
Mesur o Lwyddiant

Adroddiad sicrwydd
Comisiynydd y Gymraeg
2017-18



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

A Measure of Success

The Welsh Language Commissioner's
assurance report
2017-18



Cyhoeddwyd yn unol ag adran
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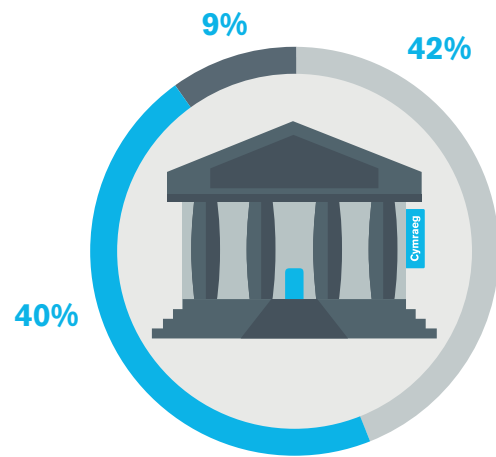
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Canlyniadau allweddol

Er bod profiadau defnyddwyr yn dal i wella, mae angen cysondeb er mwyn rhoi ffydd i bobl fod gwasanaethau ar gael yn Gymraeg bob tro, ac na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg

- 1 Mae sefydliadau'n cynnig gwasanaethau Cymraeg o ansawdd da mewn nifer o feysydd, gyda'r gwelliant a welwyd y llynedd yn cael ei gynnal neu'n cynyddu



Roedd **40%** o ymatebwyr i arolwg barn yn credu bod cyfleoedd yn cynyddu i ddefnyddio'r Gymraeg gyda chynghorau sir, a **42%** yn meddwl bod y cyfleoedd yn aros yr un peth. Dim ond **9%** oedd yn meddwl bod cyfleoedd yn lleihau



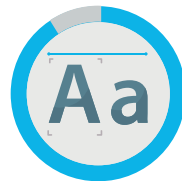
Cafwyd cyfarchiad Cymraeg gan y derbynnydd yn ystod **89%** o alwadau ffôn



Roedd opsiynau Cymraeg gan beiriannau awtomatig yn ystod **98%** o'r galwadau lle'u defnyddiwyd



Cafwyd ymateb Cymraeg i e-bost Cymraeg mewn **93%** o achosion



88% o sefydliadau â hunaniaeth gorfforaethol Gymraeg

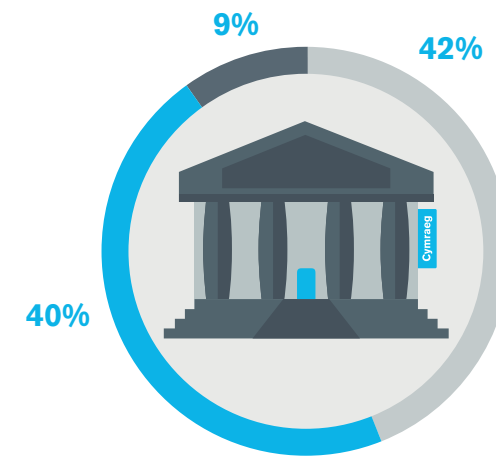


100% o beiriannau hunanwasanaeth yn gweithio'n llawn yn Gymraeg

Key results

While users' experiences continue to improve, consistency is needed to build trust that services are always available in Welsh, and that Welsh is not treated less favourably than English

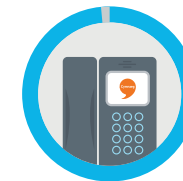
- 1 Organisations are providing Welsh language services of good quality in a number of areas, with the improvement seen last year maintained or increased



40% of opinion survey respondents believed that opportunities to use Welsh with county councils are increasing, and **42%** believed that the opportunities have remained at the same level. Only **9%** believed that opportunities are decreasing



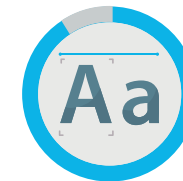
A greeting in Welsh was given by the operator in **89%** of telephone calls



Automated machines offered options in Welsh in **98%** of calls where that method was used



An email in Welsh received a reply in Welsh in **93%** of cases



88% of organisations had a Welsh language corporate identity



100% of self service machines worked fully through the medium of Welsh

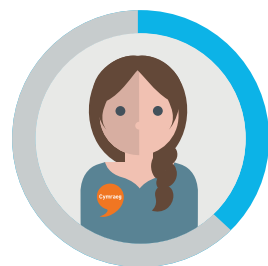
Mae polisiau, llythyrau ac ati bellach yn dod yn Gymraeg – a'r gwelliant hwn i'w weld ers blwyddyn, felly ers cyflwyno safonau'r Gymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Chi'n gallu mynd at y cyngor nawr a ma 'na bobl ar y ffrynt sy'n gallu siarad Cymraeg gyda chi a ma hwnna yn newid ers y safonau.

Aelod o'r cyhoedd mewn grŵp trafod

2 Nid yw gwasanaethau Cymraeg ar gael bob tro, ac mae'r perfformiad yn amrywio rhwng sectorau a rhwng mathau o wasanaethau



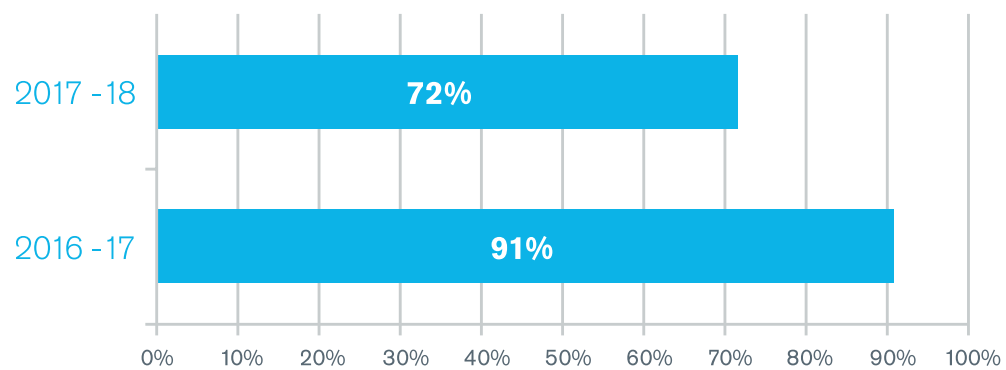
Mewn **37%** o achosion y llwyddodd aelod o staff y dderbynfa i ymdrin ag ymholiad syml yn Gymraeg



Ar **62%** o apiau roedd pob tudalen a brofwyd ar gael yn Gymraeg



O'r **10** cyfarfod cyhoeddus a fynychwyd, roedd gwasanaeth cyfieithu ar y pryd ar gael yn ystod **5** ohonynt yn unig



72% o ymatebwyr i'r arolwg barn yn cytuno eu bod yn gallu delio â sefydliadau cyhoeddus yn Gymraeg (91% yn 2016-17)

Policies, letters and so on now arrive in Welsh – and this improvement has happened in the past year, so since the introduction of the standards.

Member of the public in a discussion group

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

Member of the public in a discussion group

2 Welsh language services are not always available, and performance varies across sectors and aspects of service



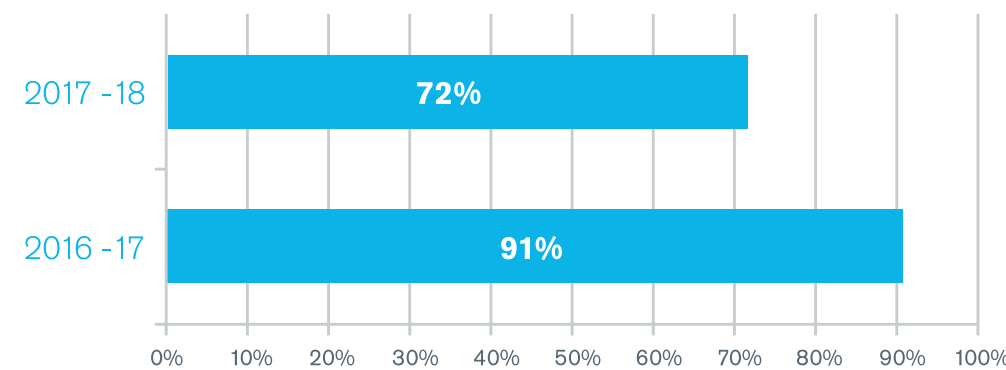
Reception staff were able to deal with a basic enquiry in Welsh in **37%** of cases



Each page tested was available in Welsh on **62%** of apps



Simultaneous translation was available in only **5 of the 10** public meetings attended



72% of opinion survey respondents agreed that they were able to deal with public organisations in Welsh (91% in 2016-17)

Dydi siaradwyr Cymraeg, yn aml, ddim ar gael ar llinellau ffôn ac mae'r esgusodion yn cael eu rhestru pam nad oes rhywun ar gael.

Aelod o'r cyhoedd mewn grŵp trafod

Mae papurau, gohebiaeth ac yn y blaen yn well ond wyneb yn wyneb, dwi'n gorfod gofyn bob tro am wasanaeth Cymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Rydyn ni fel bwrdd iechyd wedi mabwysiadu gweithdrefn newydd sy'n nodi bod rhaid i'r holl swyddi Switsfwrdd, Canolfannau Trefnu Apwyntiadau / Galwadau Cleifion, a Derbynfeydd gael eu hysbysebu â sgiliau Cymraeg fel un o'r meini prawf hanfodol.

Eleri Hughes-Jones, Pennaeth Gwasanaethau Cymraeg, Bwrdd Iechyd Prifysgol Betsi Cadwaladr



Often, Welsh speakers aren't available on the telephone and excuses are reeled off why someone is not available.

Member of the public in a discussion group

Papers, correspondence, etc are better, but with face to face services, I have to ask every time for a service in Welsh.


Member of the public in a discussion group

As a health board, we have adopted a new system that requires all posts for Switchboard, Appointments Arrangement Centres/ Patient Calls and Receptions to be advertised with Welsh language skills as one of the essential criteria.

Eleri Hughes-Jones, Head of Welsh Language Services, Betsi Cadwaladr University Health Board



3 Mae'r Gymraeg weithiau'n cael ei thrin yn llai ffafriol na'r Saesneg o ran ansawdd gwasanaethau

 **47%** o ymatebwyr i arolwg barn oedd yn cytuno bod ansawdd gwasanaethau Cymraeg yr un mor dda â gwasanaethau Saesneg



Roedd **25%** o'r apiau perthnasol oedd ar gael yn Gymraeg yn trin y Gymraeg yn llai ffafriol na'r Saesneg wrth gyhoeddi deunydd



49% o ymatebion Saesneg i ohebiaeth, a dim ond 30% o ymatebion Cymraeg, oedd yn cynnwys gwybodaeth neu ddogfennaeth ychwanegol




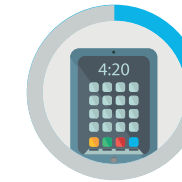
Ar **67%** o arwyddion roedd y Gymraeg wedi ei gosod fel ei bod yn debygol o gael ei darllen gyntaf

Mae'n debygol iawn, os ti'n ysgrifennu yn Gymraeg yn cwyno a ti'n ca'l dy ffrind i ysgrifennu llythyr tebyg yn Saesneg, mi fydd dy ffrind di yn cael ymateb sydd actiwali yn esbonio y sefyllfa – lle bysat ti jyst yn cael rhyw ateb generig yn dweud 'Mae'n ddrwg gennym ni dy fod ti wedi siomi gyda'n gwasanaeth'.

Aelod o'r cyhoedd mewn grŵp trafod

3 Welsh is sometimes treated less favourably than English in terms of the quality of services

 **47%** of opinion survey respondents agreed that the quality of Welsh language services was as good as English language services



25% of relevant apps that were available in Welsh treated Welsh less favourably than English when publishing material



49% of responses to English correspondence, and only 30% of Welsh responses, included additional information or documentation



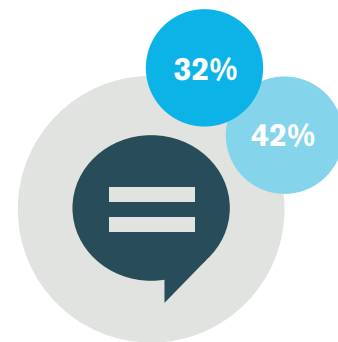
Welsh was placed where it was likely to be read first on **67%** of signs

It's highly likely that if you write in Welsh to complain, and you get your friend to write a similar letter in English, your friend will get a response that actually explains the situation – where you would just get a generic answer saying 'We're sorry that you are disappointed with our service'.

Member of the public in a discussion group

Mae angen i sefydliadau annog defnydd o wasanaethau Cymraeg, eu gwneud yn hawdd i'w defnyddio, a deall profiadau go iawn defnyddwyr

4 Mae ffactorau cymhleth, sy'n ymwneud â ffydd mewn sefydliadau, yn dylanwadu ar benderfyniad pobl i ddefnyddio gwasanaethau yn Gymraeg ai peidio



Mae'n well gan **32%** o siaradwyr Cymraeg a oedd yn rhan o'r arolwg barn ddefnyddio'r Gymraeg gyda sefydliadau cyhoeddus, gyda **42%** yn dymuno defnyddio'r Saesneg



Cytunai **98%** ei bod yn bwysig fod gan bobl hawliau i dderbyn gwasanaethau Cymraeg (**97%** yn 2016-17)

Mae dewis i ddefnyddio'r Gymraeg neu beidio yn aml yn cael ei wneud yn yr isymwybod, ac rydyn ni'n asesu trwy'r amser beth yw'r tebygolrwydd bod gwasanaeth Cymraeg yn mynd i fod ar gael yma, felly mae angen ffyrdd clyfar o ddangos bod y gwasanaeth ar gael yn y Gymraeg.

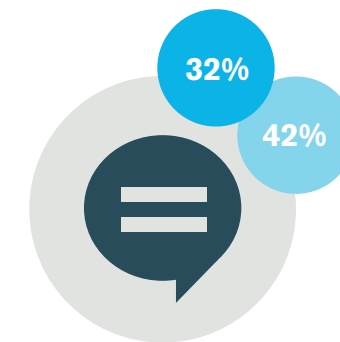
Aelod o'r cyhoedd mewn grŵp trafod

Ambell waith bydd y cyngor sir yn dweud bod dim siaradwr Cymraeg ar gael a chynnig galw nôl. Ond does dim amser gyda fi i aros am siaradwr Cymraeg i alw nôl fel arfer.

Aelod o'r cyhoedd mewn grŵp trafod

Organisations need to encourage the use of Welsh language services, make them easy to use, and understand the reality of users' experiences

4 People's decisions to use services in Welsh, or not, are influenced by complex factors linked to trust in organisations



32% of Welsh speakers surveyed said that they prefer using Welsh when dealing with public organisations, with **42%** wishing to use English



98% agreed that it was important that people had the right to receive services in Welsh (**97%** in 2016-17)

The decision to use Welsh or not is often made subconsciously, and we are constantly assessing the likelihood of whether a Welsh language service will be available, therefore organisations need smart ways of demonstrating that the service is available in Welsh.

Member of the public in a discussion group

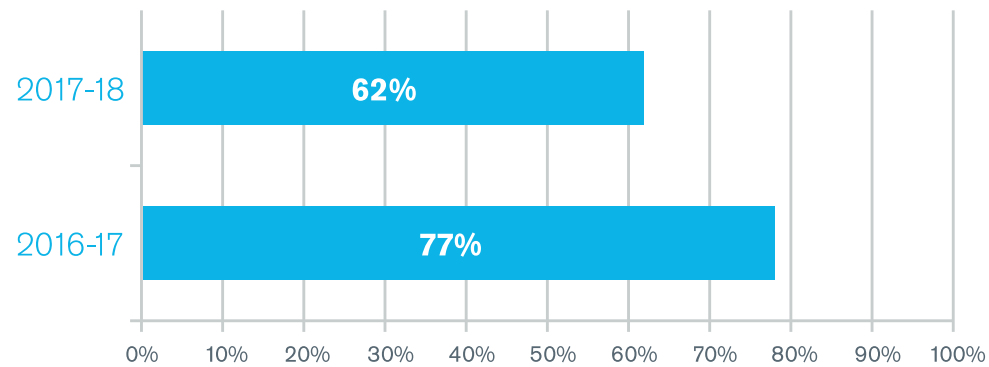
Sometimes the county council will say that there are no Welsh speakers available and offer to call back. But I don't usually have time to wait for a Welsh speaker to call me back.

Member of the public in a discussion group

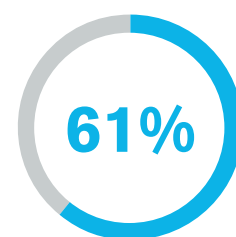
Dylanwadau ar benderfyniad i ddefnyddio'r Gymraeg ai peidio (sesiynau cysgodi defnyddwyr):

- iaith sgwrs y staff ar y dderbynfa ymysg ei gilydd;
- ciwiau gweledol ynghylch gallu defnyddio'r Gymraeg;
- iaith y gerddoriaeth oedd yn chwarae tra oedd galwad ffôn mewn ciw;
- iaith, tŷn, arddull ac acen cyfarchiad.
- disgwyliadau ar sail lleoliad ac enw da'r sefydliad;
- datganiad fod modd cyfathrebu yn Gymraeg;
- cywirdeb y gwasanaeth Cymraeg ar wefan;
- a oedd angen gofyn yn benodol am wasanaeth Cymraeg ai peidio.

5 Dylai sefydliadau roi gwybod i bobl fod gwasanaethau o ansawdd da ar gael yn Gymraeg, a dylai defnyddio gwasanaethau Cymraeg fod yn brofiad hwylus, cadarnhaol a didrafferth



62% o ymatebwyr i'r arolwg barn wedi dweud bod sefydliadau'n gofyn iddynt ym mha iaith yr hoffent iddynt ddelio â hwy (**77%** yn 2016-17)

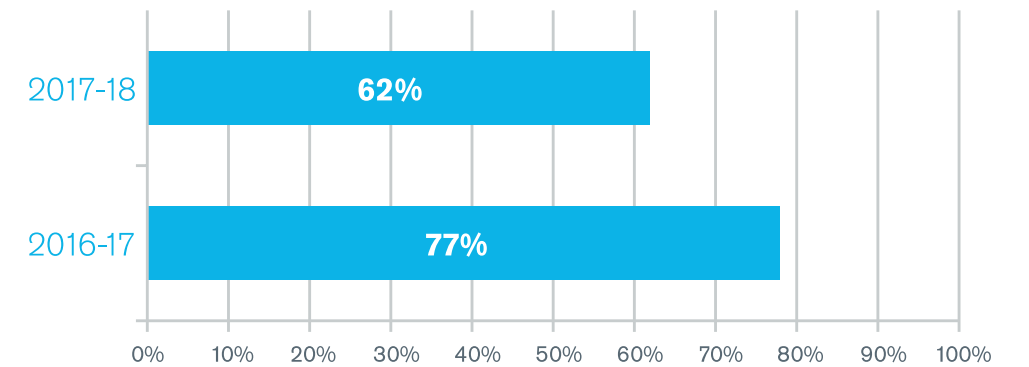


61% o ymatebwyr i'r arolwg barn wedi dweud eu bod yn gwybod gan ba sefydliadau y mae ganddynt hawl i gael gwasanaeth Cymraeg, a **61%** eu bod yn gwybod pa wasanaethau y mae ganddynt hawl i'w derbyn

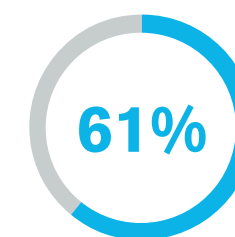
Influences on Welsh speakers' decision to use Welsh or not (user shadowing sessions):

- the language reception staff use amongst themselves;
- visual cues regarding being able to use Welsh;
- the language of the music playing whilst waiting in a cue on the telephone;
- the language, tone, style and accent of a greeting;
- expectations based on the location and reputation of the organisation;
- a statement that welcomes communication in Welsh;
- the accuracy of services on the website;
- whether or not they had to specifically request a Welsh language service.

5 Organisations should let people know that good quality services are available in Welsh, and using Welsh language services should be an easy, positive and straightforward experience



62% of opinion survey respondents stated that organisations ask them in which language they wish to be dealt with (**77%** in 2016-17)



61% of respondents stated that they know from which organisations they have a right to receive Welsh language services, and **61%** know which services they have a right to receive



Dim ond **57%** o ymatebion i e-bost Cymraeg oedd yn nodi bod modd gohebu yn Gymraeg ac na fydd gohebu yn Gymraeg yn arwain at oedi



Only **57%** of replies to Welsh emails included a statement that they welcomed correspondence in Welsh and that corresponding in Welsh would not lead to a delay



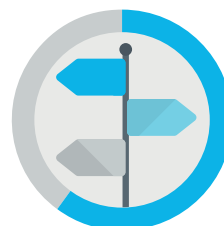
Roedd yn rhaid i'r galwyr ofyn am wasanaeth Cymraeg yn ystod **19%** o'r galwadau ffôn

Dim profiad positif **14%** o weithiau wrth geisio defnyddio'r Gymraeg ar y ffôn



Callers had to ask for service in Welsh during **19%** of telephone calls

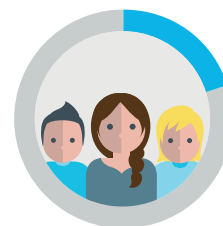
No positive experience **14%** of times when attempting to use Welsh on the telephone



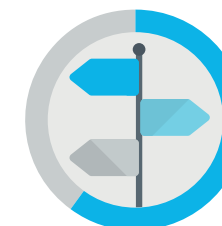
Mewn **60%** o ymweliadau â derbynfydd y gwelwyd arwydd yn datgan bod croeso i bobl ddefnyddio'r Gymraeg



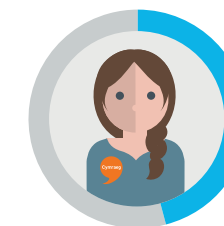
Mewn **46%** o ymweliadau â derbynfydd roedd staff Cymraeg yn gwisgo bathodyn yn nodi eu bod yn siarad Cymraeg



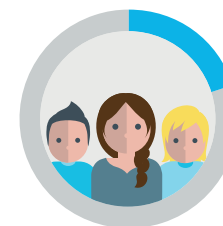
Ar gyfer **2 o'r 10** cyfarfod cyhoeddus a fynychwyd roedd y sefydliad wedi datgan bod croeso i bobl ddefnyddio'r Gymraeg



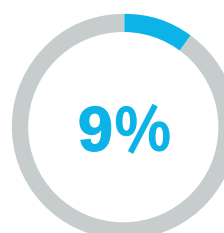
A sign indicating that people are welcome to use Welsh was seen in **60%** of visits to receptions



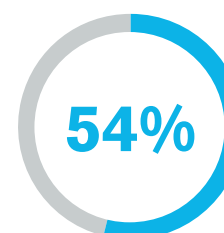
Welsh speaking members of staff were wearing a badge indicating they speak Welsh in **46%** of visits to receptions



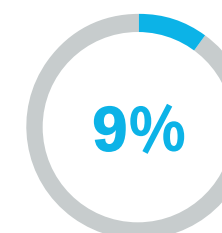
Only for **2 of the 10** public meetings attended had the organisation stated that people were welcome to use Welsh



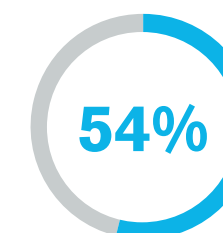
Dim ond mewn **9%** o hysbysiadau swyddogol roedd y testun Cymraeg yn debygol o gael ei ddarllen gyntaf



Dim ond **54%** o beiriannau hunanwasanaeth oedd yn gwneud cynnig rhagweithiol i ddefnyddio'r Gymraeg



In only **9%** of official notices was the Welsh text likely to be read first



Only **54%** of self service machines provided an active offer to use Welsh

That's going to be a tricky one...

Derbynnydd mewn ymateb i gais i siarad Cymraeg

Maen nhw'n eich trin chi fel niwsans, neu fel petaech chi wedi tyfu pen arall! Dwi'n deall bod gwasanaethau Cymraeg yn beth eitha newydd iddyn nhw, ond pan o'n i yn y llyfrgell, fe ddwedon nhw 'You have to say that in English'. Fe wnes i gerdded allan.

Aelod o'r cyhoedd mewn grŵp trafod

Dyw pobl ddim isie gofyn. Gwed bod e ddim ar ga'l neu dyw e ddim yn amlwg, ti ddim isie gorfod dechre meddwl a oes yna opsiwn Cymraeg – ti isie jyst neud e... A wedyn, os ti yn mynnu ca'l stwff yn Gymraeg, O ma *hassle* wedyn, nag o's e?

Aelod o'r cyhoedd mewn grŵp trafod

Rydym yn casglu gwybodaeth am fyfyrwyr sy'n siarad Cymraeg, yn cysylltu â'r dysgwyr yn unigol ac yn dweud wrthynt am y cyfleoedd i gael gwasanaethau Cymraeg.

Llinos Roberts, Pennaeth Cyfathrebu Corfforaethol a'r Gymraeg, Coleg Cambria



That's going to be a tricky one...

Operator in response to a request to speak Welsh

They treat you like a nuisance, or as if you've grown another head! I understand that Welsh language services are quite a new thing for them, but when I was in the library, they said 'You have to say that in English'. I walked out.

Member of the public in a discussion group

People don't want to ask. Say that it's not available or visible, you don't want to have to start guessing whether there's a Welsh option or not – you just want to get on with it... And then, if you do insist on getting stuff in Welsh, there's hassle then, isn't there?

Member of the public in a discussion group

We collect information on Welsh speaking students and contact them individually to tell them about opportunities to receive Welsh language services.

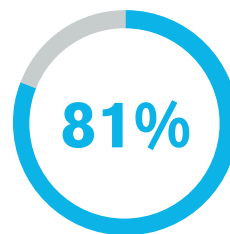
Llinos Roberts, Head of Corporate Communications and Welsh Language, Coleg Cambria



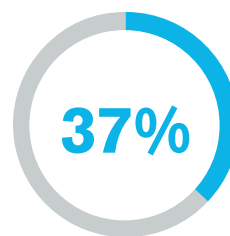
6 Mae angen i sefydliadau fynd ati'n systematig i gasglu gwybodaeth am gryfderau a gwendidau eu perfformiad eu hunain, gan ddefnyddio cwynion fel dull cadarnhaol o ddeall beth sy'n mynd o'i le weithiau



Dim ond **32%** o ymatebwyr i'r arolwg barn oedd yn teimlo bod sefydliadau'n ei gwneud yn glir iddynt sut i gwyno os oeddent yn anfodlon â gwasanaeth Cymraeg



81% o ymatebwyr yn credu ei bod yn bwysig gallu cwyno wrth sefydliad annibynnol am faterion sy'n ymwneud â'r Gymraeg



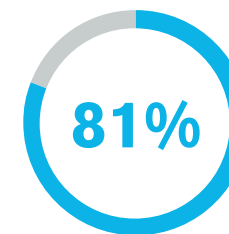
Dim ond **37%** o sefydliadau oedd wedi cyhoeddi gweithdrefn gwyno

Ers cyflwyno'r safonau, gwelwyd newid sylweddol yn ymddygiad sefydliadau wrth i'r Comisiynydd ymdrin â chwynion am eu cydymffurfiaeth, gyda chydweithrediad ac awydd i gywiro methiannau'n amlwg.

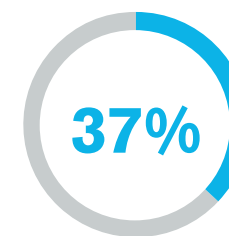
6 Organisations need to work systematically to gather information on the strengths and weaknesses of their own performance, using complaints as positive means of understanding what sometimes goes wrong



Only **32%** of opinion survey respondents felt that organisations made it clear to them how to complain if they were unhappy with Welsh language services



81% of respondents believed that it was important for them to be able to complain to an independent organisation on issues relating to Welsh



Only **37%** of organisations had published a complaints procedure

Since the introduction of standards, there has been a significant change in the behaviour of organisations as the Commissioner deals with complaints about their compliance, in terms of their cooperation and desire to correct obvious failings.

Dwi wedi penderfynu fy mod i'n bersonol eisiau gweld pob cwyn mae'r llu'n ei derbyn ynghylch ein darpariaeth Gymraeg. Wrth i ni ddechrau gweithredu'r safonau, mae hyn yn ffordd wych i mi allu deall y sefyllfa wirioneddol.

Jeremy Vaughan, Prif Gwnstabl Cynorthwyol, Heddlu De Cymru

Yn aml mae pobl eisiau'r gwasanaeth yn y fan a'r lle a dyna yw'r flaenoriaeth. Does braidd byth yr egni gan bobl i gwyno. Mae hynny'n arwain at ddiffyg darlun go iawn o'r sefyllfa ar lawr gwlad.

Aelod o'r cyhoedd mewn grŵp trafod

Rydyn ni wedi sefydlu swydd swyddog cydymffurfio gyda'r un statws â swyddog o'r adran archwilio. Mae'r swyddog yn cynnal archwiliadau gorfodol gydag adrannau fesul un, gan yrru gwelliannau i wasanaethau Cymraeg.

Steffan Gealy, Rheolwr Gwasanaethau Cymraeg, CBS Rhondda Cynon Taf



Rydyn ni'n cael data annibynnol, dibynadwy ar berfformiad ein gwasanaethau ffôn am gost resymol drwy gomisiynu arolwg siopwr cudd gan y Fenter Iaith Leol.

Huw Owen, Swyddog Iaith Gymraeg, CBS Merthyr Tudful

I've decided that I personally want to see every complaint that the force receives regarding its Welsh language provision. As we start to implement the standards, this is an excellent way for me to understand the reality of the situation.

Jeremy Vaughan, Assistant Chief Constable, South Wales Police

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

Member of the public in a discussion group

We have established the post of compliance officer with the same status as an officer from within the audit department. The officer conducts mandatory audits with each department individually, driving forward improvements to Welsh language services.

Steffan Gealy, Welsh Language Services Manager, Rhondda Cynon Taf CBC



We get independent and reliable data on the performance of our telephone services for a reasonable cost by commissioning the local Menter Iaith to carry out a mystery shopper survey.

Huw Owen, Welsh Language Officer, Merthyr Tydfil CBC

Mae angen i sefydliadau roi ystyriaeth strategol a manwl i gynyddu defnydd o'r Gymraeg wrth wneud penderfyniadau polisi, ac o ran iaith gweithredu mewnol

7 Nid yw'n amlwg fod y trefniadau a ddatblygwyd gan sefydliadau yn sgil cyflwyno'r safonau penderfyniadau polisi yn arwain at asesiadau effaith digon manwl, ystyrion a strategol

Wrth wneud penderfyniadau polisi, rhaid i sefydliadau roi ystyriaeth fanwl a strategol i'r Gymraeg. Mae'r safonau'n ei gwneud yn ofynnol i sefydliadau feddwl am sut y gall penderfyniadau gael effeithiau cadarnhaol, a llai o effeithiau andwyol, ar:

- o y cyfleoedd i ddefnyddio'r Gymraeg;
- o peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.

Nododd 20 o 26 sefydliad oedd yn rhan o astudiaeth penderfyniadau polisi eu bod wedi cynnwys y Gymraeg fel nodwedd warchoddedig o fewn eu hasesiadau effaith cydraddoldeb. Nid yw'n amlwg fod gwneud hyn yn arwain at asesiadau digon ystyrion o effaith penderfyniadau ar y Gymraeg, nac yn sicrhau bod ystyriaeth yn cael ei rhoi i'r holl faterion sy'n ofynnol dan y safonau.

Mewn ymateb i gwestiynau ynghylch ystyried y Gymraeg wrth ymgynghori, canolbwyntiodd sawl sefydliad ar iaith dogfennau ymgynghori yn hytrach na'r hyn a wnaed i gasglu barn ynghylch effeithiau posib ar y Gymraeg.

Dim ond 3 sefydliad wnaeth sôn am gasglu gwybodaeth ynghylch yr effaith ar y Gymraeg wrth wneud gwaith ymchwil i gynorthwyo penderfyniadau polisi.

Organisations need to give strategic and detailed consideration to increasing the use of Welsh when they make policy decisions, and in relation to the language of internal operations

7 It is not evident that the arrangements developed by organisations following the introduction of policy making standards lead to sufficiently detailed, meaningful and strategic impact assessments

When making policy decisions, organisations must give detailed and strategic consideration to the Welsh language. The standards require organisations to think about how decisions can have positive effects, and fewer adverse effects, on:

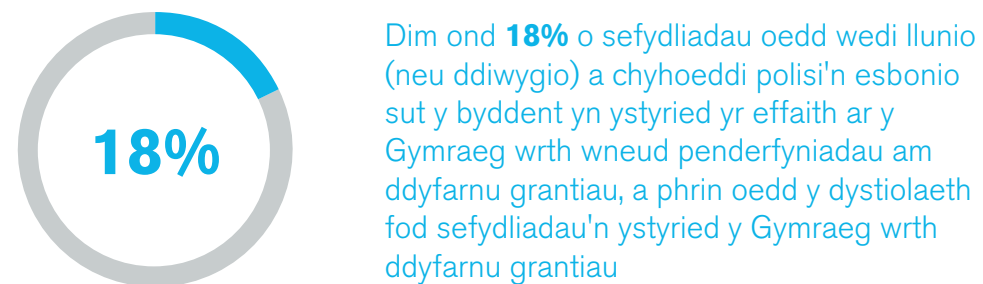
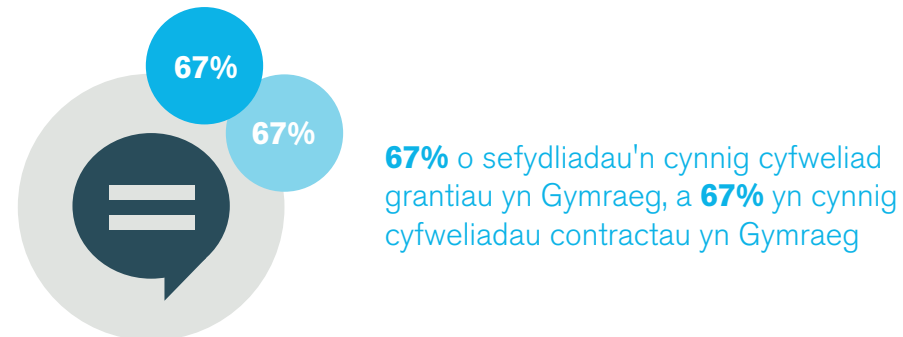
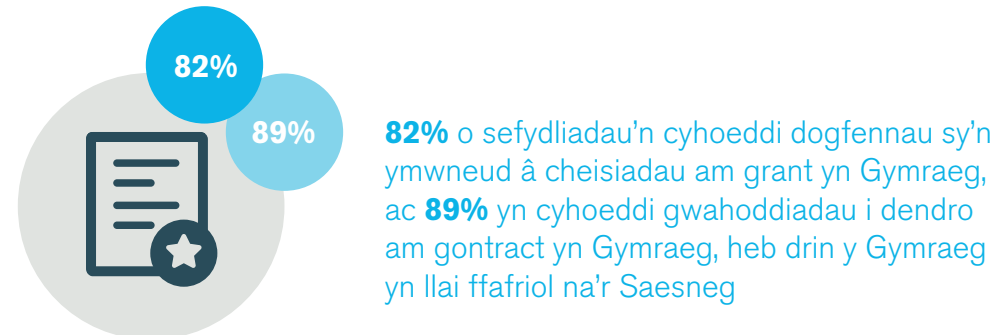
- o opportunities to use Welsh;
- o treating Welsh no less favourably than English.

20 of 26 organisations who took part in a policy decisions study stated that they had included Welsh as a protected characteristic within their equalities impact assessments. It is not evident that this approach leads to sufficiently meaningful impact assessments in relation to the Welsh language, or that it ensures that consideration is given to all the issues required by the Welsh language standards.

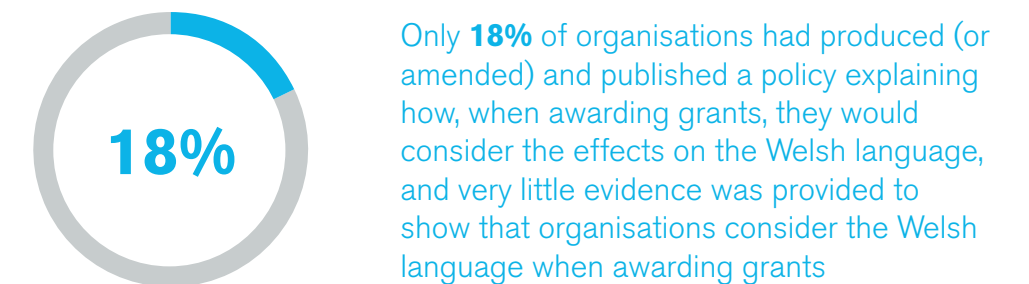
In response to questions about considering the Welsh language within consultations, a number of organisations focussed on the language medium of consultation documents rather than what they did to gather opinion about possible impacts on the Welsh language.

Only 3 organisations referred to gathering information about the impact on Welsh when they conduct research to assist policy decisions.

8 Dylai sefydliadau ystyried effeithiau dyfarnu grantiau ar y Gymraeg, a dylent sicrhau bod gwasanaethau a ddarperir ar eu rhan drwy gontract trydydd parti ar gael yn Gymraeg



8 The impact on the Welsh language should be considered by organisations when awarding grants, and they should ensure that services provided on their behalf through third party contracts are available in Welsh

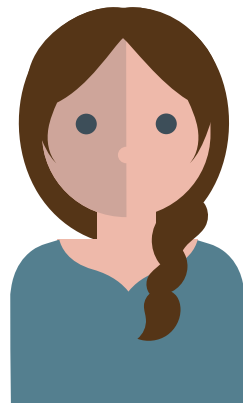


Mae 'na arwyddion dwyieithog yn y ganolfan hamdden, sy'n ca'l ei rhedeg drwy gontract. O'dd y Cyngor wedi anghofio rhoi dim am y Gymraeg yn y contract felly mae'r cwmni yn gwirfoddoli mewn ffordd i wneud pethau yn Gymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Mae recriwtio a dal ein gafael ar staff derbynfa sy'n siarad Cymraeg wastad wedi bod yn her i ni. Ers i'r Llywodraeth ddechrau darparu ei gwasanaethau derbynfa drwy gontract gyda chwmni allanol, mae'r sefyllfa wedi gwella. Mae darparu gwasanaeth Cymraeg yn un o ofynion canolog y contract, ac mae'r cwmni'n llwyddo i ddarparu'n unol â hynny, gan ofalu am recriwtio a datblygu'r staff.

Bethan Griffiths, Cydymffurfiaeth â Safonau'r Gymraeg, Llywodraeth Cymru



Rydyn ni'n awyddus fod ein cwsmeriaid yn cael gwasanaeth dwyieithog dim ots pwy sy'n ei ddarparu. Dyna pam rydyn ni wedi mynd ati i gyhoeddi dogfen sy'n crynhoi gofynion y safonau ar gyfer trydydd partiön sy'n darparu gwasanaethau ar ein rhan.

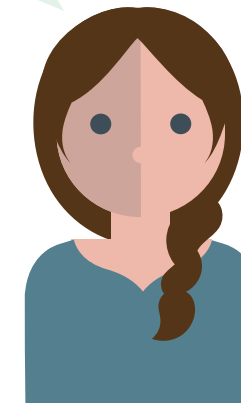
Ffion Gruffudd, Pennaeth Caerdydd Ddwyieithog, Cyngor Caerdydd

There are bilingual signs in the leisure centre that is run through a contract. The Council had forgotten to put any reference to the Welsh language in the contract so the company volunteers to do things in Welsh in a way.

Member of the public in a discussion group

Recruiting and retaining Welsh speaking reception staff has always been a challenge for us. Since the Government started contracting out reception services to an external company, the situation has improved. The provision of a Welsh language service is one of the core requirements of the contract, and the company succeeds in delivering on that, with responsibility for the recruitment and development of staff.

Bethan Griffiths, Welsh Language Standards Compliance, Welsh Government



We are keen that our customers receive a bilingual service whoever provides it. This is why we've published a document summarising the standards' requirements for third parties who provide services on behalf of the council.

Ffion Gruffudd, Head of Bilingual Cardiff, Cardiff Council

9 Mae angen i sefydliadau gael polisi sy'n anelu i ddatblygu'r defnydd o'r Gymraeg o fewn y sefydliad ac ennill ymroddiad swyddogion i gynnig gwasanaethau Cymraeg

Nododd pob un o'r 26 sefydliad oedd yn rhan o astudiaeth yn edrych ar iaith gweithredu mewnol eu bod yn galluogi cyflogeion i ddefnyddio'r Gymraeg mewn cyfarfodydd ynghylch cwynion, disgyblu a datblygu.

Darparodd 22 o'r 26 sefydliad enghreifftiau o bolisiâu a dogfennau eraill a oedd ar gael i staff yn Gymraeg.

Roedd pob sefydliad yn darparu meddalwedd gwirio sillafu, ac 18 o'r 26 yn cynnig rhyngwynebau Cymraeg ar gyfer y cyfrifiadur.

Ar y cyfan, Saesneg yw iaith cyfarfodydd mewnol sefydliadau, gyda chyfarfodydd yn cael eu cynnal yn Gymraeg dim ond pan fo'r holl fynychwyr yn siarad Cymraeg.

Nododd pob sefydliad, ac eithrio un, mai Saesneg oedd iaith ysgrifenedig y sefydliad.

9 Organisations need to have a policy which aims to develop the use of Welsh within the organisation and gain officers' commitment to offering Welsh language services

All 26 organisations who took part in a study looking at the language of internal operations indicated that they enable their employees to use Welsh when participating in meetings regarding complaints, discipline, and development.

22 of the 26 organisations provided examples of policies and other documents available to staff in Welsh.

Every organisation provided spellchecking software, and 18 of the 26 provided computer interfaces in Welsh.

On the whole, the language of internal meetings in organisations is English, with meetings only held in Welsh when all attendees speak Welsh.

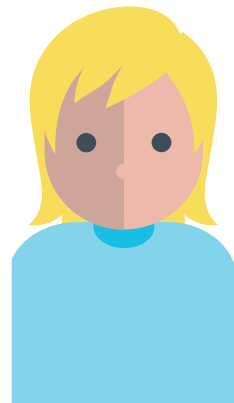
Every organisation but one stated that English was the written language of the organisation.

Rydym wedi dechrau ar raglen dreigl 6 mlynedd o waith dwys gydag adrannau unigol er mwyn eu galluogi i weithio drwy'r Gymraeg a defnyddio'r Gymraeg yn anffurfiol. Gan ddechrau gyda'r Gwasanaeth Tai, casglwyd data er mwyn sefydlu gwaelodlin, ac yna creu cynllun gweithredu sy'n cynnwys penodi pencampwyr iaith, cynnal cyfarfodydd tîm rheoli yn Gymraeg, cymharu sgiliau staff a dynodiad iaith swyddi, cynnig hyfforddiant ar gynnal cyfarfodydd yn Gymraeg ac ati.

Carol Wyn Owen, Rheolwr Polisi a Strategaeth, Cyngor Sir Ynys Môn

Mewn fideo i staff ynghylch pwysigrwydd iaith wrth gyfathrebu, roedd ei fam yn gofyn i loan – yn Gymraeg – bwyntio at wahanol rannau o'i gorff, ac roedd loan yn gallu gwneud hynny'n hawdd. Yna, roedd hi'n gofyn iddo adnabod yr un rhannau o'i gorff – ond yn Saesneg, a doedd loan ddim yn gallu gwneud hynny. Mae staff wedi dweud wrthon ni fod y fideo'n bwerus iawn, ac wedi gwneud iddynt sylweddoli mor bwysig yw iaith wrth roi gofal i bobl.

Enfys Williams, Rheolwr Gwasanaethau Cymraeg, Bwrdd Iechyd Prifysgol Hywel Dda

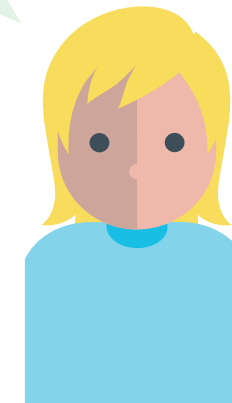


We have started on a 6 year rolling programme of intensive work with individual departments to enable them to work through the medium of Welsh and use Welsh on an informal basis. Starting with Housing Services, data was collated in order to establish a baseline, followed by an implementation plan that includes appointing language champions, holding team meetings in Welsh, comparing staff skills with the language designation of the post, offering training for conducting meetings in Welsh etc.

Carol Wyn Owen, Policy and Strategy Manager, Anglesey County Council

In a video for staff on the importance of language in communication, loan's mother asked him – in Welsh – to point to different parts of his body, which loan could do easily. Then, she asked him to identify the same parts of his body – but in English, which loan couldn't manage. Staff have told us that this is a very powerful video and has made them realise how important language is in the provision of care.

Enfys Williams, Welsh Language Services Manager, Hywel Dda University Health Board



Rhagair

Dyma'r pedwerydd adroddiad sicrwydd a gyhoeddwyd yn ystod fy nghyfnod yn Gomisiynydd – a dyma flwyddyn olaf fy nhymor saith mlynedd yn y swydd.

Mae tystiolaeth ddigamsyniol erbyn hyn fod y safonau wedi arwain at wella gwasanaethau i siaradwyr Cymraeg, ac at gyflwyno trefniadau fel bod y Gymraeg yn cael ei hystyried fel mater o drefn. Dylid anelu i gynyddu'r momentwm sy'n adeiladu, ac ni ddylid gwanhau'r gyfundrefn reoleiddio sy'n sail i'r cynnydd.

Yr her fawr nesaf yw creu cynnydd yn y defnydd o'r Gymraeg. Er mwyn i hynny ddigwydd, rhaid i sefydliadau sicrhau bod gwasanaethau Cymraeg ar gael bob amser, a'u bod o ansawdd digonol. Rhaid i sefydliadau hefyd roi ystyriaeth fanwl a strategol i gael effaith bositif ar y defnydd o'r Gymraeg ym mhob un penderfyniad a wnânt.

Beth rydyn ni wedi ei gyflawni?

Dros yr ychydig flynyddoedd diwethaf, wrth i safonau'r Gymraeg gael eu gosod ar dros gant o sefydliadau, gwelwyd newid sylweddol yn eu hagwedd at ddefnyddio'r Gymraeg, a chynnydd da yn argaeledd ac ansawdd gwasanaethau Cymraeg.

Rwy'n arbennig o falch fod gwelliannau wedi bod ym mhob cwr o Gymru, gyda straeon cadarnhaol gan sefydliadau mewn ardaloedd ym mhedair cornel Cymru a'r tu hwnt.

Mae'r newid a welwyd yn destament i waith caled swyddogion sefydliadau cyhoeddus – ymrwymiad ac arweiniad gan benaethiaid; arbenigedd a chynllunio gweithredol gan reolwyr; sgiliau a gofal cwsmer gan staff rheng flaen.

Mae'r newid hefyd yn ganlyniad trefn reoleiddio effeithiol – a gwaith caled gan fy swyddogion innau. Dangoswyd rhesymoldeb a chymesuredd wrth benderfynu pa safonau i'w gosod ar sefydliadau. Gwneir gwaith rhagataliol er mwyn cefnogi sefydliadau i gydymffurfio. Mae'r drefn ymchwilio a gorfodi'n delio'n briodol ag amheuaeth o ddiffyg cydymffurfio – a bodolaeth pwerau gorfodi'n atgoffa sefydliadau'n barhaus fod y safonau'n ddyletswyddau statudol i'w parchu. Mae'r adroddiad hwn yn cynnwys enghreifftiau sy'n dangos bod gwaith gorfodi'r Comisiynydd yn llwyddo i gael effaith gadarnhaol ar gydymffurfiaeth.

Beth yw arwyddocâd y cynnydd hwn?

I mi, mae sicrhau bod sefydliadau'n cydymffurfio â'u dyletswyddau'n gyfraniad allweddol at gynyddu'r nifer o siaradwyr Cymraeg, a'r defnydd o'r Gymraeg.

Foreword

This is the fourth assurance report published during my term as Commissioner – and this is the final year of my seven year term.

There is, by now, irrefutable evidence that standards have led to services for Welsh speakers improving, and that arrangements have been introduced so that Welsh is considered as a matter of course. We should aim to increase the momentum that is building, and the regulatory system, which has formed the basis for this progress, should not be weakened.

The next significant challenge is to ensure an increase in the use of Welsh. For this to happen, organisations must ensure that Welsh language services are readily available and that they are of sufficient quality. Organisations must also give detailed and strategic consideration to having a positive impact on the use of Welsh in all decision making.

What have we achieved?

Over the past few years, as Welsh language standards have been set on over a hundred organisations, we have seen a significant change in their attitude towards using Welsh and a good increase in the availability and quality of Welsh language services.

I am particularly pleased that improvements have been seen across Wales, with positive stories from organisations in all four corners of Wales and beyond.

The change we have seen is testament to the hard work of officers in public organisations – leadership and commitment from leaders; expertise and operational planning by managers; skills and customer care from frontline staff.

The change is also due to an effective regulatory system – and hard work by my officers. Reasonableness and proportionality were exercised in deciding which standards to impose on organisations. Pre-emptive work is done to support organisations to comply. Investigation and enforcement arrangements deal appropriately with suspected instances of non-compliance – and the existence of enforcement powers is a constant reminder to organisations that the standards are statutory duties that should be respected. This report contains examples demonstrating the positive impact that the Commissioner's enforcement work has on compliance.

What is the significance of this progress?

For me, ensuring that organisations comply with their duties is a vital contribution to increasing the number of Welsh speakers, and the use of Welsh.

Mewn Cymru lle mae'r Gymraeg yn iaith swyddogol, mae'n fater o egwyddor y dylai pobl allu defnyddio'r Gymraeg gyda gwasanaethau cyhoeddus. Drwy roi hawliau i unigolion ddefnyddio'r Gymraeg yn eu bywydau beunyddiol, rydym yn diogelu hawl siaradwyr Cymraeg fel grŵp i gael eu trin yn gyfartal gan y wladwriaeth.

Ni ddylid diystyru pwysigrwydd statws y Gymraeg o fewn bywyd sifil wrth geisio dwyn perswâd ar niferoedd cynyddol o bobl i drosglwyddo'r Gymraeg i'w plant, ac annog pobl sy'n gallu siarad Cymraeg i'w defnyddio'n gymdeithasol ac yn y gwaith.

Ac nid yw'r safonau'n ymwneud â gwasanaethau a ddarperir i unigolion yn unig – maent yn cynnwys nifer o ddyletswyddau i roi ystyriaeth strategol i'r defnydd o'r Gymraeg yn ehangach, er enghraifft safonau hybu a safonau llunio polisi. Ochr yn ochr â gofynion manwl ynghylch sut i weithredu wrth gyflenwi gwasanaethau, mae'r safonau'n rhoi cyfrifoldeb ar sefydliadau i wneud gwaith cynllunio ieithyddol, gyda strategaethau i gynnal a chynyddu niferoedd siaradwyr Cymraeg bellach ar waith gan sefydliadau ledled Cymru.

A yw'r gwaith ar ben?

Gwelwyd newid pendant. Rwyf eisiau bod yn siŵr fod y newid hwn yn un parhaol, gwirioneddol, ac y bydd y sefyllfa'n parhau i wella i'r dyfodol.

Mae'r adroddiad hwn, yn fy marn i, yn amlygu tair prif her i sefydliadau:

- datblygu eu darpariaeth, a'u trefniadau hunanreoleiddio, er mwyn sicrhau bod gwasanaethau Cymraeg ar gael, a'u bod o ansawdd nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg, bob amser ac ar gyfer pob mathau o wasanaethau;
- gwella'u dealltwriaeth o'r rhesymau dros benderfyniadau defnyddwyr, a chymryd camau cadarnhaol i hybu a hwyluso defnyddio gwasanaethau Cymraeg, fel bod niferoedd cynyddol o bobl yn dewis eu defnyddio;
- rhoi ystyriaeth fanwl a strategol i sut i gynyddu cyfleoedd i ddefnyddio'r Gymraeg, ac atal trin y Gymraeg yn llai ffafriol na'r Saesneg, wrth wneud eu holl benderfyniadau ac mewn perthynas â'r defnydd mewnol o iaith.

Meri Huws
Comisiynydd y Gymraeg



In a country where Welsh is an official language, it's a matter of principle that people should be able to use Welsh in their dealings with public services. By giving individuals rights to use Welsh in their everyday life, we are safeguarding the right of Welsh speakers as a group to be treated equally by the state.

We should not underestimate the importance of the status of Welsh in civic life as we try to persuade an increasing number of people to transfer the language to their children, and to encourage people who can speak Welsh to use the language socially and in the workplace.

The standards don't just relate to services provided to individuals – they also include a number of duties that require strategic consideration for the use of Welsh in a wider context, such as promotion standards and policy making standards. Alongside detailed requirements regarding service delivery, the standards require organisations to carry out language planning work, and there are strategies now in place in organisations across Wales to maintain and increase the number of Welsh speakers.

What more is there to be done?

We have seen a definite change. I want to ensure that this change is real and permanent, and that the situation will continue to improve in future.

In my view, this report highlights three main challenges for organisations:

- to develop their provision, and their self-regulatory arrangements, in order to ensure that services are available in Welsh, and are of such quality that they do not treat Welsh less favourably than English, at all times and for all types of services;
- to improve their understanding of the reasons behind decisions made by users, and to take positive steps to promote and facilitate Welsh language services so that an increasing number of people choose to use them;
- to give detailed and strategic consideration to increasing opportunities to use Welsh, and to prevent Welsh from being treated less favourably than English, in all decision making and in relation to internal language use.

Meri Huws
Welsh Language Commissioner



Cefndir

Pam cyhoeddi'r adroddiad hwn?

- i. Bwriad y Comisiynydd wrth gyhoeddi'r adroddiad sicrwydd yw rhoi barn annibynnol, ar sail tystiolaeth gadarn, er mwyn:
 - o rhoi gwybod i **siaradwyr Cymraeg** i ba raddau y mae sefydliadau cyhoeddus yn cynnig gwasanaethau ar eu cyfer, a beth yw ansawdd y gwasanaethau hynny;
 - o tynnu sylw **sefydliadau** at arferion llwyddiannus, a ble mae angen datblygu trefniadau cydymffurfio, er mwyn eu galluogi i gydymffurfio a gwella profiadau defnyddwyr;
 - o darparu tystiolaeth i **wleidyddion**, a phobl eraill sy'n llunio polisi, ynghylch i ba raddau y mae sefydliadau cyhoeddus yn cynnig gwasanaethau o ansawdd da yn Gymraeg, ac i ba raddau y mae'r gyfundrefn safonau'n gweithio.
- ii. Mae'r Comisiynydd yn gyfrifol am ymchwilio a gorfodi pan fo amheuaeth o fethiant i gydymffurfio â dyletswyddau iaith. Ochr yn ochr â hyn, mae hi wedi nodi yn ei Fframwaith Rheoleiddio y bydd yn rheoleiddio'n rhagataliol – hynny yw, cynnig cefnogaeth fel nad yw sefydliadau'n methu â chydymffurfio â'u dyletswyddau. Mae'r adroddiad yn rhan o'r gwaith rheoleiddio cadarnhaol hwnnw.

Pa dystiolaeth sy'n sail i'r adroddiad?

- iii. Mae'r Comisiynydd yn casglu ac yn dadansoddi data meintiol ac ansoddol o ffynonellau amrywiol er mwyn ffurfio'i chanfyddiadau. Aiff yr holl ganlyniadau a chanfyddiadau drwy broses o herio mewnol er mwyn sicrhau dibynadwyedd.
- iv. Gwaith ymchwil a monitro a wnaed yn ystod blwyddyn ariannol 2017-18 yw sail yr adroddiad. Mae disgrifiad llawn o'r methodolegau ar ddiwedd yr adroddiad.

Background

Why publish this document?

- i. The aim of the Commissioner in publishing this assurance report is to give an independent view, based on firm evidence, in order to:
 - o inform **Welsh speakers** to what extent public organisations provide services for them, and the quality of those services;
 - o draw the attention of **organisations** to successful practice, and where compliance arrangements need to be developed, in order to enable them to comply and improve users' experiences;
 - o provide evidence to **politicians**, and other policy makers, regarding to what extent public organisations provide services of good quality in Welsh, and the extent to which the standards regime is successful.
- ii. The Commissioner is responsible for investigation and enforcement when there is a suspected failure to comply with language duties. Alongside this, she has stated in her Regulatory Framework that she will undertake pre-emptive regulation – that is, providing support so that organisations do not fail to comply with their duties. The report is part of that positive regulation work.

What is the evidence base for this report?

- iii. The Commissioner gathers and analyses quantitative and qualitative data from a variety of sources to formulate her findings. All conclusions and findings are subject to a process of internal challenge to ensure reliability.
- iv. The report is based on research and monitoring work conducted during the 2017-18 financial year. A full description of methodologies is included at the end of the report.

Monitro

- Cynhaliwyd **arolygon profiad defnyddwyr**, gan brofi gwasanaethau ateb gohebiaeth; ateb galwadau ffôn; peiriannau hunanwasanaeth; arwyddion; derbynfydd; cyfarfodydd a digwyddiadau; deunydd cyhoeddusrwydd; rheolau, ffurflenni a hysbysiadau swyddogol; hunaniaeth gorfforaethol (h.y. logos); ac apiau.

Yn y rhan fwyaf o achosion, adroddir ar brofiad y defnyddiwr yn hytrach na chydymffurfiaeth â safonau. Mae'r canlyniadau weithiau'n cyfeirio at sefydliadau nad oeddent dan ddyletswydd i gydymffurfio â gofynion penodol (e.e. wedi herio'r ddyletswydd, diwrnod gosod heb basio, neu'n gweithredu cynlluniau iaith).

- Gwiriwyd **adroddiadau blynyddol** a chofnodion sefydliadau.
- Cynhaliwyd **astudiaethau thematig** lle gofynnwyd i sefydliadau am dystiolaeth ynghylch eu cydymffurfiaeth â safonau dyfarnu grantiau a chontractau, penderfyniadau polisi, a gweithredu mewnol.

Ymgysylltu â'r cyhoedd

- Cynhaliwyd 14 **grŵp trafod** ledled Cymru (gyda lleoliadau'n cynnwys Aberaeron, Abergele, Abertawe, Aberystwyth, Bangor, Caerdydd, Caerfyrddin, Llanrwst, Machynlleth a Phen-y-bont ar Ogwr) gyda gwahanol garfannau o siaradwyr Cymraeg (y cyhoedd yn gyffredinol, myfyrwyr prifysgol, staff sefydliadau sy'n gweithredu safonau, a grwpiau cymunedol fel dosbarth dysgu Cymraeg, Merched y Wawr a fforymau iaith).
- Gofynnwyd cyfres o gwestiynau am wasanaethau Cymraeg drwy **arolwg barn** wyneb yn wyneb â sampl cynrychioladol o 520 o siaradwyr Cymraeg.
- Cynhaliwyd 4 **sesiwn cysgodi defnyddwyr** ym Mangor, Wrecsam, Caerfyrddin a Chaerdydd, er mwyn gweld pa ffactorau oedd yn dylanwadu ar ddewis iaith wrth gyflawni tasgau mewn nifer o senarios derbyn gwasanaeth.

Ymwneud â sefydliadau

- Defnyddir gwybodaeth a gasglwyd wrth ymwneud â sefydliadau, er enghraifft arferion llwyddiannus a drafodwyd mewn cyfarfodydd adborth â sefydliadau, a sylwadau a wnaed mewn gweithdai.
- Cyfeirir at gasgliadau a dynnwyd wrth ddelio â chwynion a chynnal ymchwiliadau i fethiannau posib i gydymffurfio.

Monitoring

- **User experience surveys** were conducted, testing services such as replying to correspondence; dealing with telephone calls; self service machines; signage; receptions; meetings and events; publicity material; rules, forms and official notices; corporate identity (i.e. logos); and apps.

In the majority of cases, the report focuses on users' experience rather than compliance with standards. The findings sometimes refer to organisations that were not required to comply with specific requirements (e.g. those who had challenged the duty, the imposition day had not yet passed, or those implementing language schemes).

- Organisations' **annual reports** and records were examined.
- **Thematic studies** were conducted, where organisations were asked for evidence regarding their compliance with standards relating to awarding grants and contracts, policy making decisions and internal operation.

Public engagement

- 14 **discussion groups** were held across Wales (locations included Aberaeron, Abergele, Swansea, Aberystwyth, Bangor, Cardiff, Carmarthen, Llanrwst, Machynlleth and Bridgend) with various groups of Welsh speakers (the general public, university students, staff in organisations responsible for implementing standards, and community groups such as a Welsh learners group, Merched y Wawr and language forums).
- A series of questions on Welsh language services was asked through a face to face **opinion survey** with a representative sample of 520 Welsh speakers.
- 4 **user shadowing sessions** were held in Bangor, Wrexham, Carmarthen and Cardiff, in order to observe which factors influenced language choice when completing tasks in a number of service provision scenarios.

Engagement with organisations

- Information gathered from engagement with organisations is used, such as successful practices discussed in feedback meetings with organisations, and comments made in workshops.
- Reference is made to conclusions drawn from dealing with complaints and conducting investigations relating to possible compliance failures.

Pa sefydliadau sydd dan sylw, a beth yw'r dyletswyddau arnynt?

- v. Mae gwaith rheoleiddio'r Comisiynydd yn ymwneud â sefydliadau sy'n gweithredu dau fath o ddyletswydd (safonau'r Gymraeg a chynlluniau iaith Gymraeg).
- vi. Dyma'r grwpiau o sefydliadau a oedd yn rhan o waith monitro yn 2017-18:

Grŵp o sefydliadau	Sefydliadau penodol	Dyletswyddau
Rheoliadau rhif 1	Cynghorau sir, parciau cenedlaethol a Llywodraeth Cymru	Gweithredu safonau ers 30/03/2016 (2017-18 oedd yr ail flwyddyn gyflawn iddynt weithredu safonau)
Rheoliadau rhif 2	Sefydliadau cenedlaethol Cymreig	Gweithredu safonau ers 25/01/2017 (2017-18 oedd y flwyddyn gyflawn gyntaf iddynt weithredu safonau)
Rheoliadau rhif 4	Tribiwnlysoedd Cymru	Gweithredu safonau ers 30/03/2017 (2017-18 oedd y flwyddyn gyflawn gyntaf iddynt weithredu safonau)
Rheoliadau rhif 5	Heddluoedd, comisiynwyr heddlu a throsedd, a gwasanaethau tân	Gweithredu safonau ers 30/03/2017 (2017-18 oedd y flwyddyn gyflawn gyntaf iddynt weithredu safonau)
Rheoliadau rhif 6	Prifysgolion a sefydliadau addysg bellach	Gweithredu safonau ers 01/04/2018 (gweithredu cynlluniau iaith drwy gydol 2017-18)
Iechyd	7 bwrdd iechyd a 3 o ymddiriedolaethau'r GIG	Gweithredu cynlluniau iaith (bwriedir gosod safonau arnynt yn 2018-19)
Annatganoledig	Adrannau ac asiantaethau gweithredol Llywodraeth y DU	Gweithredu cynlluniau iaith (dim bwriad o osod safonau arnynt yn y dyfodol agos)

- vii. Mae rhestr lawn o'r sefydliadau, a pha arolygon oedd yn berthnasol i ba rai, ar ddiwedd yr adroddiad.

Which organisations are involved, and what are their duties?

- v. The Commissioner's regulatory work involves organisations operating under two types of duties (Welsh language standards and Welsh language schemes).
- vi. These are the groups of organisations that were subject to monitoring work during 2017-18:

Organisations by group	Specific organisations	Duties
No. 1 Regulations	County councils, national parks and Welsh Government	Implementing standards since 30/03/2016 (2017-18 was their second full year of implementing standards)
No. 2 Regulations	National Welsh organisations	Implementing standards since 25/01/2017 (2017-18 was their first full year of implementing standards)
No. 4 Regulations	Tribunals in Wales	Implementing standards since 30/03/2017 (2017-18 was their first full year of implementing standards)
No. 5 Regulations	Police forces, police and crime commissioners, and fire services	Implementing standards since 30/03/2017 (2017-18 was their first full year of implementing standards)
No. 6 Regulations	Universities and further education institutions	Implementing standards since 01/04/2018 (implementing language schemes throughout 2017-18)
Health	7 health boards and 3 NHS trusts	Implementing language schemes (standards are due to be imposed on these organisations in 2018-19)
Non-devolved	UK Government departments and executive agencies	Implementing language schemes (no intention of imposing standards on these organisations in the near future)

- vii. A full list of organisations, and which surveys relate to which organisations, is included at the end of this report.

Er bod profiadau defnyddwyr yn dal i wella, mae angen cysondeb er mwyn rhoi ffydd i bobl fod gwasanaethau ar gael yn Gymraeg bob tro, ac na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg

- 1 **Mae sefydliadau'n cynnig gwasanaethau Cymraeg o ansawdd da mewn nifer o feysydd, gyda'r gwelliant a welwyd y llynedd yn cael ei gynnal neu'n cynyddu**

Crynodeb

- 1.1 Roedd Hawliau'n Gwreiddio, adroddiad sicrwydd 2016-17, yn tynnu sylw at sawl maes lle gwelwyd cynnydd sylweddol o ran argaeledd gwasanaethau Cymraeg yn sgil cyflwyno'r safonau. Mae digon o dystiolaeth fod perfformiad da wedi sefydlu.
- 1.2 Roedd nifer dda o sefydliadau'n cydymffurfio bob tro y cafodd eu gwasanaethau eu profi, a rhai meysydd lle gwelwyd cydymffurfiaeth agos at 100% drwyddi draw.
- 1.3 Mae defnyddwyr yn disgrifio gwelliant yn argaeledd ac ansawdd gwasanaethau Cymraeg – ac yn gweld hynny'n gyfystyr â gwelliant yn agwedd sefydliadau at ddefnyddio'r Gymraeg.
- 1.4 Mae canlyniadau arolygon yn awgrymu bod gan y rhan fwyaf o sefydliadau systemau addas ar gyfer darparu gwasanaethau Cymraeg ar y ffôn, mewn gohebiaeth a thrwy beiriannau hunanwasanaeth.
- 1.5 Mae'r canlyniadau'n galonogol pan fo sefydliadau'n defnyddio technoleg er mwyn awtomeiddio darparu gwasanaeth, a cheir enghreifftiau o sefydliadau'n cynnwys y Gymraeg wrth ddatblygu eu gwasanaethau ar-lein. O gynllunio'n fwriadus i gynnwys y Gymraeg o fewn datrysiadau awtomatig, gellir darparu gwasanaeth Cymraeg, sydd o ansawdd cyfartal i'r Saesneg, yn rhad ac yn hawdd.

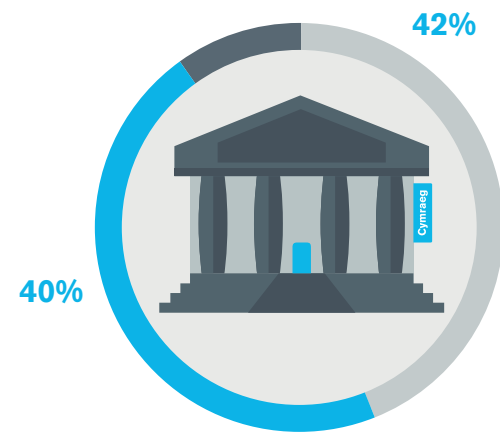
While users' experiences continue to improve, consistency is needed to build trust that services are always available in Welsh, and that Welsh is not treated less favourably than English

- 1 **Organisations are providing Welsh language services of good quality in a number of areas, with the improvement seen last year maintained or increased**

Summary

- 1.1 Rights Taking Root, the 2016-17 assurance report, highlighted several areas where a significant increase was seen in the availability of Welsh language services following the introduction of standards. There is plenty of evidence that good performance has become established.
- 1.2 A good number of organisations were seen to comply each time their services were tested, and in some areas almost 100% compliance was observed.
- 1.3 Users describe an improvement in the availability and quality of Welsh language services – and equate this to an improvement in the attitude of organisations towards using Welsh.
- 1.4 Results suggest that most organisations have an adequate system in place to provide Welsh language services over the telephone, in correspondence and through self service machines.
- 1.5 The results are positive when organisations use technology in order to automate their service provision, and there are examples of organisations including Welsh during the development of their online services. With purposeful planning to include Welsh within automated solutions, it is possible to provide Welsh language services that are equal to English language services, cheaply and easily.

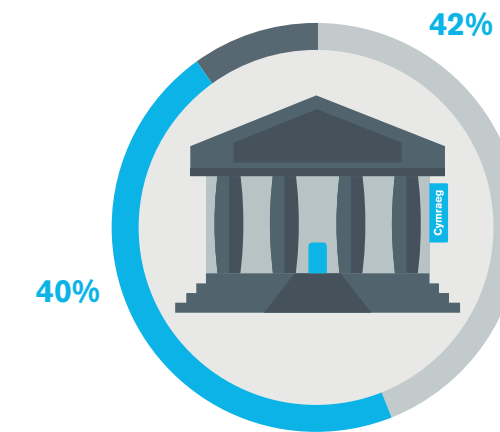
Arolwg Omnibws siaradwyr Cymraeg – cyfleoedd yn cynyddu?



Roedd **40%** o ymatebwyr i'r arolwg barn yn credu bod cyfleoedd yn cynyddu i ddefnyddio'r Gymraeg gyda chynghorau sir, a **42%** yn meddwl bod y cyfleoedd yn aros yr un peth. Dim ond **9%** oedd yn meddwl bod cyfleoedd yn lleihau

- 1.6 Roedd 32% yn meddwl bod cyfleoedd yn cynyddu gyda chyrrff iechyd, a 34% gyda cholegau a phrifysgolion.
- 1.7 Roedd y canlyniadau ar gyfer y sefydliadau cyhoeddus hyn yn uwch nag ar gyfer sectorau eraill, gyda 23% yn credu bod mwy o gyfleoedd i ddefnyddio'r Gymraeg mewn archfarchnadoedd, 23% gyda banciau, ac 17% gydag elusennau. Yn arolwg 2016-17, nododd 58% eu bod yn gweld cyfleoedd yn cynyddu i ddefnyddio'r Gymraeg gyda sefydliadau cyhoeddus.

Welsh speakers Omnibus survey – increasing opportunities?



40% of opinion survey respondents believed that opportunities to use Welsh with county councils are increasing, and **42%** believed that the opportunities have remained at the same level. Only **9%** believed that opportunities are decreasing

- 1.6 32% believed that opportunities are increasing with health organisations, and 34% with colleges and universities.
- 1.7 The results for public organisations were higher than for other sectors, with 23% of the view that there are more opportunities to use Welsh in supermarkets, 23% with banks, and 17% with charities. In the 2016-17 survey, 58% said that they were seeing increasing opportunities to use Welsh with public organisations.

Grwpiau trafod – gwelliant yn argaeledd gwasanaethau ac agweddau sefydliadau

- 1.8 Cafwyd llawer o sylwadau gan gyfranogwyr grwpiau trafod eu bod wedi sylwi ar welliant o ran argaeledd gwasanaethau Cymraeg – a newid yn agweddau sefydliadau at ddefnyddio'r Gymraeg.

Pan yn cysylltu gyda'r cyngor sir yn ddiweddar dwi wedi llwyddo i fynd trwy at siaradwyr Cymraeg yn hawdd iawn, chware teg.

Aelod o'r cyhoedd mewn grŵp trafod

Ar y dechrau, roedd pethau'n wan, ond mae nhw wedi gwella yn aruthrol. Chewch chi ddim am flynyddoedd, dwi ddim yn meddwl, fod pawb mewn cyngor mor fawr yn gallu siarad Cymraeg – rhaid bod yn amyneddgar.

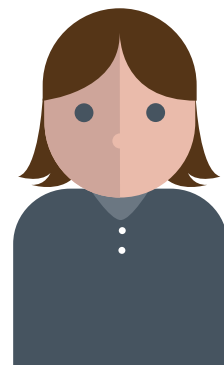
Aelod o'r cyhoedd mewn grŵp trafod

Mae polisiau, llythyrau ac ati bellach yn dod yn Gymraeg – a'r gwelliant hwn i'w weld ers blwyddyn, felly ers cyflwyno safonau'r Gymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Chi'n gallu mynd at y Cyngor nawr a ma 'na bobl ar y ffrynt sy'n gallu siarad Cymraeg gyda chi a ma hwnna yn newid ers y safonau.

Aelod o'r cyhoedd mewn grŵp trafod



Discussion groups – improvements in the availability of services and the attitudes of organisations

- 1.8 Many comments were made by group participants that they had noticed an improvement in the availability of Welsh language services – and a change in the attitude of organisations towards using Welsh.

To be fair, when I've contacted my county council recently, I've been able to get through to Welsh speakers very easily.

Member of the public in a discussion group

At the beginning, things were very poor, but they've improved greatly. I don't think you're going to get everyone in such a big council to be able to speak Welsh for years – we need to be patient.

Member of the public in a discussion group

Policies, letters and so on now arrive in Welsh – and this improvement has happened in the past year, so since the introduction of the standards.



Member of the public in a discussion group

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

Member of the public in a discussion group



Arolwg gwasanaethau ffôn

- 1.9  Wrth ffonio sefydliadau cyhoeddus, cafwyd cyfarchiad Cymraeg gan y derbynnydd yn ystod 89% o'r galwadau; roedd hyn yn gyson â 2016-17 (90%), gyda'r gwelliant ers 2015-16 (57%) wedi ei gynnal.
- 1.10 Rhoddodd y sefydliad wybod i'r galwr fod gwasanaeth Cymraeg ar gael ar ddechrau 86% o alwadau (90% a atebwyd yn awtomatig; 82% a atebwyd gan dderbynnydd). Mae hyn yn gyson â 2016-17 (88%).
- 1.11 Llwyddodd 90% o'r sefydliadau y mae'n ofynnol iddynt ddelio'n llawn ag unrhyw ymholiad ffôn yn Gymraeg i wneud hynny; 69% oedd y ganran gyfatebol yn 2016-17.
- 1.12  Roedd opsiynau Cymraeg gan beiriant awtomatig yn ystod 98% o'r galwadau pan ddefnyddiwyd dull o'r fath (90% oedd y ganran yn 2016-17). Amlyga hyn botensial technoleg i hwyluso cydymffurfiaeth.



Arfer llwyddiannus – trefniadau gwasanaethau ffôn

- 1.13 Mae rhai sefydliadau wedi adolygu eu trefniadau darparu gwasanaeth er mwyn cydymffurfio â'r safonau a gweithredu'n fwy effeithlon.

Yn sgil gofynion y safonau, ac wrth edrych am ffyrdd o weithio'n fwy effeithlon, rydym wedi datblygu sut rydym yn delio â galwadau ffôn. Ein nod yw uchafu'r ganran o alwadau ffôn rydym yn eu datrys ar y cyswllt cyntaf yn ein canolfan gysylltu, C1V. Er mwyn gwneud hyn, bu'n rhaid i ni wella hyfforddiant a rheoli gwybodaeth. Gan fod gennym gynghorwyr cwsmer sy'n gallu delio â'r cwsmer yn Gymraeg, mae'n golygu bod modd i'r cyhoedd gael ateb i ymholiadau yn Gymraeg heb orfod siarad â swyddog mewn adran arall. Mae hefyd yn wasanaeth mwy didrafferth i gwsmeriaid, ac yn defnyddio amser staff y Cyngor yn fwy effeithiol.

Tony Curliss, Rheolwr Gweithredol – Perthynas â'r Cwsmer, Cyngor Bro Morgannwg

Telephone services survey

- 1.9  A greeting in Welsh was given by the operator in 89% of telephone calls to public organisations; this was consistent with 2016-17 (90%), maintaining the improvement seen since 2015-16 (57%).
- 1.10 Organisations informed the caller that a Welsh language service was available at the beginning of 86% of calls (90% answered automatically; 82% answered by an operator). This is consistent with 2016-17 (88%).
- 1.11 90% of organisations required to deal fully with any telephone enquiry in Welsh did so; the percentage was 69% in 2016-17.
- 1.12  Automated machines offered options in Welsh in 98% of calls where that method was used (90% in 2016-17). This highlights the potential of technology to facilitate compliance.

Successful practice – telephone services arrangements

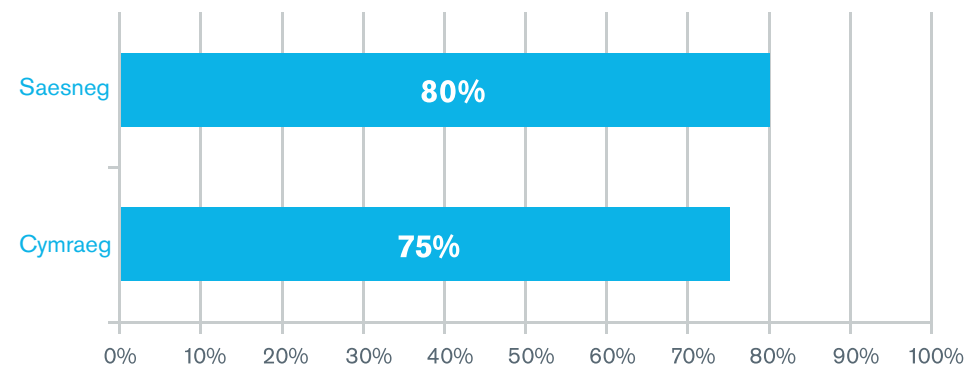
- 1.13 Some organisations have revised their service provision arrangements in order to comply with standards, and to operate more efficiently.

In light of the requirements contained within the standards, and in looking for ways to work more efficiently, we have developed our methods of dealing with telephone calls. Our aim is to maximise the percentage of telephone calls that we resolve at the first point of contact in our contact centre, C1V. To do this, we had to improve training and information management. As we have customer advisors who are able to deal with the customer in Welsh, this means that the public are able to receive an answer to Welsh language enquiries without needing to speak to an officer in another department. It is also a more straightforward service for customers and is a much more effective use of Council staff time.

Tony Curliss, Operational Manager – Customer Relations, Vale of Glamorgan County Council

Arolwg ateb gohebiaeth

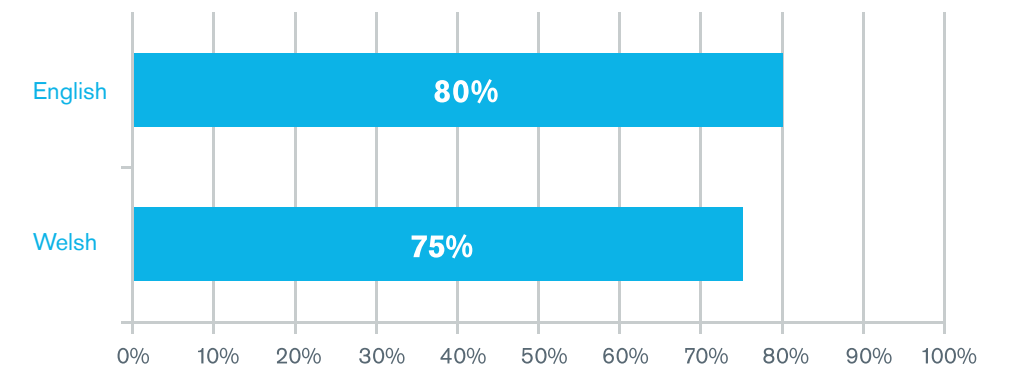
- 1.14 Wrth edrych ar ymatebion sefydliadau i ymholiadau syml a anfonwyd atynt yn ysgrifenedig, mae'r canlyniadau'n debyg iawn i rai 2016-17.
- 1.15 Mae'r bwlch bychan o ran y tebygolrwydd o gael ymateb i ymholiad Cymraeg o gymharu ag un Saesneg wedi parhau.



Cafodd 75% o'r ymholiadau e-bost Cymraeg ymateb naill ai yn Gymraeg neu yn Saesneg (2016-17: 74%), o gymharu ag 80% o'r e-byst Saesneg (2016-17: 78%).

Replying to correspondence survey

- 1.14 Looking at the response of organisations to basic enquiries sent to them in writing, the results are very similar to those in 2016-17.
- 1.15 The small gap in terms of the likelihood of receiving a reply to an enquiry made in Welsh compared with an English enquiry has persisted.



75% of email enquiries in Welsh received a reply in either Welsh or English (2016-17: 74%), compared with 80% of English emails (2016-17: 78%).

1.16



Cafwyd ymateb Cymraeg i e-bost Cymraeg mewn 93% o achosion.

1.17

Ar gyfartaledd, mae'n cymryd ychydig yn hirach i sefydliadau ymateb i e-bost Cymraeg – 2.1 diwrnod, o gymharu ag 1.8 diwrnod ar gyfartaledd ar gyfer e-bost Saesneg.

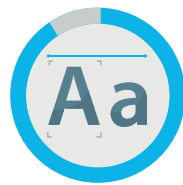
1.18

Wrth gymharu ymatebion sefydliadau i ymholiadau Facebook ac e-bost, gwelwyd:

- o bod ymholiadau Facebook yn llawer llai tebygol o gael ymateb o gwbl, gydag ymatebion Cymraeg yn cael ateb yn amlach (atebwyd 51% o ymholiadau Cymraeg, 49% o ymholiadau Saesneg – gydag ymholiadau e-bost yn cael ateb dros dri chwarter yr amser);
- o cymerai ymateb ar Facebook tua hanner yr amser i gyrraedd o gymharu ag e-bost (1.2 diwrnod yn Gymraeg, a 0.8 diwrnod yn Saesneg – 2.1 diwrnod ac 1.8 diwrnod oedd y cyfnodau ar gyfer e-bost);
- o nid oedd unrhyw ymateb Facebook yn cynnwys datganiad fod modd gohebu yn Gymraeg ac na fyddai gohebu yn Gymraeg yn arwain at oedi – o bosib oherwydd nad yw sefydliadau'n defnyddio llofnod safonol mewn negeseuon Facebook.

Arolwg hunaniaeth gorfforaethol

1.19



Mae hunaniaeth gorfforaethol yn golygu logos ac ati. Roedd gan 88% o'r sefydliadau a gafodd eu cynnwys yn yr arolwg hunaniaeth gorfforaethol Gymraeg. Cynnwys y ddwy iaith gyda'i gilydd bob amser oedd arfer y mwyafrif (74%) o sefydliadau.

1.20

Roedd 12% o'r logos a oedd yn ymddangos yn Gymraeg yn trin y Gymraeg yn llai ffafriol na'r Saesneg, er enghraifft defnyddid y logo Cymraeg yn llai aml na'r logo Saesneg, neu roedd yr enw Saesneg yn fwy amlwg o fewn logo.

1.16



An email in Welsh received a reply in Welsh in 93% of cases.

1.17

On average, it takes slightly longer for organisations to respond to an email in Welsh – 2.1 days, compared with 1.8 days, on average, for an email in English.

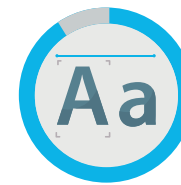
1.18

When comparing the response of organisations to enquiries via Facebook and email, it was noted that:

- o enquiries via Facebook were a lot less likely to receive any response, with enquiries in Welsh being answered more frequently (51% of enquiries in Welsh were replied to, and 49% of English enquiries – with email enquiries receiving a response in over three out of four instances);
- o a response on Facebook took around half the time to arrive compared to an email (1.2 days in Welsh and 0.8 days in English – 2.1 days and 1.8 days being the timescales for emails);
- o none of the Facebook responses included a statement to say that it was possible to correspond in Welsh and that corresponding in Welsh would not lead to a delay – possibly because organisations do not use a standard signature in Facebook messages.

Corporate identity survey

1.19




Corporate identity includes logos etc. 88% of organisations included in the survey had a Welsh language corporate identity. The practice in the majority (74%) of organisations was to include both languages together every time.

1.20

12% of the logos that appeared in Welsh treated Welsh less favourably than English, for instance the use of the Welsh logo was less frequent than the English logo, or the English name was more prominent within the logo.

Arolwg peiriannau hunanwasanaeth


- 1.21  Roedd 100% o'r peiriannau hunanwasanaeth a brofwyd yn gweithio'n llawn yn Gymraeg, ac roedd yn bosib eu defnyddio yn yr un modd yn Gymraeg ac yn Saesneg. Dim ond un o'r peiriannau oedd yn trin y Gymraeg yn llai ffafriol na'r Saesneg o ran gwedd neu fformat. Mae'r canlyniadau'n amlygu bod y peiriannau'n ddull dibynadwy o gydymffurfio a chynnig gwasanaeth cwsmer Cymraeg.
- 1.22 Nododd mynychwyr grwpiau trafod – myfyrwyr yn enwedig – fod gallu defnyddio peiriannau hunanwasanaeth yn Gymraeg mewn sefyllfaoedd yn y sector breifat (fel til hunanwasanaeth mewn archfarchnad, peiriant codi arian, neu archebu bwyd sydyn) yn fodd o gael gwasanaeth Cymraeg wedi ei warantu bob tro, heb letchwithdod.

Roddodd o wên ar fy wyneb i pan nes i barcio yn y Drenewydd ac roedd y peiriant yn siarad Cymraeg efo fi!

Aelod o'r cyhoedd mewn grŵp trafod

- 1.23 O roi ystyriaeth lawn i anghenion defnyddwyr, a sicrhau na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg, gall awtomeiddio helpu sefydliadau i gydymffurfio ac i gynnig gwasanaethau mewn ffordd effeithlon.

Self service machines survey

- 1.21  100% of the self service machines surveyed worked fully through the medium of Welsh, and it was possible to use them in the same way in Welsh and in English. Welsh was treated less favourably than English in terms of appearance or format on only one of the machines. The results highlight the fact that machines are a reliable method of complying and providing a customer service in Welsh.
- 1.22 Attendees of the discussion groups – students in particular – noted that being able to use self service machines in Welsh in private sector settings (such as self service tills in a supermarket, cashpoints, or ordering fast food) is a guaranteed way of receiving a Welsh language service every time, without awkwardness.

It put a smile on my face when I parked in Newtown and the machine spoke to me in Welsh!

Member of the public in a discussion group

- 1.23 If full consideration is given to users' needs, and if it is ensured that Welsh is treated no less favourably than English, automation can help organisations to comply and to offer services efficiently.

Arfer llwyddiannus – peiriannau hunanwasanaeth apwyntiadau

- 1.24 Gweithiodd Gwasanaeth Gwybodeg y GIG a Bwrdd Iechyd Prifysgol Cwm Taf gyda'i gilydd ar ddatrysiadau hunanwasanaeth ar gyfer mewngofnodi ar gyfer ymweliadau cleifion allanol â'r ysbyty.

Roeddem eisiau torri'r amser roedd pobl yn aros i fewngofnodi am apwyntiadau wrth ddesgiau derbynfydd ysbytai, felly rydym wedi cyflwyno 22 sgrin ac 17 ciosg ar draws ein pum prif adran cleifion allanol. Mae'r rhain yn galluogi cleifion i'w mewngofnodi eu hunain, ac hefyd i ddiweddarau eu manylion personol.

Mae'r ciosgs wedi eu cysylltu â'r system genedlaethol ar gyfer gweinyddu manylion cleifion. Mae'r ciosgs a'r sgriniau ar gael yn hollol ddwyieithog, ac roedd hyn yn un o'r gofynion hanfodol yn ystod y prosiect.

**Kathryn Cobley, Rheolwr Gwasanaethau Cymraeg,
Bwrdd Iechyd Prifysgol Cwm Taf**



Successful practice – self service machines for appointments

- 1.24 The NHS Informatics Service and Cwm Taf University Health Board worked together on self service check in solutions for outpatient hospital appointments.

We wanted to cut down on the time people had to wait to check in to appointments at hospital reception desks, so we've introduced 22 screens and 17 kiosks across our five main outpatient departments. This enables patients to check themselves in, and to update their personal details.

The kiosks are linked to the national system for the administration of patient details. The kiosks and screens are fully bilingual and this was one of the mandatory requirements during the project.

**Kathryn Cobley, Welsh Language Services Manager,
Cwm Taf University Health Board**



Arfer llwyddiannus – defnyddio technoleg i helpu pobl ag anghenion cyfathrebu dwys

- 1.25 Mae Ymddiriedolaeth GIG Gwasanaeth Ambiwlans Cymru wedi datblygu ap dwyieithog ar gyfer cleifion ag anghenion cyfathrebu dwys.

Gall cyfathrebu fod yn heriol i bobl sy'n fyddar neu'n drwm eu clyw, pobl ag anableddau dysgu, neu bobl y mae eu salwch neu eu hanaf yn effeithio ar eu cyfathrebu. Oherwydd hyn rydym wedi defnyddio technoleg newydd ac arloesol i greu ap sydd ar gael i staff y GIG, staff gofal cymdeithasol ac aelodau'r cyhoedd.

Efallai y bydd person yn defnyddio cymysgedd o leferydd, ystumiau a lluniau i gyfathrebu. Mae'r ap yn defnyddio delweddau a thestun ategol i helpu unigolion i ddarganfod gwybodaeth bwysig am rywun neu am beth sydd wedi digwydd os ydynt wedi cael damwain. Gellir defnyddio'r ap i nodi os yw person yn defnyddio dull cyfathrebu penodol neu i adnabod yr iaith y maent yn ei siarad.

Melfyn Hughes, Swyddog Iaith Gymraeg, Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru

Ymchwiliad y Comisiynydd – darparu system ar-lein gymhleth yn Gymraeg

- 1.26 Canfu'r Comisiynydd fod cyngor sir wedi methu â chydymffurfio â'r safonau gwefannau o ran system ar-lein dechnegol gymhleth oedd yn arddangos gwybodaeth i'r cyhoedd.
- 1.27 Gofynnodd y Comisiynydd i'r cyngor baratoi cynllun gweithredu er mwyn arddangos y wybodaeth hon yn ddwyieithog, a galluogi'r cyhoedd i ddefnyddio'r wefan yn Gymraeg.
- 1.28 Mae'r cyngor wedi ymrwymo i ddatblygu fersiwn hollol ddwyieithog o'r system dan sylw maes o law. Gan ystyried y bydd y gwaith yn cymryd ymdrech dechnegol sylweddol, mae'r cyngor wedi cyflwyno datrysiad interim, gan ddefnyddio meddalwedd sy'n arddangos yr holl destun yn Gymraeg i'r defnyddiwr, heb fod angen newidiadau mawr i isadeiledd y system bresennol.

Successful practice – using technology to help people with intensive communication needs

- 1.25 The Welsh Ambulance Services NHS Trust has developed a bilingual app for patients with intensive communication needs.

Communication can be challenging for people who are deaf or hard of hearing, who have learning disabilities, or whose illness or injury affects their communication. Because of this, we have used new and innovative technology to create an app available for NHS staff, social services staff and members of the public.

Someone may use a mix of speech, gestures and images to communicate. The app uses supplementary text and images to help individuals find out important information about someone or what has happened if they have had an accident. The app may be used to identify whether the person is using a particular means of communication or identify the language that they are speaking.

Melfyn Hughes, Welsh Language Officer, Welsh Ambulance Services NHS Trust

The Commissioner's investigation – providing a complex online system in Welsh

- 1.26 The Commissioner found that a county council had failed to comply with standards relating to websites in relation to a complex technical online system displaying information to the public.
- 1.27 The Commissioner asked the council to prepare an action plan so that this information would be displayed bilingually, enabling the public to use the website through the medium of Welsh.
- 1.28 The council has undertaken to develop a fully bilingual version of the system in question, in due course. Bearing in mind that the work will take a considerable amount of technical effort, the council has introduced an interim solution, using software that displays all the text in Welsh for the user without the need for wholesale changes to the infrastructure of the current system.

Arfer llwyddiannus – darparu gwasanaeth drwy dechnoleg newydd

1.29 Mae Gyrfa Cymru wedi sicrhau y gall gynnig gwasanaeth Cymraeg wrth ddefnyddio dull arloesol o ddarparu cyngor gyrfa.

Fe wnaethon ni benderfynu datblygu adnodd rhith-wirionedd er mwyn bywiogi maes gyrfaedd i bobl ifanc. Gall pobl wisgo teclynnau pen er mwyn gweld delweddau sy'n adlewyrchu'r profiad o weithio mewn sectorau penodol – a hynny mewn ffordd realistig a difyr. Mae'r teclynnau'n gweithio'n llawn yn Gymraeg, a hynny oherwydd i ni osod y Gymraeg fel un o'r gofynion sylfaenol wrth ddatblygu'r feddalwedd.

Leon Patnett, Pennaeth Datrysiadau Digidol a Chyfathrebu, Gyrfa Cymru

Arfer llwyddiannus – cynnwys y Gymraeg wrth ddigideiddio gwasanaethau

1.30 Mae Gwasanaeth Llysoedd a Thribiwnlysoedd EM yn sicrhau y bydd ei wasanaethau ar-lein ar gael yn Gymraeg.

Mae darpariaeth ddigidol yn un o flaenoriaethau allweddol y sefydliad fel rhan o'i gynlluniau i foderneiddio a diwygio. O ganlyniad, mae'n datblygu gwasanaethau ar-lein newydd yn Gymraeg, megis gwneud cais am ysgariad ac apelio i'r Tribiwnlys Nawdd Cymdeithasol a Chynnal Plant. Bydd y systemau hyn yn rhoi opsiwn i'r cyhoedd i ddefnyddio'i wasanaethau ar-lein yn hytrach na thrwy ddefnyddio ffurflenni neu mewn sefyllfaoedd wyneb yn wyneb.

Llwyddodd i sicrhau bod y gofyniad i ddarparu'r gwasanaethau hyn yn Gymraeg yn rhan o bensaerniaeth cynllunio'r gwasanaethau newydd, ac fe gafodd sêl bendith yr Uwch Dîm Rheoli. Mae'r Uned Iaith Gymraeg yn rhanddeiliad allweddol yn yr holl brosiectau diwygio.

Hywel Hughes, Pennaeth Gwasanaethau Cymraeg a Rheolwr Cyfathrebu ac Ymgysylltiad Staff, Gwasanaeth Llysoedd a Thribiwnlysoedd EM

Successful practice – providing a service through new technology

1.29 Careers Wales has ensured it can offer Welsh language services when using an innovative way of providing careers advice.

We decided to develop a virtual reality resource in order to bring careers to life for young people. Headsets can be worn to view images that reflect the experience of working in specific sectors – in a realistic and engaging way. The headsets function fully in Welsh, because we specified the Welsh language as a core requirement in developing the software.

Leon Patnett, Head of Digital Solutions and Communications, Careers Wales

Successful practice – including Welsh in the digitisation of services

1.30 HM Courts and Tribunals Service is ensuring that its online services will be available in Welsh.

Digital provision is one of the organisation's key priorities under its modernisation and reform plans and as a result we are developing new online services such as making an application for divorce and appeals to the Social Security and Child Support Tribunal in Welsh. These systems will provide the public with the option to access our services online rather than using paper forms and face to face interaction.

We ensured that the requirement to provide these services in Welsh was part of the design architecture for the new services and signed off by the Senior Management Team. The Welsh Language Unit is a key stakeholder within all the various reform projects.

Hywel Hughes, Head of Welsh Language Services and Communication and Employee Engagement Manager, HM Courts and Tribunals Service

Ymchwiliad y Comisiynydd – gwersi nofio

- 1.31 Cynhaliodd y Comisiynydd nifer o ymchwiliadau i ddarpariaeth gwersi nofio cynghorau sir. Lle canfu bod methiant i gydymffurfio â'r safon o ran cynnig cyrsiau yn Gymraeg, gosododd gam gorfodi i'w gwneud yn ofynnol i sefydliadau ddatblygu cynllun gweithredu er mwyn gwella'r sefyllfa. Rhoddodd y Comisiynydd gyngor i'r sefydliadau i'w helpu i ddatblygu'r cynllun gweithredu.
- 1.32 Yn achos un cyngor sir mewn dinas yn ne Cymru, doedd dim gwersi nofio Cymraeg o gwbl yn cael eu cynnig cyn yr ymchwiliad, a doedd dim un o hyfforddwyr nofio'r cyngor yn gallu cynnig gwersi nofio yn Gymraeg.
- 1.33 Yn sgil cynnal yr ymchwiliad a gosod y camau gorfodi, mae'r cyngor bellach wedi trefnu bod dau siaradwr Cymraeg wedi cael hyfforddiant, ac maent bellach yn cynnig pedwar dosbarth nofio Cymraeg mewn canolfan hamdden yn y ddinas, gydag 18 o blant yn mynychu'r gwersi. Cafodd hyfforddiant ar gyfer dwy lefel (Lefel 1 – athro cynorthwyol; Lefel 2 – athro llawn) eu hariannu gan y cyngor, ar gost o £1,000.
- 1.34 Mae'r ganolfan yn hysbysebu'r gwersi nofio Cymraeg er mwyn denu rhagor o fynychwyr.

The Commissioner's investigation – swimming lessons

- 1.31 The Commissioner conducted several investigations into county councils' swimming lesson provision. Where she found failure to offer courses in Welsh, she set an enforcement action to require organisations to develop action plans to improve the situation. The Commissioner gave the organisations advice to help them develop the action plan.
- 1.32 In the case of one county council in a south Wales city, no swimming lessons were offered in Welsh at all before the investigation, and none of the council's swimming instructors could offer swimming lessons in Welsh.
- 1.33 As a result of conducting the investigation and imposing the enforcement action, the Council has now arranged for two Welsh speakers to be trained, and they now offer four swimming classes in Welsh at a leisure centre in the city, with 18 children attending. Training for two levels (Level 1 – assistant instructor; Level 2 – full instructor) were funded by the council, at a cost of £1,000.
- 1.34 The centre advertises the Welsh medium swimming lessons in order to attract more attendees.

2 Nid yw gwasanaethau Cymraeg ar gael bob tro, ac mae'r perfformiad yn amrywio rhwng sectorau a rhwng mathau o wasanaethau

Crynodeb

- 2.1 Awgrymai sylwadau mynychwyr grwpiau trafod fod gwasanaethau llafar neu wyneb yn wyneb yn llai tueddol o fod ar gael yn Gymraeg na gwasanaethau ysgrifenedig. Pwysleiswyd bod gallu siarad Cymraeg ag aelodau staff yn bwysig o ran lles derbynwyr gwasanaeth.
- 2.2 Nid yw canlyniadau'r arolwg derbynfeydd yn cynnig sicrwydd y gellir defnyddio'r Gymraeg ym mhrif dderbynfeydd sefydliadau cyhoeddus. Mae'n bwysig fod sefydliadau'n sicrhau bod gwasanaethau Cymraeg ar gael hyd yn oed pan fo angen gofal mawr wrth gynllunio'r gweithlu er mwyn cyflawni hynny.
- 2.3 Gwelwyd perfformiad anghyson hefyd mewn gwasanaethau ysgrifenedig fel arwyddion, apiau, deunydd cyhoeddusrwydd a dogfennau amrywiol.
- 2.4 Mae'r canlyniadau'n dangos bod sefydliadau'n abl i ddarparu pob mathau o wasanaethau yn Gymraeg o bryd i'w gilydd – ond maent ymhell o allu rhoi sicrwydd fod gwasanaeth Cymraeg ar gael bob tro.
- 2.5 Mae gwahaniaethau mawr rhwng perfformiad gwahanol sectorau. Tra bod rhai sectorau'n dynesu at gydymffurfiaeth lawn, mae eraill ymhell o gyrraedd hynny. Yn gyffredinol, gyda rhai eithriadau, mae perfformiad sefydliadau sy'n ddarostyngedig i reoliadau rhif 1, 2, a 4 yn gryfach na'r gweddill. Dylid nodi:
- o bod perfformiad cryf i'w weld gan rai sefydliadau ym mhob sector, ac enghreifftiau mewn sectorau gwannach o sefydliadau'n cymryd camau o ran recriwtio a datblygu'r gweithlu a allai arwain at gydymffurfio'n well maes o law;
 - o mewn blynyddoedd a fu, gellid adnabod ardaloedd daearyddol lle roedd gwasanaethau Cymraeg yn wan. Erbyn hyn, er bod perfformiad llond dwrn o gynghorau sir yn wan mewn nifer o arolygon, nid yw'n ymddangos fod lleoliad sefydliad yn rhwystro cyson i gydymffurfio.

2 Welsh language services are not always available, and performance varies across sectors and types of service

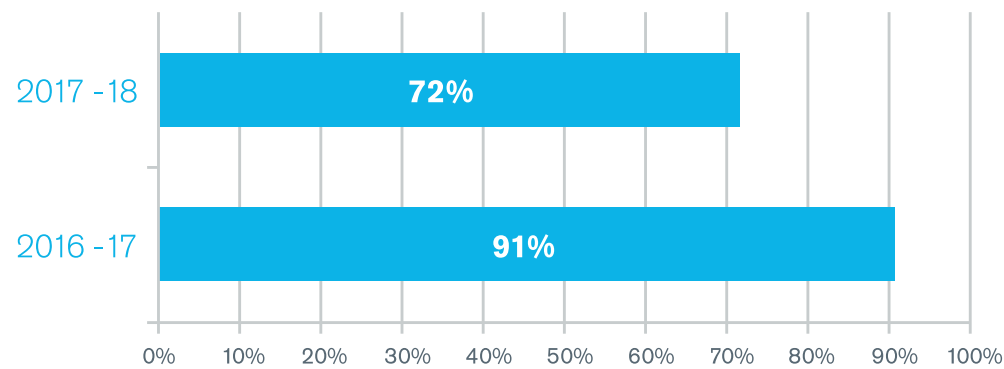
Summary

- 2.1 Comments from participants in discussion groups suggested that verbal or face to face services are less likely to be available in Welsh than written services. They emphasised that being able to speak Welsh with members of staff is important for the wellbeing of service users.
- 2.2 Results from the receptions survey do not give assurance that Welsh can be used in the main receptions of public organisations. It is important that organisations ensure that Welsh services are available even where careful workforce planning is needed to achieve this.
- 2.3 Inconsistency was also seen in written services such as signage, apps, publicity material and various documentation.
- 2.4 The results show that organisations are sometimes able to provide all types of Welsh language services – but that they are far from being able to give assurance that Welsh language services are available at all times.
- 2.5 There are significant differences in the performance of different sectors. While some sectors are nearing full compliance, others have a long way to go. In general, with some exceptions, the performance of organisations who come under regulations no. 1, 2 and 4 is stronger than the others. It must be noted that:
- o some organisations in all sectors are seen to be performing strongly, with examples in weaker sectors of organisations taking steps in relation to recruitment and workforce development that may lead to better compliance in due course;
 - o in the past, it was possible to pinpoint geographical areas where Welsh language services were poor. By now, despite the poor performance of a handful of county councils in a number of surveys, the location of an organisation does not appear to be a consistent barrier to compliance.

2.6 Er ei bod yn glir fod cyflwyno'r safonau'n sbarduno gwelliant gan sefydliadau, mae'n debyg fod i ba raddau y mae safonau'n gwneud gwahaniaeth yn dibynnu ar faint sefydliad; ar amrediad a chymhlethdod ei ddarpariaeth; ac ar y cyd-destun gwleidyddol (e.e. a ydynt wedi eu datganoli). Bydd yn bwysig monitro'r effaith a gaiff cyflwyno safonau ar berfformiad sefydliadau rheoliadau rhif 6 a sefydliadau iechyd.

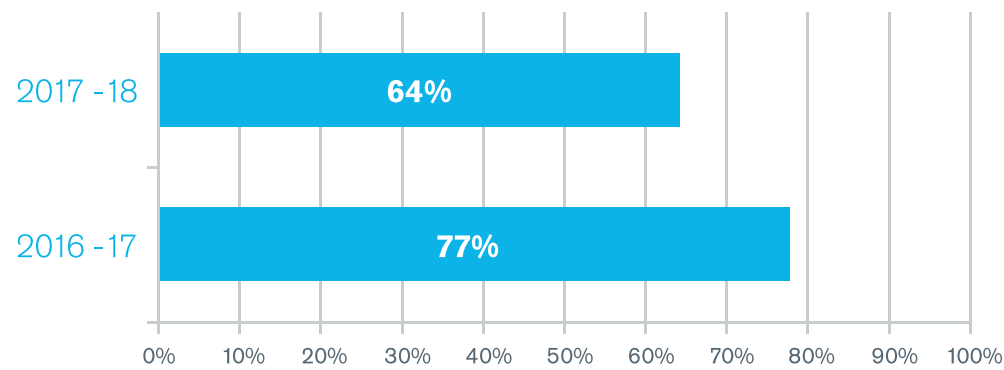
Arolwg Omnibws siaradwyr Cymraeg – a yw gwasanaethau Cymraeg ar gael ac yn gwella?

2.7



Roedd 72% o ymatebwyr i'r arolwg barn yn cytuno eu bod yn gallu delio â sefydliadau cyhoeddus yn Gymraeg os ydynt yn dymuno gwneud hynny, o gymharu â 91% yn 2016-17.

2.8

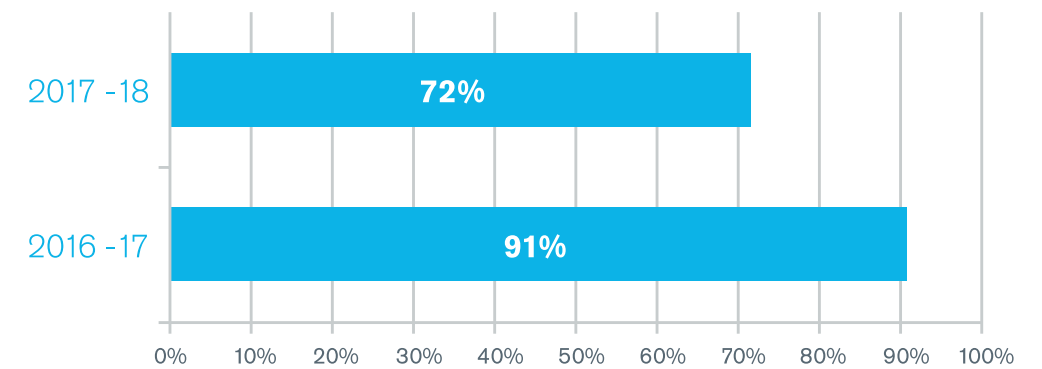


Roedd 64% yn cytuno bod gwasanaethau Cymraeg sefydliadau cyhoeddus yn gwella; dywedodd 77% hynny yn 2016-17.

2.6 Although it is clear that the introduction of standards has been a catalyst for improvement in organisations, it appears that the degree to which the standards make a difference depends on the size of the organisation; on the range and complexity of its service provision; and on the political context (e.g. whether they are devolved or not). It will be important to monitor the impact the introduction of standards will have on the performance of organisations under no. 6 regulations and health organisations.

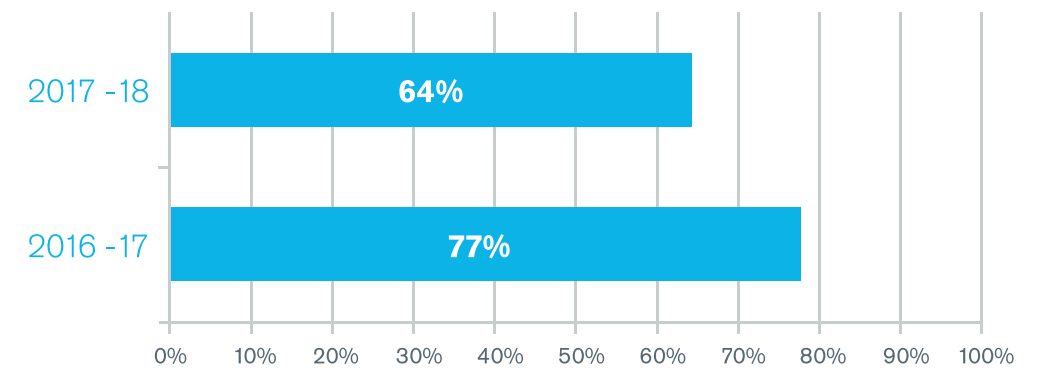
Welsh speakers Omnibus survey – are Welsh language services available and improving?

2.7



72% of opinion survey respondents agreed that they were able to deal with public organisations in Welsh if they so wished, compared to 91% in 2016-17.

2.8



64% agreed that public organisations' Welsh language services are improving, compared to 77% in 2016-17.

Grwpiau trafod – gwasanaethau Cymraeg yn annibynadwy

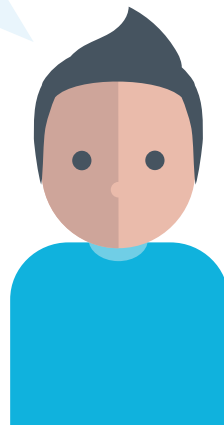
2.9 Rhannwyd sawl enghraifft lle roedd gwasanaethau Cymraeg ar gael weithiau, ond nid bob tro.

Chi'n gorfod dyfalbarhau i gael gwasanaethau Cymraeg. O'dd rhaid i fi ofyn am ffurflen Gymraeg wrth y cyngor sir bump o weithie cyn cael llwyddiant.

Aelod o'r cyhoedd mewn grŵp trafod

Dydi siaradwyr Cymraeg, yn aml, ddim ar gael ar llinellau ffôn ac mae'r esgusodion yn cael eu rhestru pam nad oes rhywun ar gael – ar eu cinio, neu wedi gadael y swyddfa'n gyflym. Does dim hyder gen i fy mod i'n mynd i gael gwasanaeth Cymraeg pan ydw i'n gwasgu'r botwm i ddewis.

Aelod o'r cyhoedd mewn grŵp trafod



Ma' gwelliant wedi bod, ond mae'n bell o gyrraedd y brig fel dyle fe fod.

Aelod o'r cyhoedd mewn grŵp trafod

Discussion groups – Welsh language services not dependable

2.9 Several examples were shared of services being available in Welsh sometimes, but not always.

You need to be persistent to get Welsh language services. I had to ask the council for a Welsh language form five times before succeeding.

Member of the public in a discussion group

Often, Welsh speakers aren't available on the telephone and excuses are reeled off why someone is not available – out for lunch or had to leave the office quickly. I'm not at all confident that I'm going to get a Welsh language service when I press the Welsh language option.

Member of the public in a discussion group



There has been an improvement, but it isn't close to the level it should be.

Member of the public in a discussion group

2.10 Awgrymodd rhai mynychwyr fod gwasanaethau Cymraeg yn fwy tebygol o fod ar gael yn ysgrifenedig nag ar lafar, a bod hynny'n wir yn enwedig gyda gwasanaethau wyneb yn wyneb.

Mae papurau, gohebiaeth ac yn y blaen yn well ond wyneb yn wyneb, dwi'n gorfod gofyn bob tro am wasanaeth Cymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Roedd y ffurflen gofrestru a popeth gweinyddol yn Gymraeg, ond wedyn neb yn medru siarad Cymraeg gyda fi.

Aelod o'r cyhoedd mewn grŵp trafod

Mae'r arwyddion parhaol i gyd yn ddwyieithog yn yr ysbyty ac mae'r Gymraeg yn werth ei gweld ond dwi ddim wedi gallu siarad â neb yn Gymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Dwi dal ddim yn credu bod nhw fel sefydliad yn ystyried y Gymraeg yn yr un ffordd ma'n nhw'n ystyried pethau cyfreithiol eraill, dyn nhw ddim yn trin e yr un mor bwysig â phethau eraill. Ma'n nhw'n 'neud y cyfieithu oherwydd bod nhw'n gwybod taw 'na lle gallan nhw gael ei dala allan fwy.

Aelod o'r cyhoedd mewn grŵp trafod



2.10 Some participants suggested that Welsh language services were more likely to be available in written form than verbally, and that this was especially true with face to face services.

Papers, correspondence, etc are better, but with face to face services, I have to ask every time for a service in Welsh.

Member of the public in a discussion group

The registration form and all the administrative stuff was in Welsh, but then, nobody could speak Welsh with me.

Member of the public in a discussion group

All the permanent signage is bilingual in the hospital and the Welsh is worth seeing, but I haven't been able to speak to anyone in Welsh.

Member of the public in a discussion group

I still don't believe that they, as an organisation, consider the Welsh language in the same way as they consider all other legal matters, they don't treat it as seriously as other issues. They get the translation done because they know that's where they can get caught out.

Member of the public in a discussion group



2.11 Tynnodd cyfranogwyr sylw at bwysigrwydd gallu defnyddio'r Gymraeg wrth siarad â swyddogion sefydliadau.

Ma'n haws egluro be sy'n bod yn Gymraeg, achos yn Saesneg mae'n anodd egluro be sy'n bod. Yn Gymraeg mae'n teimlo ar lafar fwy un i un, achos yn Saesneg mae'n teimlo fod rywun o'r tu allan yn dod i fewn.

Aelod o'r cyhoedd mewn grŵp trafod

Ma'n teimlo fwy *scary* rywsut 'neud yn Saesneg, mae'n brafiach cael jyst siarad Cymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Arolwg Omnibws siaradwyr Cymraeg – pwysigrwydd gwahanol wasanaethau

2.12 Gofynnwyd i ymatebwyr nodi pa mor bwysig iddynt oedd gallu defnyddio gwahanol fathau o wasanaeth yn Gymraeg. Mae'r canlyniadau'n dangos bod gwasanaethau wyneb yn wyneb yn bwysig i ddefnyddwyr. Mae'r pwysigrwydd a roddir ar arwyddion, ar y llaw arall, yn awgrymu bod pobl eisiau gweld statws swyddogol y Gymraeg yn cael ei gadarnhau mewn ffordd weledol.

	Eithaf pwysig / Pwysig iawn	Ddim yn bwysig iawn / Ddim yn bwysig o gwbl
Wyneb yn wyneb	83%	16%
Dros y ffôn	77%	22%
Ar-lein	61%	35%
Arwyddion	82%	17%
Peiriannau hunanwasanaeth	68%	30%
Llythyrau a cylchlythyron	72%	27%

2.11 Participants drew attention to the importance of being able to use Welsh when talking with officers in organisations.

It's easier to explain what's wrong in Welsh – it's more difficult to say what's wrong in English. Speaking Welsh, it feels more one-to-one, because in English, it feels more intrusive.

Member of the public in a discussion group

It somehow feels more scary to do it in English, it's much more pleasant talking in Welsh.

Member of the public in a discussion group

Welsh speakers Omnibus survey – the importance of different services


2.12 Respondents were asked to note how important it was for them to be able to use different types of services in Welsh. The results indicate that face to face services are important for users. On the other hand, the emphasis placed on signage suggests that people wish to see the official status of Welsh confirmed visually.

	Fairly important/ Very important	Not very important / Not important at all
Face to face	83%	16%
Over the telephone	77%	22%
Online	61%	35%
Signage	82%	17%
Self service machines	68%	30%
Letters and newsletters	72%	27%

Cwynion

- 2.13 Ar y cyfan, mae dadansoddi pa grwpiau o safonau yr ymchwiliodd y Comisiynydd iddynt yn ystod 2017-18 yn cefnogi'r ddamcaniaeth fod pobl yn fwy tueddol o gwyno am bryderon am wasanaethau ysgrifenedig, lle mae'n haws darparu tystiolaeth gadarn o fethiant:
- o gohebiaeth – 36;
 - o cyrsiau – 30;
 - o gwasanaethau ffôn – 21;
 - o gwefannau a gwasanaethau ar-lein – 15;
 - o cyhoeddiadau – 11;
 - o arwyddion – 8;
 - o cyfarfodydd agored i'r cyhoedd – 6.
- 2.14 Wedi dweud hynny, roedd nifer uchel o gwynion am wasanaethau ffôn, gyda'r rhan fwyaf o'r achosion hyn yn ymwneud â sefyllfaoedd lle nad oedd neb ar gael i ddarparu gwasanaeth ffôn Cymraeg pan oedd roedd unigolyn wedi ffonio sefydliad.
- 2.15 Roedd y mwyafrif o'r ymchwiliadau am gyrsiau yn sgil un grŵp o ohebiaeth am wersi nofio.
- 2.16 Er bod gwaith monitro'n awgrymu lefelau isel o ran argaeledd gwasanaethau derbynfa yn Gymraeg, yn ystod 2017-18 ni wnaeth y Comisiynydd ddyfarnu mewn unrhyw ymchwiliad ynghylch gwasanaethau Cymraeg mewn derbynfeydd.


Arolwg derbynfeydd

- 2.17  Dim ond mewn 39% o ymweliadau â derbynfeydd sefydliadau y cafwyd cyfarchiad Cymraeg neu ddwyieithog. Mewn 37% o achosion llwyddodd aelod o staff y dderbynfa i ymdrin ag ymholiad syml yn Gymraeg. Byddai gan ddefnyddiwr, felly, siawns o un mewn tri o gael gwasanaeth Cymraeg mewn derbynfa – mae hyn ymhell dan y lefel o sicrwydd sy'n angenrheidiol er mwyn creu ffydd mewn siaradwyr Cymraeg i ddefnyddio gwasanaethau Cymraeg.

Complaints

- 2.13 On balance, an analysis of standards investigated by the Commissioner during 2017-18 supports the theory that people are more likely to complain about concerns about written services, where it is easier to provide firm evidence of failure:
- o correspondence – 36;
 - o courses – 30;
 - o telephone services – 21;
 - o websites and online services – 15;
 - o publications – 11;
 - o signs – 8;
 - o meetings open to the public – 6.
- 2.14 That said, there was a high number of complaints about telephone services, with most of these cases relating to situations where nobody was available to provide a Welsh language telephone service when an individual had telephoned an organisation.
- 2.15 Most of the investigations relating to courses were conducted in response to a group of correspondence regarding swimming lessons.
- 2.16 Despite the fact that monitoring work suggests poor levels of availability of reception services in Welsh, during 2017-18 the Commissioner did not make a determination in any investigation relating to Welsh language services in reception areas.

Receptions survey

- 2.17  A Welsh or bilingual greeting was only given in 39% of visits to organisations' receptions. In 37% of cases a member of staff at reception was able to deal with a basic enquiry through the medium of Welsh. Therefore, users would have a one in three chance of receiving a Welsh language service in a reception – this is far below the level of assurance needed to build trust in Welsh speakers to use Welsh language services.

2.18 Gwnaed tri ymweliad â derbynfa pob sefydliad oedd yn rhan o'r arolwg. Er bod 48% o sefydliadau wedi llwyddo i ymdrin ag o leiaf un ymholiad yn Gymraeg, dim ond 20% o sefydliadau a wnaeth hynny bob tro. Felly nid oes sicrwydd o gael gwasanaeth Cymraeg bob tro, hyd yn oed pan fo sefydliad yn gallu cynnig hynny weithiau. Nid oedd gwasanaeth Cymraeg ar gael o gwbl gan 52% o sefydliadau.



Er bod 58% o'r sefydliadau wedi llwyddo i gyfarch yr ymholydd yn Gymraeg o leiaf unwaith, dim ond 23% o'r sefydliadau a wnaeth hynny bob tro.

2.19 Prif dderbynfeydd y sefydliadau a brofwyd, yn hytrach na derbynfeydd llai. Mae'n deg tybio mai yn y prif dderbynfeydd y mae'r sefydliadau'n fwyaf tebygol o sicrhau bod ganddynt wasanaeth Cymraeg, a dyma lle mae dyletswydd i ddarparu gwasanaeth Cymraeg bob amser. Mae'n deg tybio felly na fydd gwasanaeth Cymraeg ar gael i'r un graddau mewn derbynfeydd eraill.

2.18 Organisations included in the survey received three visits to their receptions. Although 48% of organisations were able to deal with at least one enquiry in Welsh, only 20% of organisations did so on each occasion. Therefore it cannot be certain that a Welsh language service will be available every time, even when an organisation can offer it on some occasions. A Welsh language service was not available at all from 52% of organisations.



Although 58% of organisations succeeded in greeting the enquirer in Welsh at least once, only 23% of organisations did so on each occasion.

2.19 Organisations' main reception areas, as opposed to smaller receptions, were tested. It is fair to assume that organisations are most likely to ensure that they have Welsh language services at their main receptions, and here a requirement has been set to provide Welsh language services at all times. It is fair to assume, therefore, that a Welsh language service would not be available to the same extent in other reception areas.

Arfer llwyddiannus – recriwtio staff gwasanaethau rheng flaen

2.20 Cynllunio'r gweithlu yw un o'r heriau pennaf i sefydliadau wrth ddarparu gwasanaeth derbynfa a ffôn yn Gymraeg. Mae rhai sefydliadau'n cymryd camau pendant i fynd i'r afael â hynny.

Gwasanaethau derbynfa a ffôn yw wyneb cyhoeddus y sefydliad, ac mae'n bwysig fod derbynwyr yn gallu croesawu pobl yn Gymraeg a'u cyfeirio i'r lle iawn yn eu dewis iaith. Er mwyn gallu darparu'r gwasanaethau hyn yn Gymraeg, mae angen ymdrech sylweddol o ran cynllunio'r gweithlu.

Rydyn ni fel bwrdd iechyd wedi mabwysiadu gweithdrefn newydd sy'n nodi bod rhaid i'r holl swyddi Switsfwrdd, Canolfannau Trefnu Apwyntiadau / Galwadau Cleifion, a Derbynfeydd gael eu hysbysebu â sgiliau Cymraeg fel un o'r meini prawf hanfodol.

Rydyn ni hefyd wedi datblygu system ar gyfer asesu'r gofynion iaith ar gyfer swyddi eraill yn seiliedig ar broffil ieithyddol yr ardal y mae'r swydd yn ei gwasanaethu, ar sail ffigurau'r Cyfrifiad.

Eleri Hughes-Jones, Pennaeth Gwasanaethau Cymraeg, Bwrdd Iechyd Prifysgol Betsi Cadwaladr



Successful practice – recruiting frontline service staff

2.20 Workforce planning is one of the main challenges for organisations when providing Welsh language reception and telephone services. Some organisations are taking clear steps to address this.

Reception and telephone services are the public face of the organisation, and it is important that receptionists are able to greet people in Welsh and signpost them to the correct place in their language of choice. In order to be able to provide these services in Welsh, significant effort is required in terms of workforce planning.

As a health board, we have adopted a new system that requires all posts for Switchboard, Appointments Arrangement Centres / Patient Calls and Receptions to be advertised with Welsh language skills as one of the essential criteria.

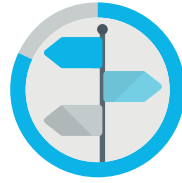
We have also developed a system for assessing the language requirements for other posts based on the linguistic profile of the area where the post is located, based on Census figures.

Eleri Hughes-Jones, Head of Welsh Language Services, Betsi Cadwaladr University Health Board



Arolwg arwyddion

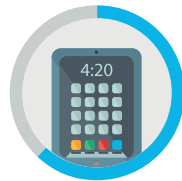
2.21



Roedd 82% o'r arwyddion a fonitrwyd ar gael yn Gymraeg, ac roedd o leiaf un arwydd Cymraeg gan bob un o'r sefydliadau a fonitrwyd. Dim ond gan 64% o'r sefydliadau yr oedd testun Cymraeg ar bob un o'r arwyddion a welwyd, sy'n amlygu anghysondeb.

Arolwg apiau

2.22



Ar 62% o'r apiau a fonitrwyd roedd pob tudalen a brofwyd (uchafswm o 10) ar gael yn Gymraeg, gydag 14% pellach ar gael yn Gymraeg yn rhannol.

Arolwg cyfarfodydd a digwyddiadau

2.23

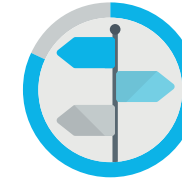
O'r 10 cyfarfod cyhoeddus a fynychwyd, roedd gwasanaeth cyfieithu ar y pryd ar gael yn ystod 5 ohonynt yn unig. O fewn hanner y cyfarfodydd lle arddangoswyd deunydd ysgrifenedig roedd y deunydd hwnnw ar gael yn Gymraeg.

2.24

Mewn digwyddiadau cyhoeddus, roedd deunydd ysgrifenedig wedi ei arddangos yn Gymraeg 76% o'r amser, ond dim ond yn achos 18% o ddigwyddiadau perthnasol roedd cyhoeddiadau sain yn Gymraeg. Mewn chwarter digwyddiadau roedd gwasanaethau ar gael yn Gymraeg.

Signage survey

2.21



82% of the signs monitored were in Welsh, and all the organisations monitored had at least one sign in Welsh. Only 64% of organisations had Welsh text on every sign viewed, which highlights inconsistency.

Apps survey

2.22



On 62% of the apps monitored, each page tested (maximum of 10) was available in Welsh, with a further 14% partly available in Welsh.

Meetings and events survey

2.23

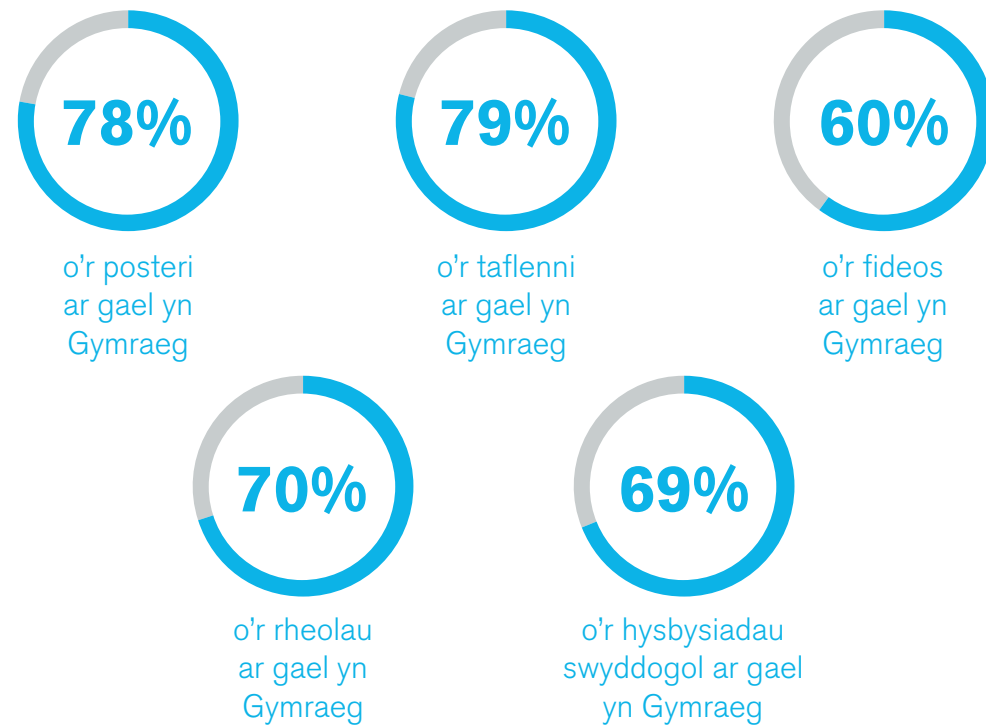
Of the 10 public meetings attended, a simultaneous translation service was only available in 5. In meetings where written material was displayed, this material was available in Welsh in half of those meetings.

2.24

In public events, written material was displayed in Welsh 76% of the time, but audio announcements were made in Welsh at only 18% of the relevant events. Services were available in Welsh in a quarter of events.

Arolygon deunydd cyhoeddusrwydd / rheolau, ffurflenni a hysbysiadau swyddogol

2.25 Roedd 72% o ddeunyddiau cyhoeddusrwydd (posteri, taflenni a fideos) ar gael yn Gymraeg, a 73% o reolau, ffurflenni, a hysbysiadau swyddogol. Roedd:

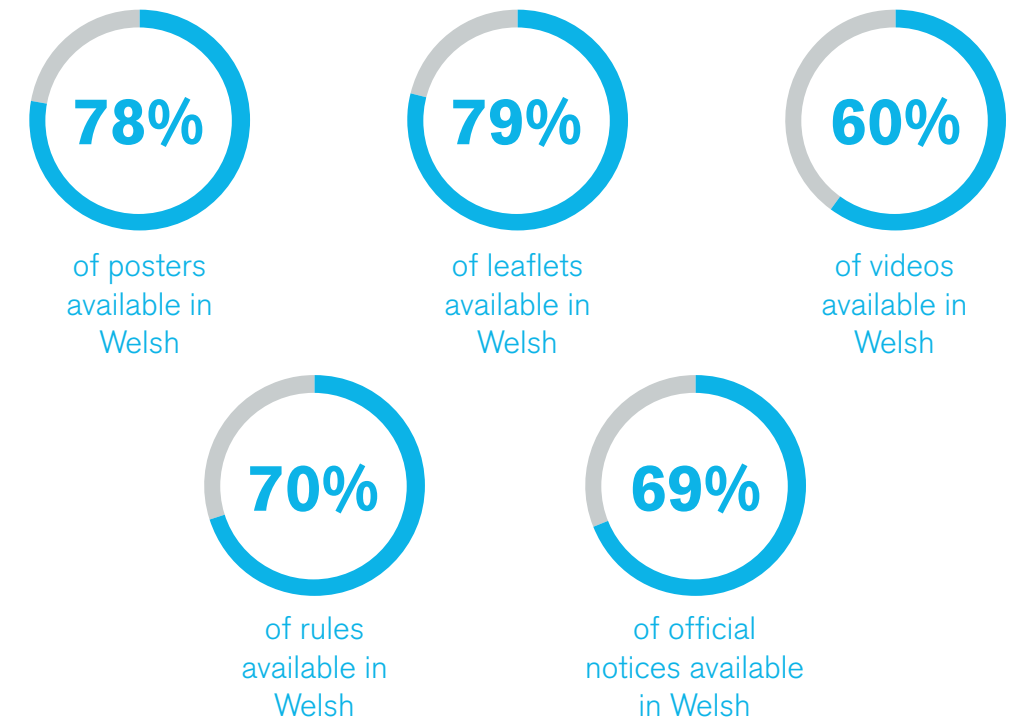


2.26 Mae'n ymddangos fod perfformiad ar ei orau gyda deunyddiau y byddai sefydliadau wedi arfer eu cynhyrchu yn Gymraeg er mwyn gweithredu eu cynlluniau iaith – mae'r perfformiad gwaethaf gyda fideos, dull cyfoes o gyfathrebu.

2.27 Yn ystod y ddau arolwg, ychydig dros hanner (54%) y sefydliadau oedd â'r cwbl o'r deunyddiau a brofwyd ar gael yn Gymraeg. Roedd 31% pellach yn cynnig rhywfaint ond nid y cwbl o'u deunydd cyhoeddusrwydd yn Gymraeg, a 34% yn cynnig rhywfaint ond nid y cwbl o'r rheolau, ffurflenni a hysbysiadau swyddogol yn Gymraeg. Golyga hyn fod dros 80% o sefydliadau'n abl i gynhyrchu deunyddiau yn Gymraeg, ond nad yw cyfran sylweddol ohonynt yn gwneud hynny bob tro.

Publicity material / rules, forms and official notices survey

2.25 72% of publicity material (posters, leaflets and videos) were available in Welsh, and 73% of rules, forms and official notices. There were:



2.26 It appears that performance is best in instances where organisations would have been used to producing the materials in Welsh previously in order to implement their Welsh language schemes – the poorest performance relates to videos, a contemporary method of communication.

2.27 During both surveys, only a little over half (54%) the organisations had all the materials tested available in Welsh. A further 31% offered some but not all of publicity material in Welsh, and 34% offered some but not all rules, forms and official notices in Welsh. This means that over 80% of organisations are able to produce materials in Welsh but that a significant number of them do not do so every time.

Sectorau

- 2.28 O ran cyfarch galwyr yn Gymraeg mewn galwadau ffôn, roedd y gwasanaeth gorau gan sefydliadau rheoliadau rhif 1, gyda sefydliadau rheoliadau rhif 5 yn methu'n amlach nag eraill – cafwyd cyfarchiad Cymraeg mewn 94% o alwadau i sefydliadau rheoliadau rhif 1, 88% o alwadau i sefydliadau rheoliadau rhif 2, 72% o alwadau i sefydliadau rheoliadau rhif 5, ac 87% o alwadau i sefydliadau rheoliadau rhif 6.
- 2.29 Gwelwyd perfformiad gwan gan rai sefydliadau iechyd yn yr arolwg ateb gohebiaeth:
- o cymerodd dau fwrdd iechyd gyfartaledd o dros 15 diwrnod i ymateb i e-bost Cymraeg, er bod ymholiadau Saesneg tebyg wedi cael ymateb yr un diwrnod ar gyfartaledd;
 - o roedd 81% o ymatebion sefydliadau iechyd i ymholiadau e-bost Cymraeg yn Gymraeg, o gymharu â 93% drwyddi draw.
- 2.30 Dim ond 71% o ymholiadau e-bost Cymraeg at sefydliadau annatganoledig a gafodd ymateb, er bod yr holl ymholiadau e-bost Saesneg wedi cael ymateb.
- 2.31 Roedd sefydliadau rheoliadau rhif 2 yn perfformio'n sylweddol well na'r cyffredin o ran cyfarch ymwelwyr â derbynfydd yn Gymraeg a darparu ymateb i'r ymholiad – cafwyd ymateb i'r ymholiad yn Gymraeg bob tro gan 40% o'r sefydliadau, o gymharu â 20% drwyddi draw. Llwyddodd 80% ohonynt i ymateb i'r ymholiad yn Gymraeg o leiaf unwaith, o gymharu â 48% drwyddi draw. Ni chafwyd cyfarchiad Cymraeg o gwbl yn ystod ymweliadau â derbynfydd 56% o sefydliadau rheoliadau rhif 6, a 75% o sefydliadau iechyd.

Sectors

- 2.28 In terms of greeting callers in Welsh during telephone calls, the best service was by no. 1 regulations organisations, with no. 5 regulations organisations failing most often – a greeting in Welsh was given in 94% of calls made to no. 1 regulations organisations, 88% of calls to no. 2 regulations organisations, 72% of calls to no. 5 regulations organisations, and 87% of calls to no. 6 regulations organisations.
- 2.29 The survey of replies to correspondence found poor performance by some health organisations:
- o two health boards took, on average, 15 days to reply to a Welsh email, despite providing a same day response, on average, to similar English enquiries;
 - o 81% of health organisations' responses to Welsh email enquiries were in Welsh, compared with 93% across the board.
- 2.30 Only 71% of email enquiries in Welsh to non-devolved organisations received a reply, despite all English email enquiries receiving a reply.
- 2.31 No. 2 regulations organisations performed significantly better than average for greeting reception visitors in Welsh, and for providing a response to the enquiry – a response was provided in Welsh every time by 40% of the organisations, compared with 20% across the board. 80% were able to respond to the enquiry in Welsh at least once, compared to 48% across the board. No Welsh greeting was given during the visit to the receptions of 56% of no. 6 regulations organisations, and 75% of health organisations.

2.32 Mae'r sectorau'n rhannu'n ddau grŵp amlwg o ran argaeledd deunydd cyhoeddusrwydd a rheolau, ffurflenni a hysbysiadau swyddogol yn Gymraeg, gyda'r perfformiad cryfaf gan sefydliadau rheoliadau rhif 1, 2 a 4.

	1	2	4	5	6	Iechyd	Annat-ganoledig
Deunydd cyhoeddusrwydd ar gael yn Gymraeg	87%	85%	100%	69%	62%	63%	33% (dim gofynion bob tro)
Rheolau, ffurflenni a hysbysiadau swyddogol ar gael yn Gymraeg	95%	96%	96%	67%	51%	58%	26% (dim gofynion bob tro)

2.33 Hyd yn oed yn y sectorau lle mae perfformiad yn wannach, mae sefydliadau wedi bod yn cymryd camau sy'n argoeli'n dda fel sail i gydymffurfio i'r dyfodol. Mae enghreifftiau o adroddiadau monitro blynyddol cynlluniau iaith 2016-17 yn cynnwys:

- Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wedi gosod nod o gynyddu nifer y staff sydd â sgiliau Cymraeg yn eu canolfannau clinigol, a mynd ati i gyflawni hynny drwy osod gofynion sgiliau Cymraeg hanfodol wrth hysbysebu ar gyfer Canolfannau Cyswllt y gogledd. Recriwtiwyd derbynwyr galwadau a staff canolfannau galwadau 999 yn llwyddiannus;
- Bwrdd Iechyd Addysgu Powys wedi buddsoddi amser yn adnabod a chofnodi sgiliau iaith y gweithlu. Yn ystod 2017, mae'r Bwrdd wedi ei gwneud hi'n ofynnol i staff ddarparu gwybodaeth am eu sgiliau iaith ar ei gofrestr staff electronig;
- Bwrdd Iechyd Prifysgol Betsi Cadwaladr wedi cynnal gweithdai a digwyddiadau ymgysylltu eraill gyda staff ar lefel uwch o bob maes o fewn y sefydliad er mwyn codi ymwybyddiaeth o safonau'r Gymraeg, a fydd yn cael eu gosod ar y bwrdd iechyd maes o law. Nodwyd heriau posib a chamau i fynd i'r afael â meysydd sy'n peri pryder;
- Heddlu De Cymru wedi buddsoddi'n ddiweddar drwy recriwtio a gwarchod 25 swydd yn y ganolfan alwadau lle mae'r Gymraeg yn hanfodol;
- Heddlu Gwent wedi cynnal noson yn cyflwyno gwaith yr heddlu i siaradwyr Cymraeg mewn coleg lleol er mwyn annog y mynychwyr i ymgeisio am swyddi a oedd am gael eu hysbysebu yn y dyfodol. Mynychodd dros 20 bobl ac maent wedi llwyddo i recriwtio i sawl swydd o ganlyniad i'r ymgyrch.

2.32 Sectors fall into two clear groups in terms of availability of publicity materials and rules, forms and official notices in Welsh, with the strongest performance by no. 1, 2 and 4 regulations organisations.

	1	2	4	5	6	Health	Non-devolved
Publicity material available in Welsh	87%	85%	100%	69%	62%	63%	33% (not always specified requirements)
Rules, forms and official notices available in Welsh	95%	96%	96%	67%	51%	58%	26% (not always specified requirements)

2.33 Even in the sectors where performance is poorer, organisations have taken steps which look promising as a basis for future compliance. Examples from language scheme annual monitoring reports for 2016-17 include:

- Welsh Ambulance Services NHS Trust has set a target for increasing the number of staff with Welsh language skills in their clinical centres, and has undertaken this by setting essential Welsh language skills requirements when advertising for the Contact Centres in north Wales. Call handlers and 999 call centre staff were recruited successfully;
- Powys Teaching Health Board has invested time in identifying and recording workforce language skills. During 2017, the Board has made it mandatory for staff to provide information on their language skills on its electronic staff register;
- Betsi Cadwaladr University Health Board has held workshops and other engagement events with senior staff from all areas within the organisation in order to raise awareness of Welsh language standards that will be imposed on health boards in due course. Possible challenges and steps to address areas of concern were identified;
- South Wales Police have recently invested by recruiting and protecting 25 posts in the call centre where Welsh is essential;
- Gwent Police held an evening presentation on the work of the force for Welsh speakers in a local college in order to encourage attendees to apply for future posts. Over 20 people were in attendance, and they have successfully recruited staff to a number of posts following the campaign.

3 Mae'r Gymraeg weithiau'n cael ei thrin yn llai ffafriol na'r Saesneg o ran ansawdd gwasanaethau

Crynodeb

- 3.1 Dylai dinasyddion allu rhoi ffydd mewn gwasanaethau cyhoeddus, ac ni ddylai ffydd pobl fod yn llai os ydynt yn dewis defnyddio gwasanaethau Cymraeg.
- 3.2 Felly ni ddylai'r Gymraeg gael ei thrin yn llai ffafriol na'r Saesneg wrth ddarparu gwasanaethau. Golyga hyn:
- o fod angen i wasanaethau Cymraeg fod ar gael o leiaf yr un mor gyflym â gwasanaethau Saesneg;
 - o bod angen i wybodaeth a ddarperir yn Gymraeg fod o leiaf yr un mor fanwl, yr un mor gyfredol, ac yr un mor gynhwysfawr â gwybodaeth a ddarperir yn Saesneg;
 - o na ddylai gwasanaethau Cymraeg fod â chamgymeriadau neu broblemau technegol sydd ddim yno gyda'r gwasanaeth Saesneg;
 - o dylai'r Gymraeg fod o leiaf yr un mor amlwg â'r Saesneg o ran gwedd a fformat.
- 3.3 Mae'r dystiolaeth o grwpiau trafod ac arolygon gohebiaeth, arwyddion ac apiau'n awgrymu nad yw hynny'n wir bob amser ar hyn o bryd, gyda sawl enghraifft o'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg.
- 3.4 Roedd sefydliadau'n dueddol o ddarparu mwy o wybodaeth a deunydd ategol wrth gyfathrebu â defnyddwyr yn Saesneg.

3 Welsh is sometimes treated less favourably than English in terms of the quality of services

Summary

- 3.1 Citizens should be able to place their trust in public services, and this trust should not be diminished just because they choose to use services in Welsh.
- 3.2 Therefore Welsh should be treated no less favourably than English in the provision of services. This means that:
- o Welsh language services should be available at least as promptly as English language services;
 - o information provided in Welsh should be at least as detailed, as current and as comprehensive as the information provided in English;
 - o Welsh language services should not feature any errors or technical issues that aren't present in the English language service;
 - o Welsh should be at least as prominent as English in terms of appearance and format.
- 3.3 The evidence from discussion groups and surveys of correspondence, signage and apps suggests that, currently, this is not true at all times, with a number of examples of Welsh being treated less favourably than English.
- 3.4 Organisations tended to provide more information and supplementary material when corresponding with users in English.

Arolwg Omnibws siaradwyr Cymraeg – a yw ansawdd gwasanaethau Cymraeg cystal â rhai Saesneg?

3.5



47% o ymatebwyr i'r arolwg barn oedd yn cytuno bod ansawdd gwasanaethau Cymraeg yr un mor dda â gwasanaethau Saesneg.

Grwpiau trafod – trin y Gymraeg yn llai ffafriol

3.6 Rhannodd mynychwyr enghreifftiau o wasanaethau Cymraeg o ansawdd is na gwasanaethau cyfatebol yn Saesneg.

Mae'n debygol iawn, os ti'n ysgrifennu yn Gymraeg yn cwyno a ti'n ca'l dy ffrind i ysgrifennu llythyr tebyg yn Saesneg, mi fydd dy ffrind di yn cael ymateb sydd actiwali yn esbonio y sefyllfa – lle bysat ti jyst yn cael rhyw ateb generig yn dweud 'Mae'n ddrwg gennym ni dy fod ti wedi siomi gyda'n gwasanaeth'.

Aelod o'r cyhoedd mewn grŵp trafod

Jyst cyd-ddigwyddiad llwyr oedd hyn, nid arbrawf na profi pwynt na dim. Ond ers yr haf, dwi wedi e-bostio'r Cyngor i ddweud bod golau stryd allan. Ma fi'n a'n chwaer wedi gyrru e-bost yr un pryd, fi yn Gymraeg a hi yn Saesneg. Ma hi wedi derbyn ymateb a dwi ddim.

Aelod o'r cyhoedd mewn grŵp trafod

Ar y wefan, dyw tudalennau Cymraeg ddim yn cael eu diweddarau mor gyflym, dyw rhai tudalennau ddim ar gael o gwbl yn Gymraeg. Dwi'n colli ffydd ac yn teimlo bod yr ochr Saesneg yn fwy dibynadwy.

Aelod o'r cyhoedd mewn grŵp trafod

Welsh Speakers Omnibus Survey – is the quality of Welsh language services equal to English language services?

3.5



47% of opinion survey respondents agreed that the quality of Welsh language services was as good as English language services

Discussion groups – treating Welsh less favourably

3.6 Participants shared examples of Welsh language services that were of poorer quality than the corresponding English language services.

It's highly likely that if you write in Welsh to complain, and you get your friend to write a similar letter in English, your friend will get a response that actually explains the situation – where you would just get a generic answer saying 'We're sorry that you are disappointed with our service'.

Member of the public in a discussion group

This was just a total coincidence, not a test or proving a point or anything. But since the summer I have emailed the Council to tell them that the street light isn't working. Both me and my sister emailed at the same time, me in Welsh and her in English. She has received a reply and I have not.

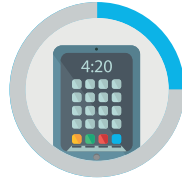
Member of the public in a discussion group

On the website, the Welsh pages aren't updated as promptly, some pages aren't available at all in Welsh. I'm losing trust and feel that the English version is more reliable.

Member of the public in a discussion group

Arolwg apiau

3.7



Wrth gyhoeddi deunydd (er enghraifft taflenni, fideos neu glipiau sain), roedd 25% o'r apiau perthnasol oedd ar gael yn Gymraeg yn trin y Gymraeg yn llai ffafriol na'r Saesneg. Roeddent, er enghraifft, yn cyhoeddi'r deunydd yn Saesneg, yn rhoi mwy o wybodaeth ar y tudalennau Saesneg nag ar y tudalennau Cymraeg, yn cynnwys dolenni yn y fersiwn Gymraeg a oedd yn mynd at dudalennau Saesneg ar wefan, neu'n peidio â darparu'r holl wybodaeth yn ddwyieithog.

Ateb gohebiaeth

3.8



Mae'n ymddangos fod sefydliadau'n llai tebygol o gynnwys gwybodaeth ychwanegol wrth ymateb i ymholiadau e-bost Cymraeg – roedd 49% o'r ymatebion Saesneg yn cynnwys gwybodaeth neu ddogfennaeth ychwanegol, ond dim ond 30% o ymatebion Cymraeg. Roedd y wybodaeth ychwanegol a ddarparwyd yn Gymraeg 95% o'r amser.

3.9 Roedd 76% o'r ymatebion i e-byst Cymraeg yn cynnwys llofnod a manylion cyswllt, o gymharu â 70% yn achos e-byst Saesneg.

3.10 Pan dderbyniwyd ymateb i ymholiad e-bost Cymraeg, roedd yr ymateb yn ateb yr ymholiad yn llawn 92% o weithiau, o gymharu â 97% yn achos ymatebion i ymholiadau Saesneg.

3.11 Roedd y Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg o ran gwedd, fformat ac amlygrwydd mewn 13% o ymatebion i negeseuon e-bost Cymraeg.

Arolwg arwyddion

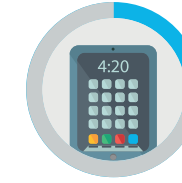
3.12



Roedd y Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg ar 15% o arwyddion, ac ar 67% o'r arwyddion roedd y Gymraeg wedi ei gosod fel ei bod yn debygol o gael ei darllen gyntaf – er bod hyn yn un o ofynion y safonau.

Apps survey

3.7



When publishing material (for instance leaflets, videos or audio clips), 25% of the relevant apps that were available in Welsh treated Welsh less favourably than English. For instance, they published the material in English, gave more information on the English pages than on the Welsh pages, included links in the Welsh version that went to the English pages on the website, or did not provide all the information bilingually.

Replying to correspondence

3.8



It appears that organisations are less likely to include additional information when responding to email enquiries made in Welsh – 49% of the responses to English emails included additional information or documentation, but this was true in only 30% of Welsh responses. The additional information provided was in Welsh 95% of the time.

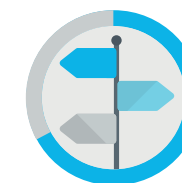
3.9 76% of the responses to emails in Welsh included a signature and contact details, compared with 70% in the case of emails in English.

3.10 When a response was received to a Welsh email enquiry, the response answered the enquiry in full 92% of the time, compared with 97% of the time in the case of responses to English enquiries.

3.11 Welsh was treated less favourably than English in terms of appearance, format and prominence in 13% of responses to email messages in Welsh.

Signage survey

3.12



Welsh was treated less favourably than English on 15% of signs, and Welsh was placed where it was likely to be read first on 67% of the signs – despite this being one of the requirements of the standards.

Mae angen i sefydliadau annog defnydd o wasanaethau Cymraeg, eu gwneud yn hawdd i'w defnyddio, a deall profiadau go iawn defnyddwyr

4 Mae ffactorau cymhleth, sy'n ymwneud â ffydd mewn sefydliadau, yn dylanwadu ar benderfyniad pobl i ddefnyddio gwasanaethau yn Gymraeg ai peidio

Crynodeb

- 4.1 Mae'r Comisiynydd wedi parhau i wneud ymchwil er mwyn ceisio deall pam nad yw canran uchel o siaradwyr Cymraeg yn ceisio defnyddio gwasanaethau cyhoeddus yn Gymraeg. Eleni, ochr yn ochr â grwpiau trafod ac arolwg ffôn, roedd yr ymchwil yn cynnwys sesiynau cysgodi defnyddwyr arloesol.
- 4.2 Mae'r ymchwil yn awgrymu mai'r prif ddylanwad ar benderfyniad unigolion i geisio defnyddio gwasanaeth Cymraeg ai peidio yw asesiad defnyddwyr o i ba raddau mae gwasanaeth Cymraeg yn debygol o fod ar gael, ac i ba raddau y bydd yn brofiad hwylus a didrafferth.
- 4.3 Mae'r holl ddylanwadau amrywiol ar y penderfyniad mewn gwahanol sefyllfaoedd yn ymwneud â chael ffydd yng ngallu'r sefydliad i gynnig gwasanaeth Cymraeg dibynadwy.
- 4.4 Er mwyn cynyddu'r defnydd o wasanaethau Cymraeg, dylai sefydliadau wneud cymaint â phosib i leddfu pryder pobl y bydd ceisio gwasanaeth Cymraeg yn arwain at sefyllfa letchwith neu brofiad anffafriol.

Organisations need to encourage the use of Welsh language services, make them easy to use, and understand the reality of users' experiences

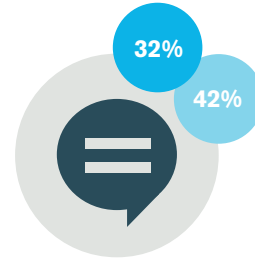
4 People's decisions to use services in Welsh, or not, are influenced by complex factors linked to trust in organisations

Summary

- 4.1 The Commissioner has continued to conduct research in order to understand why a high percentage of Welsh speakers do not seek to use public services in Welsh. This year, alongside discussion groups and a telephone survey, the research contained innovative user shadowing sessions.
- 4.2 The research suggests that the main influence on the decision of individuals to seek to use Welsh language services, or not, was users' assessment of to what extent a Welsh language service was likely to be available, and to what extent it would be an easy and straightforward experience.
- 4.3 All the various influences on the decision in different circumstances are related to trust in the ability of the organisation to offer a reliable service in Welsh.
- 4.4 In order to increase the use of Welsh language services, organisations should do as much as possible to alleviate people's concern that attempting to use a service in Welsh will lead to an awkward situation or an unfavourable experience.


Arolwg Omnibws siaradwyr Cymraeg – dewis iaith

4.5 Dim ond 32% o'r siaradwyr Cymraeg a oedd yn rhan o'r arolwg barn a nododd mai'r Gymraeg fyddai'n well ganddynt ei defnyddio wrth ddelio â sefydliadau cyhoeddus, gyda 42% yn dymuno defnyddio'r Saesneg. Dywedodd 26% y byddai'n amrywio yn ôl y math o wasanaeth.



4.6 Yn 2016-17, nododd 34% y byddai'n well ganddynt ddefnyddio'r Gymraeg, a 59% y byddai'n well ganddynt ddefnyddio'r Saesneg (doedd dim opsiwn i ddweud y byddai'r penderfyniad yn amrywio yn ôl y math o wasanaeth).

4.7 O'r rhai hynny a nododd eleni y byddai'n well ganddynt ddefnyddio'r Gymraeg, nododd 89% ohonynt eu bod yn ceisio defnyddio'r Gymraeg bob tro wrth ddelio â sefydliadau cyhoeddus.

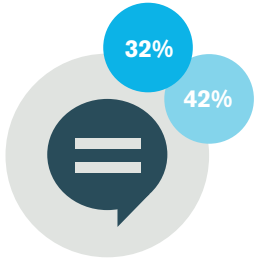
4.8  Cytunai 98% ei bod yn bwysig fod gan bobl hawliau i dderbyn gwasanaethau Cymraeg, sy'n gyson â'r 97% a ddywedodd hynny yn 2016-17.

4.9 Gofynnwyd i ymatebwyr beth fyddai'n eu gwneud yn fwy tebygol o geisio defnyddio'r Gymraeg gyda sefydliadau cyhoeddus:

- nododd 47% fod angen i sefydliadau gychwyn y sgwrs yn Gymraeg, ymateb yn Gymraeg, neu fod angen iddynt allu clywed y Gymraeg cyn ei defnyddio;
- nododd 34% nad oeddent yn meddwl eu bod yn ddigon rhugl;
- nododd 23% nad yw gwasanaethau Cymraeg ar gael bob amser, neu nad yw staff sefydliadau'n siarad Cymraeg;
- nododd 13% fod diffyg hyder yn broblem;
- nododd 13% fod rhai geiriau'n rhy ffurfiol, technegol neu anodd yn Gymraeg, neu fod angen i'r Gymraeg fod yn fwy naturiol.


Welsh speakers Omnibus survey – language choice

4.5 Only 32% of the Welsh speakers surveyed said that they would prefer to use Welsh when dealing with public organisations, with 42% wishing to use English. 26% said that this varied according to the type of service.



4.6 In 2016-17, 34% said that they would prefer to use Welsh, and 59% said they would prefer to use English (there was no option to state that the decision would vary according to the type of service).

4.7 Of those who said this year that they would prefer to use Welsh, 89% of them noted that they try to use Welsh every time when dealing with public organisations.

4.8  98% agreed that it was important that people had the right to receive services in Welsh, consistent with the 97% that said this in 2016-17.

4.9 Those responding were asked what would make them more likely to seek to use Welsh with public organisations:

- 47% noted that organisations need to start the conversation in Welsh, respond in Welsh, or that they need to be able to hear Welsh before using it;
- 34% said that they didn't think they were fluent enough;
- 23% noted that Welsh language services are not always available, or that organisations' staff do not speak Welsh;
- 13% noted that a lack of confidence was a problem;
- 13% noted that some words were too formal, technical or difficult in Welsh, or that the Welsh needed to be more natural.

Grwpiau trafod – dulliau o gynyddu defnydd o wasanaethau Cymraeg

4.10 Mae cyfranogwyr grwpiau trafod wedi nodi bod angen i sefydliadau fynd ati'n rhagweithiol i hybu a hwyluso'r gwasanaethau Cymraeg y maent yn eu cynnig.

Dwi'n ffyddiog iawn y bydd y Brifysgol yn cadw at y safonau. Ond ydyn nhw'n cadw atyn nhw drwy dicio bocs a dweud 'Os ydi pobl yn dod aton ni, wnawn ni neud o'? Neu ydyn nhw wirioneddol yn ymgymryd â'r safonau, a'u hyrwyddo nhw?

Aelod o'r cyhoedd (myfyriwr) mewn grŵp trafod

Mae dewis i ddefnyddio'r Gymraeg neu beidio yn aml yn cael ei wneud yn yr isymwybod, ac rydyn ni'n asesu trwy'r amser beth yw'r tebygolrwydd bod gwasanaeth Cymraeg yn mynd i fod ar gael yma, felly mae angen ffyrdd clyfar o ddangos bod y gwasanaeth ar gael yn y Gymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

4.11 Nododd sawl un o'r cyfranogwyr eu bod yn debygol o ddefnyddio'r Saesneg os ydyn nhw'n tybio nad yw'r darparwr gwasanaeth yn siarad Cymraeg, a hynny weithiau er mwyn osgoi embaras.

Yn y gwasanaeth iechyd, a fy mai i ydi hyn, dwi'n cymryd yn ganiataol nad ydyn nhw'n siarad Cymraeg. Dwi'n meddwl bydden nhw'n gallu gwneud mwy i dorri mas y lletchwithdod lle rydych chi angen gofyn a maen nhw'n dweud 'Oh sorry, I don't speak Welsh'.

Aelod o'r cyhoedd mewn grŵp trafod

Discussion groups – ways of increasing the use of Welsh language services

4.10 Discussion group participants noted that organisations need to actively promote and facilitate the use of the Welsh language services they provide.

I'm very confident that the University will adhere to the standards. But are they adhering to them with a tick box exercise and saying 'If people come to us, we'll do it'? Or are they genuinely committed to the standards and their promotion?

Member of the public (student) in a discussion group

The decision to use Welsh or not is often made subconsciously, and we are constantly assessing the likelihood of whether a Welsh language service will be available, therefore organisations need smart ways of demonstrating that the service is available in Welsh.

Member of the public in a discussion group

4.11 A number of the participants noted that they are likely to use English if they presume the service provider does not speak Welsh, and do this sometimes to avoid embarrassment.

In the health service, and this is my fault, I take it for granted that they don't speak Welsh. I think they could do more to cut out the awkwardness where you need to ask and then they say 'Oh sorry, I don't speak Welsh'.

Member of the public in a discussion group

4.12 Roedd nifer o gyfranogwyr o'r farn fod angen i wasanaethau fod ar gael yn Gymraeg yn gyson iawn er mwyn i bobl deimlo'n ffyddiog i geisio defnyddio'r Gymraeg. Mae'r sylwadau hyn yn awgrymu bod angen i argaeledd gwasanaethau Cymraeg fod yn norm cyn i bobl deimlo'n ffyddiog i geisio defnyddio'r Gymraeg bob tro.

Y peth ydi, efo'r Gymraeg, dydi digon o bethau yn gyffredinol ddim yn ddwyieithog i siaradwyr Cymraeg allu cymryd yn ganiataol bod rhywbeth yn ddwyieithog. Gan fod hwn yn *big picture stuff*, yn amlwg dyma'r math o beth, yn hirdymor, sydd angen dod allan o'r Mesur a'r safonau. Ma rhaid i bopeth neu bron popeth fod yn ddwyieithog cyn i chi feddwl 'Ma hwnna ar gael yn ddwyieithog, ma jyst angen i fi ffeindio fo a gneud o'.

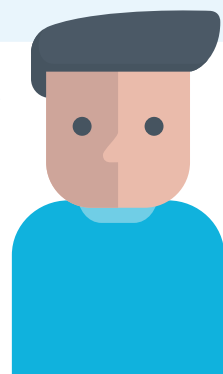
Aelod o'r cyhoedd mewn grŵp trafod

Ma pobl yn *embarrassed*, mae e bron fel bod e'n *political statement* a dyle fe ddim bod. Dyle fe ddim bod yn *statement* i ddefnyddio'r Gymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Dwi wedi arfer cael popeth yn ddwyieithog neu yn y Gymraeg, ac yn dueddol o wneud popeth yn y Gymraeg felly.

Aelod o'r cyhoedd mewn grŵp trafod



4.12 A number of participants were of the opinion that services need to be available in Welsh on a very regular basis for people to feel confident to seek to use the service in Welsh. These comments suggest that the availability of Welsh language services needs to be a norm so people can feel confident in using Welsh on every occasion.

The thing is, with the Welsh language, not enough things are bilingual in general so that Welsh speakers can assume that a given service is bilingual. As this is big picture stuff, obviously this is the kind of thing that needs to come out of the Measure and the standards in the long term. Everything, or almost everything, must be bilingual before you think 'This is available bilingually, I just need to find it and do it'.

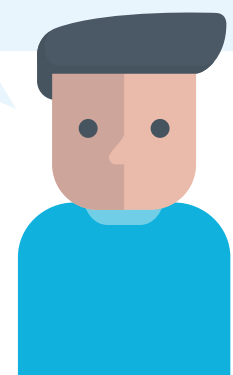
Member of the public in a discussion group

People are embarrassed, it's almost as if it's a political statement, and it shouldn't be. It shouldn't be a statement to use Welsh.

Member of the public in a discussion group

I'm used to getting everything bilingually or in Welsh and therefore I tend to do everything in Welsh.

Member of the public in a discussion group



4.13 Nododd sawl cyfranogwr fod perthynas uniongyrchol rhwng ansawdd y gwasanaeth ac i ba raddau y byddant yn dewis defnyddio'r Gymraeg. Ffactorau dylanwadol oedd problemau technegol, ac ansawdd a chywair yr iaith.

Ambell waith bydd y cyngor sir yn dweud bod dim siaradwr Cymraeg ar gael a chynnig galw nôl. Ond does dim amser gyda fi i aros am siaradwr Cymraeg i alw nôl fel arfer.

Aelod o'r cyhoedd mewn grŵp trafod

Mae 'na namau cyson ar borth cynllunio'r cyngor ar yr ochr Gymraeg. Mae o'n rhwystredig gan nad ydi'r namau yma yn dueddol o ddigwydd ar yr ochr Saesneg. Mae o'n gwneud i unigolyn newid i'r Saesneg a bod yn llai tebygol o ddefnyddio'r Gymraeg y tro nesaf.

Aelod o'r cyhoedd mewn grŵp trafod

Mae gen i ddiffyg hyder o wasanaethau ar-lein achos y defnydd o gyfieithu peiranyddol neu Gymraeg gwallus o safon wael. Ar y pegwn arall mae yna Gymraeg sydd yn rhy safonol a ddim yn glir.

Aelod o'r cyhoedd mewn grŵp trafod

Ma'r cyngor sir yn danfon popeth mas yn y Gymraeg, chware teg iddyn nhw. Ond ambell waith mae'r ffordd mae'r Gymraeg wedi ei gyfieithu bach yn glogyrnaidd. Bydde'n well defnyddio iaith mwy syml, sy'n llai stiff.

Aelod o'r cyhoedd mewn grŵp trafod

4.13 A number of participants noted that there was a direct link between the quality of the service and the extent to which they choose to use Welsh. Influential factors were technical problems, and language register and quality.

Sometimes the county council will say that there are no Welsh speakers available, and offer to call back. But I don't usually have time to wait for a Welsh speaker to call me back.

Member of the public in a discussion group

There are frequent errors on the Welsh side of the council's planning portal. It's frustrating that these errors do not tend to happen on the English side. It makes someone switch to English and then they are less likely to use Welsh the next time round.

Member of the public in a discussion group

I don't have confidence in online services because of the use of machine translation or inaccurate, poor quality Welsh. On the other extreme, there is Welsh that is too formal and not very clear.

Member of the public in a discussion group

Fair play, the county council send out everything in Welsh. But sometimes the way the Welsh has been translated is a bit clunky. It would be better to use more simple language, that's less stiff.

Member of the public in a discussion group

4.14 Yn y grŵp trafod a gynhaliwyd gyda dosbarth dysgu Cymraeg, amlygwyd bod angen i sefydliadau gymryd camau penodol er mwyn eu galluogi i ddefnyddio'r Gymraeg.

Dwi wedi trio defnyddio'r Gymraeg wrth sgwrsio gyda sefydliadau, ond mae'n cymryd llawer o hyder i wneud. Mae'n sefyllfa mwy ffurfiol sy'n wahanol iawn i beth rydyn ni fel dysgwyr wedi arfer.

Aelod o'r cyhoedd (dysgwr) mewn grŵp trafod

Mae'r profiad o siarad gyda sefydliad yn gallu codi hyder os mae'n brofiad positif, ond hefyd gallai niweidio hyder os mae'n brofiad gwael.

Aelod o'r cyhoedd (dysgwr) mewn grŵp trafod

Dydi pobl yn aml iawn ddim yn deall sut mae siarad gyda dysgwyr – beth yw'r arferion gorau, sut i siarad yn araf, sut i osgoi geiriau tafodieithol anodd. Byddai hyfforddiant i bobl ar sut i drin a thrafod dysgwyr yn fanteisiol iawn. Mae nerfuswydd yn gallu bod ar y ddwy ochr wrth i ddygwyr siarad yn y Gymraeg.

Aelod o'r cyhoedd (dysgwr) mewn grŵp trafod

Mae dysgwyr yn fwy tebygol o ddewis gwasanaethau Cymraeg yn ysgrifenedig yn hytrach nac ar lafar. Mae dysgwyr angen gallu teimlo eu bod yn gallu rheoli sefyllfaoedd a pharatoi; mae'n anodd rheoli beth yw ymateb pobl.

Aelod o'r cyhoedd (dysgwr) mewn grŵp trafod

4.14 In the discussion group held with a Welsh learners class, they highlighted the need for organisations to take specific measures to enable them to use Welsh.

I've tried using Welsh when talking with organisations, but it takes quite a bit of confidence to do so. It's a much more formal situation, which is very different from what we, as learners, are used to.

Member of the public (Welsh learner) in a discussion group

The experience of talking with an organisation can raise one's confidence if it's a positive experience, but it can also dent your confidence if it's a bad experience.

Member of the public (Welsh learner) in a discussion group

People often don't understand how to talk with learners – what the best practice is, how to talk slowly, how to avoid difficult colloquial words. Training for people on how to deal with Welsh learners would be very beneficial. There can be nervousness on both sides when Welsh learners talk Welsh.

Member of the public (Welsh learner) in a discussion group

Welsh learners are more likely to choose written Welsh language services rather than spoken. Learners need to feel that they are able to manage situations and prepare; it's difficult to manage people's response.

Member of the public (Welsh learner) in a discussion group

Sesiynau cysgodi defnyddwyr

- 4.15 Er mwyn cael dealltwriaeth lawnach o ymddygiad defnyddwyr, teimlai'r Comisiynydd fod angen gwneud rhywbeth mwy ymarferol na dim ond holi pobl am eu profiadau. Penderfynwyd cynnull grwpiau bychan o ddefnyddwyr ac arsylwi ar eu penderfyniadau ieithyddol wrth gwblhau tasgau mewn nifer o sefyllfaoedd cyflenwi gwasanaethau. Mae manylion llawn y fethodoleg ar ddiwedd yr adroddiad.
- 4.16 Dylid nodi mai canfyddiadau cychwynnol yw'r rhain, ar sail pedair sesiwn a gynhaliwyd gyda sampl weddol fach. Yn ogystal, yn anorfod roedd cyfranogwyr yn ymwybodol mai diben y sesiynau oedd dysgu am eu hymddygiad o ran y Gymraeg, ac mae'n anodd dweud i ba raddau y dylanwadodd hyn ar eu hymddygiad a'u sylwadau.

User shadowing sessions

- 4.15 In order to gain a fuller understanding of user behaviour, the Commissioner felt the need to take a more practical approach as an alternative to simply asking people about their experience. She decided to gather small groups of users and observe their linguistic decisions as they completed tasks in a number of service delivery situations. Full details of the methodology can be found at the end of this report.
- 4.16 It should be noted that these are initial findings based on four sessions held with a fairly small sample. In addition, it was inevitable that participants were aware that the aim of the session was to learn about their behaviour in relation to Welsh, and it is difficult to tell to what extent this influenced their behaviour and comments.

Senarios a phrif ganlyniadau

<p>Senario 1 – derbynfa Mynd i'r dderbynfa wrth gyrraedd i ofyn am leoliad y sesiwn Gofynnwyd i'r cyfranogwyr wneud hyn ymlaen llaw – ni ddywedwyd wrthynt fod hyn yn rhan o'r cysgodi; ni ddylanwadwyd o gwbl ar sefyllfa'r dderbynfa</p>	<p>Hanner y cyfranogwyr wedi ceisio defnyddio'r Gymraeg, a hanner wedi dechrau'r sgwrs yn Saesneg 83% wedi dechrau'r sgwrs yn Gymraeg ym Mangor, 60% yng Nghaerfyrddin, 40% yn Wrecsam a 17% yng Nghaerdydd</p>
<p>Senario 2 – galwad ffôn Gwneud galwad ffôn i ddau leoliad celfyddydol i ymholi am ddigwyddiadau Un lleoliad lle atebir y ffôn gan beiriant gyda dewis iaith ar ddechrau'r alwad, a lleoliad arall sydd â pherson yn ateb; nid oedd gwasanaeth Cymraeg ar gael ym mhob achos Cyswllt uniongyrchol â'r aelod staff sy'n delio â'r ymholiad</p>	<p>95% o'r cyfranogwyr wedi dweud cyn ffonio eu bod yn dymuno defnyddio'r Gymraeg yn ystod yr alwad Sgwrs yn Gymraeg ar gyfer 86% o'r galwadau a atebwyd gan beiriant Sgwrs yn Gymraeg ar gyfer 35% o'r galwadau a atebwyd gan berson</p>
<p>Senario 3 – gwybodaeth ar-lein Gofynnwyd i'r cyfranogwyr ddarganfod pryd oedd gwyliau'r Pasg ysgolion mewn sir benodol yn y gogledd Tasg ar-lein syml – ddim yn dibynnu ar gyswllt uniongyrchol ag aelodau staff; nid yw'r canlyniad yn dibynnu ar y defnyddiwr</p>	<p>Chwiliodd 74% o'r cyfranogwyr am y wybodaeth yn Gymraeg 100% wedi chwilio yn Gymraeg yng Nghaerfyrddin, 83% yng Nghaerdydd, 67% ym Mangor a 40% yn Wrecsam</p>
<p>Senario 4 – cwyno ar-lein Mynd drwy'r broses o wneud cwyn i heddlu yn ne Cymru (ni chyflwynwyd y gŵyn) Dim angen cyswllt uniongyrchol â staff, ond byddai staff yn delio â'r gŵyn</p>	<p>70% wedi dewis cwyno yn Gymraeg 100% wedi dewis cwyno yn Gymraeg yng Nghaerfyrddin, 83% ym Mangor, 50% yng Nghaerdydd, a 40% yn Wrecsam</p>
<p>Senario 5 – cais swydd ar-lein Llenwi ffurflen gais am swydd gyda chymdeithas dai yn y gogledd (ni chyflwynwyd y cais) Dangoswyd swydd ddisgrifiad Cymraeg ac roedd sgiliau Cymraeg yn ddymunol Dim angen cyswllt uniongyrchol â staff, ond pwysig i'r cais greu argraff ffafriol ar staff</p>	<p>61% wedi llenwi'r ffurflen yn Gymraeg 100% wedi llenwi'r ffurflen yn Gymraeg yng Nghaerfyrddin, 66% ym Mangor, 40% yn Wrecsam, a 33% yng Nghaerdydd</p>
<p>Senario 6 – ffurflenni papur Casglu ffurflen i'w llenwi – ffurflen swyddogol, weddol gymhleth, a oedd yn gofyn am gryn dipyn o wybodaeth fanwl Bangor a Wrecsam: dau bentwr – Cymraeg ar y chwith, Saesneg ar y dde Caerfyrddin a Chaerdydd: un pentwr o ffurflenni Saesneg – gyda ffurflenni Cymraeg ar gael ar gais</p>	<p>Bangor a Wrecsam: hanner y cyfranogwyr wedi dewis y ffurflen Gymraeg Caerfyrddin a Chaerdydd: un yn unig wedi gofyn am ffurflen Gymraeg</p>

Scenarios and main results

<p>Scenario 1 – reception Going to reception on arrival to ask for the location of the session Participants were asked to do this beforehand – they weren't told that this was part of the exercise; we had no influence over the reception area</p>	<p>Half the participants attempted to use Welsh, and half began their conversations in English. 83% started the conversation in Welsh in Bangor, 60% in Carmarthen, 40% in Wrexham and 17% in Cardiff</p>
<p>Scenario 2 – telephone call Making a telephone call to two arts venues enquiring about events One location where the phone is answered by machine with a language choice at the beginning, another location with a person taking the call; a Welsh language service was not available in all situations Direct contact with a member of staff dealing with enquiries</p>	<p>95% of participants said before calling that they wished to use Welsh during the call Conversation was in Welsh for 86% of the calls answered by a machine Conversation was in Welsh for 35% of the calls answered by a person</p>
<p>Scenario 3 – online information Participants were asked to find out when the school Easter holidays were in a particular county in north Wales Simple online task – no direct contact with members of staff; the result is not dependent on the user</p>	<p>74% of the participants searched for the information in Welsh 100% searched in Welsh in Carmarthen, 83% in Cardiff, 67% in Bangor and 40% in Wrexham</p>
<p>Scenario 4 – online complaint Going through the process of making a complaint to a police force in south Wales (the complaint was not submitted) No direct contact with staff, but staff would be dealing with the complaint</p>	<p>70% chose to complain in Welsh 100% chose to complain in Welsh in Carmarthen, 83% in Bangor, 50% in Cardiff, and 40% in Wrexham</p>
<p>Scenario 5 – online job application Filing in an application form for a post with a housing association in north Wales (the application was not submitted) A job description in Welsh was shown to participants and Welsh language skills were desirable No direct contact with staff, but important that the application made a good impression on staff</p>	<p>61% filled in the form in Welsh 100% filled in the form in Welsh in Carmarthen, 66% in Bangor, 40% in Wrexham, and 33% in Cardiff</p>
<p>Scenario 6 – paper forms Collecting a form to fill in – official form, fairly complex, requiring quite a bit of detailed information Bangor and Wrexham: two piles – Welsh on the left, English on the right Carmarthen and Cardiff: one pile of English forms – with Welsh language forms available on request</p>	<p>Bangor and Wrexham: half the participants chose the Welsh form Carmarthen and Cardiff: only one asked for a Welsh form</p>

Canfyddiadau cyffredinol

- 4.17 Wrth benderfynu defnyddio'r Gymraeg ynteu'r Saesneg wrth geisio gwasanaeth, roedd cyfranogwyr yn gwneud asesiad cynhwysfawr, isymwybodol o'r:
- tebygolrwydd fod gwasanaeth Cymraeg ar gael;
 - tebygolrwydd y byddai defnyddio'r gwasanaeth Cymraeg yn arwain at driniaeth lai ffafriol na defnyddio'r gwasanaeth Saesneg.
- 4.18 Yr hyn oedd yn cymhell cyfranogwyr i wneud hyn oedd pryder y byddai:
- ceisio defnyddio'r Gymraeg lle nad yw ar gael yn arwain at letchwithdod neu embaras;
 - defnyddio'r gwasanaeth Cymraeg yn golygu eu bod dan anfantais.
- 4.19 Roedd cyfranogwyr yn asesu'r tebygolrwydd ar sail:
- eu gwybodaeth a'u profiadau blaenorol o wasanaethau'r sefydliad a sefydliadau tebyg;
 - ciwiau gweledol a chlywedol sy'n awgrymu bod gwasanaeth Cymraeg ar gael – o bethau ffurfiol (fel arwyddion a bathodynau), i bethau bychain ynghylch yr amgylchedd darparu gwasanaeth (fel iaith sgwrs staff ymysg ei gilydd, iaith cerddoriaeth, iaith cyfeiriadau e-bost a phroblemau technegol).
- 4.20 Mae'n bwysig, felly, fod sefydliadau'n cymryd camau cadarnhaol amrywiol er mwyn rhoi ffydd i ddefnyddwyr fod gwasanaeth Cymraeg ar gael, ac na fydd defnyddio'r Gymraeg yn arwain at driniaeth lai ffafriol na defnyddio'r Saesneg.

Canfyddiadau – cyswllt uniongyrchol

- 4.21 Gyda gwasanaethau ffôn a wyneb yn wyneb, roedd y penderfyniad i ddefnyddio'r Gymraeg ynteu'r Saesneg yn ymwneud ag asesiad y cyfranogwyr o'r tebygolrwydd fod gwasanaethau ar gael yn Gymraeg.
- 4.22 Roedd lleoliad yn dylanwadu ar yr asesiad hwn: nodai cyfranogwyr ym Mangor a Chaerfyrddin eu bod yn ffyddiog i ddechrau sgwrs yn Gymraeg am eu bod wedi arfer cael gwasanaeth Cymraeg. Roedd rhai o'r cyfranogwyr hefyd yn ystyried a oedd y lleoliad yn debygol o fod dan ofynion iaith (dan Fesur y Gymraeg neu Ddeddf yr Iaith Gymraeg).

General findings

- 4.17 In deciding to use Welsh or English when accessing a service, participants made a comprehensive, subconscious assessment of:
- the likelihood that a Welsh language service is available;
 - the likelihood that using the Welsh service would lead to less favourable treatment than using the English language service.
- 4.18 What drove participants to do this was concern that:
- attempting to use Welsh where it wasn't available would lead to awkwardness or embarrassment;
 - using the Welsh language service would mean they were at a disadvantage.
- 4.19 Participants assessed the likelihood based on:
- their knowledge and previous experience of the services of the organisation and other similar organisations;
 - visual and audio cues that suggest a Welsh language service is available – from formal items (such as signs and badges), to small things such as the service delivery setting (the language spoken by staff amongst themselves, language of the music, the language used in email addresses and technical problems).
- 4.20 It's important, therefore, that organisations take a variety of positive actions in order to instil confidence in users that a Welsh language service is available, and that using Welsh will not lead to less favourable treatment than using English.

Findings – direct contact

- 4.21 With telephone and face to face services, the decision to use Welsh or English related to the participants' assessment of the likelihood of the availability of Welsh language services.
- 4.22 The location influenced this assessment: participants in Bangor and Carmarthen noted that they were confident in starting a conversation in Welsh as they were used to receiving a Welsh language service. Some of the participants also considered whether the setting was likely to come under language requirements (under the Welsh Language Measure or the Welsh Language Act).

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- 4.23 Roedd cyfranogwyr hefyd yn chwilio am gliwiau ynghylch eu gallu i ddefnyddio'r Gymraeg, er enghraifft:
- iaith sgwrs y staff ar y dderbynfa ymysg ei gilydd;
 - ciwiau gweledol ynghylch gallu defnyddio'r Gymraeg;
 - iaith y gerddoriaeth oedd yn chwarae tra oedd galwad ffôn mewn ciw;
 - iaith, tŷn, arddull ac acen cyfarchiad.
- 4.24 Roedd pobl yn fwy tebygol o allu defnyddio'r Gymraeg ar y ffôn wrth gael dewis clir gan wasanaeth awtomatig ar ddechrau'r alwad – mae hyn yn galluogi sefydliadau i gyfeirio'r alwad at aelod addas o staff, ac mae'n galluogi defnyddwyr i ddewis defnyddio'r Gymraeg heb letchwithdod.
- 4.25 Roedd nifer o'r cyfranogwyr wedi dechrau'r sgwrs gyda chyfarchiad iaith-niwtral ('Helô') er mwyn osgoi sefyllfa lle nad oedd y derbynnydd yn deall. Nodai eraill eu bod yn gwneud ymdrech ymwybodol i gychwyn pob sgwrs yn Gymraeg er bod hynny'n gallu arwain at sefyllfaoedd anghyfforddus.
- 4.26 Defnyddiodd un cyfranogwr nad oedd yn hyderus yn ei Gymraeg, ac a oedd wedi defnyddio'r Saesneg ym mhob senario flaenorol, y Gymraeg mewn galwad ffôn oherwydd iddo dderbyn cyfarchiad uniaith Gymraeg. Awgryma hyn fod potensial i sefydliadau newid ymddygiad defnyddwyr drwy gymryd camau cadarnhaol.

Canfyddiadau – gwasanaethau ar-lein

- 4.27 Gyda gwasanaethau ar-lein (gwybodaeth, cwyno a chais swydd), gellir gweld bod defnyddwyr yn fwy tebygol o ddefnyddio'r Gymraeg ar gyfer trafodion lle mae llai o ymwneud â swyddogion sefydliadau, neu lle mae dylanwad staff ar y broses yn llai.
- 4.28 Wrth drafod eu penderfyniad i ddefnyddio'r Gymraeg ynteu'r Saesneg gyda gwasanaethau ar-lein, soniodd cyfranogwyr mai materion ynghylch ansawdd oedd y gyrrwr pennaf. Soniodd rhai eu bod yn disgwyl i gŵyn Saesneg gael sylw'n gyflymach, a'u bod yn bryderus a fyddai eu cais swydd yn cael ei gyfieithu'n gywir i'r Saesneg.
- 4.29 Gwnaed sylwadau a oedd yn amlygu amharodrwydd cyfranogwyr i ddefnyddio'r Gymraeg os oeddent yn credu y byddai hynny'n arwain at driniaeth lai ffafriol. Nododd cyfranogwyr:

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- 4.23 Participants also looked for clues regarding whether they were able to use Welsh, for instance:
- the language reception staff used with each other;
 - visual cues regarding being able to use Welsh;
 - the language of the music playing during the waiting time on the telephone;
 - the language, tone, style and accent of the greeting.
- 4.24 People were more likely to be able to use Welsh on the telephone when given a clear choice by the automated service at the beginning of the call – this enables organisations to direct the call to a suitable member of staff, and this enables users to choose Welsh without any awkwardness.
- 4.25 A number of the participants started the conversation with a language-neutral greeting ('Helô') in order to avoid a situation where the receptionist wouldn't understand. Others noted that they make a conscious effort to start each conversation in Welsh, even though this could lead to uncomfortable situations.
- 4.26 One participant who wasn't confident in using Welsh, and who had used English in every previous scenario, used Welsh in a telephone call because he had received a Welsh-only greeting. This suggests that there is potential for organisations to change the behaviour of users by taking positive action.

Findings – online services

- 4.27 With online services (information, complaints, job applications), it is clear that users are more likely to use Welsh in transactions where there is less engagement with officials or where staff have less influence on the process.
- 4.28 In discussing their decision to use Welsh or English with online services, participants mentioned that the main driver for them was issues of quality. Some mentioned that they expected complaints in English to receive more prompt attention, and that they were concerned whether their job application would be translated accurately into English.
- 4.29 Comments were made that highlighted the reluctance of participants to use Welsh if they felt that this would lead to less favourable treatment. Participants noted:

- fod lleoliad y sefydliad, a diffyg sicrwydd ynghylch ei arferion a'i agwedd o ran y Gymraeg, wedi eu cymell i gwyno yn Saesneg – nododd rhai y byddent wedi cwyno yn Gymraeg wrth Heddlu Gogledd Cymru gan fod ganddo enw da am wasanaethau Cymraeg;
- y byddai nodyn ar y wefan yn dweud bod modd cwyno yn Gymraeg, ac na fyddai cwynion Cymraeg yn cael eu trin yn llai ffafriol, wedi dylanwadu ar eu penderfyniad;
- y byddent yn debygol iawn o wneud cais swydd yn Gymraeg pe bai'r Gymraeg yn sgil angenrheidiol ar gyfer y swydd;
- eu bod wedi ystyried y tebygolrwydd y byddai'r aelod o staff a fyddai'n delio â'r cais am swydd yn siarad Cymraeg, ac wedi ystyried lleoliad y sefydliad er mwyn ffurfio barn ar agwedd debygol y sefydliad at geisiadau Cymraeg.

4.30 Roedd defnyddwyr yn chwilio am gliwiau ynghylch ansawdd y gwasanaeth Cymraeg, ac yn dibynnu ar eu gwybodaeth a'u profiadau blaenorol. Soniwyd, er enghraifft:

- i'r ffaith fod gwefan sefydliad yn gwbl ddwyieithog roi ffydd y byddai cwyn Gymraeg yn cael sylw priodol;
- i'r ffaith fod cyfeiriad e-bost yn Saesneg ar dudalen we Gymraeg greu diffyg ffydd y byddai cwyn Gymraeg yn cael sylw priodol;
- bod diffygion gyda'r ffurflen gwyno Gymraeg yn debygol o arwain at gwyno yn Saesneg neu gwyno drwy ddull arall (ffôn, e-bost).

Canfyddiadau – ffurflenni papur

- 4.31 Y prif ddylanwad ar ddewis iaith yn y senario hon, o bell ffordd, oedd i ba raddau roedd y ffurflen Gymraeg ar gael, yn amlwg, ac nad oedd angen gofyn amdani. Roedd pobl yn cymryd y ffurflen Gymraeg os oedd i'w gweld, ond prin neb yn fodlon ymdrechu i ofyn am ffurflen os oedd angen gwneud cais.
- 4.32 Roedd y drafodaeth yn dilyn y dasg yn ymwneud â chywair iaith, termau technegol ac arferion blaenorol, gyda nifer o'r cyfranogwyr yn teimlo'n fwy cyfforddus gyda defnyddio termau cymhleth neu dechnegol yn Saesneg.
- 4.33 Roedd nifer o'r cyfranogwyr yn dymuno llenwi'r ffurflen yn Gymraeg, ond byddent eisïau gallu gweld y ffurflen Saesneg hefyd er mwyn gwirio'r termau. Ffurflen ddwyieithog fyddai'n ddelfrydol i'r cyfranogwyr hyn.

- that the location of the organisation, and uncertainty regarding its practices and attitude towards using Welsh, had made them complain in English – some noted that they would have complained in Welsh to North Wales Police as it has a good reputation for Welsh language services;
- a statement on the website noting that it was possible to submit a complaint in Welsh, and that complaints made in Welsh were treated no less favourably, would have influenced their decision;
- they were very likely to apply for a job in Welsh if Welsh was an essential skill for the post;
- they had considered the likelihood that the member of staff dealing with the job application spoke Welsh, and had considered the location of the organisation in order to take a view on the likely attitude of the organisation towards applications made in Welsh.

4.30 Users were seeking clues as to the quality of the Welsh language service, and depended on their prior knowledge and experience. For instance, it was mentioned that:

- the fact that the organisation's website was fully bilingual made them trust that a complaint made in Welsh would be given proper attention;
- the fact that the email address was in English on the web page made them doubtful that a complaint made in Welsh would be given proper attention;
- faults with the Welsh version of the complaint form were likely to lead them to submitting a complaint in English, or complaining via another method (telephone, email).

Findings – paper forms

- 4.31 The main influence on language choice in this scenario was, by far, the extent to which the Welsh form was available, and visible, without having to ask for it. People chose the Welsh form if it was visible, but almost none were willing to ask for a form if they were required to request one.
- 4.32 Following the task, the discussion centred on language register, technical terms and previous practice, with a number of participants feeling more comfortable when using complex or technical terms in English.
- 4.33 A number of participants wished to complete the form in Welsh, but would want to see the English form also in order to check terminology. A bilingual form would be the ideal solution for these participants.

5 Dylai sefydliadau roi gwybod i bobl fod gwasanaethau Cymraeg o ansawdd da ar gael, a dylai defnyddio gwasanaethau Cymraeg fod yn brofiad hwylus, cadarnhaol a didrafferth

Crynodeb

- 5.1 Mae ymchwil y Comisiynydd wedi dangos bod pobl yn llai tebygol o geisio defnyddio gwasanaethau Cymraeg os nad ydynt yn ffyddiog fod y gwasanaethau hynny ar gael ac o ansawdd da.
- 5.2 Mae Mesur y Gymraeg yn diffinio safonau cyflenwi gwasanaethau fel rhai y bwriedir iddynt 'hybu neu hwyluso defnyddio'r Gymraeg'. Ystyr 'hybu' yn y cyswllt hwn yw codi ymwybyddiaeth o wasanaethau Cymraeg. Dylai 'hwyluso' olygu bod defnyddio gwasanaethau Cymraeg yn digwydd yn rhwydd a greddfól.
- 5.3 Mae camau syml y gall sefydliadau eu cymryd er mwyn rhoi'r ffydd i bobl fod gwasanaethau Cymraeg ar gael ac o ansawdd da: dangos arwydd, gwisgo bathodyn, neu gynnwys datganiad ar waelod negeseuon e-bost. Mae'r camau hyn yn rhad – mae deunyddiau pwrpasol ar gael am ddim gan y Comisiynydd. Maent hefyd yn ofynion statudol. Yn rhy aml, dengys canlyniadau gwaith monitro 2017-18 nad yw sefydliadau'n cymryd y camau syml hyn.
- 5.4 Roedd hyn yn un o ganfyddiadau gwaith monitro 2016-17 hefyd. Roedd codi ymwybyddiaeth o argaeledd gwasanaethau Cymraeg yn un o themâu canolog y gweithdai a gynhaliwyd yn sgil cyhoeddi Hawliau'n Gwreiddio, adroddiad sicrwydd 2016-17, a fynychwyd gan gynrychiolwyr o nifer fawr o sefydliadau. Tynnwyd sylw sefydliadau at y gofynion ac at yr angen i hyrwyddo gwasanaethau Cymraeg, a thrafodwyd dulliau ymarferol o wneud hynny.
- 5.5 Mae canlyniadau arolwg barn yn awgrymu bod pobl yn gwybod am fodolaeth gyffredinol hawliau i ddefnyddio'r Gymraeg, a bod angen gwneud mwy i sicrhau bod pobl yn deall ystyr ymarferol hynny.
- 5.6 Wrth brofi gwasanaethau, gwelwyd bod ceisio defnyddio gwasanaethau yn Gymraeg weithiau'n arwain at anghwrteisi a thrafferth – a rhannodd siaradwyr Cymraeg enghreifftiau o brofiadau negyddol hefyd. Fodd bynnag, roedd hefyd nifer o enghreifftiau o staff cyfeillgar yn awyddus i gynnig gwasanaeth Cymraeg ar y ffôn ac mewn derbynffeydd, ac apiau'n cynnig y Gymraeg yn rhagweithiol.

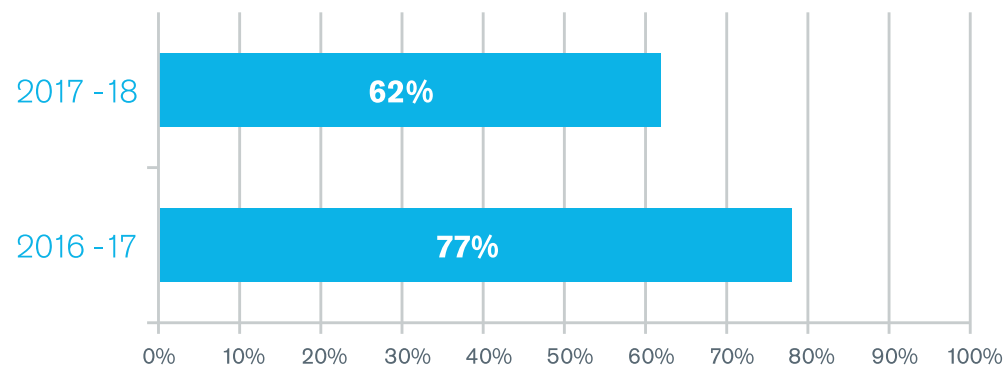
5 Organisations should let people know that good quality Welsh language services are available, and using Welsh language services should be an easy, positive and straightforward experience

Summary

- 5.1 Research by the Commissioner has shown that people are less likely to seek Welsh language services if they don't trust that those services are available and of good quality.
- 5.2 The Welsh Language Measure defines service delivery standards as those that are intended to 'promote or facilitate the use of Welsh'. The meaning of 'promoting' in this context is to raise awareness of Welsh language services. 'Facilitating' means that using services in Welsh should be easy and intuitive.
- 5.3 There are simple steps organisations can take in order to build people's trust that Welsh language services are available and are of good quality: displaying a sign, wearing a badge, or including a statement at the bottom of emails. These steps aren't costly – the Commissioner has free material available for this purpose. They are also statutory requirements. Too often, the results of 2017-18 monitoring work show that organisations are not taking these simple steps.
- 5.4 This was also one of the findings in the 2016-17 monitoring work. Raising awareness of the availability of Welsh language services was one of the central themes of the workshops held following the publishing of Rights Taking Root, the 2016-17 assurance report, with representatives from a large number of organisations attending. The requirements and the need to promote Welsh language services, and practical ways of doing this were discussed.
- 5.5 Opinion survey results suggest that people are aware of the general existence of rights to use Welsh, but that more should be done to ensure people understand the practical application of this.
- 5.6 During user experience surveys, seeking to use services in Welsh sometimes led to rudeness and difficulty – Welsh speakers also shared examples of negative experiences. However, they also gave a number of examples of friendly staff who were keen to offer a Welsh language service over the telephone and in receptions, and apps actively offering the Welsh option.

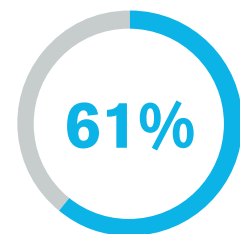
Arolwg Omnibws siaradwyr Cymraeg – ymwybyddiaeth o wasanaethau Cymraeg

5.7 Nododd 62% o ymatebwyr i'r arolwg barn fod sefydliadau'n gofyn iddynt ym mha iaith yr hoffent iddynt ddelio â hwy; 77% oedd y ganran yn 2016-17.



5.8 Mae'n ymddangos fod gan y cyhoedd ymwybyddiaeth gyffredinol o fodolaeth hawliau i ddefnyddio'r Gymraeg. Roedd 89% o'r ymatebwyr yn ymwybodol fod ganddynt hawliau i ddefnyddio'r Gymraeg; roedd y ganran yn 98% y llynedd.

5.9 Ond mae'n ymddangos fod ymwybyddiaeth yn wannach wrth ystyried hawliau mewn modd mwy penodol.

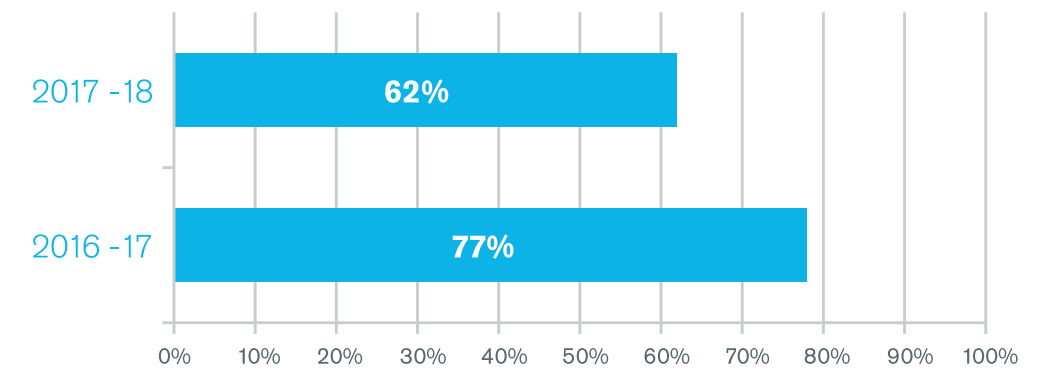


Nododd 61% o ymatebwyr eu bod yn gwybod gan ba sefydliadau y mae ganddynt hawl i gael gwasanaeth Cymraeg, a 61% eu bod yn gwybod pa wasanaethau y mae ganddynt hawl i'w derbyn.

5.10 Mae hyn yr un fath â'r 61% o bobl a ddywedodd yn 2016-17 eu bod yn gwybod pa wasanaethau y mae'n rhaid i sefydliadau eu darparu yn Gymraeg. Mae angen gwneud mwy, felly, i sicrhau bod pobl yn gwybod beth yw ystyr ymarferol hawliau i ddefnyddio'r Gymraeg.

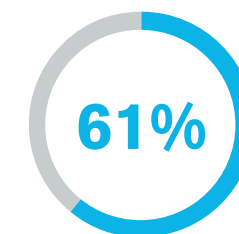
Welsh speakers Omnibus survey – awareness of Welsh language services

5.7 62% of opinion survey respondents noted that organisations ask them in which language they wish to be dealt with; the percentage was 77% in 2016-17.



5.8 It appears that the public has a general awareness of the existence of rights to use Welsh. 89% of respondents were aware that they have rights to use Welsh; last year this figure was 98%.

5.9 However, it appears that awareness is weaker when considering rights in a more specific context.



61% of respondents stated that they know from which organisations they have a right to receive Welsh language services, and 61% know which services they have a right to receive

5.10 This is the same as the 61% of people who said in 2016-17 that they knew which services organisations must provide in Welsh. More needs to be done, therefore, to ensure that people understand the practical meaning of their rights to use Welsh.

Grwpiau trafod – profiadau negyddol, a hwyluso defnyddio gwasanaethau Cymraeg

5.11 Rhannodd cyfranogwyr brofiadau o gael eu trin yn annymunol ac anghwrtais o ganlyniad i ddefnyddio'r Gymraeg.

'Sorry, what did you say?' oedd yr ymateb ges i ar ochr arall y llinell pan ddechreues i'r sgwrs yn y Gymraeg. Doedd dim hyd yn oed llinell gorfforaethol na chwreisi i esbonio nad oedd yn siarad Cymraeg, dim ond gwneud i mi deimlo'n annifyr.

Aelod o'r cyhoedd mewn grŵp trafod

Maen nhw'n eich trin chi fel niwsans, neu fel petaech chi wedi tyfu pen arall! Dwi'n deall bod gwasanaethau Cymraeg yn beth eitha newydd iddyn nhw, ond pan o'n i yn y llyfrgell, fe ddwedon nhw 'You have to say that in English'. Fe wnes i gerdded allan.

Aelod o'r cyhoedd mewn grŵp trafod



Discussion groups – negative experiences, and facilitating the use of Welsh language services

5.11 Participants shared experiences of being treated rudely and unpleasantly as a consequence of using Welsh.

'Sorry, what did you say?' was the response I got on the other end of the line when I started the conversation in Welsh. There wasn't even an official line or courtesy to explain that he did not speak Welsh, it only made me feel uncomfortable.

Member of the public in a discussion group

They treat you like a nuisance, or as if you've grown another head! I understand that Welsh language services are quite a new thing for them, but when I was in the library, they said 'You have to say that in English'. I walked out.

Member of the public in a discussion group



5.12 Dywedodd nifer o'r cyfranogwyr ei bod yn bwysig cael gwasanaethau yn Gymraeg heb orfod gofyn amdanynt.

Dan ni'n gobeithio bod yr hawliau yn cael eu cynnig yn ddiofyn, mewn ffordd – bo ni jyst yn ca'l neud nhw drwy'r Gymraeg.

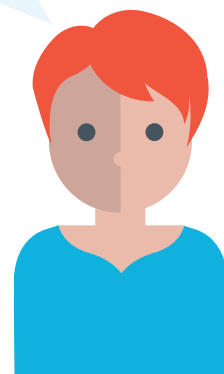
Aelod o'r cyhoedd mewn grŵp trafod

Dyw pobl ddim isie gofyn. Gwed bod e ddim ar ga'l neu dyw e ddim yn amlwg, ti ddim isie gorfod dechre meddwl a oes yna opsiwn Cymraeg – ti isie jyst neud e... A wedyn, os ti yn mynnu ca'l stwff yn Gymraeg, O ma *hassle* wedyn, nag o's e?

Aelod o'r cyhoedd mewn grŵp trafod

Mwy o'r busnes dwyieithog 'na – heb orfod gofyn amdano fe. Heb orfod optio am y Gymraeg neu'r Saesneg – bod e'n ddwyieithog beth bynnag.

Aelod o'r cyhoedd mewn grŵp trafod



5.12 A number of the participants said receiving services in Welsh without having to ask for them was important.

We hope that these rights are offered by default in a way – that we can just go ahead and do it in Welsh.

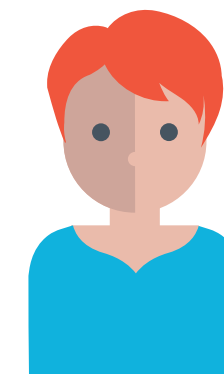
Member of the public in a discussion group

People don't want to ask. Say that it's not available or visible, you don't want to have to start guessing whether there's a Welsh option or not – you just want to get on with it... And then, if you do insist on getting stuff in Welsh, there's hassle then, isn't there?

Member of the public in a discussion group

More of this bilingual business – without having to ask for it. Without having to opt for Welsh or English – that it's bilingual either way.

Member of the public in a discussion group



Arolwg ateb gohebiaeth

- 5.13 Mae'r safonau'n ei gwneud yn ofynnol cynnwys datganiad mewn gohebiaeth fod modd gohebu yn Gymraeg ac na fydd gohebu yn Gymraeg yn arwain at oedi.



Dim ond 57% o ymatebion i e-bost Cymraeg gan sefydliadau oedd yn gweithredu'r safonau oedd yn cynnwys datganiad o'r fath, a 53% o ymatebion i e-bost Saesneg.

Arolwg gwasanaethau ffôn

- 5.14 Roedd yn rhaid i'r galwyr ofyn am wasanaeth Cymraeg yn ystod 19% o'r galwadau ffôn, yn hytrach na bod y derbynnydd yn cynnig gwasanaeth Cymraeg yn rhagweithiol. 12% oedd y ganran gyfatebol yn 2016-17.



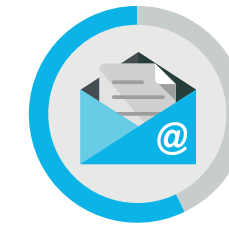
- 5.15 Roedd y ganran yn amrywio o 8% ar gyfer rheoliadau rhif 2 i 48% ar gyfer rheoliadau rhif 6. Mae'n destun pryder fod y ganran ar gyfer sefydliadau rheoliadau rhif 1 wedi codi o 4% yn 2016-17 i 16% yn 2017-18.

- 5.16 Cofnododd y galwyr a oedd agwedd sefydliadau at eu hymgais i ddefnyddio'r Gymraeg yn gadarnhaol ai peidio. Roedd 86% o'r profiadau'n positif, gan olygu bod 14% heb gael profiad positif wrth geisio defnyddio'r Gymraeg ar y ffôn. Dim ond yn achos 58% o'r galwadau i sefydliadau rheoliadau rhif 6 y cafwyd agwedd gadarnhaol.



Replying to correspondence survey

- 5.13 The standards require an organisation to state in correspondence that it welcomes correspondence in Welsh, and that corresponding in Welsh will not lead to delay.



Only 57% of replies to Welsh emails included a statement that they welcomed correspondence in Welsh and that corresponding in Welsh would not lead to a delay.

Telephone services survey

- 5.14 Callers had to ask for a Welsh language service during 19% of telephone calls, rather than being actively offered a Welsh language service by the operator. The corresponding percentage in 2016-17 was 12%.



- 5.15 The percentage varied from 8% among no. 2 regulations organisations, to 48% among organisations included in no. 6 regulations. It is a cause for concern that the percentage for no. 1 regulations organisations has risen from 4% in 2016-17 to 16% in 2017-18.

- 5.16 The callers recorded whether the attitude of organisations towards their attempt to use Welsh was positive or not. 86% of the experiences were positive, meaning that 14% did not receive a positive experience when attempting to use Welsh over the telephone. Positive attitudes were found in only in 58% of the calls to no. 6 regulations organisations.



5.17 Roedd enghreifftiau o dderbynwyr yn bod yn anghwrtais â galwyr am geisio cael gwasanaeth yn Gymraeg, er enghraifft pasio galwyr i'r adran yn syth heb ddweud unrhyw beth. Roedd ambell alwad lle gwnaeth sefydliadau i alwyr deimlo'n anghyfforddus am geisio defnyddio gwasanaeth Cymraeg, neu annog galwyr i droi i'r Saesneg er mwyn cael ymateb i'w hymholiad.

Roeddwn i'n teimlo fel bod y swyddog yn gweld y cais i siarad Cymraeg fel rhywbeth rhyfedd.

Galwr a oedd yn rhan o'r arolwg gwasanaethau ffôn

That's going to be a tricky one...

Derbynnydd mewn ymateb i gais i siarad Cymraeg gyda rhywun yn adran gynllunio cyngor sir yn ystod yr arolwg gwasanaethau ffôn

5.18 Ond mewn nifer helaeth o alwadau, cofnodwyd bod sefydliadau wedi cynnig gwasanaeth effeithiol a chyfeillgar, a dangos parodrwydd i helpu galwyr oedd yn dymuno defnyddio'r Gymraeg.

5.17 There were examples of operators being rude to callers for trying to use a service in Welsh, for instance transferring callers to the department immediately without saying anything. There were a few calls where organisations made callers feel uncomfortable for seeking Welsh language services or encouraging callers to resort to English in order to respond to their enquiry.

I felt as if the officer considered it strange for someone to ask to speak Welsh.

Caller taking part in the telephone services survey

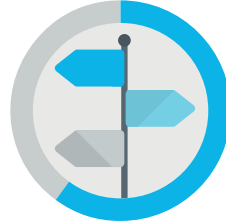
That's going to be a tricky one...

Operator in response to a request to speak Welsh with someone from the county council's planning department during the telephone services survey

5.18 However, in a large number of calls, it was recorded that organisations had offered effective and friendly services, showing a willingness to help callers who wished to speak Welsh.

Arolwg derbynfydd

5.19



Mae'r safonau'n ei gwneud yn ofynnol i arddangos arwydd mewn derbynfydd yn datgan bod croeso i bobl ddefnyddio'r Gymraeg. Mewn 60% o ymweliadau â derbynfydd y gwelwyd arwydd o'r fath.

5.20



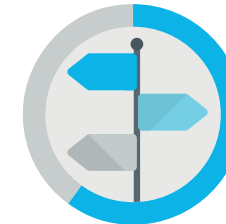
Pan fo aelod o staff derbynfa'n gallu cynnig gwasanaeth Cymraeg, mae'r safonau'n ei gwneud yn ofynnol iddynt wisgo bathodyn yn cyfleu hynny. Mewn 46% o ymweliadau roedd staff Cymraeg yn gwisgo bathodyn.

5.21 Gwelwyd bathodyn gan staff mewn 73% o'r sefydliadau – ond dim ond gyda 17% o'r sefydliadau yr oedd hyn yn wir bob tro am bob aelod o staff oedd yn siarad Cymraeg. Mae sefydliadau'n abl i gydymffurfio, ac yn gwneud hynny weithiau, ond heb sicrhau eu bod yn gwneud hynny'n gyson.

5.22 Gwelwyd ambell enghraifft o ymateb anghwrtais i ymgais yr ymholydd i ddefnyddio'r Gymraeg, er enghraifft dweud 'No Welsh' a rollo llygaid, neu beidio ag ymddiheuro nad oedd gwasanaeth Cymraeg ar gael a disgwyl i'r ymholydd droi i'r Saesneg. Yn ystod ambell ymweliad cafwyd gwybod bod gwasanaeth Cymraeg ar gael fel arfer ond nad oedd yr aelod staff a allai ei ddarparu ar gael ar y pryd. Fodd bynnag, yn y mwyafrif o achosion, roedd agwedd staff sefydliadau at yr ymgais i ddefnyddio'r Gymraeg yn gadarnhaol.

Receptions survey

5.19



Standards also require a sign to be displayed at reception indicating that people are welcome to use Welsh. Such a sign was seen in 60% of visits to receptions.

5.20



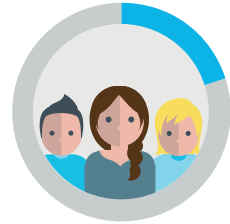
Where a member of reception staff is able to offer a Welsh language service, the standards require them to wear a badge to show this. In 46% of visits, Welsh speaking members of staff were wearing a badge.

5.21 Welsh speaking staff in 73% of organisations were seen wearing a badge – but only in 17% of organisations was this always true of all Welsh speaking staff. Organisations are able to comply, and do so at times, but they have not ensured that they do so consistently.

5.22 There were some examples of a rude response to a request from the enquirer to use Welsh, for example saying 'No Welsh' and a rolling of the eyes, or failing to apologise for the lack of a Welsh language service and expecting the enquirer to resort to English. During some visits, people were informed that a Welsh language service was usually available but that the member of staff who could provide the service was unavailable at that time. However, in the majority of cases, the attitude of staff in organisations towards attempts to use Welsh was positive.

Arolwg cyfarfodydd a digwyddiadau

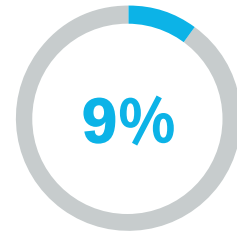
5.23



O'r 10 cyfarfod cyhoeddus a fynychwyd, dim ond ar gyfer 2 ohonynt roedd y sefydliad wedi datgan mewn deunydd hysbysebu fod croeso i bobl ddefnyddio'r Gymraeg yn y cyfarfod.

Arolwg rheolau, ffurflenni a hysbysiadau swyddogol

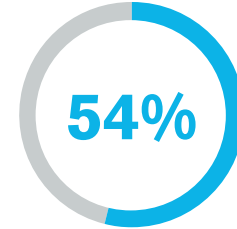
5.24



Er bod y safonau'n ei gwneud yn ofynnol gosod y testun Cymraeg mewn hysbysiadau swyddogol fel ei fod yn debygol o gael ei ddarllen gyntaf, dim ond mewn 9% o'r hysbysiadau y gwnaed hyn.

Arolwg peiriannau hunanwasanaeth

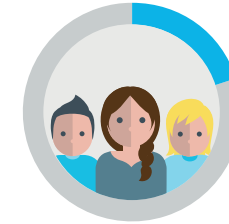
5.25



Er bod 100% o beiriannau hunanwasanaeth yn gweithio yn Gymraeg, dim ond 54% o'r peiriannau hunanwasanaeth oedd yn gwneud cynnig rhagweithiol i ddefnyddio'r Gymraeg – er enghraifft drwy roi dewis iaith wrth ddechrau defnyddio'r peiriant, drwy wneud y peiriant yn gwbl ddwyieithog ar bob cam, neu drwy osod y Gymraeg fel iaith ddiodyn y peiriant.

Meetings and events survey

5.23



Of the 10 public meetings attended, the organisation had stated in publicity material for only 2 of them that people were welcome to use Welsh in the meeting.

Rules, forms and official notices survey

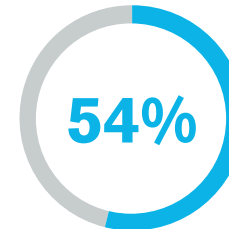
5.24



Although the standards require organisations to position the Welsh text in official notices so that it is likely to be read first, this was only done in 9% of notices.

Self service machines survey

5.25



Although 100% of self service machines worked in Welsh, only 54% of the self service machines made an active offer to use Welsh – for instance, by giving a language choice on initial use of the machine, by making the machine fully bilingual at every step, or by making Welsh the default language on the machine.

Ymchwiliadau'r Comisiynydd – peiriannau hunanwasanaeth

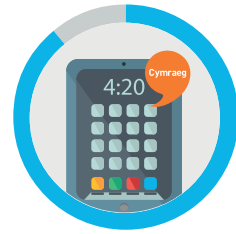
- 5.26 Mae nifer o ymchwiliadau gan y Comisiynydd wedi amlygu nad yw sefydliadau'n sylweddoli'n llawn ofynion y safonau peiriannau hunanwasanaeth. Mae'r safonau'n ei gwneud yn ofynnol peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg ar beiriannau hunanwasanaeth. Os yw'r Saesneg yn cael ei gosod fel iaith ddiodyn ar beiriannau, gyda dewis i newid i'r Gymraeg, golyga hynny fod rhaid i'r sawl sy'n dymuno defnyddio'r peiriant yn Gymraeg gymryd cam ychwanegol. Mae hyn yn trin y Gymraeg yn llai ffafriol na'r Saesneg, ac nid yw'n hwyluso defnyddio'r Gymraeg.
- 5.27 Ar ôl i'r Comisiynydd gynnal ymchwiliadau a gosod camau gorfodi, mae sawl cyngor sir wedi buddsoddi er mwyn newid iaith ddiodyn eu peiriannau hunanwasanaeth i'r Gymraeg, neu gynnig dewis iaith wrth ddechrau defnyddio'r peiriant.

The Commissioner's investigations – self service machines

- 5.26 A number of investigations by the Commissioner has highlighted the fact that organisations do not fully realise the requirements of the standards relating to self service machines. The standards require that Welsh must be treated no less favourably than English on self service machines. If English is made the default language on the machines, with an option to change to Welsh, this means that those who wish to use the machine in Welsh must take an additional step. This treats Welsh less favourably than English, and does not facilitate the use of Welsh.
- 5.27 After the Commissioner conducted investigations and put in place enforcement actions, a number of county councils have invested to change the default language on their self service machines to Welsh, or to offer a language choice at the outset.

Arolwg apiau

5.28



Roedd 89% o'r apiau a oedd ar gael yn Gymraeg yn gwneud cynnig rhagweithiol o ran y Gymraeg, er enghraifft drwy gynnig dewis iaith wrth agor yr ap, neu ddangos neges yn dweud bod modd newid i fersiwn Gymraeg yn y gosodiadau.

Arfer llwyddiannus – hyrwyddo gwasanaethau

5.29 Mae dyletswydd ar sefydliadau i hyrwyddo'r gwasanaethau Cymraeg y maent yn eu cynnig. Mae Coleg Cambria yn defnyddio data er mwyn targedu myfyrwyr sy'n siarad Cymraeg er mwyn sicrhau eu bod yn ymwybodol o'r cyfleoedd sydd ar gael iddynt ddefnyddio'r Gymraeg yn y coleg.

Rydym yn awyddus i sicrhau bod pob un o'n myfyrwyr sy'n siarad Cymraeg yn gwybod am y gwasanaethau sydd ar gael iddynt yn Gymraeg. Felly rydym yn casglu gwybodaeth am ysgolion blaenorol myfyrwyr sy'n datgan eu bod yn siarad Cymraeg, ac a ydynt wedi cael addysg Gymraeg cyn-16. Rydym yn cysylltu â'r dysgwyr yn unigol ac yn dweud wrthynt am y cyfleoedd i:

- gyflwyno eu gwaith ysgrifenedig yn Gymraeg;
- dilyn rhannau penodol neu fodiwlau eu cyrsiau yn Gymraeg;
- dilyn profiad gwaith mewn amgylchedd Cymraeg ei iaith;
- derbyn nodiadau dwyieithog, gan gynnwys terminoleg;
- cael asesiadau, cyfweiliadau mynediad, tiwtorialau a mentora yn Gymraeg.

Llinos Roberts, Pennaeth Cyfathrebu Corfforaethol a'r Gymraeg, Coleg Cambria

Apps survey

5.28



89% of the apps available in Welsh provided an active offer in terms of the language, for instance, offering a language choice on opening the app, or displaying a message saying it was possible to change to a Welsh version in the settings.

Successful practice – promoting services

5.29 Organisations are required to promote the Welsh language services that they offer. Coleg Cambria uses data to target Welsh speaking students to ensure that they are aware of the opportunities available to them in Welsh in the college.

We are keen to ensure that each one of our Welsh speaking students is aware of the services available to them in Welsh. Therefore, we collect information on students' former schools that shows they speak Welsh, and whether they have received Welsh medium education before the age of 16. We contact the learner individually to tell them about opportunities to:

- submit their written work in Welsh;
- attend specific parts or modules of their courses through the medium of Welsh;
- gain work experience in a Welsh language setting;
- receive bilingual notes, including terminology;
- have assessments, entrance interviews, tutorials and mentoring in Welsh.

Llinos Roberts, Head of Corporate Communications and Welsh Language, Coleg Cambria

6 Mae angen i sefydliadau fynd ati'n systematig i gasglu gwybodaeth am gryfderau a gwendidau eu perfformiad eu hunain, gan ddefnyddio cwynion fel dull cadarnhaol o ddeall beth sy'n mynd o'i le weithiau

Crynodeb

- 6.1 Prif amcan gwaith monitro'r Comisiynydd yw cynnig trosolwg o berfformiad sefydliadau. Lle bo gwybodaeth benodol ar gael, fe'i rhennir â sefydliadau'n unigol. Fodd bynnag, nid yw'r wybodaeth hon yn ddigon manwl a chyflawn ar ei phen ei hun i alluogi sefydliadau i adnabod y camau y mae angen eu cymryd i wella cydymffurfiaeth.
- 6.2 Ni ddylid ystyried cwynion yn bethau negyddol. Os yw aelod o'r cyhoedd yn gwneud cwyn i sefydliad am ei wasanaeth Cymraeg, mae'n golygu bod gan y person hwnnw ffydd y bydd y sefydliad yn defnyddio'r wybodaeth i wella'r sefyllfa. Mae'n ffynhonnell bwysig o ddata ynghylch lle mae angen i'r sefydliad wella'i gydymffurfiaeth.
- 6.3 Mae profiad y Comisiynydd wrth ddelio â sefydliadau ynghylch cwynion yn awgrymu bod sefydliadau bellach yn fwy parod nag o'r blaen i gymryd cwynion o ddifri a delio'n briodol ac effeithiol â'r materion a godir. Mae mwy i'w wneud er mwyn annog pobl i dynnu sylw at fethiannau.
- 6.4 Dylai sefydliadau ddatblygu prosesau eraill hefyd ar gyfer casglu data ynghylch eu perfformiad. Gallant wneud hynny:
- drwy drefnu i fonitro gwasanaethau, er enghraifft gan ddefnyddio dulliau archwilio mewnol neu siopwr cudd;
 - drwy ddefnyddio darpariaethau'r safonau o ran cadw cofnodion ac adrodd;
 - drwy gasglu barn defnyddwyr.

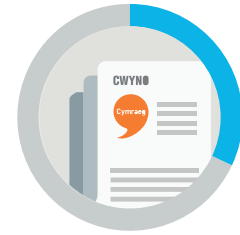
6 Organisations need to work systematically to gather information on the strengths and weaknesses of their own performance, using complaints as positive means of understanding what sometimes goes wrong

Summary

- 6.1 The principle aim of the Commissioner's monitoring work is to offer an overview of organisations' performance. Where specific information is available, this is shared with each organisation individually. However, this information alone is not sufficiently detailed and comprehensive to enable organisations to identify the steps they need to take to improve compliance.
- 6.2 Complaints should not be seen as negative. If a member of the public makes a complaint to an organisation in relation to its Welsh language service, this means that the person believes that the organisation will use this information to improve the situation. It is an important source of data regarding where the organisation needs to improve its compliance.
- 6.3 The Commissioner's experience in dealing with organisations in relation to complaints suggests that organisations are more willing than before to take complaints seriously and deal appropriately and effectively with the issues arising. More needs to be done to encourage people to draw attention to failures.
- 6.4 Organisations should also develop other processes to gather data on their performance. They could do so by:
- arranging to monitor services, for instance, by using internal audit or mystery shopper methods;
 - using provisions within the standards in terms of record keeping and reporting;
 - gathering the opinion of users.

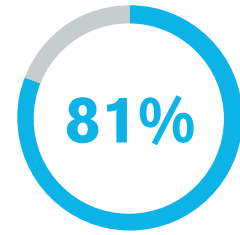
Arolwg Omnibws siaradwyr Cymraeg – cwyno

6.5



Dim ond 32% o ymatebwyr i'r arolwg barn oedd yn teimlo bod sefydliadau'n ei gwneud yn glir iddynt sut i gwyno os oeddent yn anfodlon â gwasanaeth Cymraeg. Nododd 57% y llynedd eu bod yn gwybod sut i wneud cwyn.

6.6



Roedd 81% yn credu ei bod yn bwysig iddynt allu cwyno wrth sefydliad annibynnol am faterion sy'n ymwneud â'r Gymraeg.

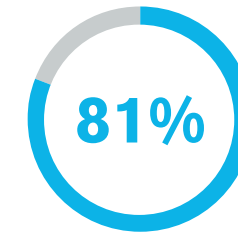
Welsh speakers Omnibus survey – complaining

6.5



Only 32% of opinion survey respondents felt that organisations made it clear to them how to complain if they were unhappy with Welsh language services. Last year, 57% noted that they knew how to make a complaint.

6.6



81% believed it was important that they were able to complain to an independent organisation on issues relating to Welsh.

Grwpiau trafod – cwyno

6.7 Cafwyd sawl trafodaeth ynghylch i ba raddau roedd cyfranogwyr yn barod ac yn awyddus i gwyno wrth sefydliadau pan fo pethau'n mynd o'i le. Roedd consensws fod cwyno'n drafferth ac awgrymwyd hefyd na fyddai sefydliadau'n delio'n briodol â chwynion am wasanaethau Cymraeg.

Mae angen i chi deimlo'n eithaf cryf cyn i chi gwyno.

Aelod o'r cyhoedd mewn grŵp trafod

Amser yw'r prif rwystr i gwyno. Dwi'n fwy tebygol o wneud ar ôl ymddeol, ond dal yn ei ffeindio hi'n anodd i ysgogi fy hun i wneud.

Aelod o'r cyhoedd mewn grŵp trafod

Dwi ddim isio tynnu nyth cacwn i fy mhen!

Aelod o'r cyhoedd mewn grŵp trafod

Dwi'n aml yn ofni cwyno at sefydliadau. 'Na pam fi'n hoffi, pan fi'n cwyno, dod at y Comisiynydd.

Aelod o'r cyhoedd mewn grŵp trafod

Yn aml mae pobl eisiau'r gwasanaeth yn y fan a'r lle a dyna yw'r flaenoriaeth. Does braidd byth yr egni gan pobl i gwyno. Mae hynny'n arwain at ddiffyg darlun go iawn o'r sefyllfa ar lawr gwlad.

Aelod o'r cyhoedd mewn grŵp trafod

Discussion groups – complaints

6.7 A number of discussions centred on the extent to which participants were ready and willing to complain to organisations when things went wrong. The consensus was that complaining was onerous and it was also suggested that organisations would not deal appropriately with complaints regarding Welsh language services.

You need to feel quite strongly before you complain.

Member of the public in a discussion group

The main barrier to complaining is time. I'm more likely to do so after retirement, but I still find it difficult to find the motivation.

Member of the public in a discussion group

I don't want to stir a hornets' nest!

Member of the public in a discussion group

I'm often afraid to complain to organisations. That's why, when I complain, I like coming to the Commissioner.

Member of the public in a discussion group

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

Member of the public in a discussion group

Gweithdrefn gwyno

6.8 Mae cyhoeddi gweithdrefn gwyno, sy'n esbonio sut i wneud cwyn yn uniongyrchol i sefydliad, yn ofyniad statudol. Mae hefyd yn fodd o gymell defnyddwyr i ddod yn syth at y sefydliad os oes rhywbeth yn mynd o'i le, ac o roi sicrwydd iddynt y bydd y sefydliad yn delio â'r mater yn briodol ac effeithiol. Canfu gwaith monitro yn ystod 2017-18 mai dim ond 37% o sefydliadau oedd wedi cyhoeddi gweithdrefn gwyno.

Ymchwiliadau'r Comisiynydd – cyffredinol

- 6.9 Ers cyflwyno'r safonau, gwelwyd newid sylweddol yn ymddygiad sefydliadau wrth i'r Comisiynydd ymdrin â chwynion am eu cydymffurfiaeth, gyda chydweithrediad ac awydd i gywiro methiannau'n amlwg.
- 6.10 Erbyn hyn, ym mhob achos i bob pwrpas, mae sefydliadau'n ymateb i geisiadau am wybodaeth, gan barchu'r broses a'r amserlen; yn darparu tystiolaeth yn unol â cheisiadau; yn cydnabod yn fuan fod methiannau wedi digwydd, gan esbonio'r rhesymau dros y methiannau; ac yn cyflwyno newidiadau er mwyn atal methiant rhag parhau neu gael ei ailadrodd, a hynny'n aml cyn i'r broses o ymchwilio a gosod camau gorfodi ddod i ben. Nid oedd hyn yn digwydd i'r un graddau gydag ymchwiliadau i weithrediad cynlluniau iaith Gymraeg.

Complaints procedure

6.8 Publishing a complaints procedure that explains how to complain directly to an organisation is a statutory requirement. It is also a way of encouraging users to come directly to the organisation if something goes wrong, and assures them that the organisation will deal with the matter appropriately and effectively. Monitoring work conducted in 2017-18 found that only 37% of organisations had published a complaints procedure.

The Commissioner's investigations – general

- 6.9 Since the introduction of standards there has been a significant change in the behaviour of organisations as the Commissioner deals with complaints about their compliance, with obvious commitment to cooperate and to correct failings.
- 6.10 In almost all cases, by now, organisations respond to requests for information, and respect the process and timescale; provide evidence in line with requests; acknowledge early on that failures have happened, giving an explanation for those failures; introduce changes in order to prevent the continuation or repetition of failure, often before the process of investigating and taking enforcement action has been completed. This was not the case to the same extent during investigations into the implementation of Welsh language schemes.

Ymchwiliad y Comisiynydd – taflenni sefydliad cyhoeddus

- 6.11 Cwynodd unigolyn am ohebiaeth uniaith Saesneg a adawyd yn ei gartref mewn ymweliad drws i ddrws gan sefydliad cyhoeddus.
- 6.12 Wrth i'r Comisiynydd ymchwilio, adnabu'r sefydliad fylchau mewn prosesau anwytho a dosbarthu taflenni. Cymerwyd nifer o gamau er mwyn cau'r bylchau, er enghraifft:
- gofyn i bob rheolwr rhanbarthol gael gair uniongyrchol ag aelodau o'u tîm a'u briffio eto ar y gofynion i gydymffurfio â safonau'r Gymraeg, ac anfon nodyn atgoffa ynghylch y safonau fel rhan o'r rhaglen cyfathrebu mewnol;
 - adolygu a diweddarau'r cyfarwyddiadau gwaith ar gyfer swyddogion i'w gwneud yn gliriach a mwy diamwys, gan gyflwyno copi caled mewn briffiau wyneb yn wyneb;
 - ychwanegu gwiriad penodol i'r broses dosbarthu taflenni newydd – os bydd cod post yng Nghymru, bydd y swyddog yn derbyn taflenni dwyieithog;
 - cynhyrchu canllaw poced ar gyfer codau post ger ffin Cymru a Lloegr;
 - sicrhau bod hyfforddiant yng Nghymru'n defnyddio adnoddau dwyieithog, a chreu pecyn hyfforddi ar gyfer trafod gofynion safonau'r Gymraeg a mynd drwy'r cyfarwyddiadau gwaith manwl.
- 6.13 Adolygwyd y trefniadau mewn modd cynhwysfawr ac effeithiol. Gweithredwyd y newidiadau, mewn ymateb i'r ymchwiliad.

The Commissioner's investigation – public organisation leaflets

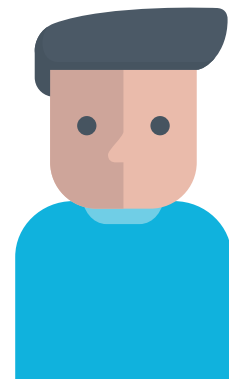
- 6.11 An individual complained that English only correspondence was left at his home in a door to door visit by a public organisation.
- 6.12 During the Commissioner's investigation, the organisation identified gaps in induction and leaflet distribution processes. A number of steps were taken to address this, for instance:
- asking all area managers to speak directly with their team members to re-brief them on the requirements to comply with the Welsh language standards, and sending a reminder regarding the standards as part of the internal communications programme;
 - reviewing and updating work guidance for officers to make it clearer and less ambiguous, and providing hard copies in face to face briefings;
 - including a specific check as part of the new leaflet distribution process – if the postcode is in Wales, the officer will receive bilingual leaflets;
 - producing a pocket guide for post codes near the Wales-England border;
 - ensuring that training in Wales uses bilingual resources and producing a training pack to deal with the requirements of the Welsh language standards and run through the detailed work guidance.
- 6.13 The arrangements were comprehensively and effectively revised. The changes were implemented in response to the investigation.

Arfer llwyddiannus – defnyddio cwynion fel ffynhonnell o wybodaeth

6.14 Mae arweinydd o fewn Heddlu De Cymru wedi penderfynu edrych yn bersonol ar gwynion sy'n ymwneud â'r Gymraeg.

Dwi wedi penderfynu fy mod i'n bersonol eisiau gweld pob cwyn mae'r llu'n ei derbyn ynghylch ein darpariaeth Gymraeg. Wrth i ni ddechrau gweithredu'r safonau, mae hyn yn ffordd wych i mi allu deall y sefyllfa wirioneddol. Dwi hefyd yn meddwl ei bod yn bwysig ein bod yn cymryd y Gymraeg o ddifri ar lefelau uchaf y sefydliad.

Jeremy Vaughan, Prif Gwnstabl Cynorthwyol, Heddlu De Cymru

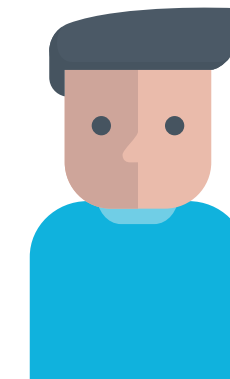


Successful practice – using complaints as a source of information

6.14 A leader within South Wales Police has decided to personally observe complaints relating to the Welsh language.

I've decided that I personally want to see every complaint that the force receives regarding its Welsh language provision. As we start to implement the standards, this is an excellent way for me to understand the reality of the situation. I also think that it's important that we take the Welsh language seriously at the highest level within the organisation.

Jeremy Vaughan, Assistant Chief Constable, South Wales Police



Arfer llwyddiannus – archwilio perfformiad er mwyn gwella cydymffurfiaeth

- 6.15 Penderfynodd CBS Rhondda Cynon Taf ddefnyddio prosesau archwilio mewnol sefydledig er mwyn gyrru gwelliannau i wasanaethau Cymraeg.

Rydyn ni wedi sefydlu swydd swyddog cydymffurfio yn uned Gwasanaethau Cymraeg y Cyngor. Mae gan y swydd yr un statws â swyddog o'r adran archwilio, ac mae'n gweithredu prosesau archwilio. Mae'r swyddog yn cynnal archwiliadau gorfodol gydag adrannau fesul un, gan:

- adnabod y safonau perthnasol;
- cynnal archwiliad o weithrediad y safonau dros 3-5 diwrnod drwy ddull siopwr cudd, archwilio safleoedd ac ati;
- cwrdd â rheolwyr i gael tystiolaeth bellach;
- llunio adroddiad ar gydymffurfiaeth yr adran, gan nodi lefel cydymffurfiaeth ar ffurf canran;
- cytuno â'r adran ar gamau gweithredu, amserlen, a threfniadau i fonitro cynnydd dros amser;
- cynnig cyngor a chefnogaeth strwythuredig i helpu'r adran wella cydymffurfiaeth.

Rydyn ni'n teimlo bod hyn wedi arwain at wella'r ddealltwriaeth o ofynion y safonau, ac mae adrannau'n cymryd cydymffurfio o ddifri – yn enwedig gan fod atebolrwydd i'r prif weithredwr, ynghyd ag i'r aelodau etholedig os ydynt yn dymuno.

**Steffan Gealy, Rheolwr Gwasanaethau Cymraeg,
CBS Rhondda Cynon Taf**

Successful practice – performance audit in order to improve compliance

- 6.15 Rhondda Cynon Taf CBC decided to use established internal audit processes in order to drive improvements to Welsh language services.

We have established the post of compliance officer within the Welsh Language Services Unit in the Council. The post has the same status as an officer from the audit department, and the officer implements audit processes. The officer conducts mandatory audits with each department individually by means of:

- identifying the relevant standards;
- conducting an audit of standards implementation over 3-5 days through mystery shopper methods, an audit of locations and so on;
- meetings with managers to gather further evidence;
- producing a report on departmental compliance, stating the level of compliance as a percentage;
- agreeing with the department on actions, timescales, and arrangements to monitor progress over time;
- offering structured advice and support to help the department improve compliance.

We feel that this has led to improved understanding of the requirements of the standards, and departments take compliance seriously – especially as there is accountability to the chief executive, together with elected members if they wish.

**Steffan Gealy, Welsh Language Services Manager,
Rhondda Cynon Taf CBC**

Arfer llwyddiannus – gwirio gwasanaethau

- 6.16 Gall swyddogion gynnal ymarferiadau er mwyn gwirio gwasanaethau eu sefydliadau eu hunain. Penderfynodd Coleg Cambria gynnal hapwirio mewnol er mwyn sicrhau ansawdd gwasanaethau Cymraeg.

Roedden ni'n gwybod ein bod ni wedi rhoi trefniadau mewn lle ar gyfer darparu gwasanaethau Cymraeg – ond i ba raddau roedd y trefniadau hynny'n arwain at wasanaethau gwell i ddefnyddwyr bob tro?

Yn ystod mis Mehefin 2017, fe wnaethon ni gynnal ymarfer hapwirio ar draws safleoedd y coleg:

- anfonwyd llythyrau uniaith Gymraeg i wahanol adrannau o fewn y coleg yn gofyn am wybodaeth bellach – defnyddiwyd enwau a chyfeiriadau teuluoedd a ffrindiau ar gyfer cael ymateb;
- crëwyd cyfrif Gmail ac anfonwyd negeseuon e-bost uniaith Gymraeg i nifer o flychau e-bost penodol o fewn y coleg;
- gwnaed galwadau i adrannau penodol ar bob safle, gyda'r galwr yn siarad Cymraeg yn unig.

Rhoddodd hyn ddarlun mwy cywir i ni o berfformiad, a'n galluogi i wneud newidiadau wedi eu targedu.

Llinos Roberts, Pennaeth Cyfathrebu Corfforaethol a'r Gymraeg, Coleg Cambria

Successful practice – service checks

- 6.16 Officers can carry out exercises in order to verify their own organisations' services. Coleg Cambria decided to conduct internal spot checks in order to quality approve Welsh language services.

We knew that we had put arrangements in place for the provision of Welsh language services – but to what extent did those arrangements lead to improved services for users each time?

During June 2017, we held a spot check exercise across the college sites:

- Welsh only letters were sent to different departments within the college requesting further information – the names and addresses of family and friends were used in order to gather responses;
- a Gmail account was created and Welsh only email messages were sent to a number of specific emails within the college;
- calls were made to specific departments on each site, with the caller speaking in Welsh only.

This gave us a more accurate picture of performance, allowing us to make targeted changes.

Llinos Roberts, Head of Corporate Communications and Welsh Language, Coleg Cambria

Arfer llwyddiannus – sefydliad yn gwirio'i wasanaethau

- 6.17 Mae sefydliadau eraill yn comisiynu mudiadau allanol i gynnal asesiadau siopwr cudd ar eu rhan.

Roedden ni'n ymwybodol iawn o'r angen i gael data annibynnol, dibynadwy ar ein perfformiad, a'r ffordd orau o wneud hyn yn ein barn ni oedd cael pobl go iawn i ddefnyddio'r gwasanaethau a chofnodi eu profiadau. Roedd yn bosib i ni wneud hyn ar gyfer ein gwasanaethau ffôn am gost resymol drwy gomisiynu arolwg siopwr cudd gan y Fenter Iaith Leol, ac rydyn ni wedi cael data defnyddiol sydd wedi'n galluogi i adnabod lle mae angen gwella'n gwasanaethau.

Huw Owen, Swyddog Iaith Gymraeg, CBS Merthyr Tudful

Cadw cofnodion ac adroddiadau blynyddol

- 6.18 Mae modd barnu pa mor dda yw trefniadau hunanreoleiddio sefydliadau drwy edrych ar lefel eu cydymffurfiaeth â safonau cadw cofnodion ac adrodd.
- 6.19 Rhaid i sefydliadau gofnodi gwybodaeth benodol ynghylch sut maent yn cydymffurfio â safonau ac yn ymwneud â'r cyhoedd, er enghraifft:
- o nifer cwynion;
 - o camau a gymerwyd i gydymffurfio â safonau llunio polisi;
 - o nifer y cyflogeion sydd â sgiliau Cymraeg, a lefel y sgiliau hynny os yw'r wybodaeth ar gael;
 - o nifer y swyddi lle mae sgiliau Cymraeg wedi eu hadnabod fel gofynion;
 - o nifer y staff wnaeth fynychu hyfforddiant penodol sy'n ofynnol ei ddarparu yn Gymraeg.
- 6.20 Rhaid i sefydliadau gynnwys y wybodaeth hon yn eu hadroddiadau blynyddol safonau'r Gymraeg.
- 6.21 Mae adroddiadau blynyddol yn ddull i sefydliadau roi gwybod i bobl am y camau y maent wedi eu cymryd er mwyn cydymffurfio â'r safonau, er mwyn rhoi ffydd i bobl fod cyfleoedd iddynt ddefnyddio'r Gymraeg.

Successful practice – organisational service checks

- 6.17 Other organisations commission external groups to conduct mystery shopper assessments on their behalf.

We were very aware of the need to get independent, reliable data on our performance, and the best way of doing so in our opinion was to get real people to use our services and record their experiences. It was possible for us to do this for our telephone services at a reasonable cost by commissioning mystery shopper exercises from the local Menter Iaith, and we've had useful data that allows us to identify where we need to improve our services.

Huw Owen, Welsh Language Officer, Merthyr Tydfil CBC

Record keeping and annual reports

- 6.18 It is possible to determine how good an organisation's self-regulatory arrangements are by looking at their level of compliance with record keeping and reporting standards.
- 6.19 Organisations must record specific information regarding how they comply with standards and engage with the public, for instance:
- o number of complaints;
 - o steps taken to comply with policy making standards;
 - o the number of employees with Welsh language skills and the level of those skills if this information is available;
 - o the number of posts where Welsh language skills have been identified as a requirement;
 - o the number of staff attending specific training required to be provided in Welsh.
- 6.20 Organisations must provide this information in their Welsh language standards annual reports.
- 6.21 The annual report is a means for organisations to inform people of the steps they have taken to comply with the standards, in order to give people reassurance that there are opportunities for them to use Welsh.

6.22 Dadansoddwyd adroddiadau blynyddol safonau'r Gymraeg sefydliadau rheoliadau rhif 1 ar gyfer 2017-18 ar 12/07/2018. Bryd hynny, roedd 21 o'r sefydliadau wedi cyhoeddi adroddiad, gyda statws drafft i leiafrif bychan o'r rhain (roedd yn ofynnol gwneud hynny erbyn 30/06/2018; nid yw'n ofynnol i sefydliadau rheoliadau eraill adrodd tan yn hwyrach yn y flwyddyn). Derbyniwyd 2 adroddiad arall dros e-bost, heb eu cymeradwyo.

6.23 O'r 23 adroddiad a wiriwyd, roedd:

- 23 wedi adrodd ar niferoedd cwynion;
- 23 wedi adrodd ar nifer y staff sydd â sgiliau Cymraeg;
- 19 wedi adrodd yn llawn ar nifer y swyddi gwag a newydd a gategoreiddiwyd fel bod angen sgiliau Cymraeg;
- 14 wedi adrodd ar nifer y staff a fynychodd gyrsiau hyfforddi penodol a gynigiwyd yn Gymraeg, gyda rhai o'r rheiny heb adrodd yn llawn.

6.22 No. 1 regulations organisations' Welsh language standards annual reports were analysed for 2017-18 on 12/07/2018. At this time, 21 of the organisations had published a report and a small minority had draft status (they were required to do so by 30/06/2018; the organisations under other regulations are not required to report until later in the year). A further 2 reports were received by e-mail, while they awaited official approval.

6.23 Of the 23 reports verified:

- 23 had reported on the number of complaints;
- 23 had reported on the numbers of staff with Welsh language skills;
- 19 had reported fully on the number of new and vacant posts categorised as requiring Welsh language skills;
- 14 had reported on the number of staff that had attended specific training courses offered in Welsh, with some having reported only in part.

Mae angen i sefydliadau roi ystyriaeth strategol a manwl i gynyddu'r defnydd o'r Gymraeg wrth wneud penderfyniadau polisi, ac o ran iaith gweithredu mewnol

- 7 **Nid yw'n amlwg fod y trefniadau a ddatblygwyd gan sefydliadau yn sgil cyflwyno'r safonau penderfyniadau polisi yn arwain at asesiadau effaith digon manwl, ystyrlon a strategol**

Crynodeb

- 7.1 Mae'r safonau llunio polisi'n anelu i sicrhau bod sefydliadau'n rhoi ystyriaeth lawn i'r Gymraeg wrth wneud penderfyniadau polisi. Nid yw'n ddigonol dim ond adnabod risg o effaith andwyol ar gyfleoedd i ddefnyddio'r Gymraeg, neu risg o ran trin y Gymraeg yn llai ffafriol na'r Saesneg; mae'n ofynnol ystyried sut y gellir gweithredu penderfyniadau mewn ffordd sy'n arwain at effeithiau cadarnhaol ar y Gymraeg. Dylai pob penderfyniad polisi roi sylw i'r nodau strategol o gynyddu'r defnydd o'r Gymraeg a pheidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
- 7.2 Mae gwaith ymchwil y Comisiynydd yn awgrymu bod sefydliadau wedi ymateb i'r gofynion newydd drwy gynnwys y Gymraeg mewn asesiadau effaith cydraddoldeb. Mae bron yn sicr fod hyn wedi digwydd er mwyn rhesymoli trefniadau asesu effaith sefydliadau, a bod bwriad iddo sicrhau bod ystyriaeth o'r Gymraeg yn cael ei mewnnoli i arferion sefydliadau.
- 7.3 Ar sail ymatebion sefydliadau i'r astudiaeth, nid yw'n amlwg fod y dull hwn o weithredu:
- o yn arwain at asesiadau digon manwl o effaith penderfyniadau ar y Gymraeg;
 - o yn sicrhau bod ystyriaeth yn cael ei rhoi i'r holl faterion y cyfeirir atynt yn y safonau.
- 7.4 Gall fod yn rhesymol cynnal asesiadau effaith mewn perthynas â'r Gymraeg ar yr un pryd â phrosesau asesu effaith corfforaethol, a all gynnwys nifer o faterion eraill fel cydraddoldeb, yr amgylchedd, preifatrwydd ac yn y blaen. Fodd bynnag, dylai asesiadau o'r effaith ar y Gymraeg ddigwydd dan ddarpariaethau Mesur y Gymraeg. Nid yw'n ddigonol ychwanegu'r Gymraeg at gyfres o nodweddion gwarchoddedig a bennwyd dan ofynion

Organisations need to give strategic and detailed consideration to increasing the use of Welsh when they make policy decisions, and in relation to the language of internal operations

- 7 **It is not evident that the arrangements developed by organisations following the introduction of policy making standards lead to sufficiently detailed, meaningful and strategic impact assessments**

Summary

- 7.1 Policy making standards aim to ensure organisations give full consideration to the Welsh language when making policy decisions. It is not enough simply to identify a risk of adverse effects on opportunities to use Welsh, or a risk in relation to treating Welsh less favourably than English: organisations are required to consider how decisions can be implemented in such a way that leads to a positive impact on the Welsh language. Each policy decision should address the strategic aims of increasing the use of Welsh and treating Welsh no less favourably than English.
- 7.2 Research by the Commissioner suggests that organisations have responded to the new requirements by including Welsh as a consideration in equality impact assessments. This has almost certainly happened in order to rationalise impact assessment arrangements within organisations, and is intended to ensure that Welsh language considerations are built in to organisational practices.
- 7.3 Based on organisations' responses to the study, it is not evident that this approach:
- o leads to sufficiently detailed assessments of the impact of decisions on the Welsh language;
 - o ensures that consideration is given to all matters referred to in the standards.
- 7.4 It may be reasonable to conduct impact assessments in relation to Welsh in conjunction with other corporate impact assessment processes, which may include a number of other matters such as equality, the environment, privacy etc. However, assessments of the impact on the Welsh language should take place under the provisions of the Welsh Language Measure. It is not sufficient to add Welsh to a series of protected characteristics specified under

deddfwriaeth cydraddoldeb, gan fethu ag adlewyrchu nifer o ddyletswyddau penodol a gynhwyswyd yn y safonau llunio polisi.

- 7.5 Ni chafwyd tystiolaeth ddigonol i ddangos bod sefydliadau'n gwneud ymchwil pwrpasol er mwyn ystyried effaith penderfyniadau polisi ar y Gymraeg.

Astudiaeth thematig penderfyniadau polisi **Gofynion y safonau**

- 7.6 Mae'r safonau llunio polisi'n cyflwyno gofynion ynghylch ystyried ac addasu effeithiau penderfyniadau polisi ar y Gymraeg.
- 7.7 Nid yw llunio polisi'n golygu cynhyrchu dogfennau polisi'n unig; mae'n llawer ehangach na hynny. Mae rheoliadau safonau'r Gymraeg yn diffinio penderfyniadau polisi fel 'unrhyw benderfyniad a wneir gan gorff sy'n ymwneud ag arfer ei swyddogaethau neu gynnal ei fusnes neu ymgymeriad arall'. Sonnir, er enghraifft, am benderfyniadau ynghylch 'cynnwys deddfwriaeth'; 'arfer pwerau statudol'; 'cynnwys datganiadau polisi'; 'strategaethau neu gynlluniau strategol'; 'strwythurau mewnol'; 'lleoliadau swyddfa' ac 'adeiladau', a 'recriwtio a defnyddio gwirfoddolwyr'.
- 7.8 Nid yw'r gofynion yn gyfyngedig i adnabod a lliniaru risgiau o gamwahaniaethu yn erbyn siaradwyr Cymraeg yn unig. Mae'r safonau wedi eu dylunio er mwyn sicrhau bod penderfyniadau a wnaiff sefydliad yn cyfrannu at y nodau strategol o gynyddu defnydd o'r Gymraeg, a pheidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
- 7.9 Ar gyfer pob penderfyniad polisi, mae'r safonau'n ei gwneud yn ofynnol ystyried nifer o faterion, gan gynnwys adnabod:
- effeithiau ar y cyfleoedd i ddefnyddio'r Gymraeg a pheidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg;
 - a yw unrhyw effeithiau'n bositif ynteu'n andwyol;
 - sut y gellir gwneud neu weithredu penderfyniad polisi er mwyn cynyddu effeithiau positif a lleihau effeithiau andwyol.
- 7.10 Rhaid gofyn am farn a thystiolaeth ynghylch yr uchod wrth ymgynghori, ac wrth gomisiynu neu wneud unrhyw waith ymchwil.

equalities legislation, and to fail to reflect a number of specific duties included in policy making standards.

- 7.5 There was insufficient evidence to demonstrate that organisations conduct purposeful research in order to consider the impact of policy decisions on the Welsh language.

Policy decisions thematic study **Standards requirements**

- 7.6 The policy making standards introduce requirements in relation to considering and adapting the impact of policy decisions on the Welsh language.
- 7.7 Policy making does not simply mean producing policy documents: it is much broader than this. Welsh language standards regulations define a policy decision as 'any decision made by an organisation about the exercise of its functions or about the conduct of its business or other undertaking'. For instance, it refers to decisions regarding the 'content of legislation'; 'the exercise of statutory powers'; 'the content of policy statements'; 'strategies or strategic plans'; 'internal structures'; 'the location of offices' and 'buildings', and 'recruitment and the use of volunteers'.
- 7.8 The requirements are not confined to simply identifying and mitigating risks of discrimination against Welsh speakers. The standards have been designed to ensure that the decisions made by an organisation contribute to the strategic aims of increasing the use of Welsh and treating Welsh no less favourably than English.
- 7.9 For every policy decision made, standards require organisations to consider a range of issues, including identifying:
- identifying effects on opportunities to use Welsh, and treating Welsh no less favourably than English;
 - whether any effects are positive or adverse;
 - how a policy decision can be made or implemented so that it has increased positive effects and reduced adverse effects.
- 7.10 Opinion and evidence regarding the above must be sought during consultations, and when commissioning or conducting any research.

Trefniadau ystyried effaith penderfyniadau polisi ar y Gymraeg

- 7.11 Cynhaliwyd cyfweiliadau â 26 sefydliad oedd yn gweithredu'r safonau – 10 yr un o reoliadau 1 a 2, a 6 o reoliadau rhif 5 – er mwyn casglu gwybodaeth ynghylch sut y maent yn cydymffurfio â'r safonau llunio polisi. Darparodd 9 o sefydliadau gopiâu o ddogfennau a ddefnyddir i asesu effaith penderfyniadau polisi ar y Gymraeg, ac esboniodd eraill eu trefniadau yn ystod y cyfweiliadau.
- 7.12 Nododd 20 o'r sefydliadau eu bod wedi cynnwys y Gymraeg fel nodwedd warchoddedig o fewn eu hasesiadau effaith cydraddoldeb, gan nodi bod hynny'n rhoi cyfle i ystyried effeithiau positif ac andwyol ar y Gymraeg ochr yn ochr â nodweddion eraill fel rhywioldeb, hil ac oedran.
- 7.13 Darparodd un sefydliad, sy'n defnyddio asesiad o'r effaith ar gydraddoldeb er mwyn ystyried y Gymraeg, bedair enghraifft o asesiadau o'r fath (a gynhaliwyd cyn y diwrnod gosod ar gyfer y safonau). Roedd yr asesiadau'n arwynebol ac nid oeddent yn rhoi ystyriaeth lawn i bob mater sy'n ofynnol dan y safonau. Fodd bynnag, mae polisi cyfredol y sefydliad yn nodi ei bod yn ofynnol ystyried effeithiau positif ar gyfleoedd i ddefnyddio'r Gymraeg, gan awgrymu bod y sefydliad wedi diwygio'i drefniadau yn sgil cyflwyno'r safonau.
- 7.14 Cyffredinol ac arwynebol iawn oedd gwybodaeth a ddarparodd sefydliadau eraill am eu trefniadau asesu effaith. Nid yw'r sefydliadau wedi darparu tystiolaeth eu bod wedi deall holl ofynion y safonau. Mae enghreifftiau o ymatebion yn cynnwys:
- o template to be amended to include consideration of the positive effects, or increased positive effects, of the proposals on the Welsh language to be considered as part of the EIA';
 - o 'if public facing, has Welsh Language been taken into account? If so, how?';
 - o 'creu ffurflen templed ar gyfer papurau [bwrdd rheoli] sy'n nodi gofynion y safonau llunio polisi ac yn sicrhau ei bod yn cael ei chwblhau bob tro bydd angen gwneud penderfyniad polisi'.

Arrangements for considering the impact of policy decisions on the Welsh language

- 7.11 Interviews were held with 26 organisations implementing standards – 10 each from regulations no. 1 and 2, and 6 from regulations no. 5 – in order to gather information about how they comply with the policy making standards. Nine organisations provided copies of documents used to assess the impact of policy decisions on Welsh, and others provided an explanation of their arrangements during the interviews.
- 7.12 20 organisations stated that they had included Welsh as a protected characteristic within their equalities impact assessment, noting that this provides an opportunity to consider positive and negative impacts on Welsh alongside other characteristics such as sexuality, race and age.
- 7.13 One organisation, that used the equalities impact assessment in order to consider Welsh, provided four examples of such assessments (conducted before the imposition day of the standards). The assessments were superficial and did not give full consideration to each matter required under the standards. However, the organisation's current policy notes that it is a requirement to consider positive impacts on opportunities to use Welsh, suggesting that the organisation has revised its arrangements following the introduction of standards.
- 7.14 The information provided by other organisations regarding their impact assessment arrangements was very general and superficial. These organisations have not provided evidence that they have understood the standards' requirements in their entirety. Examples of responses include:
- o 'template to be amended to include consideration of the positive effects, or increased positive effects, of the proposals on Welsh to be considered as part of the EIA';
 - o 'if public facing, has Welsh Language been taken into account? If so, how?';
 - o 'create a template form for [management board] papers noting the requirements of the policy making standards and ensure that it is completed every time a policy decision is required'.

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- 7.15 Roedd dau sefydliad a ddarparodd ddogfennau'n strwythuro eu hasesiad ar sail nodau Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015, gyda chyfeiriad at Fesur y Gymraeg neu safonau'r Gymraeg. Yn yr achosion hyn, roedd y sefydliadau'n ystyried yr effaith ar gyfleoedd i ddefnyddio gwasanaethau yn Gymraeg – heb gyfeiriad at faterion eraill sy'n ofynnol yn unol â'r safonau. Cyfeiriai templed asesu un sefydliad yn benodol at 'arwyddion, dogfennau, poster, sgiliau ieithyddol ayb. a hefyd yr angen i hyrwyddo'r iaith'.
- 7.16 Roedd un cyngor sir wedi datblygu proses benodol i ystyried effaith ar y Gymraeg. Yn yr achos hwn, roedd y templed asesiad yn cymhell y sefydliad i ystyried effaith ar faterion tu hwnt i ddarparu gwasanaethau, yn unol â bwriad y safonau, gan roi sylw i gynllunio anghenion siaradwyr Cymraeg i'r polisi, gwneud y Gymraeg yn fwy gweledol, cynyddu defnydd o'r Gymraeg, diogelu'r Gymraeg mewn cymunedau yn wyneb heriau newid demograffeg a mudo, yn ogystal ag argaeledd a hygyrchedd gwasanaethau Cymraeg.
- 7.17 Datblygwyd offeryn sgrinio polisi gan un sefydliad i asesu effaith penderfyniadau ar gyfleoedd i ddefnyddio'r Gymraeg yn benodol. Mae'n ei gwneud yn ofynnol i ystyried, er enghraifft, a yw'r penderfyniad polisi'n cael effeithiau positif ar y gyfleoedd i ddefnyddio'r Gymraeg.
- 7.18 Nododd un sefydliad cenedlaethol mai ei farn oedd bod y Gymraeg yn rhan mor integrol a naturiol o unrhyw benderfyniad a wna, fel nad oedd angen iddo roi sylw penodol i'r Gymraeg mewn prosesau penderfynu. Mae hyn nid yn unig yn anwybyddu gofynion statudol y safonau, ond hefyd yn amddifadu'r sefydliad o ddull ffurfiol i adnabod problemau cyn iddynt godi, ac i adnabod cyfleoedd i gyfrannu at gynyddu'r defnydd o'r Gymraeg.
- 7.19 Soniodd rhai sefydliadau am drefniadau er mwyn sicrhau craffu ar yr ystyriaeth a roddwyd i'r Gymraeg, er enghraifft:
- swyddog iaith Gymraeg yn gorfod cymeradwyo'r asesiad effaith cydraddoldeb;
 - uwch dimau rheoli, ymddiriedolwyr neu aelodau etholedig yn gorfod trafod a chymeradwyo polisiâu;
 - grwpiau allanol, fel y Fforwm Iaith sirol, yn adolygu polisiâu pellgyrhaeddol.

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- 7.15 Two organisations that provided documentation structured their assessment based on the aims of the Well-being of Future Generations (Wales) Act 2015, with reference to the Welsh Language Measure or the Welsh language standards. In these cases, organisations considered the impact on opportunities to use Welsh language services – with no reference to other matters required by the standards. One organisation's assessment template refers specifically to 'signage, documents, posters, language skills etc, and also the need to promote the language'.
- 7.16 One county council had developed a specific process to consider the impact on Welsh. In this case, the assessment template encouraged the organisation to consider the impact on matters beyond service delivery, in accordance with the aim of the standards, with a focus on planning around the needs of Welsh speakers, making Welsh more visible, increasing the use of Welsh, safeguarding Welsh in communities that face the challenges of a changing demographics and migration, as well as the availability and accessibility of Welsh language services.
- 7.17 A policy screening tool was developed by one organisation to specifically assess the impact of decisions on the opportunities to use Welsh. This makes it necessary to consider, for example, whether the policy decision has a positive impact on opportunities to use Welsh.
- 7.18 One national organisation noted that it was of the opinion that Welsh was such an integral and natural element of any decision made, that it had no need to pay specific attention to the Welsh language within decision making processes. This not only neglects the statutory requirements of the standards, but also deprives the organisation of a formal means of identifying problems before they arise, and of identifying opportunities to contribute to an increase in the use of Welsh.
- 7.19 Some organisations referred to scrutiny arrangements in relation to the consideration given to Welsh, for instance:
- the Welsh language officer having to approve the equalities impact assessment;
 - senior management teams, trustees or elected members having to discuss and approve policies;
 - external groups, such as a county's Language Forum, reviewing far-reaching policies.

Ymgynghori ar effaith penderfyniadau polisi ar y Gymraeg

- 7.20 Wrth drafod ymgynghori, canolbwyntiodd sawl sefydliad ar gyfrwng ymgynghoriadau – hynny yw, iaith dogfennau yn hytrach na'r hyn a wnaed i gasglu barn ynghylch yr effeithiau ar y Gymraeg. Mae hyn yn awgrymu diffyg dealltwriaeth sylfaenol o'r gofynion o ran ymgynghori ynghylch effaith bosib penderfyniadau ar y Gymraeg.
- 7.21 Roedd gan y sefydliadau drefniadau ymgynghori amrywiol, er enghraifft cyhoeddi polisiâu ar eu gwefan, a chynnal grwpiau trafod. Nododd un sefydliad cenedlaethol sy'n rhedeg nifer o safleoedd ei fod yn gwneud ymchwil cynulleidfa ynghylch demograffeg iaith yn ardal y safle, er mwyn sicrhau bod gwaith ymgynghori'n adlewyrchu nifer y siaradwyr Cymraeg yn yr ardal.
- 7.22 Nododd nifer o'r sefydliadau eu bod yn cynnal rhestr o randdeiliaid sy'n cael ei defnyddio i ymgynghori, a bod y rhestr yn cynnwys sefydliadau sy'n ymwneud â'r Gymraeg.
- 7.23 Soniodd dau sefydliad fod cwestiwn penodol am y Gymraeg yn cael ei gynnwys fel rhan o bob ymgynghoriad.
- 7.24 Fel arall, prin iawn oedd y wybodaeth a ddarparwyd gan sefydliadau yn dangos sut y maent yn casglu barn am yr effaith bosib ar y Gymraeg wrth ymgynghori.

Ymchwil i gynorthwyo penderfyniadau polisi

- 7.25 Tri sefydliad wnaeth sôn am gasglu gwybodaeth ynghylch yr effaith ar y Gymraeg wrth wneud gwaith ymchwil i gynorthwyo penderfyniadau polisi. Prin oedd y dystiolaeth o unrhyw drefniadau penodol oedd ganddynt. Nododd un sefydliad ei fod yn nodi bod angen ystyried effaith ar y Gymraeg yn ei fanylebau comisiynu gwaith ymchwil. Dywedodd sefydliad arall ei fod yn gwahodd unigolion yn y sector sy'n gweithio drwy'r Gymraeg i gymryd rhan mewn gwaith ymchwil cyn creu ei gynllun corfforaethol, a'r llall ei fod yn defnyddio rhestr o bartneriaid Cymraeg er mwyn ymgynghori a gwneud ymchwil.

Consultation on the impact of policy decisions on Welsh

- 7.20 When discussing consultation, a number of organisations focussed on the language medium of consultations – that is, the language of the documents rather than what was done to gather opinion about the impact on the Welsh language. This suggests a basic lack of understanding of the requirements in terms of consultation about the impact decisions may have on the Welsh language.
- 7.21 Organisations had various consultation arrangements, for instance, publishing policies on their websites, and holding discussion groups. One national organisation that operates across a number of sites noted that it conducts audience research according to the language demographics of the area where the site is located to ensure that consultation work reflects the number of Welsh speakers in the area.
- 7.22 A number of organisations stated that they maintain a list of stakeholders that is used for consultation, and that the list contains Welsh language organisations.
- 7.23 Two organisations noted that a specific question regarding Welsh is included in every consultation.
- 7.24 Otherwise, there was very little information provided by organisations demonstrating how they gather opinion in relation to the impact decisions may have on the Welsh language when conducting consultations.

Research to inform policy decisions

- 7.25 Three organisations referred to gathering information about the impact on Welsh when they conduct research to assist policy decisions. They provided very little evidence of any specific arrangements. One organisation noted that it outlines the need to consider the impact on Welsh in its research commissioning specifications. Another organisation noted that it invites individuals within the sector who work through the medium of Welsh to take part in research before producing its corporate plan, and another stated that it uses a list of Welsh language partners for consultation and research.

Cadw cofnodion o drefniadau penderfyniadau polisi

- 7.26 Mae'r safonau'n ei gwneud yn ofynnol i sefydliadau gadw cofnod o'r camau y maent yn eu cymryd i sicrhau cydymffurfiaeth â'r safonau llunio polisi, ac i sôn mewn adroddiad blynyddol am sut y gwnaethant gydymffurfio.
- 7.27 Cyn y cyfweiliadau â'r sefydliadau, gofynnwyd iddynt rannu'r cofnodion hynny. 8 o'r 26 sefydliad wnaeth ddarparu dogfennau oedd yn crybwyll camau gweithredu ar gyfer sicrhau cydymffurfiaeth â'r safonau llunio polisi. Mae'r dogfennau'n amrywio'n fawr o ran manylder: tra oedd un sefydliad yn nodi fesul safon sut y mae'n bwriadu cydymffurfio, ac yn nodi cyfrifoldeb fesul swyddog, roedd sefydliad arall wedi cynnwys cam gweithredu i greu templed newydd yn unig.
- 7.28 Dau sefydliad yn unig a ddarparodd enghraifft o asesiadau effaith oedd wedi cael eu cynnal, ac roedd un sefydliad arall wedi darparu enghreifftiau o gyfnod gweithredu ei gynllun iaith.
- 7.29 Ni dderbyniwyd copiau o gofnodion cyfarfodydd lle trafodwyd effaith neu lle gwnaed penderfyniadau polisi gan yr un sefydliad.

Adrodd ar drefniadau penderfyniadau polisi

- 7.30 Mae'r safonau'n ei gwneud yn ofynnol i sefydliadau adrodd yn flynyddol ar y modd y bu iddynt gydymffurfio â'r safonau llunio polisi. Monitryd yr elfen hon o adroddiadau sefydliadau rheoliadau rhif 1.
- 7.31 Roedd 9 o'r adroddiadau a gyhoeddwyd yn awgrymu mai drwy asesiad effaith cydraddoldeb roedd y Gymraeg yn cael ei hystyried, gyda 3 sefydliad â threfniadau ar wahân ar gyfer y Gymraeg. Soniodd 2 sefydliad am ddefnyddio asesiad effaith integredig. Nid oes gwybodaeth fanwl ynghylch y math hwn o asesu ar hyn o bryd, ond gallai weithio'n dda os yw'n galluogi cynnwys yr holl faterion y mae'n ofynnol eu hystyried dan y safonau. Ni soniai 5 adroddiad am y safonau llunio polisi, ac mewn ambell achos nid oedd modd dweud yn bendant beth oedd trefniadau'r sefydliadau.
- 7.32 Gan fod sefydliadau'n nodi bod pob polisi newydd neu ddiwygiedig yn gorfod cael ei asesu mewn rhyw ffordd, ceir lefel uchel o sicrwydd fod y Gymraeg yn rhan o benderfyniadau, er efallai ddim mewn modd mor llawn ag y mae'r safonau'n ei gwneud yn ofynnol.

Keeping records of policy decision arrangements

- 7.26 The standards require organisations to keep a record of steps taken in ensuring compliance with policy making standards, and outline how they ensure compliance in an annual report.
- 7.27 Before the interviews with organisations, they were asked to submit these records. Eight of the 26 organisations provided documentation that referenced actions to ensure compliance with the policy making standards. The documents vary widely in terms of detail: whilst one organisation outlined how it intends to comply with each standard individually, and noted each officer's responsibilities, another organisation simply included an action point to create a new template.
- 7.28 Only two organisations provided an example of an impact assessment that had been conducted, and another organisation provided examples from the period when its language scheme was implemented.
- 7.29 None of the organisations provided minutes of meetings where any impact was discussed or where a policy decision was made.

Reporting on policy decision arrangements

- 7.30 The standards require organisations to report annually on how they have complied with the policy making standards. This element of no.1 regulations organisations' reports was monitored.
- 7.31 9 of the reports published suggested that Welsh was considered through equality impact assessment, with 3 organisations having separate arrangements for considering the Welsh language. 2 organisations mentioned an integrated impact assessment. There is no detailed information about this method of assessing at present, but it could work well if it enables the inclusion of all matters required by the standards. 5 reports did not mention policy making standards, and in some cases it was difficult to tell what exactly were the organisation's arrangements.
- 7.32 Since organisations stated that all new or revised policies had to be assessed in some way, there is a high level of assurance that Welsh is part of decisions, but perhaps not in such a full way as the standards require.

8 Dylai sefydliadau ystyried effeithiau dyfarnu grantiau ar y Gymraeg, a dylent sicrhau bod gwasanaethau a ddarperir ar eu rhan drwy gontract trydydd parti ar gael yn Gymraeg

Crynodeb

- 8.1 Mae gwaith ymchwil y Comisiynydd wedi dangos bod sefydliadau'n bodloni gofynion sy'n ymwneud â materion trefniadol – hynny yw, galluogi pobl i ddefnyddio'r Gymraeg wrth wneud cais am gontract neu grant.
- 8.2 Nid yw'r rhan fwyaf o sefydliadau wedi cyhoeddi polisi, nac wedi cyflwyno tystiolaeth i'r Comisiynydd, ynghylch sut y byddant yn defnyddio penderfyniadau i ddyfarnu grantiau er mwyn cynyddu cyfleoedd i ddefnyddio'r Gymraeg ac atal trin y Gymraeg yn llai ffafriol na'r Saesneg.
- 8.3 Bwriad y safonau yw y gall sefydliadau ddefnyddio pob penderfyniad ynghylch dyfarnu grantiau er mwyn cynyddu cyfleoedd i ddefnyddio'r Gymraeg. Nid yw'r Comisiynydd wedi gweld tystiolaeth fod hynny'n digwydd ar hyn o bryd.
- 8.4 Mae allanoli gwasanaethau'n digwydd yn gynyddol. Pan fo sefydliadau'n parhau'n gyfrifol am wasanaeth a ddarperir ar ei ran drwy gontract trydydd parti neu drefniant arall, mae angen i'r gwasanaeth gydymffurfio â gofynion y safonau. Nid yw hynny'n wir am wasanaethau sydd wedi gadael perchnogaeth neu gyfrifoldeb y sefydliad, megis canolfan hamdden wedi ei throsglwyddo i'r gymuned.

8 The impact on the Welsh language should be considered by organisations when awarding grants, and they should ensure that services provided on their behalf through third party contracts are available in Welsh

Summary

- 8.1 The Commissioner's research has shown that organisations meet the requirements relating to procedural matters – that is, enabling people to use Welsh in applications for grants or contracts.
- 8.2 Most organisations have not published a policy, or submitted evidence to the Commissioner regarding the way they ensure decisions about awarding grants are used to increase opportunities to use Welsh and ensure that Welsh is treated no less favourably than English.
- 8.3 The aim of the standards is that organisations are able to use each decision regarding the awarding of grants to increase opportunities to use Welsh. The Commissioner has not seen evidence that this happens at present.
- 8.4 Services are increasingly being contracted out. When organisations maintain responsibility for a service provided on their behalf through a third party contract or other means, the service must comply with the standards' requirements. This is not true in the case of services no longer under the ownership or responsibility of the organisation, such as a leisure centre transferred to community ownership.

Astudiaeth thematig grantiau a chontractau

Gofynion y safonau

- 8.5 Yn achos contractau, bwriad y safonau yw sicrhau na chaiff unigolion a busnesau sy'n dymuno gwneud cais am gontract yn Gymraeg eu trin yn llai ffafriol. Mae gofynion penodol ynghylch cyhoeddi dogfennau, ymdrin â cheisiadau a chynnal cyfweiliadau yn Gymraeg.
- 8.6 Mae'r gofynion ar gyfer grantiau'n debyg: mae angen sicrhau bod dogfennaeth yn Gymraeg, peidio â thrin ceisiadau Cymraeg yn llai ffafriol na rhai Saesneg, cynnig cyfweiliadau yn Gymraeg a gohebu yn Gymraeg.
- 8.7 Ond mae dimensiwn arall i ofynion y safonau ynghylch grantiau, sy'n mynd y tu hwnt i ymwneud gweinyddol y sefydliad ag ymgeiswyr. Mae'r gofyniad i lunio (neu ddiwygio) polisi grantiau'n ei gwneud yn ofynnol ystyried yr effaith ar y Gymraeg wrth wneud pob penderfyniad am ddyfarnu grant, gyda disgrisiwn o ran sut, yn ymarferol, i weithredu'r gofynion.
- 8.8 Mae gofyn i sefydliadau sefydlu a yw unrhyw effeithiau'n positif ynteu'n andwyol, ac a oes angen gwybodaeth ychwanegol. Yna rhaid ystyried sut y gellid gwneud neu weithredu penderfyniad ynghylch y grant fel ei fod yn cael effeithiau positif neu fwy positif – ac nad yw'n cael effeithiau andwyol, neu ei fod yn cael effeithiau llai andwyol – ar y cyfleoedd i ddefnyddio'r Gymraeg neu drin y Gymraeg yn llai ffafriol.
- 8.9 Bwriad y safon yw bod sefydliadau'n rhoi ystyriaeth strategol i'r Gymraeg wrth ddelio â phob cais am grant. Ni ddylai unrhyw sefydliad ddyfarnu unrhyw arian grant heb fynd drwy broses o uchafu'r manteision, ac isafu'r anfanteision, i'r Gymraeg – boed o ran cyfleoedd i'w defnyddio, neu atal trin y Gymraeg yn llai ffafriol na'r Saesneg.

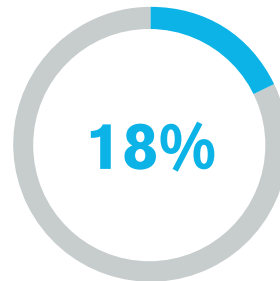
Grants and contracts thematic study

Standards requirements

- 8.5 In the case of contracts, the aim of the standards is to ensure that individuals and businesses that wish to apply for a contract in Welsh are treated no less favourably. There are specific requirements regarding publishing documents, dealing with applications and conducting interviews in Welsh.
- 8.6 The requirements for grants are similar: organisations need to ensure that documentation is in Welsh, must not treat applications made in Welsh less favourably than English ones, conduct interviews in Welsh and correspond in Welsh.
- 8.7 But there is another dimension to the requirements of the standards relating to grants, which goes beyond the organisation's administrative involvement with applicants. The requirement to produce (or amend) a grants policy requires organisations to consider the impact on Welsh during any decisions made to award grants, with discretion in terms of how, practically, to implement these requirements.
- 8.8 Organisations are required to determine whether there are any positive or adverse effects, and whether there is a need for further information. They must then consider how the grant decision can be made or implemented so that it may ensure positive or increased positive effects – or that it does not have any adverse effects, or that it has decreased adverse effects – on opportunities to use Welsh or to treat Welsh no less favourably.
- 8.9 The aim of this standard is that organisations give strategic consideration to Welsh when dealing with each grant application. No organisation should award any grant funding without going through the process of enhancing the benefits and mitigating disadvantages to Welsh – whether these are opportunities to use the language or to prevent Welsh from being treated less favourably than English.

Polisi grantiau ac ystyried effeithiau dyfarnu grantiau ar y Gymraeg

8.10



O'r 64 sefydliad a ymatebodd, ac a oedd dan ddyletswydd i weithredu'r safonau perthnasol, dim ond 18% oedd wedi llunio (neu ddiwygio) a chyhoeddi polisi dyfarnu grantiau. Golyga hyn fod 82% o sefydliadau'n methu â chydymffurfio â gofyniad pendant yn y safonau.

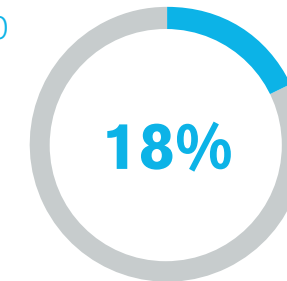
8.11 Mae amheuaeth fawr a yw'r effaith ar y Gymraeg yn cael ei hystyried bob tro wrth ddyfarnu grant. Mae hyn yn creu pryder fod cyfleoedd niferus yn cael eu colli i leihau neu ddileu effeithiau andwyol ar y Gymraeg, ac i uchafu effeithiau positif.

8.12 Nid yw diffyg polisi'n golygu, o angenrheidrwydd, nad yw'r Gymraeg yn cael ei hystyried wrth ddyfarnu grantiau. Cymharol brin, fodd bynnag, oedd y sefydliadau a ddarparodd dystiolaeth eu bod yn ystyried y Gymraeg. Roedd yr enghreifftiau a ddarparwyd yn cynnwys:

- canllawiau ffurflen gais am grant yn gofyn sut oedd prosiect yn 'darparu mynediad cyfartal i siaradwyr Cymraeg' a 'rhoi ystyriaeth gyfartal i'r Gymraeg';
- sefydliad yn cynnwys y Gymraeg fel blaenoriaeth ariannu allweddol, a chynnwys safonau sylfaenol ar gyfer y Gymraeg o fewn ei delerau ac amodau safonol ar gyfer prosiectau;
- sefydliad y mae'n rhaid i'r holl brosiectau a ariennir ganddo gynnig gwasanaethau a gweithgareddau'n ddwyieithog, gyda hynny wedi ei gadarnhau mewn telerau ac amodau grantiau. Caiff hyn ei asesu drwy ffurflenni cais ac ymweliadau asesu; drwy graffu ar gyllidebau prosiect, hysbysebion swydd a disgrifiadau swydd; a drwy gynnwys y Gymraeg mewn adroddiadau asesu.

Grants policy and considering the impact of awarding grants on Welsh

8.10



Of the 64 organisations that responded, and that were required to implement the relevant standards, only 18% had produced (or amended) and published a policy on awarding grants. This means that 82% of organisations are failing to comply with a specific requirement in the standards.

8.11 It is very doubtful whether the impact on Welsh is being considered each time a grant is awarded. This leads to concern that numerous opportunities are being missed to minimise or eliminate adverse effects on Welsh and to enhance any positive impact.

8.12 The lack of policy does not necessarily mean that Welsh is not being considered when awarding grants. Very few organisations, however, provided evidence that they give consideration to Welsh. Examples provided included:

- guidance on a grants application form asking how the project would 'provide equal access to Welsh speakers' and 'give equal consideration to Welsh';
- an organisation including Welsh as a key funding priority, and including basic standards for Welsh within the standard terms and conditions for projects;
- an organisation where all projects it funds must offer services and activities bilingually, with this confirmed in grant terms and conditions. This is assessed through the application forms and the assessment visits; through scrutiny of the project budget, job adverts and descriptions; and through the inclusion of Welsh in assessment reports.

Materion gweinyddol

8.13 Mae lefelau cydymffurfiaeth ynghylch materion gweinyddol yn uchel:

- roedd 82% o sefydliadau'n cydymffurfio â'r safon ynghylch cyhoeddi dogfennau sy'n ymwneud â cheisiadau am grant yn Gymraeg, a pheidio â thrin fersiynau Cymraeg yn llai ffafriol na rhai Saesneg. Roedd 89% yn cydymffurfio o ran cyhoeddi gwahoddiadau i dendro am gontract yn Gymraeg, heb drin y Gymraeg yn llai ffafriol na'r Saesneg;
- roedd 75% o sefydliadau'n cydymffurfio â'r safon ynglŷn â datgan mewn gwahoddiadau i dendro am gontractau fod modd cyflwyno cais yn Gymraeg ac na chaiff ei drin yn llai ffafriol, ond dim ond 44% a roddodd sicrwydd fod datganiad o'r fath yn cael ei gynnwys yn achos grantiau;
- cafwyd sicrwydd gan 94% o'r sefydliadau nad oeddent yn trin y Gymraeg yn llai ffafriol na'r Saesneg mewn perthynas â cheisiadau am grantiau, a 95% o sefydliadau mewn perthynas â chontractau;
- cafwyd sicrwydd gan 67% o sefydliadau eu bod yn cydymffurfio o ran cynnig cyfweliad grantiau yn Gymraeg, a 67% hefyd ar gyfer cyfweliadau contractau.

Ystyried y Gymraeg wrth contractio

8.14 Mae nifer o sefydliadau wedi addasu eu gweithdrefnau a'u canllawiau contractio er mwyn ystyried y Gymraeg. Er enghraifft:

- cyngor sir wedi diweddarau'r ddogfen 'Contract Procedure Rules' i gynnwys adran gyda chrynodeb o ofynion y safonau;
- sefydliad ar lefel y DU wedi cynnwys matrices tendr ar gyfer safonau'r Gymraeg o fewn y ddogfen 'Tender Matrix Tool', gyda'r ddogfen yn cynnwys testun y safonau perthnasol a rhestr wirio;
- cynnwys gofynion penodol a manwl ynghylch y Gymraeg mewn manyleb gwasanaeth a chytundeb;
- sefydliad cenedlaethol wedi nodi y 'caiff rhestr wirio gaffael ei chwblhau cyn cyhoeddi tendr neu ddyfynbris er mwyn sefydlu'r holl anghenion. Mae hyn yn cynnwys sicrhau ein bod wedi bodloni'r safonau';
- heddlu wedi nodi bod 'ymgyngoriad gyda'r Swyddog Iaith Gymraeg bellach wedi ei ymgorffori i'r broses dendro i sicrhau bod anghenion y Gymraeg yn cael eu hystyried yn llawn'.

Administrative matters

8.13 There is a high degree of compliance in relation to administrative matters:

- 82% of organisations complied with the standard about publishing documents relating to grant applications in Welsh, and not treating Welsh versions less favourably than English versions. 89% complied with publishing invitations to tender for contracts in Welsh, without treating Welsh less favourably than English;
- 75% of organisations complied with the standard about stating in invitations to tender for contracts that tenders may be submitted in Welsh and they will be treated no less favourably, but only 44% gave assurance that such a statement was included in relation to grants;
- 94% of organisations gave assurance that they did not treat Welsh less favourably than English in relation to grant applications, and 95% of organisations in relation to contracts;
- 67% of organisations gave assurance that they comply in terms of offering grant interviews in Welsh, and 67% for contract interviews.

Considering Welsh when contracting

8.14 A number of organisations have adapted their contracting procedures and guidelines in order to give consideration to Welsh. For example:

- a county council updated the document 'Contract Procedure Rules' to include a section with a summary of the requirements of standards;
- an organisation at UK level has included a tender matrix for Welsh language standards within their 'Tender Matrix Tool' that includes the text of the relevant standards and a checklist;
- including specific and detailed requirements regarding Welsh in agreements and service specifications;
- a national organisation noted that 'a procurement checklist is completed before a tender or quotation is published in order to establish all requirements. This includes ensuring that we have met the standards';
- a police force noted that 'consultation with the Welsh Language Officer has since been incorporated into the tendering process to ensure that Welsh language needs are fully considered'.

Ymchwiliad y Comisiynydd – polisi grantiau

- 8.15 Cwynodd unigolyn nad oedd hyfforddiant a ddarparwyd gan fudiad trydydd sector ar gael yn Gymraeg. Canfu'r Comisiynydd, wrth ymchwilio, fod y cwrs yn cael ei gynnal â'r cwmni chymorth ariannol grant gan sefydliad cenedlaethol.
- 8.16 Roedd yr adnoddau ar gyfer gwneud penderfyniadau dyfarnu grantiau'n cydnabod egwyddorion sylfaenol Mesur y Gymraeg. Ond nid oedd y ffurflen asesu ar gyfer dyfarnu grant yn cymhell a galluogi swyddogion y sefydliad i ystyried yr holl bethau y mae'r safon yn ei gwneud yn ofynnol eu hystyried.
- 8.17 Dyfarnwyd bod y sefydliad wedi methu â chydymffurfio, a gosodwyd cam gorfodi ar y sefydliad i ddiwygio'r polisi dyfarnu grantiau i adlewyrchu gofynion y safon drwy gynnwys arweiniad manwl ar sut i ystyried effeithiau dyfarnu grant ar y Gymraeg.
- 8.18 Er i'r achwynydd gysylltu â'r Comisiynydd ynglŷn a chwrs penodol y dymunai fynychu, bydd effaith ehangach sylweddol ar benderfyniadau'r sefydliad wrth ddyfarnu grantiau.

The Commissioner's investigation – grants policy

- 8.15 An individual complained that training provided by a third sector organisation was not available in Welsh. On investigation, the Commissioner found that the course was being held with financial grant support from a national organisation.
- 8.16 The toolkit for determining the award of grants acknowledged the basic principles of the Welsh Language Measure. However, the assessment form for the awarding of the grant did not prompt and enable the organisation's officers to consider all matters that the standard requires.
- 8.17 It was determined that the organisation had failed to comply, and an enforcement action was imposed on the organisation to revise the policy on awarding grants to reflect the requirements of the standard by including detailed guidance on how to consider the effects of awarding grants on Welsh.
- 8.18 Although the complainant contacted the Commissioner regarding a specific course they wished to attend, this will have a considerably wider impact on the organisations decisions when awarding grants.

Grwpiau trafod – allanoli gwasanaethau

- 8.19 Mae allanoli gwasanaethau wedi dod yn fwyfwy cyffredin yn y blynyddoedd diwethaf oherwydd sefyllfa ariannol nife o sefydliadau.
- 8.20 Mae mynychwyr grwpiau trafod wedi codi pryder nad yw gwasanaethau sydd wedi eu hallanoli'n cydymffurfio cystal â gwasanaethau y mae sefydliadau'n eu darparu eu hunain.

Cwmni preifat sy'n rhedeg y canolfannau nawr – does dim siaradwyr Cymraeg yn gweithio yno.

Aelod o'r cyhoedd mewn grŵp trafod

Dwi ddim yn siŵr os oes hawl gen i i gwyno pan mae gwasanaethau yn cael eu hallanoli.

Aelod o'r cyhoedd mewn grŵp trafod

Mae 'na arwyddion dwyieithog yn y ganolfan hamdden, sy'n ca'l ei rhedeg drwy gontract. O'dd y Cyngor wedi anghofio rhoi dim am y Gymraeg yn y contract felly mae'r cwmni yn gwirfoddoli mewn ffordd i wneud pethau yn Gymraeg.

Aelod o'r cyhoedd mewn grŵp trafod

Discussion groups – outsourcing services

- 8.19 Outsourcing services has become more common over the past few years due to the financial situation of a number of organisations.
- 8.20 Discussion group attendees voiced concern that services that have been outsourced do not comply as well as services that the organisations provide themselves.

A private company runs the centres now – no Welsh speakers work there.

Member of the public in a discussion group

I'm unsure whether I have a right to complain when services are outsourced.

Member of the public in a discussion group

There are bilingual signs in the leisure centre that is run through a contract. The Council had forgotten to put any reference to the Welsh language in the contract so the company volunteers to do things in Welsh in a way.

Member of the public in a discussion group

Ymchwiliad y Comisiynydd – allanoli gwasanaethau

- 8.21 Derbyniodd aelod o'r cyhoedd llythyr Saesneg gan gwmni aseswyr colledion a oedd yn gweithio ar ran cyngor sir – er ei fod wedi gohebu yn Gymraeg â'r cyngor ynghylch yr achos. Roedd y llythyr yn gofyn iddo ohebu yn Saesneg â'r cwmni. Dywedodd yr achwynydd fod derbyn y llythyr wedi gwneud iddo deimlo fel dinesydd eilradd.
- 8.22 Canfu'r ymchwiliad fod y cyngor wedi methu â chydymffurfio â dwy safon. Gosododd y Comisiynydd gamau gorfodi yn dweud bod rhaid i'r cyngor roi cyfarwyddyd i drydydd partiön sut i gydymffurfio â safonau'r Gymraeg wrth is-gontractio.
- 8.23 Er i'r achwynydd gysylltu â'r Comisiynydd ynglŷn ag un llythyr gan un cwmni trydydd parti, bydd y cam gorfodi yn cael effaith ehangach ar wasanaethau a ddarperir ar ran y cyngor.

Arfer llwyddiannus – contractio

- 8.24 Gan fod nifer o staff penodol o fewn sefydliadau'n delio â materion caffael, mae'n bwysig eu bod i gyd yn ymwybodol o ofynion y safonau.

Rwyf wedi bod yn rhoi cyngor ac arweiniad i staff caffael y Bartneriaeth, sy'n gweithio i fyrddau iechyd ledled Cymru, ynghylch yr hyn y mae angen iddynt ystyried o ran y Gymraeg wrth ddarparu gwasanaethau penodol i gleifion gan ganolbwyntio ar:

- o ofynion Mesur y Gymraeg;
- o sut i ystyried gofynion o ran y Gymraeg yn ystod pob cam o'r broses dendro;
- o asesu risg o beidio cynnig gwasanaeth Cymraeg.

Mae hyn wedi sicrhau bod staff, wrth gaffael, yn ystyried y Gymraeg yn unol â gofynion cynlluniau iaith eu sefydliadau, yn ogystal â'u paratoi ar gyfer cydymffurfio â safonau'r Gymraeg maes o law.

Non Richards, Swyddog Iaith Gymraeg, Partneriaeth Cydwasanaethau GIG Cymru

The Commissioner's investigation – outsourcing services

- 8.21 A member of the public received an English only letter from a company of loss adjusters engaged by a county council – despite having corresponded in Welsh with the council regarding the issue. The letter asked him to correspond in English with the company. The complainant said that receiving this letter had made him feel like a second class citizen.
- 8.22 The investigation found that the council had failed to comply with two standards. The Commissioner imposed enforcement actions so that the council was required to instruct third parties how to comply with the Welsh language standards when sub-contracting services.
- 8.23 While the complainant contacted the Commissioner regarding one letter from a third party company, the enforcement action will have a wider impact on services provided on behalf of the council.

Successful practice – contracting

- 8.24 As there are specific members of staff within organisations to deal with procurement issues, it is important that they are all aware of the standards' requirements.

I have been giving advice and guidance to the Partnership's procurement staff who work for health boards across Wales, regarding what they need to consider in terms of the Welsh language in delivering specific services for patients, focussing on:

- o the requirements of the Welsh Language Measure;
- o how to take account of Welsh language requirements during each stage of the tendering process;
- o a risk assessment of failing to offer a Welsh language service.

This has ensured that staff, in procurement, give consideration to the Welsh language in accordance with their organisation's language scheme, as well as preparing them for compliance with the Welsh language standards in due course.

Non Richards, Welsh Language Officer, NHS Wales Shared Services Partnership

Arfer llwyddiannus – allanoli gwasanaethau

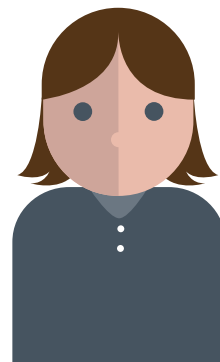
- 8.25 Mae Cyngor Caerdydd wedi paratoi canllaw penodol ar gyfer darparwyr trydydd parti er mwyn ei gwneud yn eglur iddynt beth yw gofynion y safonau

Rydym yn ymwybodol iawn ein bod ni fel cyngor yn gyfrifol am yr holl wasanaethau sy'n cael eu darparu ar ein rhan gan gwmnïau ac ati – ac rydyn ni'n awyddus fod ein cwsmeriaid yn cael gwasanaeth dwyieithog dim ots pwy sy'n ei ddarparu.

Dyna pam rydyn ni wedi mynd ati i gyhoeddi dogfen sy'n crynhoi gofynion y safonau. Wrth gwrs, rydym yn pwysleisio bod y graddau y disgwylir i drydydd partion gydymffurfio â'r safonau a darparu gwasanaethau dwyieithog yn dibynnu ar y gwasanaeth maent yn ei ddarparu ar ran y Cyngor.

Yn ogystal â nodi'r gofynion cyfreithiol, mae'r canllaw'n esbonio pam rydym yn darparu gwasanaethau dwyieithog – am fod canran gynyddol o bobl Caerdydd yn siarad Cymraeg, am fod iaith ynghlwm â hunaniaeth, ac am fod pobl weithiau'n fwy cyfforddus yn mynegi eu hunain yn Gymraeg.

Ffion Gruffudd, Pennaeth Caerdydd Ddwyieithog, Cyngor Caerdydd



Successful practice – outsourcing services

- 8.25 Cardiff Council has prepared specific guidance for third party providers in order to clarify the requirements of the standards.

We are extremely aware of the fact that we, as a council, are responsible for all the services provided on our behalf by companies and so on – and we are keen that our customers receive a bilingual service whoever provides it.

This is why we've published a document summarising the standards' requirements. Of course, we emphasise that the degree to which third parties are expected to comply with the standards and in their delivery of bilingual services, depends on the services they provide on behalf of the council.

As well as outlining the legal requirements, the guidance explains why we provide bilingual services – because there is an increasing percentage of Cardiff residents who speak Welsh, because language is intertwined with identity, and people are sometimes more comfortable expressing themselves in Welsh.

Ffion Gruffudd, Head of Bilingual Cardiff, Cardiff Council

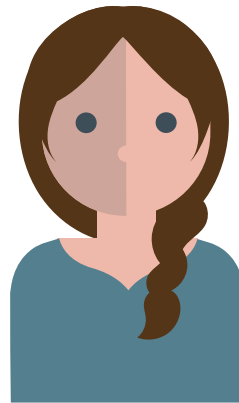


Arfer llwyddiannus – allanoli gwasanaethau

8.26 Mae Llywodraeth Cymru wedi gweld bod allanoli gwasanaeth wedi hwyluso cydymffurfiaeth â'r safonau.

Mae recriwtio a dal ein gafael ar staff derbynfa sy'n siarad Cymraeg wastad wedi bod yn her i ni. Ers i'r Llywodraeth ddechrau darparu ei wasanaethau derbynfa drwy gontract gyda chwmni allanol, mae'r sefyllfa wedi gwella. Mae darparu gwasanaeth Cymraeg yn un o ofynion canolog y contract, ac mae'r cwmni'n llwyddo i ddarparu'n unol â hynny, gan ofalu am recriwtio a datblygu'r staff.

Bethan Griffiths, Cydymffurfiaeth â Safonau'r Gymraeg, Llywodraeth Cymru



Successful practice – outsourcing services

8.26 The Welsh Government has seen that outsourcing one of its services has facilitated compliance with standards.

Recruiting and retaining Welsh speaking reception staff has always been a challenge for us. Since the Government started contracting out reception services to an external company, the situation has improved. The provision of a Welsh language service is one of the core requirements of the contract, and the company succeeds in delivering on that, with responsibility for the recruitment and development of staff.

Bethan Griffiths, Welsh Language Standards Compliance, Welsh Government



9 Mae angen i sefydliadau gael polisi sy'n anelu i ddatblygu'r defnydd o'r Gymraeg o fewn y sefydliad ac ennill ymroddiad swyddogion i gynnig gwasanaethau Cymraeg

Crynodeb

- 9.1 Mae'r safonau wedi creu nifer o hawliau i staff sefydliadau allu defnyddio'r Gymraeg wrth eu gwaith – mewn prosesau cwyno a disgyblu, wrth dderbyn hyfforddiant a dogfennau, ac wrth ddefnyddio'r cyfrifiadur. Mae ymchwil y Comisiynydd yn awgrymu bod yr hawliau hyn yn cael eu gweithredu. Nid oes llawer o wybodaeth am y defnydd o'r hawliau hyn eto.
- 9.2 Mae'r safonau hefyd yn ei gwneud yn ofynnol datblygu'r defnydd o'r Gymraeg yn fewnol drwy lunio a chyhoeddi polisi. Awgryma'r ymchwil mai tua hanner sefydliadau sydd wedi cydymffurfio â'r gofyniad hwn. Er bod nifer o sefydliadau sydd heb lunio polisi wedi cymryd camau cadarnhaol tuag at gynyddu'r cyfleoedd i swyddogion ddefnyddio'r Gymraeg, mae'r diffyg hwn yn creu pryder ynghylch y graddau y mae sefydliadau'n gweithredu o ddifri er mwyn cynyddu'r defnydd o'r Gymraeg yn fewnol.
- 9.3 Mae enghreifftiau o sefydliadau'n cymryd amcanion y safonau o ddifri ac yn gwneud gwaith dwys er mwyn datblygu'r Gymraeg fel iaith gweithredu mewnol.
- 9.4 Un o ofynion y safonau gweithredu yw bod sefydliadau'n cynnig hyfforddiant i'w staff fel eu bod yn datblygu dealltwriaeth o'r ddyletswydd i weithredu safonau'r Gymraeg. Mae sefydliadau wedi cymryd camau er mwyn tynnu sylw swyddogion at ofynion y safonau, ac er mwyn sicrhau bod swyddogion yn gweld y safonau fel modd cadarnhaol o newid agweddau a gwella gwasanaethau Cymraeg. Mae eraill wedi mynd ymhellach, a chynnal ymgyrchoedd i ddwyn perswâd ar ragor o staff i ddefnyddio'r Gymraeg yn y gwaith.

9 Organisations need to have a policy which aims to develop the use of Welsh within the organisation and gain officers' commitment to offering Welsh language services


Summary

- 9.1 The standards have created a number of rights for staff in organisations to be able to use Welsh at work – in complaints and disciplinary processes, training and documentation, and using computers. The Commissioner's research suggests that these rights are being implemented. To date, there is not much information about the use of these rights.
- 9.2 The standards also require that the use of Welsh internally is developed through producing and publishing a policy. The research suggests that around half organisations have complied with this requirement. Although a number of those organisations who have not produced a policy have taken positive steps towards increasing opportunities for staff to use Welsh, this lack of compliance leads to concern regarding the extent organisations are working to increase the use of Welsh internally.
- 9.3 There are examples of organisations taking the standards' objectives seriously by doing intensive work to develop Welsh as an internal operational language.
- 9.4 One requirement of the operational standards is that organisations offer training to staff so that they develop an understanding of the duty to implement the Welsh language standards. Organisations have taken steps in order to draw officers' attention to the requirements of the standards so that officers see the standards as a positive means of changing attitudes and improving Welsh language services. Others have gone further, and have conducted campaigns to persuade more staff to use Welsh at work.

Astudiaeth thematig gweithredu mewnol Gofynion y safonau

- 9.5 Safonau gweithredu sy'n nodi beth y mae'n rhaid i sefydliadau ei gynnig i'w staff o ran y Gymraeg. Mae'r gofynion yn cynnwys:
- o galluogi staff i ddefnyddio'r Gymraeg mewn prosesau sy'n ymwneud â chwynion a disgyblu, a darparu polisiau yn Gymraeg;
 - o galluogi staff i ddefnyddio'r Gymraeg ar y cyfrifiadur drwy ddarparu meddalwedd gwirio sillafu, rhyngwynebau, llofnodion e-bost, a mewnrwyd Cymraeg;
 - o cynnig hyfforddiant er mwyn helpu staff i ddefnyddio'r Gymraeg yn fewnol, er enghraifft mewn cyfarfodydd, cyfweiliadau a gweithdrefnau cwyno a datblygu, ac o fewn rôl rheolwr, a hyfforddiant am ymwybyddiaeth o'r Gymraeg, safonau'r Gymraeg a defnyddio'r Gymraeg yn y gweithle;
 - o cynnig fersiynau Cymraeg o hyfforddiant ar faterion penodol fel iechyd a diogelwch, a delio â'r cyhoedd;
 - o arddangos arwyddion a gwneud cyhoeddiadau a negeseuon sain yn Gymraeg.
- 9.6 Mae hefyd yn ofynnol i sefydliadau lunio polisi ar ddefnyddio'r Gymraeg yn fewnol, a'i gyhoeddi ar eu mewnrwyd. Bwriad y safon yw bod pobl yn cael defnyddio'r Gymraeg fwyfwy yn eu gwaith, gyda disgresiwn i sefydliadau bennu sut yn union i weithredu yn dibynnu ar eu hamgylchiadau.


Polisi ar ddefnyddio'r Gymraeg yn fewnol

- 9.7 Gofynnwyd i'r sefydliadau a oedd yn rhan o'r astudiaeth rannu copi o'u polisi ar ddefnyddio'r Gymraeg yn fewnol.
- 9.8  15 o'r 26 sefydliad a wnaeth rannu copi o'u polisi ar ddefnyddio'r Gymraeg yn fewnol.
- 9.9 Nododd 10 yn unig o sefydliadau rheoliadau rhif 1 yn eu hadroddiadau blynyddol safonau'r Gymraeg 2017-18 eu bod wedi datblygu polisi ar ddefnyddio'r Gymraeg yn fewnol.

Internal operations thematic study Standards requirements

- 9.5 Operational standards outline what organisations must offer their staff in relation to Welsh. The requirements include:
- o enabling staff to use Welsh in relation to complaints and disciplinary processes, and the provision of policies in Welsh;
 - o enabling staff to use Welsh on the computer through the provision of Welsh spellchecking software, interfaces, email signatures, and intranet;
 - o providing training to help staff to use Welsh internally, for example in meetings, interviews and complaint and development procedures, and within a managerial role, together with training about Welsh language awareness, Welsh language standards and using Welsh in the workplace;
 - o providing Welsh versions of training on specific issues such as health and safety and dealing with the public;
 - o displaying signs and making announcements and audio messages in Welsh.
- 9.6 Organisations are also required to develop a policy on using Welsh internally, and publish it on their intranet. The aim of this standard is that people are able to use Welsh more and more in their work, with discretion for organisations in determining how exactly they implement this, dependent on their circumstances.

Policy on using Welsh internally

- 9.7 Organisations that were part of the study were asked to provide a copy of their policy on the internal use of Welsh.
- 9.8  15 of the 26 organisations provided a copy of their policy on the internal use of Welsh.
- 9.9 Only 10 no. 1 regulations organisations noted in their Welsh language standards annual reports for 2017-18 that they had developed a policy on using Welsh internally.

Camau a gymerwyd gan sefydliadau o ran defnyddio'r Gymraeg yn fewnol

- 9.10 Cynhaliwyd cyfweiliadau â 26 sefydliad – 10 yr un o reoliadau 1 a 2, a 6 o reoliadau rhif 5 – er mwyn casglu gwybodaeth ynghylch sut y maent yn cydymffurfio â'r safonau gweithredu.
- 9.11 Nododd yr holl sefydliadau eu bod yn galluogi cyflogeion i gael cyfarfodydd ynghylch cwynion, disgyblu a datblygu yn Gymraeg os dymunant. Roedd trefniadau amrywiol er mwyn cyflawni hyn, er enghraifft:
- defnyddio cyfieithu ar y pryd;
 - defnyddio rheolwr llinell o adran arall, neu aelod o'r uwch dîm, sy'n siarad Cymraeg er mwyn galluogi cyfarfodydd i ddigwydd yn Gymraeg heb ddefnyddio cyfieithu ar y pryd, yn enwedig mewn cyfarfodydd lle roedd angen cyfrinachedd.
- 9.12 Darparodd 22 o'r 26 sefydliad enghreifftiau o bolisiau a dogfennau eraill a oedd ar gael i staff yn Gymraeg.
- 9.13 Roedd pob sefydliad yn darparu meddalwedd gwirio sillafu, ac 18 ohonynt yn cynnig rhyngwynebau Cymraeg ar gyfer y cyfrifiadur.
- 9.14 Roedd pob sefydliad yn dweud eu bod yn darparu templed ar gyfer llofnod e-bost sy'n galluogi staff i nodi eu bod yn siarad neu'n dysgu Cymraeg, gyda rhai sefydliadau'n defnyddio system MailTips i arddangos mewn e-bost a yw swyddogion yn siarad Cymraeg.
- 9.15 Roedd pob un o'r sefydliadau wedi darparu sesiynau'n esbonio gofynion y safonau i staff, gyda rhai wedi cynnig hyfforddiant ar-lein, er enghraifft lle roedd staff yn gweithio shifftiau ac felly ddim yn gallu ymgynnull. Roedd 25 o'r sefydliadau hefyd yn dweud eu bod yn anfon staff ar gyrsiau Cymraeg, neu'n cynnig sesiynau gloywi iaith. Roedd y cwrs ar-lein cychwynnol a ddarperir gan y Ganolfan Dysgu Cymraeg Genedlaethol yn ymddangos yn boblogaidd.
- 9.16 Mae Heddlu Gogledd Cymru a Heddlu De Cymru wedi cynnwys codi lefel ieithyddol o fewn y broses dyrchafiad er mwyn annog cyflogeion i gymryd mantais o'r cyrsiau hyfforddi ac i wella'u Cymraeg yn gyffredinol.

Steps taken by organisations in relation to using Welsh internally

- 9.10 Interviews were held with 26 organisations – 10 under no. 1 regulations and 2, and 6 under no. 5 regulations – in order to gather information as to how they are complying with the operational standards.
- 9.11 All of the organisations indicated that they enable their employees to have meetings regarding complaints, discipline, and development in Welsh if they so wish. There were various arrangements in place for this, for example:
- using simultaneous translation;
 - using a line manager from another department, or a member of the senior management team, who speaks Welsh so that meetings can be held in Welsh without simultaneous translation, especially in meetings where confidentiality is required.
- 9.12 22 of the 26 organisations provided examples of policies and other documents available to staff in Welsh.
- 9.13 All of the organisations provided spellchecking software and 18 provided Welsh interfaces for computers.
- 9.14 Each organisation noted that they provide a template for email signatures enabling staff to indicate that they speak Welsh or are learning Welsh, with some organisations using the MailTips system to indicate whether a member of staff speaks Welsh.
- 9.15 Each of the organisations provided sessions explaining the requirements to staff, some had offered online training, for instance where staff worked shifts and were unable to attend. 25 of the organisations also said they send staff on Welsh language courses, or offer language improvement sessions. The online starter course provided by the National Centre for Learning Welsh appeared to be popular.
- 9.16 North Wales Police and South Wales Police have included raising language proficiency level within the promotion process in order to encourage employees to take advantage of the training courses and to improve their Welsh in general.

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- 9.17 Nodwyd sawl tro fod y cynnydd yn y defnydd o fathodynau a chortynnau gwddf iaith Gwaith gan swyddogion wedi arwain at gynnydd yn y defnydd anffurfiol o'r Gymraeg gan ei fod wedi amlygu pwy sy'n gallu siarad Cymraeg. Roedd pob sefydliad heblaw un yn darparu'r bathodynau neu gortynnau gwddf hyn i'w staff.
- 9.18 Nodai'r holl sefydliadau fod eu harwyddion newydd i gyd yn ddwyieithog. Cyfyngedig oedd y defnydd o negeseuon sain, ond nododd pob sefydliad perthnasol fod negeseuon liff yn ddwyieithog.

Defnydd o'r Gymraeg gan swyddogion

- 9.19 Ni soniodd sefydliadau pa mor aml roedd staff yn dewis defnyddio'r Gymraeg mewn cyfarfodydd ynghylch cwynion, disgyblu a datblygu, nac i ba raddau roedd cynnig rhagweithiol yn cael ei wneud ynteu a oedd angen i staff wneud cais i ddefnyddio'r Gymraeg. Nododd un sefydliad mai'r Gymraeg oedd iaith naturiol prosesau mewnol, a dywedodd un arall ei fod yn gwybod nad oedd unrhyw aelod o staff yn dymuno defnyddio'r Gymraeg mewn prosesau mewnol.
- 9.20 Adroddodd nifer o sefydliadau fod defnydd o feddalwedd gwirio sillafu a rhyngwynebau Cymraeg yn isel. Ychydig oedd yn dweud eu bod yn hyrwyddo'r defnydd ohonynt. Dim ond dau sefydliad a nododd eu bod yn cynnig y feddalwedd yn rhagweithiol; roedd un arall yn ystyried gosod y Gymraeg yn ddiofyn a'i gwneud yn ofynnol optio allan. Nid oedd sefydliadau'n gallu dweud faint o ohebiaeth fewnol oedd yn cael ei hanfon yn Gymraeg (mae hynny'n rhesymol, gan y byddai'n anodd iawn casglu data).
- 9.21 Nodwyd, ar y cyfan, mai Saesneg yw iaith cyfarfodydd mewnol sefydliadau, gyda chyfarfodydd yn cael eu cynnal yn Gymraeg dim ond pan fo'r holl fynychwyr yn siarad Cymraeg. Nid oedd sefydliadau'n gallu rhoi nifer penodol ar gyfer cyfarfodydd a gynhelir yn Gymraeg. Adroddodd Cyngor Sir Ynys Môn ei fod yn cynnal hyfforddiant cadeirio cyfarfodydd yn Gymraeg ar gyfer cyflogeion, ac yna'n darparu cyfleoedd iddynt ymarfer eu sgiliau mewn cyd-destun gwaith.
- 9.22 Nododd pob sefydliad, ac eithrio un, mai Saesneg yw ei iaith ysgrifenedig. Roedd swyddogion sy'n siarad Cymraeg yn tueddu i gwblhau gwaith yn Saesneg, naill ai oherwydd diffyg hyder neu oherwydd bod angen i nifer o bobl – gan gynnwys cydweithwyr di-Gymraeg – ei drafod neu ei gymeradwyo.

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- 9.17 There was frequent reference to the fact that an increase in staff use of iaith Gwaith badges and lanyards had led to an increase in the informal use of Welsh as it has highlighted who can speak Welsh. Every organisation, apart from one, provided these badges and lanyards to their staff.
- 9.18 All organisations noted that all new signage is bilingual. The use of audio messages is limited, but each relevant organisation noted that the messages in their lifts were bilingual.

The use of Welsh by officers

- 9.19 Organisations did not indicate how often staff chose to use Welsh in meetings relating to complaints, discipline and development, nor to what extent an active offer was being made, or whether staff needed to request the use of Welsh. One organisation noted that Welsh was the natural language of internal processes, and another noted that it knew that no member of staff wanted to use Welsh in internal processes.
- 9.20 A number of organisations reported that the use of Welsh spellchecking software and interfaces was low. Only a few noted that they promote the use of these facilities. Only two organisations noted that they actively offer software; another was considering setting Welsh as a default with a requirement to opt out of this option. Organisations were not able to say how much internal correspondence was sent in Welsh (this is reasonable, as it would be very difficult to collect data).
- 9.21 It was noted that English was the internal language of meetings in organisations on the whole, with meetings only held in Welsh when all attendees spoke Welsh. Organisations couldn't give a specific number for meetings held in Welsh. Anglesey County Council reported that it held training on chairing meetings in Welsh for employees and provided opportunities for them to practice their skills in a work context.
- 9.22 Apart from one, every organisation reported that English was their written language. Officers who speak Welsh tended to undertake their work in English, either due to a lack of confidence or because a number of people – including non-Welsh speaking colleagues – needed to discuss or approve it.

- 9.23 Roedd arferion sefydliadau o ran mewnrwyd yn amrywio: nid oedd 3 o'r sefydliadau'n defnyddio mewnrwyd; roedd mewnrwyd 8 sefydliad naill ai'n gwbl ddwyieithog neu'n cael ei datblygu i fod yn ddwyieithog; gyda 5 o sefydliadau, dim ond un neu ychydig o dudalennau Cymraeg oedd ar y fewnrwyd, gan amlaf yn canolbwyntio ar ofynion y safonau. Nid oedd tudalennau Cymraeg ar fewnrwyd 6 sefydliad.
- 9.24 Nododd nifer o sefydliadau fod systemau adnoddau dynol (meddalwedd neu wefan lle gall staff fewngofnodi er mwyn cofnodi gwyliau ac absenoldeb ac ati) yn rhwstr, gan eu bod fel arfer yn cael eu darparu gan gwmni allanol.
- 9.25 Teimlai nifer o sefydliadau sydd â'u pencadlys y tu allan i Gymru ei bod yn heriol cael cefnogaeth gan adrannau adnoddau dynol sydd heb ddealltwriaeth o'r sefyllfa yng Nghymru o ran y Gymraeg.

Arfer llwyddiannus – hyrwyddo'r gefnogaeth i ddefnyddio'r Gymraeg yn y gwaith

- 9.26 Mae CBS Rhondda Cynon Taf wedi cymryd camau er mwyn sicrhau bod staff yn ymwybodol o'r dyletswyddau sydd arnynt, a'r gefnogaeth sydd ar gael iddynt i ddefnyddio'r Gymraeg yn y gwaith.

Rydyn ni wedi creu nifer o adnoddau wedi eu dylunio'n ddeniadol a'u rhannu i'n holl staff.

Mae un yn ganllaw hwylus i ddefnyddio meddalwedd fel Cysill, Cysgliad, To Bach, Ap Geiriaduron, rhyngwyneb Cymraeg Windows ac Office ac ati; un arall yn amlinellid syml o'r gwahaniaethau rhwng gofynion y cynllun iaith a'r safonau; un arall yn cynnwys cynghorion cyflym ynghylch cyfathrebu'n ddwyieithog.

Ein bwriad wrth wneud hyn yw torri'r safonau i lawr i ofynion bychan, hawdd eu cyflawni, a rhoi'r gefnogaeth mae staff ei hangen er mwyn defnyddio mwy a mwy ar y Gymraeg wrth eu gwaith.

Steffan Gealy, Rheolwr Gwasanaethau Cymraeg, CBS Rhondda Cynon Taf

- 9.23 Organisations' practice in relation to intranet varied: 3 organisations did not use an intranet; the intranet of 8 organisations was either fully bilingual or being developed as such; with 5 organisations, only one or a few Welsh pages were on the intranet, and more often than not, these focussed on the requirements of the standards. There were no Welsh pages on the intranet of 6 organisations.
- 9.24 A number of organisations noted that the HR systems (software or website where staff could log on in order to record leave and absences and so on) was a barrier, as they were usually provided by an external company.
- 9.25 A number of organisations with headquarters outside Wales felt that it was challenging to secure support from HR departments with no understanding of the situation in Wales in terms of the Welsh language.

Successful practice – promoting support to the use of Welsh at work

- 9.26 Rhondda Cynon Taf CBC has taken steps to ensure that staff are aware of their duties, and the support available for them to use Welsh at work.

We have created a number of attractively designed resources and shared them with all staff.

One is a handy guide for using software such as Cysill, Cysgliad, To Bach, Ap Geiriaduron, the Windows and Office Welsh interface etc; another is a basic outline of the differences between the requirements of the language scheme and the standards; another contains some handy tips for bilingual communication.

Our aim by doing this is to break down the standards into small, easily achievable requirements, and give staff the support they need to use more and more Welsh at work.

Steffan Gealy, Welsh Language Services Manager Rhondda Cynon Taf CBC

Arfer llwyddiannus – gweithredu mewnol

9.27 Mae Cyngor Sir Ynys Môn wedi gwneud gwaith sylweddol er mwyn hwyluso defnyddio mwy a mwy ar y Gymraeg yng ngweithrediad mewnol adrannau.

Ein nod yw cynnal a grymuso awyrgylch corfforaethol positif sy'n arddel defnyddio'r Gymraeg fel cyfrwng gwaith. Mae cynnydd pendant wedi bod yn y defnydd o'r Gymraeg gan staff y cyngor, gyda'r rhan fwyaf o sgysiau, e-bost a chyfarfodydd yn digwydd yn Gymraeg bellach – o'r Uwch Dim Arweinyddiaeth i lawr.

Erbyn hyn rydym wedi dechrau ar raglen o waith dwys gydag adrannau unigol er mwyn eu galluogi i weithio drwy'r Gymraeg a defnyddio'r Gymraeg yn anffurfiol. Gan ddechrau gyda'r Gwasanaeth Tai, casglwyd data er mwyn sefydlu gwaelodlin, ac yna creu cynllun gweithredu sy'n cynnwys pethau fel:

- adnabod pencampwyr iaith o fewn pob uned gwasanaeth, gyda briff i annog defnydd cymdeithasol o'r Gymraeg, a chodi hyder pobl yn eu sgiliau;
- cynnal cyfarfodydd tîm rheoli yn Gymraeg;
- cymharu sgiliau staff a dynodiad iaith swyddi;
- cynnig hyfforddiant ar gynnal cyfarfodydd yn Gymraeg, sesiynau gloywi iaith a Gymraeg Clir, a darparu meddalwedd gwirio;
- hyrwyddo drafftio yn Gymraeg.

Mae'r prosiect yn mynd o nerth i nerth, gyda'r pencampwyr wedi perchnogi'r gwaith ac yn cynhyrchu holiaduron a bwletinau.

Bydd gwaith yn dechrau gyda dau wasanaeth pellach cyn hir, fel rhan o raglen dreigl 6 mlynedd ar gyfer y cyngor cyfan.

**Carol Wyn Owen, Rheolwr Polisi a Strategaeth,
Cyngor Sir Ynys Môn**

Successful practice – internal operation

9.27 Anglesey County Council has done a considerable amount of work to facilitate more and more use of Welsh in departments' internal operation.

Our aim is to support and empower a positive corporate environment that advocates the use of Welsh in the workplace. There has been a clear increase in the use of Welsh by council staff, with most conversations, emails and meetings now happening in Welsh – from the Senior Leadership Team down.

We have started on a programme of intensive work with individual departments to enable them to work through the medium of Welsh and use Welsh informally. Starting with Housing Services, we gathered data to establish a baseline, and then drew up an action plan that includes things such as:

- identifying language champions within each service unit, with a brief to encourage social use of Welsh and raise people's confidence in their skills;
- conducting the management team's meetings in Welsh;
- comparing staff skills with the language designation of posts;
- offering training on conducting meetings in Welsh, language improvement and Clear Welsh sessions, and the provision of spellchecking software;
- promoting the drafting of documents in Welsh.

The project is going from strength to strength with the Welsh language champions taking ownership of the work with the production of questionnaires and bulletins.

The work will begin with a further two services soon, as part of a 6 year rolling programme for the entire council.

**Carol Wyn Owen, Policy and Strategy Officer,
Anglesey County Council**

Arfer llwyddiannus – defnyddio'r Gymraeg yn y gwaith

9.28 Mae tîm o ymchwilwyr ym Mhrifysgol Bangor wedi rhedeg rhaglen a oedd yn mesur effaith ymyriad i gefnogi'r defnydd o'r Gymraeg ymysg staff.

Mae Prifysgol Bangor wedi bod yn cynnal ymchwil ar sut i fesur a dylanwadu ar y defnydd o'r Gymraeg mewn gweithle dwyieithog. Gan ddefnyddio'r Teclyn Arsylwi Dwyieithrwydd (TAD), casglwyd data ar arferion iaith staff mewn gwahanol adrannau yn y Brifysgol gan recordio'n fanwl pryd roedden nhw'n siarad Cymraeg a gyda phwy o blith eu cydweithwyr.

Yn dilyn yr arsylwi manwl hwn, treialwyd y Rhaglen ARFer mewn un adran benodol. Fel rhan o'r rhaglen ARFer, cytunodd 5 o unigolion o blith 23 o staff yr adran i ddefnyddio'r Gymraeg bob tro yr oeddent yn siarad gyda chydweithwyr oedd yn deall Cymraeg. Cynhaliwyd yr ymyrraeth hon dros gyfnod o dair wythnos ar ddeg. Y nod oedd creu cyd-destun ieithyddol oedd yn cefnogi dymuniad staff i ddefnyddio mwy o Gymraeg yn y gwaith.

Wrth arsylwi defnydd iaith cyn cyflwyno'r rhaglen ARFer, roedd y staff wedi siarad Cymraeg gyda'i gilydd tua 27% o'r amser. Tra roedd y rhaglen ARFer yn weithredol, gwelwyd cynnydd o 31% yn y defnydd o'r Gymraeg o fewn yr adran, h.y. defnyddiwyd y Gymraeg fwy na dwywaith yn fwy aml tra roedd y rhaglen ARFer yn weithredol.

Dr Lowri Angharad Hughes, Pennaeth Polisi a Datblygu, Canolfan Bedwyr, Prifysgol Bangor

Successful practice – the use of Welsh at work

9.28 A team from Bangor University has been running a programme to measure the impact of an intervention to support the use of Welsh amongst staff.

Bangor University has been conducting research on how to measure and influence the use of Welsh in a bilingual workplace. Using the Bilingual Dynamic Observational Tool (BiDOT), we collected data on staff language practices in different departments in the University, keeping a detailed record of when they spoke Welsh and with which colleagues.

Following this detailed exercise, the ARFer Programme was trialled in one particular department. As part of the ARFer programme, 5 individuals from the 23 members of staff in the department agreed to use Welsh every time they spoke with a colleague who understood Welsh. This intervention was conducted over a period of thirteen weeks. The aim was to create a linguistic context that supported the staff's desire to use more Welsh at work.

In the observation of language use before the introduction of the ARFer programme, staff spoke Welsh with each other around 27% of the time. Whilst the ARFer programme was in operation, an increase of 31% was seen in the use of Welsh within the department, i.e. Welsh was used more than twice as often whilst the ARFer programme was in operation.

Dr Lowri Angharad Hughes, Head of Policy and Development, Canolfan Bedwyr, Bangor University

Gweithdai adroddiad sicrwydd 2016-17 – meddylfryd sefydliadau

- 9.29 Yn y gweithdai a gynhaliwyd yn sgil cyhoeddi Hawliau'n Gwreiddio, adroddiad sicrwydd 2016-17, cynigiodd sefydliadau resymau dros y gwelliant a welwyd mewn gwasanaethau Cymraeg, a chafwyd trafodaeth ohonynt. Un o'r prif yrwyr a nodwyd oedd newid ym meddylfryd swyddogion sefydliadau.
- 9.30 Roedd consensws fod cyflwyno'r safonau wedi arwain at newid agweddau swyddogion. Y rhesymau a nodwyd am hynny oedd:
- bod gofynion y safonau'n gliriach, ac yn fwy cyson o sefydliad i sefydliad, na gofynion cynlluniau iaith;
 - bod pwerau gorfodi'r Comisiynydd ar gyfer safonau'n gryfach ac yn gliriach, ac felly fod cydnabyddiaeth nad oedd dewis ond cydymffurfio â'r safonau.
- 9.31 Disgrifiwyd teimlad o nerfuswydd cychwynnol ymysg swyddogion wrth glywed am y safonau am y tro cyntaf. Ond pwysleisiwyd bod hynny'n newid i agweddau cadarnhaol, gan gydnabod y gwahaniaeth y gall safonau ei wneud, o ganlyniad i sefydliadau'n cyfathrebu'n well beth mae'r gofynion yn ei olygu ac yn esbonio'r gyfundrefn.
- 9.32 Newid arall a adroddwyd oedd bod sefydliadau'n ganolog (arweinwyr ac adrannau adnoddau dynol) yn cymryd mwy o gyfrifoldeb dros gyfathrebu a gweithredu'r safonau – swyddogion iaith yn unig fyddai'n gwneud hynny'n flaenorol.

2016-17 assurance report workshops – organisations' mindset

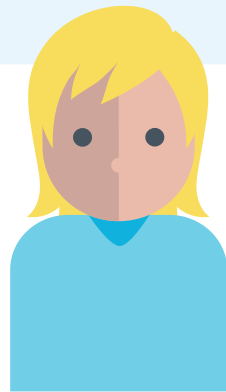
- 9.29 In the workshops following the publication of Rights Taking Root, the 2016-17 assurance report, reasons for the improvement seen in Welsh language services were put forward and discussed by organisations. One of the main drivers noted was a change in the mindset of organisations' staff.
- 9.30 There was a consensus that the introduction of standards had led to a change in attitude among officers. The reasons given were:
- the requirements of the standards were clearer and more consistent across organisations than the requirements of language schemes;
 - the Commissioner's enforcement powers for standards are stronger and clearer, and therefore there is acknowledgement that there is no choice but to comply with standards.
- 9.31 Officers described a feeling of initial nervousness when they heard of the standards for the first time. But they pointed out that this translated to positive attitudes, recognising the difference standards could make, as a result of organisations better communicating what the requirements meant and explaining the regime itself.
- 9.32 Another reported change was that organisations centrally (leadership and HR departments) were taking more responsibility for communicating and implementing the standards – this was previously done by language officers only.

Grwpiau trafod – agweddau sefydliadau

9.33 Nododd mynychwyr grwpiau trafod a oedd â chysylltiad proffesiynol â sefydliadau eu bod wedi gweld gwahaniaeth yn agweddau'r sefydliadau hynny.

Dwi'n gweithio gyda siroedd ar y ffin, ac mae 'na newid wedi bod yn yr agwedd tuag at y Gymraeg yn ddiweddar – maen nhw'n llawer mwy awyddus i sicrhau bod y Gymraeg yn fwy gweledol ac yn cael ei hystyried. Nid dim ond *token gesture* yw'r Gymraeg rhagor – mae 'na newidiadau amlwg i'w gweld.

Aelod o'r cyhoedd mewn grŵp trafod



Fel rhywun sy'n gweithio i'r cyngor sir dwi wedi gweld newid yn ddiweddar lle mae 'na fwy o ffocws ar sicrhau bod negeseuon yn ddwyieithog.

Aelod o'r cyhoedd mewn grŵp trafod

Discussion groups – attitudes of organisations

9.33 Participants in discussion groups with professional links to organisations noted that they had seen a difference in the attitude of those organisations.

I work with counties on the border, and there has been a change in attitude towards the language recently – they are much keener to ensure that the Welsh language is visible and is given consideration. The Welsh language isn't just a token gesture any more – there are clear changes to be seen.

Member of the public in a discussion group



As someone who works for the county council I've seen a change recently where there is more of a focus on ensuring that messages are bilingual.

Member of the public in a discussion group

Arfer llwyddiannus – codi ymwybyddiaeth staff o ofynion y safonau

9.34 Cynhaliodd Llywodraeth Cymru ymgyrch fawr i godi ymwybyddiaeth swyddogion wrth baratoi at gyflwyno'r safonau.

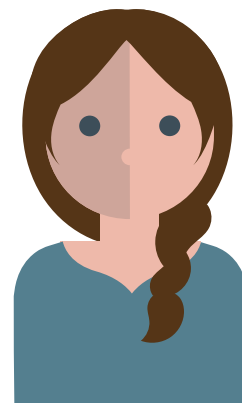
Mae'r safonau'n creu cyfrifoldebau o ryw fath ar bawb sy'n gweithio yn Llywodraeth Cymru, ac mewn sefydliad mor fawr â'r Llywodraeth, roedd yn amlwg fod angen cryn dipyn o waith er mwyn sicrhau bod pawb yn gwybod am y gofynion.

Penderfynodd yr Ysgrifennydd Parhaol roi blaenoriaeth uchel i godi ymwybyddiaeth o'r safonau yn y cyfnod yn arwain at eu cyflwyno, er mwyn sicrhau ein bod yn barod i weithredu o'r diwrnod gosod ymlaen. Defnyddiwyd holl adnoddau a thechnegau adran cyfathrebu mewnol y Llywodraeth er mwyn lledaenu'r neges. Roedd y camau a gymerwyd yn cynnwys:

- negeseuon ar sgriniau a phosteri, mewn lifftiau ac ar goridorau;
- dosbarthu nwyddau Iaith Gwaith i bob aelod o staff sy'n dysgu a siarad Cymraeg;
- negeseuon ar y fewnwyd;
- cynnal cannoedd o weithdai gydag adrannau unigol.

Mae'r gwaith hwn wedi dwyn ffrwyth, gydag ymwybyddiaeth uchel o ofynion y safonau ymhlith swyddogion y Llywodraeth ym mhob adran.

Bethan Griffiths, Cydymffurfiaeth â Safonau'r Gymraeg, Llywodraeth Cymru



Successful practice – raising staff awareness of the requirements of the standards

9.34 The Welsh Government conducted a big campaign to raise the awareness of officers during the preparations for the introduction of standards.

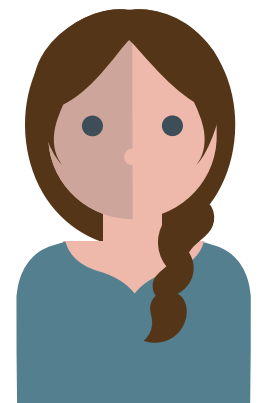
The standards create a certain level of responsibility on everyone working for the Welsh Government, and in an organisation as large as the Government it was apparent that a significant amount of work was needed to ensure everyone knew of the requirements.

The Permanent Secretary decided to give high priority to raising awareness of the standards in the lead up to their introduction, in order to ensure that we were ready for action from the imposition day onwards. All the resources and methods of the internal communications department at the Government were used in order to get the message across. The steps taken included:

- messages on screens and posters, in lifts and on corridors;
- distributing Iaith Gwaith materials to each member of staff who speaks Welsh or is learning Welsh;
- messages on the intranet;
- holding hundreds of workshops with individual departments.

This work has been fruitful with a high level of awareness of the requirements of the standards amongst Government officers in all departments.

Bethan Griffiths, Welsh Language Standards Compliance, Welsh Government



Arfer llwyddiannus – annog staff i ddefnyddio'r Gymraeg gyda chleifion

- 9.35 Mae Bwrdd Iechyd Prifysgol Hywel Dda wedi creu fideo effeithiol er mwyn pwysleisio i staff mor bwysig y gall gwasanaeth Cymraeg fod i gleifion. Mae'r fideo hwn nid yn unig yn codi ymwybyddiaeth staff, ond hefyd – gan ei fod ar gael yn gyhoeddus – yn rhoi sicrwydd i ddefnyddwyr gwasanaethau fod y sefydliad yn datblygu ei ddarpariaeth Gymraeg.

Roedden ni'n awyddus i gyfleu i'n staff fod angen i weithwyr gofal iechyd fod yn sensitif i anghenion iaith y rhai sy'n defnyddio gwasanaethau iechyd lleol. Mae cyfathrebu mewn dewis iaith yn cyfrannu cymaint at ansawdd gofal yr unigolyn. Er mwyn cyfleu'r neges hon, fe wnaethon ni greu fideo syml. Yn serennu ynddo roedd loan Downes, sy'n ddwy flwydd oed, a anwyd chwe wythnos yn gynnar yn Ysbyty Glangwili. Fel llawer o blant yng Ngheredigion, Sir Gâr a Sir Benfro, ei iaith gyntaf yw'r Gymraeg.

Yn y fideo, roedd ei fam yn gofyn i loan – yn Gymraeg – bwyntio at wahanol rannau o'i gorff, ac roedd loan yn gallu gwneud hynny'n hawdd. Yna, roedd hi'n gofyn iddo adnabod yr un rhannau o'i gorff – ond yn Saesneg, a doedd loan ddim yn gallu gwneud hynny. Mae staff wedi dweud wrthon ni fod y fideo'n bwerus iawn, ac wedi gwneud iddynt sylweddoli mor bwysig yw iaith wrth roi gofal i bobl.

Dilynwyd y fideo hwn gan un arall lle roedd staff o wahanol adrannau – o staff cofnodion meddygol i'r Prif Weithredwr – yn sôn am fanteision darparu gwasanaeth Cymraeg i gleifion.

Enfys Williams, Rheolwr Gwasanaethau Cymraeg, Bwrdd Iechyd Prifysgol Hywel Dda

Successful practice – encouraging staff to use Welsh with patients

- 9.35 Hywel Dda University Health Board has created an effective video in order to emphasise to staff how important a Welsh language service can be for patients. This video not only raises staff awareness, but also – as it is publicly available – gives assurance to users that the organisation is developing its Welsh language provision.

We were keen to explain to our staff that healthcare workers need to be sensitive to the language needs of those who use our local health services. Communicating in one's chosen language contributes a great deal to the quality of care for the individual. In order to communicate this message, we put together a simple video. Starring in the video was loan Downes, who is two years old and was born six weeks early at Glangwili Hospital. As with many children in Ceredigion, Carmarthenshire and Pembrokeshire, Welsh is his first language.

In the video, loan's mother asks him – in Welsh – to point to different parts of his body, which loan could do easily. Then, she asked him to identify the same parts of his body – but in English, which loan couldn't manage. Staff have told us that this is a very powerful video and has made them realise how important language is in the provision of care.

This video was followed by another one where staff from different departments – from medical records staff to the Chief Executive – talk about the benefits of providing a Welsh language service to patients.

Enfys Williams, Welsh Language Manager, Hywel Dda University Health Board

Arfer llwyddiannus – annog staff i ddefnyddio'r Gymraeg gyda chleifion

9.36 Mae Bwrdd Iechyd Prifysgol Betsi Cadwaladr wedi cynnal ymgyrch yn annog staff i ddefnyddio'r Gymraeg.

Rydyn ni'n credu bod mwy o staff y Bwrdd Iechyd yn gallu siarad Cymraeg nag sy'n defnyddio'r iaith yn y gwaith ar hyn o bryd, ac rydym yn credu mai diffyg hyder sy'n gyfrifol am hyn.

Felly rydym wedi lansio ymgyrch newydd a chyffrous Defnyddiwch eich Cymraeg i annog staff i ddefnyddio eu Cymraeg, dim ots a ydynt yn rhugl neu'n siarad dim ond ychydig o eiriau.

Fe gynhaliwyd stondin yn y tri phrif ysbyty er mwyn rhannu adnoddau a gwybodaeth am gyrsiau dysgu Cymraeg ac ati. Aethpwyd o gwmpas y wardiau hefyd er mwyn codi ymwybyddiaeth am yr ymgyrch, a'u hannog i ddefnyddio eu Cymraeg.

Y neges yw: peidiwch â bod ofn defnyddio unrhyw Gymraeg sydd gennych, ac ni ddylech byth feddwl nad yw eich Cymraeg yn ddigon da, oherwydd gallwn eich sicrhau bod unrhyw ymdrech yn helpu cleifion!

Fel rhan o'r ymgyrch, rydym wedi tynnu sylw at lwyddiant Yankier Pijeira Perez, technegydd fferyllfa sy'n wreiddiol o Cuba, i ddysgu Cymraeg. Meddai Yankier, 'Rwy'n credu bod cleifion yn gwerthfawrogi'r ymdrech. Maent yn gwybod nad wyf yn siaradwr brodorol, ond gallaf weld eu bod yn deall yr hyn rwy'n ei ddweud. Mae gen i lawer i'w ddysgu o hyd, ond rwy'n credu bod hyn yn ddechreuad da. Rwy'n ceisio siarad Cymraeg bob amser â'r rhai y mae'n well ganddynt siarad Cymraeg.'

Ochr yn ochr â'r ymgyrch, rydym yn cynnig cefnogaeth tiwtor iaith i helpu staff i ddatblygu hyder yn eu sgiliau Cymraeg.

Eleri Hughes-Jones, Pennaeth Gwasanaethau Cymraeg, Bwrdd Iechyd Prifysgol Betsi Cadwaladr

Successful practice – encouraging staff to use Welsh with patients

9.36 Betsi Cadwaladr University Health Board has conducted a campaign to encourage staff to use Welsh.

We believe that more Health Board staff can speak Welsh than currently use the language at work, and we believe that this is due to a lack of confidence.

Therefore, we have launched a new and exciting campaign Defnyddiwch eich Cymraeg / Use Your Welsh to encourage staff to use their Welsh, whether they are fluent or only speak a few words.

We set up a stand at the three main hospitals in order to share resources and information on Welsh language courses etc. We also went around the wards to raise awareness about the campaign, and to encourage them to use their Welsh.

The message is: don't be afraid to use any Welsh that you have, and you should never feel that your Welsh isn't good enough, because we can assure you that any effort helps the patients!

As part of the campaign we have highlighted the success of Yankier Pijeira Perez, a pharmacy technician, originally from Cuba, in learning Welsh. Yankier says, 'I believe that patients appreciate the effort. They know I'm not a native speaker, but I can see they understand what I'm saying. I've still got a lot to learn, but I think this is a good start. I try to speak Welsh at all times with those who prefer to speak Welsh.'

Alongside the campaign we offer support from a language tutor to help staff develop confidence in their Welsh language skills.

Eleri Hughes-Jones, Head of Welsh Language Services, Betsi Cadwaladr University Health Board

Arfer llwyddiannus – codi ymwybyddiaeth staff o ofynion cynllun iaith Gymraeg

9.37 Gweithredodd Gwasanaeth Llysoedd a Thribiwnlysoedd EM i sicrhau bod ei staff yn deall pwysigrwydd darparu gwasanaethau yn Gymraeg.

Datblygodd y sefydliad fodiwl dysgu ar-lein i godi ymwybyddiaeth staff am y cynllun iaith Gymraeg a phwysigrwydd darparu gwasanaethau Cymraeg. Roedd yn ofyniad i bob aelod staff sy'n gweithio yng Nghymru gwblhau'r modiwl, ac awgrymwyd bod staff y tu allan i Gymru sy'n gweithio ym myd polisi neu brosiectau TG hefyd yn ei gwblhau. Mae'r modiwl yn cynnwys gwybodaeth ynghylch:

- pam y darperir gwasanaeth dwyieithog;
- yr hyn sy'n ddisgwyliedig o'r staff mewn perthynas â'r cynllun iaith Gymraeg;
- pryd a sut i geisio cymorth a chefnogaeth.

Wrth ddarparu'r cwrs ar-lein fe lwyddwyd i sicrhau bod y neges yn cyrraedd yr holl staff. Amlygodd arolwg mewnol fod y cwrs wedi bod yn effeithiol ac yn berthnasol i staff.

Hywel Hughes, Pennaeth Gwasanaethau Cymraeg a Rheolwr Cyfathrebu ac Ymgysylltiad Staff, Gwasanaeth Llysoedd a Thribiwnlysoedd EM

Successful practice – raising staff awareness of the requirements of the Welsh language scheme

9.37 HM Courts and Tribunals Service acted to ensure that its staff understands the importance of providing services in Welsh.

The organisation developed an online learning module to raise staff awareness about the Welsh language scheme and the importance of providing a Welsh service. Each member of staff working in Wales was required to complete the module and it was suggested learning for staff outside of Wales working on policy and IT projects. The module includes information on:

- why a bilingual service is provided;
- what is expected from staff in relation to our Welsh language scheme;
- when and how to ask for support and guidance.

Making the learning available online has ensured that the message reaches all staff. The results of an internal survey highlighted that the course had been effective and relevant for staff.

Hywel Hughes, Head of Welsh Language Services and Communication and Employee Engagement Manager, HM Courts and Tribunals Service

Methodolegau

Monitro Cyffredinol

Mae pob sefydliad a oedd yn rhan o waith monitro a phrofi'r Comisiynydd yn 2017-18 yn darparu gwasanaethau i bobl yng Nghymru, ac naill ai'n gweithredu safonau'r Gymraeg neu gynllun iaith Gymraeg.

Roedd meini prawf pob arolwg ac astudiaeth yn seiliedig ar ofynion grŵp penodol o safonau'r Gymraeg. Rhoddir rhifau safonau isod fel y maent yn Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015; mae'r rhifau'n wahanol mewn rheoliadau eraill, ond y gofynion yn debyg.

Nid oedd pob sefydliad dan ddyletswydd i weithredu'r holl safonau a oedd yn sail i feini prawf yr arolygon – efallai fod y sefydliad yn gweithredu cynllun iaith, bod safonau heb eu gosod ar y sefydliad, bod y diwrnod gosod ar gyfer safonau heb basio, neu fod y sefydliad wedi herio'r ddyletswydd i gydymffurfio â'r safonau. Adrodd ar brofiad y defnyddiwr yw amcan yr adroddiad hwn gan amlaf. Mewn achosion lle cyfeirir yn benodol at gydymffurfio â safonau, dim ond sefydliadau oedd dan ddyletswydd sydd wedi eu cynnwys.

Dadansoddwyd canlyniadau pob ymarferiad gan un o swyddogion y Comisiynydd, gan adnabod canfyddiadau. Cafodd y canlyniadau eu gwirio gan gydweithwyr, a'u trafod a'u herio'n fewnol.

Arolwg profiad defnyddwyr: ateb gohebiaeth

Anfonwyd neges e-bost Gymraeg a Saesneg at bob sefydliad, a neges Facebook Gymraeg a Saesneg hefyd lle roedd modd. Gwnaed hyn dair gwaith, fis ar wahân, yn ystod misoedd Gorffennaf, Awst a Medi 2017 yn bennaf; anfonwyd, felly, hyd at 12 neges at bob sefydliad. Anfonwyd y negeseuon at brif gyfrifon y sefydliadau lle roedd modd. Cyflwynwyd ymholiadau syml ar bynciau amrywiol a oedd yn ymwneud â gwasanaethau'r sefydliadau.

Llenwyd meysydd meintiol ac ansoddol a oedd yn dilyn set o feini prawf yn seiliedig ar ofynion safonau 1, 6, 7, 58 a 59, er mwyn cofnodi i ba raddau roedd ymateb y sefydliad yn cynnig profiad i ddefnyddwyr a oedd yn cyfateb â gofynion y safonau hynny. Gwnaed y gwaith gan swyddogion y Comisiynydd.

Methodologies

Monitoring General

Every organisation that was part of the Commissioner's monitoring and testing work in 2017-18 provides services to people in Wales, and they either implement Welsh language standards or a Welsh language scheme.

The criteria of each survey and study were based on the requirements of a specific group of Welsh language standards. The numbers of the standards are given below as set out in the Welsh Language Standards (No. 1) Regulations 2015; the numbers are different in other regulations, but the requirements are similar.

Not every organisation was required to implement all of the standards that formed the basis of the surveys – the organisation may be implementing a language scheme, or standards hadn't been imposed on the organisation, the imposition day for the standards hadn't passed, or the organisation had challenged the duty to comply with the standards. The main aim is to report on the user's experience. In instances where there is direct reference to compliance with standards, only organisations that were required to comply have been included.

The results of each exercise have been analysed by one of the Commissioner's officers, who was responsible for identifying the findings. The results were verified by colleagues and were subject to internal challenge and debate.

User experience survey: replying to correspondence

A Welsh and English email message was sent to each organisation, and a Welsh and English Facebook message where possible. This was done three times, a month apart, during July, August and September 2017 mainly; therefore up to 12 messages were sent to each organisation. Where possible the messages were sent to organisations' main accounts. These were basic enquiries on a variety of subjects involving the organisations' services.

Quantitative and qualitative fields were completed following a set of criteria based on the requirements of standards 1, 6, 7, 58 and 59, in order to record to what extent the responses from the organisations offered a user experience that matched the requirements of those standards. The work was done by the Commissioner's officers.

Arolwg profiad defnyddwyr: ateb galwadau ffôn

Ffoniwyd pob sefydliad dair gwaith rhwng mis Tachwedd 2017 a mis Ionawr 2018. Ceisiwyd siarad Cymraeg yn ystod pob galwad. Ffoniwyd prif rifau ffôn y sefydliadau. Cyflwynwyd ymholiadau syml ar bynciau amrywiol a oedd yn ymwneud â gwasanaethau'r sefydliadau.

Llenwyd meysydd meintiol ac ansoddol a oedd yn dilyn set o feini prawf yn seiliedig ar ofynion safonau 8, 9, 10, 11, 12, 13, 16, 17 a 22, er mwyn cofnodi i ba raddau roedd ymateb y sefydliad yn cynnig profiad i ddefnyddwyr a oedd yn cyfateb â gofynion y safonau hynny. Gwnaed y gwaith gan swyddogion y Comisiynydd.

Arolwg profiad defnyddwyr: gwasanaethau derbynfa, peiriannau hunanwasanaeth, ac arwyddion

Ymwelwyd â phrif dderbynfa'r sefydliadau dair gwaith yn ystod misoedd Tachwedd a Rhagfyr 2017. Gwnaed yr ymweliadau ar amseroedd a dyddiau gwahanol o'r wythnos, gan unigolion gwahanol. Yn ystod y tri ymweliad:

- cyflwynwyd un ymholiad syml ar bynciau amrywiol a oedd yn ymwneud â gwasanaethau'r sefydliadau;
- defnyddiwyd un peiriant hunanwasanaeth;
- arsylwyd ar dri arwydd.

Llenwyd meysydd meintiol ac ansoddol a oedd yn dilyn set o feini prawf yn seiliedig ar ofynion safonau 64, 66, 67, a 68 (derbyn ymwelwyr), 60 (peiriannau hunanwasanaeth), a 61, 62, a 63 (arwyddion) er mwyn cofnodi i ba raddau roedd y sefydliad yn cynnig profiad i ddefnyddwyr a oedd yn cyfateb â gofynion y safonau hynny. Gwnaed y gwaith ar ran y Comisiynydd gan Beaufort Research, ar sail canllawiau a dogfennau a ddarparwyd gan y Comisiynydd.

Arolwg profiad defnyddwyr: cyfarfodydd a digwyddiadau

Cyrchwyd gwefannau'r sefydliadau i gyd er mwyn chwilio am fanylion cyfarfodydd a digwyddiadau er mwyn gwirio materion yn ymwneud â hyrwyddo, ac yna mynychwyd cyfran o ddigwyddiadau. Gwnaed y gwaith rhwng mis Tachwedd 2017 a mis Ebrill 2018.

Llenwyd meysydd meintiol ac ansoddol a oedd yn dilyn set o feini prawf yn seiliedig ar ofynion safonau 30, 31, 32, 33 a 34 (cyfarfodydd sy'n agored i'r cyhoedd), a 35 a 36 (digwyddiadau) er mwyn cofnodi i ba raddau roedd y sefydliad yn cynnig profiad i ddefnyddwyr a oedd yn cyfateb â gofynion y safonau.

User experience survey: answering telephone calls

Each organisation was telephoned three times between November 2017 and January 2018. The caller sought to speak Welsh during each call. Calls were made to the main telephone numbers of the organisations. These were basic enquiries on a variety of subjects involving the organisations' services.

Quantitative and qualitative fields were completed following a set of criteria based on the requirements of standards 8, 9, 10, 11, 12, 13, 16, 17 and 22, in order to record to what extent the responses from the organisations offered a user experience that matched the requirements of those standards. The work was done by the Commissioner's officers.

User experience survey: reception services, self service machines, and signage

Organisations' main receptions were visited three times during November and December 2017. These visits were made at different times and days of the week, by different individuals. During the three visits:

- the individuals made basic enquiries on a variety of subjects involving the organisations' services;
- one self service machine was used;
- three signs were observed.

Quantitative and qualitative fields were completed following a set of criteria based on the requirements of standards 64, 66, 67, and 68 (receiving visitors), 60 (self service machines), and 61, 62, and 63 (signage) in order to record to what extent the organisations offered a user experience that matched the requirements of those standards. The work was carried out on behalf of the Commissioner by Beaufort Research based on guidelines and documentation provided by the Commissioner.

User experience survey: meetings and events

All the organisations' websites were accessed to search for information on meetings and events in order to review matters relating to promotion, and a proportion of these meetings were then attended by researchers. The work was done between November 2017 and April 2018.

Quantitative and qualitative fields were completed following a set of criteria based on the requirements of standards 30, 31, 32, 33 and 34 (meetings open to the public), and 35 and 36 (events) in order to record

Gwnaed y gwaith ar ran y Comisiynydd gan Beaufort Research, ar sail canllawiau a dogfennau a ddarparwyd gan y Comisiynydd.

Arolwg profiad defnyddwyr: deunydd cyhoeddusrwydd

Cyrchwyd gwefannau a chyfrifon cyfryngau cymdeithasol y sefydliadau rhwng misoedd Gorffennaf a Medi 2017, gan geisio canfod un enghraifft yr un o dri math o ddeunydd cyhoeddusrwydd: poster, fideo, a thaflen.

Llenwyd meysydd meintiol ac ansoddol a oedd yn dilyn set o feini prawf yn seiliedig ar ofynion safon 37, er mwyn cofnodi i ba raddau roedd y sefydliad yn cynnig profiad i ddefnyddwyr a oedd yn cyfateb â gofynion y safon. Gwnaed y gwaith gan swyddogion y Comisiynydd.

Arolwg profiad defnyddwyr: rheolau, ffurflenni, a hysbysiadau swyddogol

Cyrchwyd prif wefan y sefydliadau rhwng misoedd Gorffennaf a Medi 2017, gan geisio canfod dwy enghraifft yr un o'r tri math o ddeunydd: rheolau, ffurflenni, a hysbysiadau swyddogol.

Llenwyd meysydd meintiol ac ansoddol a oedd yn dilyn set o feini prawf yn seiliedig ar ofynion safon 40, 48 a 49 (dogfennau'n gyffredinol), 45 (rheolau), 50, 50A, 50B (ffurflenni), a 69 a 70 (hysbysiadau swyddogol), er mwyn cofnodi i ba raddau roedd y sefydliad yn cynnig profiad i ddefnyddwyr a oedd yn cyfateb â gofynion y safon. Gwnaed y gwaith gan swyddogion y Comisiynydd.

Astudiaeth thematig: grantiau a contractau

Anfonwyd llythyrau at y sefydliadau fis Gorffennaf 2017, a oedd yn cynnwys nifer o gwestiynau a oedd yn seiliedig ar ofynion safonau 71, 72, 72A, 73, 74, 75 a 94 (grantiau), a 76, 77, 77A, 78, 79 ac 80 (contractau). Gofynnwyd i sefydliadau ddarparu gwybodaeth ynghylch eu trefniadau, a rhannu enghreifftiau o ddogfennau perthnasol.

Dadansoddodd swyddogion y Comisiynydd y dystiolaeth a dderbyniwyd, gan ddod i farn fesul safon a oedd y dystiolaeth yn rhoi sicrwydd fod y sefydliadau'n cydymffurfio â'r dyletswyddau a oedd wedi eu gosod arnynt. Mewn ambell achos, gwiriwyd gwefannau'r sefydliadau er mwyn ceisio cael sicrwydd pellach ynghylch cydymffurfiaeth.

to what extent the organisations offered a user experience that matched the requirements of those standards.

The work was carried out on behalf of the Commissioner by Beaufort Research based on guidelines and documentation provided by the Commissioner.

User experience survey: publicity material

Organisations' websites and social media accounts were accessed during July and September 2017, with the aim of finding one example each of three types of publicity material: posters, videos and leaflets.

Quantitative and qualitative fields were completed following a set of criteria based on the requirements of standard 37, in order to record to what extent the organisations offered a user experience that matched the requirements of that standard. The work was done by the Commissioner's officers.

User experience survey: rules, forms and official notices

Organisations' main websites were accessed during July and September 2017, with the aim of finding two examples each of three types of material: rules, forms and official notices.

Quantitative and qualitative fields were completed following a set of criteria based on the requirements of standards 40, 48 and 49 (general documents), 45 (rules), 50, 50A, 50B (forms), and 69 and 70 (official notices), in order to record to what extent the organisations offered a user experience that matched the requirements of those standards. The work was done by the Commissioner's officers.

Thematic study: grants and contracts

Letters were sent to organisations during July 2017, that included a number of questions based on the requirements of standards 71, 72, 72A, 73, 74, 75 and 94 (grants), and 76, 77, 77A, 78, 79 and 80 (contracts). Organisations were asked to provide information regarding their arrangements, and to provide examples of relevant documents.

The Commissioner's officers analysed the information received, establishing an opinion based on each individual standard of whether the evidence provided assurance that organisations complied with the duties imposed on them. In some cases, the organisations' websites were checked in order to seek further assurance as to compliance.

Astudiaeth thematig: penderfyniadau polisi a gweithredu mewnol

Cynhaliwyd cyfweiliadau strwythuredig â'r sefydliadau. Cyn y cyfweiliadau, anfonwyd e-bost at y sefydliadau'n gofyn iddynt ddarparu copïau o bolisiau a dogfennau sy'n ofynnol eu llunio yn unol â safonau 98 (polisi ar ddefnyddio'r Gymraeg yn fewnol), 99, 100, 101, 102, 103, a 104 (dogfennau ynghylch cyflogaeth), a 105, 106, 107, 108, 109, 110, a 111 (polisiau mewnol), a 150 (cofnodion llunio polisi).

Yn ystod y cyfweiliadau, gofynnwyd cyfres o gwestiynau ynghylch trefniadau sefydliadau ar gyfer cydymffurfio â safonau 112, 112A, 113, 114, 115, a 116, 116A, 117, 118, 119 (prosesau cwynion a disgyblu), 120, 121, 122, 123, 124, 125, a 126 (meddalwedd a mewnrwyd), 129, 130, 132 a 133 (hyfforddiant), 134 a 135 (llonfodion e-bost), a 141, 142, 143, a 144 (arwyddion a chyhoeddiadau sain).

Cynhaliwyd y cyfweiliadau a chasglwyd y dogfennau gan gwmni Hedyn ar ran y Comisiynydd, gan ddefnyddio cwestiynau a methodoleg a oedd wedi eu cytuno â'r Comisiynydd. Dadansoddwyd cofnodion y cyfweiliadau a'r dogfennau a ddarparwyd gan swyddogion y Comisiynydd er mwyn dod i gasgliadau cyffredinol ynghylch arferion sefydliadau mewn cymhariaeth â gofynion y safonau.

Ymgysylltu â'r cyhoedd Grwpiau trafod

Arweiniwyd trafodaeth strwythuredig gan swyddogion y Comisiynydd, gyda'r nod o gymell mynychwyr i rannu eu profiadau am argaeledd ac ansawdd gwasanaethau Cymraeg. Roedd y cynnwys yn seiliedig ar ganfyddiadau Hawliau'n Gwreiddio, adroddiad sicrwydd 2016-17, ac wedi ei deilwra weithiau i broffil y grŵp penodol.

Trefnwyd y sesiynau canlynol:

- **agored i'r cyhoedd** – Caerdydd, 12/10/2017; Llanrwst, 20/11/2017; Machynlleth, 23/11/2017; Castellnewydd Emlyn, 27/11/2017;
- **grwpiau cymunedol** – Merched y Wawr Ceredigion, Aberaeron, 21/11/2017, Fforwm Iaith Dinbych, 30/11/2017; Fforwm Iaith Pen-y-bont ar Ogwr, 28/11/2017; grŵp dysgwyr, Abergele, 16/01/2018;
- **myfyrwyr** – Prifysgol Aberystwyth, 08/11/2017; Prifysgol Bangor, 29/11/2017; Prifysgol Caerdydd, 29/11/2017; Prifysgol Abertawe, 07/12/2017;
- **staff sefydliadau** – Y Gronfa Loteri Fawr, 21/02/2018; Cyngor Abertawe, 06/03/2018.

Thematic study: policy decisions and internal operation

Structured interviews were held with organisations. Before the interviews, organisations were sent an email asking them to provide copies of policies and documents they are required to produce in accordance with standards 98 (policy on using Welsh internally), 99, 100, 101, 102, 103, and 104 (documents relating to employment), and 105, 106, 107, 108, 109, 110, and 111 (internal policies), and 150 (policy making records).

During the interviews, a series of questions were asked regarding the organisations' arrangements for compliance with standards 112, 112A, 113, 114, 115, and 116, 116A, 117, 118, 119 (complaints and disciplinary processes), 120, 121, 122, 123, 124, 125, and 126 (software and intranet), 129, 130, 132 and 133 (training), 134 and 135 (email signatures), and 141, 142, 143, and 144 (signs and audio announcements).

The interviews and the collation of documents were carried out by Hedyn on behalf of the Commissioner, using questions and methodology agreed with the Commissioner. Meeting records and the documentation provided were analysed by the Commissioner's officers as a basis for general findings regarding the practice of organisations in comparison to the requirements of the standards.

Public engagement Discussion groups

The Commissioner's officers led a structured discussion in order to encourage attendees to share their experiences of availability and quality of Welsh language services. The content was based on the findings of Rights Taking Root, the 2016-17 assurance report, and was on occasion tailored according to the specific profile of the group.

The following sessions were arranged:

- **open to the public** – Cardiff, 12/10/2017; Llanrwst, 20/11/2017; Machynlleth, 23/11/2017; Newcastle Emlyn, 27/11/2017;
- **community groups** – Merched y Wawr Ceredigion, Aberaeron, 21/11/2017, Denbighshire Language Forum, 30/11/2017; Bridgend Language Forum, 28/11/2017; Welsh learners group, Abergele, 16/01/2018;
- **students** – Aberystwyth University, 08/11/2017; Bangor University, 29/11/2017; Cardiff University, 29/11/2017; Swansea University, 07/12/2017;
- **staff in organisations** – the Big Lottery Fund, 21/02/2018; Swansea Council, 06/03/2018.

Arolwg barn

Gofynnwyd cwestiynau ar ran y Comisiynydd yn ystod arolwg Omnibws siaradwyr Cymraeg a gynhelir gan Beaufort Research. Cynhaliwyd yr arolwg wyneb yn wyneb yn ystod gwanwyn 2018. Roedd 520 o siaradwyr Cymraeg 16 oed a hŷn yn rhan o'r arolwg, ac mae canlyniadau'r sampl wedi eu pwysoli i fod yn gynrychioladol o siaradwyr Cymraeg o ran oedran, lleoliad, dosbarth sosioeconomaidd, a rhuglder yn y Gymraeg. Pan nodir fod ymatebwyr yn 'cytuno', golyga hynny eu bod wedi dewis naill ai'r opsiwn 'cytuno i raddau' neu 'cytuno'n gryf'; mae'r un peth yn wir am anghytuno.

Cysgodi defnyddwyr

Cynhaliwyd pedair sesiwn (ym Mangor, Wrecsam, Caerfyrddin a Chaerdydd) yn ystod mis Chwefror 2018.

Roedd grwpiau o 6 cyfranogwr yn rhan o bob sesiwn. Cafodd y cyfranogwyr gydnabyddiaeth ariannol resymol am eu hamser, er mwyn sicrhau nad oeddent i gyd yn bobl â diddordeb actif mewn gwasanaethau Cymraeg. Casglwyd gwybodaeth ddemograffig am y mynychwyr (e.e. rhywedd, oedran, sir cartref, rhuglder yn y Gymraeg, iaith cartref, oedran gadael addysg, cyfrwng addysg, statws a maes gwaith) a gwybodaeth am eu harferion ieithyddol arferol wrth geisio gwasanaethau gan sefydliadau cyhoeddus.

Cymhellwyd y cyfranogwyr gan hwyluswyr i gwblhau nifer o dasgau ceisio gwasanaeth, gan arsylwi ar eu hymddygiad a'u penderfyniadau, ac yna trafodwyd ymateb y cyfranogwyr i'r senarios.

Comisiynwyd cwmni Ateb Cyntaf i gwblhau'r gwaith. Gweithiodd Ateb mewn partneriaeth â Phrifysgol Bangor, gan ddefnyddio arbenigedd dau fyfyrwr PhD ym maes ymddygiad ieithyddol (David Stephen Parry ac Arwel Tomos Williams) a Dr Lowri Angharad Hughes (Canolfan Bedwyr) er mwyn cynllunio'r senarios.

Opinion survey

Beaufort Research surveyed people on behalf of the Commissioner in the Welsh speakers Omnibus survey. The face-to-face survey was held during the spring of 2018. 520 Welsh speakers aged 16 and over were part of this survey, and the sample results have been weighted so that they are representative of Welsh speakers in terms of age, location, socio-economic background and fluency in Welsh. Where it is indicated that those who responded 'agreed', this means that they have either selected the option 'agree to some extent' or 'strongly agree'; the same is true of disagreeing.

User shadowing sessions

Four sessions were held (in Bangor, Wrexham, Carmarthen and Cardiff) during February 2018.

There were groups of 6 participants in each session. Participants were given a reasonable financial reimbursement for their time, to ensure that they weren't all people with an active interest in Welsh language services. Demographic information on the participants was gathered (e.g. gender, age, home county, fluency in Welsh, language of the home, school leaving age, language of education, status and area of work) as well as information on their language practices in accessing services from public organisations.

The facilitators encouraged the participants to carry out a number of tasks in relation to accessing a service, observing their behaviour and decisions, and then the response of the participants to those scenarios were discussed.

Ateb Cyntaf were commissioned to carry out the work. Ateb worked in partnership with Bangor University, using the expertise of two PhD students in the field of linguistic behaviour (David Stephen Parry and Arwel Tomos Williams) and Dr Lowri Angharad Hughes (Canolfan Bedwyr) in order to design the scenarios.

Ymwneud â sefydliadau

Mae swyddogion yn ymwneud yn barhaus â sefydliadau, gan ymateb i ymholiadau a thrafod materion yn ymwneud â chydymffurfiaeth. Yn ogystal â hynny, mae'r adroddiad yn defnyddio gwybodaeth a gasglwyd drwy ymwneud arall â sefydliadau:

- **cyfarfodydd adborth** – yn ystod hydref 2017 cynhaliwyd cyfarfodydd unigol â 50 o sefydliadau blaenoriaeth uchel. Rhannwyd canlyniadau unigol gwaith gwirio 2016-17 â'r sefydliadau, a thrafod arferion llwyddiannus, heriau a datblygiadau o ran darparu gwasanaethau;
- **gweithdai** – yn ystod hydref 2017 cynhaliwyd 6 gweithdy ar gyfer sefydliadau, yn seiliedig ar negeseuon Hawliau'n Gwreiddio, adroddiad sicrwydd 2016-17. Amcan y gweithdai oedd trafod y rhesymau dros y cynnydd a welwyd yn argaeledd ac ansawdd gweithdai, a chymell sefydliadau i rannu dulliau o hybu a hwyluso defnyddio gwasanaethau Cymraeg. Gwahoddwyd swyddogion sy'n ymwneud yn benodol â marchnata a chyswllt cwsmer. Mynychwyd y gweithdai gan gynrychiolwyr o nifer dda o sefydliad gwahanol;
- **ymchwilio a gorfodi** – yn ystod 2017-18, derbyniwyd 108 o gwynion dilys am gydymffurfiaeth â safonau, a 43 o gwynion dilys am weithrediad cynlluniau iaith. Dyfarnwyd ar gyfanswm o 61 ymchwiliad, gyda nifer o ymchwiliadau pellach yn dal yn cael eu cynnal ar ddiwedd y flwyddyn. Cynhelir yr ymchwiliadau yn unol â Pholisi Gorfodi'r Comisiynydd.

Contact with organisations

Officers are in continuous contact with organisations, responding to enquiries and discussing issues relating to compliance. In addition, the report utilises information gathered in other engagement with organisations:

- **feedback meetings** – during the autumn of 2017 individual meetings were held with 50 high priority organisations. The results of individual monitoring work in 2016-17 were shared with organisations, and successful practice, challenges and developments in the provision of services were discussed;
- **workshops** – during the autumn of 2017 6 workshops were held for organisations, based on the messages of Rights Taking Root, the 2016-17 assurance report. The aim of the workshops was to discuss the reasons for the improvement seen in the availability and quality of services, and to encourage organisations to share methods of promoting and facilitating Welsh language services. Invitations to the workshops were targeted specifically at marketing and customer relations officers. The workshops were attended by representatives from a good number of different organisations;
- **investigation and enforcement** – during 2017-18, the Commissioner received 108 valid complaints in relation to compliance with standards, and 43 valid complaints in relation to the implementation of language schemes. A total of 61 determinations were made, with a number of investigations still in progress at the end of the year. The investigations are held in accordance with the Commissioner's Enforcement Policy.

Sefydliadau a oedd yn rhan o'r arolygon

	ateb gohebiaeth	ateb galwadau ffôn	peiriannau hunanwasanaeth	arwyddion	derbynfeydd	cyfarfodydd a digwyddiadau	deunydd cyhoeddusrwydd	rheolau, ffurflenni a hysbysiadau swyddogol	hunaniaeth gorfforaethol (h.y. logos)	apiau	contractau a grantiau	penderyniadau polisi a gweithredu mewnol
Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015												
Awdurdod Parc Cenedlaethol Arfordir Penfro	•	•	•	•	•	•	•	•	•	•	•	•
Awdurdod Parc Cenedlaethol Bannau Brycheiniog	•	•				•	•	•	•	•	•	•
Awdurdod Parc Cenedlaethol Eryri	•	•				•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Blaenau Gwent	•	•				•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Caerffili	•	•	•	•	•	•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	•	•				•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Conwy	•	•	•	•	•	•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Merthyr Tudful	•	•				•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	•	•				•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	•	•				•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Torfaen	•	•				•	•	•	•	•	•	•
Cyngor Bwrdeistref Sirol Wrecsam	•	•	•	•	•	•	•	•	•	•	•	•
Cyngor Dinas a Sir Abertawe	•	•	•	•	•	•	•	•	•	•	•	•
Cyngor Dinas Caerdydd	•	•	•	•	•	•	•	•	•	•	•	•
Cyngor Dinas Casnewydd	•	•				•	•	•	•	•	•	•
Cyngor Gwynedd	•	•				•	•	•	•	•	•	•
Cyngor Sir Bro Morgannwg	•	•	•	•	•	•	•	•	•	•	•	•
Cyngor Sir Ceredigion	•	•				•	•	•	•	•	•	•
Cyngor Sir Ddinbych	•	•				•	•	•	•	•	•	•
Cyngor Sir Fynwy	•	•	•	•	•	•	•	•	•	•	•	•
Cyngor Sir Gaerfyrddin	•	•				•	•	•	•	•	•	•
Cyngor Sir Penfro	•	•				•	•	•	•	•	•	•
Cyngor Sir Powys	•	•				•	•	•	•	•	•	•
Cyngor Sir y Fflint	•	•				•	•	•	•	•	•	•
Cyngor Sir Ynys Môn	•	•	•	•	•	•	•	•	•	•	•	•
Gweinidogion Cymru	•	•				•	•	•	•	•	•	•

Organisations included in the surveys

	replying to correspondence	answering telephone calls	self service machines	signs	reception areas	meetings and events	publicity material	rules, forms and official notices	corporate identity (i.e. logos)	apps	contracts and grants	policy decisions and internal operation
Welsh Language Standards (No. 1) Regulations 2015												
Pembrokeshire Coast National Park Authority	•	•	•	•	•	•	•	•	•	•	•	•
Brecon Beacons National Park Authority	•	•				•	•	•	•	•	•	•
Snowdonia 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	•	•	•	•	•	•	•	•	•	•	•	•
Swansea City and County Council	•	•	•	•	•	•	•	•	•	•	•	•
Cardiff City Council	•	•	•	•	•	•	•	•	•	•	•	•
Newport City Council	•	•				•	•	•	•	•	•	•
Gwynedd Council	•	•				•	•	•	•	•	•	•
Vale of Glamorgan County Council	•	•	•	•	•	•	•	•	•	•	•	•
Ceredigion County Council	•	•				•	•	•	•	•	•	•
Denbighshire County Council	•	•				•	•	•	•	•	•	•
Monmouthshire County Council	•	•	•	•	•	•	•	•	•	•	•	•
Carmarthenshire County Council	•	•				•	•	•	•	•	•	•
Pembrokeshire County Council	•	•				•	•	•	•	•	•	•
Powys County Council	•	•				•	•	•	•	•	•	•
Flintshire County Council	•	•				•	•	•	•	•	•	•
Anglesey County Council	•	•	•	•	•	•	•	•	•	•	•	•
Welsh Ministers	•	•				•	•	•	•	•	•	•

	ateb gohebiaeth	ateb galwadau ffôn	peiriannau hunanwasanaeth	arwyddion	derbynfeydd	cyfarfodydd a digwyddiadau	deunydd cyhoeddusrwydd	rheolau, ffurflenni a hysbysiadau swyddogol	hunaniaeth gorfforaethol (h.y. logos)	apiau	contractau a grantiau	penderyniadau polisi a gweithredu mewnol
Rheoliadau Safonau'r Gymraeg (Rhif 2) 2015												
Amgueddfa Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Asiantaeth Sicrwydd Ansawdd Addysg Uwch	•					•	•	•	•	•	•	•
BBC	•	•	•	•	•	•	•	•	•	•	•	•
Canolfan Mileniwm Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Chwaraeon Cymru	•	•				•	•	•	•	•	•	•
Colegau Cymru	•		•	•	•	•	•	•	•	•	•	•
Comisiwn Brenhinol Henebion Cymru	•					•	•	•	•	•	•	•
Comisiwn Cydraddoldeb a Hawliau Dynol	•					•	•	•	•	•	•	•
Comisiwn Ffiniau a Democratiaeth Leol i Gymru	•					•	•	•	•	•	•	•
Comisiynydd Plant Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Comisiynydd Pobl Hŷn Cymru	•	•				•	•	•	•	•	•	•
Cwmni Benthyciadau Myfyrwyr	•					•	•	•	•	•	•	•
Cyfoeth Naturiol Cymru	•	•				•	•	•	•	•	•	•
Cymdeithas Llywodraeth Leol Cymru	•					•	•	•	•	•	•	•
Cyngor Celfyddydau Cymru	•	•				•	•	•	•	•	•	•
Cyngor Gweithredu Gwirfoddol Cymru	•	•				•	•	•	•	•	•	•
Cyngor Llyfrau Cymru	•					•	•	•	•	•	•	•
Estyn	•	•	•	•	•	•	•	•	•	•	•	•
Gardd Fotaneg Genedlaethol Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Llyfrgell Genedlaethol Cymru	•	•	•	•	•	•	•	•	•	•	•	•
National Theatre Wales	•		•	•	•	•	•	•	•	•	•	•
Opera Cenedlaethol Cymru	•					•	•	•	•	•	•	•
S4C	•	•				•	•	•	•	•	•	•
Sefydliad Dysgu a Gwaith	•					•	•	•	•	•	•	•

	replying to correspondence	answering telephone calls	self service machines	signs	reception areas	meetings and events	publicity material	rules, forms and official notices	corporate identity (i.e. logos)	apps	contracts and grants	policy decisions and internal operation
Welsh Language Standards (No. 1) Regulations 2015												
National Museum Wales	•	•	•	•	•	•	•	•	•	•	•	•
The Quality Assurance Agency for Higher Education	•					•	•	•	•	•	•	•
BBC	•	•	•	•	•	•	•	•	•	•	•	•
Wales Millennium Centre	•	•	•	•	•	•	•	•	•	•	•	•
Sports Wales	•	•				•	•	•	•	•	•	•
Colleges Wales	•		•	•	•	•	•	•	•	•	•	•
The Royal Commission on the Ancient and Historical Monuments of Wales	•					•	•	•	•	•	•	•
The Commission for Equality and Human Rights	•					•	•	•	•	•	•	•
The Local Democracy and Boundaries Commission for Wales	•					•	•	•	•	•	•	•
The Children's Commissioner for Wales	•	•	•	•	•	•	•	•	•	•	•	•
The Commissioner for Older People in Wales	•	•				•	•	•	•	•	•	•
The Student Loans Company	•					•	•	•	•	•	•	•
Natural Resources Wales	•	•				•	•	•	•	•	•	•
The Welsh Local Government Association	•					•	•	•	•	•	•	•
The Arts Council of Wales	•	•				•	•	•	•	•	•	•
Wales Council for Voluntary Action	•	•				•	•	•	•	•	•	•
The Welsh Books Council	•					•	•	•	•	•	•	•
Estyn	•	•	•	•	•	•	•	•	•	•	•	•
National Botanic Garden of Wales	•	•	•	•	•	•	•	•	•	•	•	•
The National Library of Wales	•	•	•	•	•	•	•	•	•	•	•	•
National Theatre Wales	•		•	•	•	•	•	•	•	•	•	•
National Opera of Wales	•					•	•	•	•	•	•	•
S4C	•	•				•	•	•	•	•	•	•
The Learning and Work Institute	•					•	•	•	•	•	•	•

	ateb gohebiaeth	ateb galwadau ffôn	peiriannau hunanwasanaeth	arwyddion	derbynfeydd	cyfarfodydd a digwyddiadau	deunydd cyhoeddusrwydd	rheolau, ffurflenni a hysbysiadau swyddogol	hunaniaeth gorfforaethol (h.y. logos)	apiau	contractau a grantiau	penderyniadau polisi a gweithredu mewnol
Swyddfa Archwilio Cymru / Archwilydd Cyffredinol Cymru	•					•	•	•	•	•	•	•
Swyddfa'r Comisiynydd Gwybodaeth	•					•	•	•	•	•	•	•
Theatr Genedlaethol Cymru	•					•	•	•	•	•	•	•
Uned Ddata Cymru	•					•	•	•	•	•	•	•
Y Comisiwn Etholiadol	•	•	•	•	•	•	•	•	•	•	•	•
Y Gronfa Loteri Fawr	•	•				•	•	•	•	•	•	•
Y Swyddfa Gyfathrebiadau	•					•	•	•	•	•	•	•
Rheoliadau Safonau'r Gymraeg (Rhif 4) 2016												
Cyngor y Gweithlu Addysg	•	•	•	•	•	•	•	•	•	•	•	•
Tribiwnlys Adolygu Iechyd Meddwl Cymru	•					•	•	•	•	•	•	•
Tribiwnlys Anghenion Addysgol Arbennig Cymru	•					•	•	•	•	•	•	•
Tribiwnlys Eiddo Preswyl Cymru	•					•	•	•	•	•	•	•
Tribiwnlys Prisio Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Tribiwnlys Tir Amaethyddol Cymru	•					•	•	•	•	•	•	•
Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016												
Awdurdod Heddlu Trafnidiaeth Prydeinig	•					•	•	•	•	•	•	•
Awdurdod Tân ac Achub Canolbarth a Gorllewin Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Awdurdod Tân ac Achub De Cymru	•	•				•	•	•	•	•	•	•
Awdurdod Tân ac Achub Gogledd Cymru	•	•				•	•	•	•	•	•	•
Comisiwn Cwynion Annibynnol yr Heddlu	•					•	•	•	•	•	•	•
Comisiynydd Heddlu a Throsedd Dyfed Powys	•					•	•	•	•	•	•	•
Comisiynydd Heddlu a Throsedd Gogledd Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Comisiynydd Heddlu a Throsedd Gwent	•	•	•	•	•	•	•	•	•	•	•	•
Comisiynydd yr Heddlu a Throsedd De Cymru	•					•	•	•	•	•	•	•
Prif Gwnstabl Heddlu De Cymru	•	•	•	•	•	•	•	•	•	•	•	•
Prif Gwnstabl Heddlu Dyfed Powys	•	•	•	•	•	•	•	•	•	•	•	•
Prif Gwnstabl Heddlu Gogledd Cymru	•	•				•	•	•	•	•	•	•

	replying to correspondence	answering telephone calls	self service machines	signs	reception areas	meetings and events	publicity material	rules, forms and official notices	corporate identity (i.e. logos)	apps	contracts and grants	policy decisions and internal operation
Wales Audit Office / Auditor General for Wales	•					•	•	•	•	•	•	•
The Information Commissioner's Office	•					•	•	•	•	•	•	•
Theatr Genedlaethol Cymru	•					•	•	•	•	•	•	•
Data Unit Wales	•					•	•	•	•	•	•	•
The Electoral Commission	•	•	•	•	•	•	•	•	•	•	•	•
The Big Lottery Fund	•	•				•	•	•	•	•	•	•
The Office of Communications	•					•	•	•	•	•	•	•
The Welsh Language Standards (No. 4) Regulations 2016												
Education Workforce Council	•	•	•	•	•	•	•	•	•	•	•	•
Mental Health Review Tribunal for Wales	•					•	•	•	•	•	•	•
Special Educational Needs Tribunal for Wales	•					•	•	•	•	•	•	•
Residential Property Tribunal Wales	•					•	•	•	•	•	•	•
Valuation Tribunal for Wales	•	•	•	•	•	•	•	•	•	•	•	•
Agricultural Land Tribunal for Wales	•					•	•	•	•	•	•	•
The Welsh Language Standards (No. 5) Regulations 2016												
The British Transport Police Authority	•					•	•	•	•	•	•	•
Mid and West Wales Fire and Rescue Authority	•	•	•	•	•	•	•	•	•	•	•	•
South Wales Fire and Rescue Authority	•	•				•	•	•	•	•	•	•
North Wales Fire and Rescue Authority	•	•				•	•	•	•	•	•	•
The Independent Police Complaints Commission	•					•	•	•	•	•	•	•
Powys Police and Crime Commissioner	•					•	•	•	•	•	•	•
North Wales Police and Crime Commissioner	•	•	•	•	•	•	•	•	•	•	•	•
Gwent Police and Crime Commissioner	•	•	•	•	•	•	•	•	•	•	•	•
South Wales Police and Crime Commissioner	•					•	•	•	•	•	•	•
The Chief Constable of South Wales Police	•	•	•	•	•	•	•	•	•	•	•	•
The Chief Constable of Dyfed Powys Police	•	•	•	•	•	•	•	•	•	•	•	•
The Chief Constable of North Wales Police	•	•				•	•	•	•	•	•	•

	ateb gohebiaeth	ateb galwadau ffôn	peiriannau hunanwasanaeth	arwyddion	derbynfeydd	cyfarfodydd a digwyddiadau	deunydd cyhoeddusrwydd	rheolau, ffurflenni a hysbysiadau swyddogol	hunaniaeth gorfforaethol (h.y. logos)	apiau	contractau a grantiau	penderyniadau polisi a gweithredu mewnol
Prif Gwnstabl Heddlu Gwent	•	•				•	•	•	•	•	•	
Prif Gwnstabl yr Heddlu Trafnidiaeth Prydain	•		•	•	•	•	•	•	•	•	•	
Rheoliadau Safonau'r Gymraeg (Rhif 6) 2017												
Addysg Oedolion Cymru	•		•	•	•	•	•	•	•	•	•	
Dewis Gyrfa	•					•	•	•	•	•	•	
Coleg Brenhinol Cerdd a Drama Cymru	•		•	•	•	•	•	•	•	•	•	
Coleg Caerdydd a'r Fro	•					•	•	•	•	•	•	
Coleg Cambria	•	•				•	•	•	•	•	•	
Coleg Ceredigion	•					•	•	•	•	•	•	
Coleg Gwent	•		•	•	•	•	•	•	•	•	•	
Coleg Gŵyr Abertawe	•		•	•	•	•	•	•	•	•	•	
Coleg Merthyr Tudful	•		•	•	•	•	•	•	•	•	•	
Coleg Penybont	•					•	•	•	•	•	•	
Coleg Sir Benfro	•	•				•	•	•	•	•	•	
Coleg Sir Gâr	•					•	•	•	•	•	•	
Coleg y Cymoedd	•					•	•	•	•	•	•	
Cyngor Cyllido Addysg Uwch Cymru	•		•	•	•	•	•	•	•	•	•	
Grŵp Llandrillo Menai	•	•				•	•	•	•	•	•	
Grŵp NPTC (Nedd Port Talbot)	•					•	•	•	•	•	•	
Prifysgol Abertawe	•	•				•	•	•	•	•	•	
Prifysgol Aberystwyth	•	•				•	•	•	•	•	•	
Prifysgol Bangor	•	•	•	•	•	•	•	•	•	•	•	
Prifysgol Caerdydd	•	•	•	•	•	•	•	•	•	•	•	
Prifysgol Cymru y Drindod Dewi Sant	•		•	•	•	•	•	•	•	•	•	
Prifysgol Cymru	•					•	•	•	•	•	•	
Prifysgol De Cymru	•					•	•	•	•	•	•	

	replying to correspondence	answering telephone calls	self service machines	signs	reception areas	meetings and events	publicity material	rules, forms and official notices	corporate identity (i.e. logos)	apps	contracts and grants	policy decisions and internal operation
The Chief Constable of Gwent Police	•	•				•	•	•	•	•	•	•
The Chief Constable of the British Transport Police	•		•	•	•	•	•	•	•	•	•	•
The Welsh Language Standards (No. 6) Regulations 2017												
Adult Learning Wales	•		•	•	•	•	•	•	•	•	•	•
Careers Wales	•					•	•	•	•	•	•	•
The Royal Welsh College of Music and Drama	•		•	•	•	•	•	•	•	•	•	•
Cardiff and Vale College	•					•	•	•	•	•	•	•
Coleg Cambria	•	•				•	•	•	•	•	•	•
Coleg Ceredigion	•					•	•	•	•	•	•	•
Coleg Gwent	•		•	•	•	•	•	•	•	•	•	•
Gower College Swansea	•		•	•	•	•	•	•	•	•	•	•
Merthyr Tydfil College	•		•	•	•	•	•	•	•	•	•	•
Coleg Penybont	•					•	•	•	•	•	•	•
Pembrokeshire College	•	•				•	•	•	•	•	•	•
Coleg Sir Gâr	•					•	•	•	•	•	•	•
Coleg y Cymoedd	•					•	•	•	•	•	•	•
Higher Education Funding Council Wales	•		•	•	•	•	•	•	•	•	•	•
Grŵp Llandrillo-Menai	•	•				•	•	•	•	•	•	•
NPTC Group of Colleges	•					•	•	•	•	•	•	•
Swansea University	•	•				•	•	•	•	•	•	•
Aberystwyth University	•	•				•	•	•	•	•	•	•
Bangor University	•	•	•	•	•	•	•	•	•	•	•	•
Cardiff University	•	•	•	•	•	•	•	•	•	•	•	•
University of Wales Trinity St David	•		•	•	•	•	•	•	•	•	•	•
The University of Wales	•					•	•	•	•	•	•	•
University of South Wales	•					•	•	•	•	•	•	•

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	replying to correspondence	answering telephone calls	self service machines	signs	reception areas	meetings and events	publicity material	rules, forms and official notices	corporate identity (i.e. logos)	apps	contracts and grants	policy decisions and internal operation
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Health	•					•	•	•	•	•		
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	ateb gohebiaeth	ateb galwadau ffôn	peiriannau hunanwasanaeth	arwyddion	derbynfeydd	cyfarfodydd a digwyddiadau	deunydd cyhoeddusrwydd	rheolau, ffurflenni a hysbysiadau swyddogol	hunaniaeth gorfforaethol (h.y. logos)	apiau	contractau a grantiau	penderyniadau polisi a gweithredu mewnol
Cyllid a Thollau EM						•	•	•	•	•		
Cynilion a Buddsodiadau Cenedlaethol	•					•	•	•	•	•		
Cynghorau Ymchwil y DU						•	•	•	•	•		
Dŵr Cymru	•					•	•	•	•	•		

	replying to correspondence	answering telephone calls	self service machines	signs	reception areas	meetings and events	publicity material	rules, forms and official notices	corporate identity (i.e. logos)	apps	contracts and grants	policy decisions and internal operation
HM Revenue & Customs							•	•	•	•		
National Savings and Investments	•						•	•	•	•		
UK Research Councils							•	•	•	•		
Dŵr Cymru Welsh Water	•						•	•	•	•		

