Welsh or that a translation service is arranged in time.

Standard 52 - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

7. The police must clearly state on all English language pages that correspond to a Welsh language page on its website, that the page is available in Welsh, and provide a direct, clear and accessible link to the Welsh language page, to enable users to switch between Welsh and English easily.

Standard 62 - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

8. When a visit or appointment is arranged in advance which will involve the individual coming to reception, the organisation must ensure that the individual is offered in advance if they wish to have a Welsh language reception service, unless the organisation already knows what the individual's wish is.

Standard 62A - Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

9. The organisation must ensure that a face-to-face Welsh language reception service is provided when a visit or appointment has been arranged in advance and the individual has given notice that they wish to have that service in Welsh, or

			when the organisation already knows that this is the individual's wish. **Timetable**: Within 6 months of the date of issuing the commissioner's final determination.
Bridgend County Borough Council	**CS1376** A complaint was received against Bridgend County Borough Council in relation to its consultation document on changing the school transport policy in 2024. The complainant alleged that the Council had not considered, or provided evidence that it had considered, the impact of the proposals on the Welsh language as part of the consultation document, and that it had therefore failed to comply with Standards 91–93 of the Welsh Language Standards.	03/06/2026	**Commissioner's Findings** The relevant requirements in question are standards 91, 92 and 93. Under Standard 91, when a public organisation publishes a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on: a) opportunities for persons to use the Welsh language; and b) treating the Welsh language no less favourably than the English language. In order to comply with Standard 91, a consultation document must meet two specific requirements: • firstly, the organisation must consider the possible effects; and • secondly, it must seek views on those effects. Although the Council included a specific question in the response form to seek views on the impact of the proposals on the Welsh language, the Council's consultation documents did not include sufficient consideration of the effects of the proposed options. Specifically, there was no analysis of the potential impact on Welsh-medium education, nor any relevant information that would have enabled a meaningful understanding of the potential implications. This lack of relevant information strengthens the conclusion that conscientious consideration

had not been given to the impact of the proposals on the Welsh language.

As a result of this lack of analysis, it was not possible for the public to fully understand or evaluate the impact of the proposals on the Welsh language when responding to the consultation. Accordingly, my determination is that the Council has failed to comply with Standard 91.

In accordance with Standard 92, when a public organisation publishes a consultation document which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on:

a) opportunities for persons to use the Welsh language; and
b) treating the Welsh language no less favourably than the English language.

As in the case of Standard 91, in order to comply with Standard 92, a consultation document must meet two specific requirements:

- firstly, the body must consider the possible effects; and
- secondly, it must seek views on those effects.

Although the Council included specific questions in the response form to seek the public's views on the impact of the proposals on the Welsh language, the consultation document itself did not include sufficient consideration as to how the options under consideration could be formulated or revised to ensure positive effects, or increased positive effects, on the Welsh language. As a result, it is determined that the Council has failed to comply with Standard 92.

In accordance with Standard 93, when a public organisation publishes a consultation document which relates to a policy decision, the

document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on:

a) opportunities for persons to use the Welsh language; and
b) treating the Welsh language no less favourably than the English language.

As in the case of Standards 91 and 92, in order to comply with Standard 93, a consultation document must meet two specific requirements:

- firstly, the body must consider the possible effects; and
- secondly, it must seek views on those effects.

Although the Council included a specific question in the response form to seek the public's views on the impact of the proposals on the Welsh language, sufficient consideration was not given as to how the options under consideration could be formulated or revised so that they would not have adverse effects, or so they would have decreased adverse effects, on the Welsh language. As a result, the Council has not complied fully with the requirements of Standard 93.

Standard 91 – Failure
Standard 92 – Failure
Standard 93 – Failure

Further Action

Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

1. The Council must update the internal guidance document on formulating consultation documents and ensure that it includes:

- a clear explanation of the requirements of Standards 91–93;
- a requirement to include conscientious consideration of the impacts of all policy proposals on the Welsh language in the consultation document itself;
- a specific guide on the type of data, analysis and explanations that can be provided to enable the public to understand the potential impact of policy proposals.

The guidance must be shared with all staff.

Timetable: Within 1 month of issuing the decision notice.

2. The Council must provide mandatory training to:
    - all policy-making staff;
    - staff who formulate or contribute to consultation documents;
    - staff who are responsible for assessing the impact of policies on the Welsh language.

The training should include:
- an explanation of the requirements of Standards 91–93;
- how to undertake a conscientious consideration of the Welsh language;
- **lessons to be learnt from the consultation in question;**
- good practice.

Timetable: The training must be completed within 3 months of issuing the decision notice.

3. To ensure continuous improvement, the Council must submit the following to the Commissioner:

			• a copy of the first consultation document published after completing the training; • evidence that it complies fully with Standards 91–93. **Timetable**: Within 1 month of the start date of any consultation. 4. The Welsh Language Commissioner will publicise the Council's failure to comply by: a) publishing a public statement stating that the Council has failed to comply with the relevant requirement; and **b)** publishing the investigation report produced in relation to this investigation.
Carmarthenshire County Council	**CS1393** The investigation relates to Carmarthenshire County Council's proposal to close Ysgol Llansteffan and transfer pupils to Ysgol Llangain. Both schools are Welsh-medium primary schools.A complaint was received from a member of the public raising concerns about the Welsh language impact assessment associated with the proposal.	02/07/2026	**Commissioner's Findings** The relevant requirements in question are standards 88, 89 and 90. Standard 88 places a duty on the Council to consider what effects a policy decision may have on the Welsh language. The Council has given consideration to some possible effects on the Welsh language. The Council did not consider the possible negative impact of the proposal on the Welsh language in the community in its original impact assessment. This constitutes a failure to comply with the standard. The Commissioner's determination is that the Council has failed to comply with standard 88. When making a policy decision, the Council is required to consider how the policy could be formulated so that it would have positive effects, or more positive effects, on opportunities to use the Welsh language, and

on not treating the Welsh language less favourably than the English language.

The Commissioner's determination is that the Council has failed to comply with standard 89.

When making a policy decision, the Council is required to consider how the policy could be formulated so that it would not have negative effects, or would have less negative effects, on opportunities to use the Welsh language, and on not treating the Welsh language less favourably than the English language.
The Council did not consider this in the original impact assessment. This constitutes a failure to comply with the standard.

The Commissioner's determination is that the Council has failed to comply with standard 90.

Standard 88 – Failure
Standard 89 – Failure
Standard 90 – Failure

Further Action

Requirement to take action under section 77 Welsh Language (Wales) Measure 2011

1. The Council must strengthen the “Quick Reference Guide” to include more specific information regarding the policy making standards. The requirements of the following standards must be explained:
    - **Standard 88** – considering what effects the proposal may have on opportunities to use the Welsh language, and on not

			treating the Welsh language less favourably than the English language. - **Standard 89** – considering how the policy could be formulated so that it would have positive, or more positive, effects on the Welsh language. - **Standard 90 –** considering how the policy could be formulated so that it would not have negative effects, or would have less negative effects on the Welsh language. 2. The Guide must also include a specific section on changes to school organisation, emphasising the need to consider the impact on the community alongside the impact on educational provision. This section must include examples of possible community impacts that need to be considered. 3. The table in the impact assessment template must be amended to include columns that require consideration of how to increase positive effects and how to mitigate negative effects on the Welsh language. 4. The Council must hold a training session for members of staff who deal with impact assessments within the field of education reorganisation, explaining the content of the above guidance and drawing attention to the failures to comply identified in this case. **Timetable:** Within 3 months of issuing the final determination.
Welsh Ministers (Student Finance Wales)	**CS1371** The Commissioner received a complaint regarding the lack of use of the Welsh language in	06/07/2026	**Commissioner's Findings** The relevant requirement in question is standard 2. In order to comply with standard 2, organisations must ask whether A wishes to receive correspondence from the organisation in Welsh, and

	correspondence from Student Finance Wales via text message.	if A responds, a record must be kept of A's wish, any correspondence must be in Welsh, and any forms sent to A from then on must be in Welsh. Standard 2 requires an organisation to keep a record of A's wish, and correspond with A in Welsh from then on. Our findings show that the complainant received an English only text message, and a bilingual e-mail, despite stating they wished to receive correspondence in Welsh. The Commissioner's determination is that Student Finance Wales has failed to comply with Standard 2. Standard 2 - Failure **Further Action** **Enforcement action in accordance with section 77 of the Welsh Language (Wales) Measure 2011** 1. Welsh Ministers (Student Finance Wales) must provide evidence to show that all correspondence is now available in Welsh in each instance. This is outlined in the letter provided with this report. **Timeline**: Within 1 month of the SMS messages being sent in September 2026. 2. Welsh Ministers must take steps to raise Student Finance Wales staff awareness of Standard 2. **Timeline**: Within 6 months of the date of publication of the final determination.

Pembrokeshire County Council	**CS1392** A complaint was received from a member of the public regarding the Council's failure to ensure consistency between the content of the Welsh pages and the text on the English pages on the Council's website.	03/06/2026	**Commissioner's Findings** The relevant requirement in question is standard 52. Having considered the information received from the complainant and the organisation, we believe that Pembrokeshire County Council has failed to comply with standard 52. The basis of the decision is that the Council i) has failed to ensure that information and a link to petitions are available in Welsh and therefore the Welsh language is treated less favourably than the English language; and ii) At the time of the complainant's search, the 'meetings and minutes' page of the website was not available in Welsh. Standard 52 – Failure **Further Action** **Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011** 1. Pembrokeshire County Council must review its arrangements and procedures and the way in which it checks and proof-reads websites, to ensure accuracy and consistency in both the Welsh and English versions of its website 2. Pembrokeshire County Council must produce practical advice explaining to staff involved with web pages how to plan, check and proof-read text to ensure compliance with the requirements of standard 52. **Timetable**: Within 3 months of issuing the final determination.

Hywel Dda University Health Board	**CS1385** Information regarding job vacancies was not available in Welsh on the website when the complainant submitted the complaint. In addition, titles of downloadable documents appear in English only on pages advertising job vacancies.	15/05/2026	**Commissioner's Findings** The relevant requirements in question are standards 39 and 107A. Standard 39 requires that the text on each page of the Health Board's website is available in Welsh, and that the Welsh language should be treated no less favourably than the English language on the website. In this case, information regarding job vacancies was not available in Welsh on the website when the complainant submitted the complaint. In addition, titles of downloadable documents appear in English only on pages advertising job vacancies. This is a failure to comply with standard 39. Standard 107A requires that job descriptions issued by the Health Board are available in Welsh. In this case, the Health Board does not issue all job descriptions in Welsh. This is a failure to comply with standard 107A. Standard 39 – Failure Standard 107A – Failure **Further Action** **Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011** 1. The Health Board must check all Welsh pages advertising job vacancies to ensure that the document titles in the 'Documents available to download' section are in Welsh. 2. The Health Board must remind staff responsible for uploading these documents to the website of the requirement to ensure that the titles appear in Welsh.

Timescale: Within 3 months from the date of publication of the final determination.

Requirement to prepare an action plan in accordance with section 77 of the Welsh Language (Wales) Measure 2011

The Health Board must develop an action plan for the purpose of ensuring full compliance with standard 107A when issuing job descriptions.

The plan should include the following information:

- A description of the actions to be taken to ensure that job descriptions are issued in Welsh in future. This may include:
    - Ensuring that current job descriptions are checked to determine how many need to be translated.
    - Ensuring that the relevant team has the necessary resources to issue all job descriptions in Welsh.
    - Ensuring that relevant staff are aware of the requirement under the Standard to issue job descriptions in Welsh.
- Details of who will be responsible for carrying out the actions;
- A schedule for completing the actions, with each being completed within 12 months of the action plan approval date.
- You must report on progress in implementing the action plan 6 months after the action plan approval date.

Timescale: You must develop a first draft action plan to be shared with the Commissioner within 3 months of the date of publication of the final report.