

## Public Accounts Committee

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Meeting Venue:

**Committee Room 3 – Senedd**

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Meeting date:

**Monday, 13 October 2014**

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Meeting time:

**13.30**

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Cynulliad  
Cenedlaethol  
Cymru

National  
Assembly for  
Wales



For further information please contact:

**Michael Kay**

Committee Clerk

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### Agenda

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The Committee agreed at its meeting on 7 October that Item 1 will be held in private

**1 Scrutiny of Commissioners' Accounts 2013–14: (13:30–14:00)**

**2 Introductions, apologies and substitutions (14:00)**

**3 Papers to note (14:00–14:05) (Pages 1 – 3)**

**Management of Chronic Conditions: Letter from the Chair of Health and Social Care Committee (30 September 2014) (Page 4)**

**Welsh Government Consolidated Annual Accounts 2013–14: Letter from Sir Derek Jones (6 October 2014) (Pages 5 – 10)**

**4 The Well-being of Future Generations (Wales) Bill: Committee Correspondence (14:05–14:15) (Pages 11 – 13)**

PAC(4)-26-14 paper 1

**5 Scrutiny of Commissioners' Accounts 2013-14: Children's Commissioner for Wales (14:15-15:00)** (Pages 14 - 47)

PAC(4)-26-14 paper 2

Research Brief

Keith Towler - Children's Commissioner for Wales

Tony Evans - Head of Corporate Services, Children's Commissioner for Wales

**6 Scrutiny of Commissioners' Accounts 2013-14: Welsh Language Commissioner (15:00-15:45)** (Pages 48 - 156)

PAC(4)-26-14 paper 3

Research Brief

Meri Huws - Welsh Language Commissioner

Richard Davies - Finance Officer, Office of the Welsh Language Commissioner

**(Break 15:45 - 15:55)**

**7 Scrutiny of Arts Council of Wales Annual Report 2013-14 (15:55-16:40)** (Pages 157 - 254)

PAC(4)-26-14 paper 4

Research Brief

Nick Capaldi - Chief Executive, Arts Council of Wales

Hywel Tudor - Director of Finance and Resources, Arts Council of Wales

**8 Motion under Standing Order 17.42 to resolve to exclude the public from the meeting for the following business: (16:40)**

Items 9 & 10

**9 Scrutiny of Commissioners' Accounts 2013-14: Consideration of evidence received (16:40-16:50)**

**10 Scrutiny of Arts Council of Wales Annual Report 2013-14: Consideration of evidence received (16:50-17:00)**

## Public Accounts Committee

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Meeting Venue: **Committee Room 3 – Senedd**

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Meeting date: **Tuesday, 7 October 2014**

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Meeting time: **09.00 – 11.00**

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This meeting can be viewed on Senedd TV at:

<http://www.senedd.tv/Meeting/Archive/6ea3723d-582c-48ed-960e-7ebccb0520f4?autostart=True>

Cynulliad  
Cenedlaethol  
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National  
Assembly for  
Wales



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### Concise Minutes:

#### Assembly Members:

**Darren Millar AM (Chair)**  
**William Graham AM**  
**Mike Hedges AM**  
**Alun Ffred Jones AM**  
**Julie Morgan AM**  
**Jenny Rathbone AM**  
**Aled Roberts AM**  
**Sandy Mewies AM**

#### Witnesses:

**Huw Vaughan Thomas, Auditor General for Wales**  
**Amanda Hughes, Wales Audit Office**  
**Derwyn Owen, Wales Audit Office**

#### Committee Staff:

**Michael Kay (Clerk)**  
**Meriel Singleton (Second Clerk)**  
**Claire Griffiths (Deputy Clerk)**  
**Joanest Varney-Jackson (Legal Advisor)**

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### TRANSCRIPT

View the [meeting transcript](#).

## **1 Introductions, apologies and substitutions**

- 1.1 The Chair welcomed the Members to Committee.
- 1.2 There were no apologies.

## **2 Papers to note**

- 2.1 The papers were noted.

2.1 Governance Arrangements at Betsi Cadwaladr University Health Board: Letter from the Minister for Health and Social Services (17 September 2014)

2.2 National Fraud Initiative 2012–13: Committee Correspondence

2.3 Assembly Commission Annual Report and Accounts 2013–14: Letter from the Chief Executive and Clerk to the Assembly (26 September 2014)

## **3 Scrutiny of Commissioners' Accounts 2013–14: Older People's Commissioner for Wales**

3.1 The Committee scrutinised the Older People's Commissioner for Wales Accounts for 2013–14 questioning Sarah Rochira, Older People's Commissioner for Wales and Alison Phillips, Director of Finance.

## **4 Scrutiny of Commissioners' Accounts 2013–14: Public Services Ombudsman for Wales**

4.1 The Committee scrutinised the Public Services Ombudsman for Wales Accounts for 2013–14 questioning Nick Bennett, Public Services Ombudsman for Wales, Chris Vinestock, Director and Chief Officer, Dave Meadon, Finance Officer, and Susan Hudson, Policy & Communications Manager.

4.2 The Public Services Ombudsman for Wales agreed to send a note clarifying the provisions for pension arrangements and explaining the basis for historic pension deficits.

## **5 Motion under Standing Order 17.42 to resolve to exclude the public from the meeting for the following business:**

5.1 The motion was agreed.

## **6 Scrutiny of Commissioners' Accounts 2013–14: Consideration of evidence received**

6.1 Members discussed the evidence received.



## **7 Senior Management Pay: Consideration of draft report**

7.1 Due to time constraints, Members were unable to consider the draft report. The Chair advised that the Clerks will seek their comments by email.

# Agenda Item 3.1

Y Pwyllgor Iechyd a Gofal Cymdeithasol  
Health and Social Care Committee

National Assembly for Wales  
Public Accounts Committee  
PAC(4)-26-14 (pfn10)

Cynulliad  
Cenedlaethol  
Cymru  
National  
Assembly for  
Wales



**Darren Millar AM**  
Chair of the Public Accounts Committee

30 September 2014

Dear Darren,

Thank you for your letter of 14 May 2014 regarding the Auditor General for Wales's update report *The Management of Chronic Conditions in Wales*.

Your letter asked if we would undertake work in this area given its relevance to our remit. We agreed that the most appropriate and timely way to consider the matter would be during a general scrutiny session with the Minister for Health and Social Services. As such, Members raised some issues contained within the report during our meeting with the Minister on 18 September.

The issues we discussed can be found in the Record of Committee Proceedings:

<http://www.senedd.assemblywales.org/mglIssueHistoryHome.aspx?lId=1309>.

You may also wish to consider the written evidence provided by the Minister in advance of the session on 18 September, paragraphs 189 – 194 of which refer to the management of chronic conditions in Wales:

<http://www.senedd.assemblywales.org/documents/s30369/HSC4-20-14%20Paper%208.pdf>

Thank you again for drawing our attention to the Auditor General for Wales's report.

Yours sincerely,

**David Rees AC AM**  
Cadeirydd y Pwyllgor Iechyd a Gofal Cymdeithasol  
Chair, Health and Social Care Committee

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Cardiff Bay  
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**Pack Page 4**  
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Croesewir gohebiaeth yn y Gymraeg a'r Saesneg / We welcome correspondence in both English and Welsh

Sir Derek Jones KCB  
Ysgrifennydd Parhaol  
Permanent Secretary



Llywodraeth Cymru  
Welsh Government

Darren Millar AM  
Chair of the Public Accounts Committee  
National Assembly for Wales  
Cardiff Bay  
Cardiff  
CF99 1NA

*Dear Darren,*

06 October 2014

**ACTION POINTS FROM THE PUBLIC ACCOUNTS COMMITTEE ON  
22 SEPTEMBER 2014  
WELSH GOVERNMENT ACCOUNTS 2013-14**

I hope that you and Committee members found the session on the 2013-14 Annual Accounts to be helpful. I promised to write on a number of points, covered below.

**A. Severance Packages and Increase in Staff Numbers**

Severance Packages. During 2013-14 there were 4 members of staff that received severance packages in excess of £100,000. The table below provides details of the total severance, annual pay and payback period for each individual.

	Severance £	Salary £	Payback Period
FY13-14	129,000	88,176	17 months
	138,000	94,606	17 months
	119,000	81,780	17 months
	162,000	111,615	17 months

I am satisfied that, with payback periods of this kind, the departures represent good value for money.



Staff Numbers. The table below details those areas of the business that have seen the main increase in staff numbers over the period 2012-13 and 2013-14 (286 additional staff).

<b>Reason for increase in staff numbers</b>	<b>Total</b>
Transfers into the Welsh Government following the creation of the Welsh Language Commission and Natural Resources Wales.	75
Rural development; introduction of Glas Tir scheme	32
Increase in overall number of secondees within Departments	31
Legal services; including the Office of the Legislative Counsel and the Counsel General	29
Creation of the National Procurement Service	29
European Funding area (WEFO); including staff for the new Energy Team (Horizon 2020)	24
Planning Division; legislation and casework	17
Cabinet Division including staff to support additional Ministers	13
Care Standards Inspectorate for Wales	11

The increase in overall staff numbers also reflects the ongoing commitment to our Apprenticeship Programme. Over the past two years, some 158 young people have completed, or are still engaged in, the programme although this commitment to young people has impacted total staff numbers within the Welsh Government. As many as 72 of the apprentices have successfully gained employment with the Welsh Government.

## **B. The Welsh Risk Pool**

NHS Wales operates a risk pooling scheme which allows Health Boards and Trusts to seek reimbursement for amounts paid out in respect of negligence claims. A £25,000 excess is applied to each claim. The scheme is operated by the Welsh Risk Pool Service (WRPS) which is part of NHS Wales Shared Service Partnership. In order to better align the governance and financial management arrangements, the budget for the Welsh Risk Pool reimbursement of claims transferred as of 1 April 2014 from the Welsh



Government to NHS Wales Shared Services Partnership (hosted by Velindre NHS Trust).

In recent years, and in common with other nations, NHS Wales has experienced a growth in the number of legal claims. For example in 2012/13 the NHS Litigation Authority in England reported a 10.8% increase in clinical negligence claims from 2011/12. The reasons for the increase in claims are multifactorial and it is not possible to say with any certainty what the primary driver for the increase is. It is known that there has been a general upward trend in claims over recent years both in terms of number and value.

Recent changes to funding rules for legal claims which came into effect on 1<sup>st</sup> April 2013 are considered to have had an impact on the registration of claims before this date and, therefore, upon the subsequent submitted case volumes being experienced in 2013/14. It is also considered that increased public awareness of clinical redress options is contributing to claim volumes.

The cost of claims has also increased, especially for settlements involving long term care packages. The reason for this increase is that care needs are becoming more complex and it is necessary to ensure that any care packages are fully compliant with applicable legislation such as Health and Safety and Working Time Directives.

NHS Wales takes a pro-active approach to learning from claims to reduce the risk of recurrence. Before reimbursement is made by the WRPS, Health Boards and Trusts are required to outline the key weaknesses which gave rise to the claim and outline the steps taken to reduce the risk of recurrence. Claims are reviewed internally within the WRPS for efficacy of action and then considered by an All Wales Executive Level multidisciplinary group with representation from Medical Directors, Directors of Nursing, Chief Executives, Directors of Finance, Chairman of a Health Board, Directors of Governance and the Welsh Government. Where there is evidence of risks which may be relevant to other NHS bodies, or evidence of good practice, a more detailed claim review can be requested.

Where all Wales issues are evident from claims, the WRPS undertakes themed work. This involves the clinical assessment of high risk areas including those of maternity, emergency departments and the surgical pathway. The findings of the reviews are



shared with the individual Health Boards with a composite report being shared with the Welsh Government and Chief Executives. In addition, specific themed work has been undertaken to further consider specific risks associated with claims.

### **C. Renewable/Non Renewable Energy**

The Annual Accounts report a reduction in the amount of renewable energy consumed by the Welsh Government since 2012-13. Information on the proportion of electricity derived from renewable sources is provided by our electricity supply companies. For 2013-14 they advised consumers, including the Welsh Government, that the basis for calculating the renewable proportion had changed in line with DEFRA guidelines. This means that the proportion for 2013-14 can not be compared to previous years.

Nevertheless, the Welsh Government is implementing a carbon reduction programme across the whole of our administrative estate and, as a result, a 27% reduction in carbon emissions has been achieved since 2010-11. This puts us well on course to meet the Government's overarching target of a 30% reduction by 2020.

### **D. Business Travel and CRC and Energy Expenditure**

Business travel. The Welsh Government is unable to provide a total cost for business travel without a significant amount of manual investigation by departments. Although the financial systems record hire car charges and accommodation separately, the majority of the travel costs continue to be booked to a single travel and subsistence cost code. It is also possible to charge travel costs to a Welsh Procurement Card (WPC). As a result, we would have to scrutinise many hundreds of individual claims and Welsh Procurement Card (WPC) transactions as well as the invoices paid to travel related suppliers such as Eurocar and Arriva Wales in order to extract the correct total cost for business travel only. We will consult with the Financial Reporting advisory board (FRab) to determine whether other departments are able to comply.

CRC allowance. The CRC allowances total for 2013-14 was 0.191.

Energy expenditure. Total energy expenditure for the Welsh Government administrative estate for 2013-14 was £2.17m.



Unfortunately the 2013-14 information for CRC allowances and energy expenditure (detailed above) was not available in time for the preparation of the accounts. The online Accounts for 2013-14 will be amended.

#### **E. Breakdown of Expenditure for Travel, Subsistence and Hospitality**

The table detailed below provides a breakdown by cost category (used within the Welsh Government financial systems) for travel, subsistence and hospitality for 2013-14. Due to the reasons outlined in D above, it has not been possible to compile a total for travel and a separate total for subsistence.

	2013-14 £K
Travel & Subsistence	3,439
Travel	892
Accommodation	359
Car Hire	295
Hospitality	16
Total as detailed in the accounts	5,001

#### **F. Non cash overspend in DfES**

The supplementary budget process enables departments to submit and agree adjustments to in-year budgets with HM Treasury. Any requests; typically for non cash and AME, must be submitted at the end of November each year. During 2013-14, the Welsh Government successfully negotiated an increase in non cash (£326m) to reflect the impact of changing the student loans model used by DfES. The change in model followed a similar decision by BIS for student loans in England. However, unfortunately the subsequent error in the new model (£26m) was not identified until after the supplementary budget deadline and, therefore, we were unable to request further changes. Nevertheless, on this occasion, the Welsh Government was able to absorb the increase within the overall Ambit and given that the error impacted non cash, it had no bearing on the cash resources available to be spent on policy delivery.



A lessons learned exercise was conducted and a copy of the report presented to the DfES Corporate Governance Committee is attached.

Yours,  
Derek



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**MEWN POBL** | **IN PEOPLE**

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## Y Pwyllgor Amgylchedd a Chynaliadwyedd Environment and Sustainability Committee



National Assembly for Wales  
Cardiff Bay  
CF99 1NA

Huw Vaughan Thomas  
The Auditor General for Wales  
Wales Audit Office  
24 Cathedral Road  
Cardiff  
CF11 9LJ

3 October 2014

Dear Auditor General

### **Well-being of Future Generations (Wales) Bill – Further information**

Thank you for attending the Committee meeting on 1 October for the evidence session on the general principles of the Well-being of Future Generations (Wales) Bill.

At the meeting, and in your written evidence, you have expressed the view that the assessment of your role contained in the Explanatory Memorandum of the Bill is inaccurate. You have suggested that the potential benefits of amending the Bill to ‘place a duty on the Auditor General for Wales, to include an examination of how organisations have embedded sustainable development as their central organising principle in relation to their duty’ could be considered. The Committee would like you to provide further details on how you feel this could be achieved, including any specific amendments which would need to be made and the potential impact of such amendments.

Additionally, at the meeting you agreed to provide further information on:

1. The views of your leading counsel with regards to your current statutory obligation in relation to the Bill in its current form; and
2. An example of a similar duty as referred to above in existing legislation.

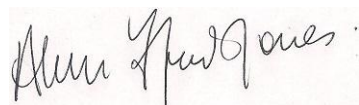
We would be grateful if you could provide a response on the above issues by Friday 10 October. I appreciate that this timescale is tight, however this reflects the wider timetable for stage 1 and the need for us to receive your response in sufficient time to be able to fully consider the information.

Also within your written evidence you have stated that your “observations are based only on a reading of the Explanatory Memorandum, rather than an audit of the underlying working papers.” During the meeting you explained that, subject to the approval of the Public Accounts Committee and the availability of the necessary documentation, you would be able to carry out such an audit. The Committee would like to formally request that you undertake this audit and provide details of the conclusions reached. I’d be grateful if you could let me know when you believe this work could be conducted by.

If you are able to look favourably on this request, then I will ask the Clerk to the Committee to liaise with appropriate officers in your office to discuss the details of this engagement.

I have copied this letter to both the Chairs and Clerks to the Public Accounts and Finance Committees so that they are aware of my request. It is my understanding that this request does not cut across any work that the Public Accounts Committee has planned and that there is no procedural barrier to Assembly committees seeking your support with their work.

Yours sincerely



**Alun Ffred Jones AM**  
**Chair of the Environment and Sustainability Committee**

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Mr Darren Millar  
Chair, Public Accounts Committee  
National Assembly for Wales  
Cardiff Bay,  
Cardiff CF99 1NA

Date: 6 October 2014  
Our ref: HVT/2215/mjb  
Page: 1 of 1

*Dear Darren*

### **WELL-BEING OF FUTURE GENERATIONS (WALES) BILL**

You will have seen the letter of 3 October 2014 that I have received from the Chair of the Environment and Sustainability Committee (for ease of reference, a copy is attached).

Further to the oral evidence that I provided to that Committee at their meeting on 1 October to assist with their scrutiny of the Well-Being of Future Generations (Wales) Bill (the Bill), they have asked that I should make arrangements to conduct an audit of the costs set out within the Welsh Government's Explanatory Memorandum to the Bill, and to report my findings to that Committee.

I am minded to meet the Committee's request by undertaking a study under section 145A of the Government of Wales Act 1998, to test the overall robustness of the assumptions / analysis underpinning the regulatory impact assessment. Before doing so I am of course required under that provision to take account of the views of the Public Accounts Committee. I should therefore be grateful if you could arrange for your Committee to consider this matter at its earliest convenience, given the need for this work to be undertaken as swiftly as possible.

*Yn*



**HUW VAUGHAN THOMAS**  
**AUDITOR GENERAL FOR WALES**

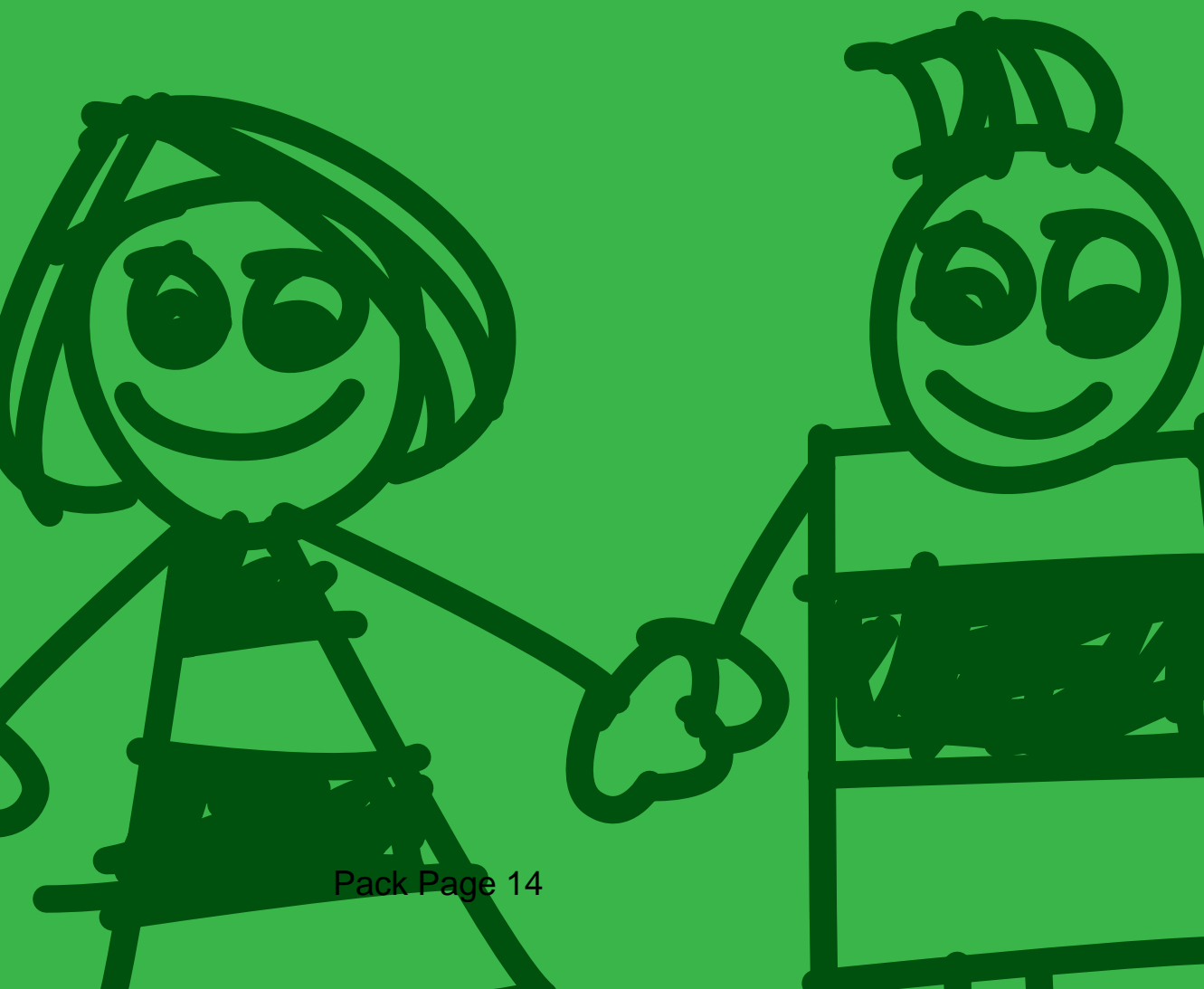
# Agenda Item 5

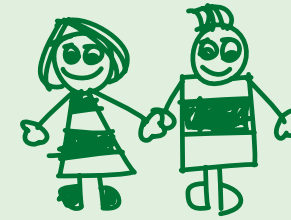
National Assembly for Wales  
Public Accounts Committee  
PAC(4)-26-14 (Paper 1)



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## Adroddiad Strategol a Chyfrifon Strategic Report and Accounts





**Mae Comisiynydd Plant yn rhywun sy'n codi llais dros blant a phobl ifanc a'u hawliau ac yn helpu i gryfhau a gwella'r systemau sy'n bodoli i'w hamddiffyn a'u galluogi i gyflawni eu potensial. Bernir bod creu sefydliadau hawliau dynol annibynnol o'r fath ar gyfer plant mewn llawer o wledydd ar draws y byd yn angenrheidiol am y rhesymau canlynol:**

- weithiau mae hawliau plant yn cael eu hanwybyddu, neu eu hanghofio;
- does dim pŵer economaidd a gwleidyddol gan blant;
- weithiau dyw plant ddim yn cael beth mae arnyn nhw ei angen;
- weithiau mae plant mewn perygl.

**A Children's Commissioner is someone who speaks up for children and young people and their rights and helps strengthen and improve the systems there to protect them and enable them to fulfil their potential. The establishment of such independent human rights institutions for children in many countries throughout the world is considered necessary because:**

- sometimes children's rights are ignored, or forgotten about;
- children lack economic and political power;
- sometimes children don't get what they need; and
- sometimes children are at risk.



## Cyflwyniad

**Sefydlwyd swydd Comisiynydd Plant Cymru – y cyntaf o'i math yn y DU – gan Ddeddf Safonau Gofal 2000. Ehangodd Ddeddf Comisiynydd Plant Cymru 2001 y cylch gorchwyl a sefydlodd brif nod y Comisiynydd, sef diogel a hyrwyddo hawliau a lles plant yng Nghymru.**

Rhaid i'r Comisiynydd gyflwyno adolygiad blynyddol o'i weithgareddau i Gynulliad Cenedlaethol Cymru. Caiff ei Adolygiad Blynyddol 2013-14 ei gyflwyno gerbron y Cynulliad ym mis Hydref 2014, ac ar ôl hynny caiff yr Adolygiad ei lanlwytho i wefan y Comisiynydd – [www.childcomwales.org.uk](http://www.childcomwales.org.uk).

Ar 1 Mawrth 2008, cychwynnodd Keith Towler yn ei swydd fel Comisiynydd, wedi'i benodi gan Brif Weinidog Cynulliad Cenedlaethol Cymru ar ôl cael ei gyfnewid gan blant, pobl ifanc ac oedolion.

Mae tîm o bobl yn gweithio gyda'r Comisiynydd Plant – yn Abertawe a Bae Colwyn – i'w helpu i wneud y canlynol:

**P** cefnogi plant a phobl ifanc i gasglu gwybodaeth a hawliau plant;  
**P** gwrandao ar blant a phobl ifanc i ddarganfod beth sy'n bwysig iddyn nhw;  
**P** cyngori plant, pobl ifanc a'r rhai sy'n gofalu amdanynt os byddant yn teimlo na allant droi at neb all gyda'u problemau;  
**P** dylanwadu ar y llywodraeth a sefydliadau eraill sy'n dweud eu bod yn mynd i wneud gwahaniaeth i fywydau plant, gan sicrhau eu bod yn cadw eu haddewidion i blant a phobl ifanc;  
**P** codi llais dros blant a phobl ifanc yn genedlaethol ar faterion pwysig – bod yn bencampwr dros blant Cymru.

Mae'r Comisiynydd yn gweithio dros bob plentyn a pherson ifanc hyd at 18 oed sy'n byw yng Nghymru, neu sydd fel arfer yn byw yng Nghymru. Mae ganddo bŵer hefyd i weithredu ar ran pobl ifanc hŷn o dan rai amgylchiadau.

O dan y ddeddfwriaeth a sefydlodd Gomisiynydd Plant Cymru mae dyletswydd i wneud y canlynol:

— rhoi sylw i Gonfensiwn y CU ar Hawliau'r Plentyn (CCUHP) ym mhopeth mae ef a'i dîm yn ei wneud;  
— gwneud yn siŵr bod plant a phobl ifanc yn gwybod ble mae ei swyddfeydd a sut mae cysylltu ag ef a'i dîm;  
— annog plant i gysylltu ag ef a'r tîm;  
— gofyn barn plant ar ei waith yn awr ac yn y dyfodol, a chaniatáu iddyn nhw ddylanwadu ar ei raglen waith;  
— gwneud yn siŵr ei fod e a'i staff yn mynd i gwrdd â phlant a phobl ifanc.

Nid yw'r gwaith wedi'i gyfyngu i faterion sydd fel arfer yn cael eu hystyried yn gysylltiedig â phlant, er enghraifft iechyd, addysg a gwasanaethau cymdeithasol. Mae cynllunio, trafnidiaeth, yr amgylchedd, datblygu economaidd a materion gwledig hefyd yn rhan o gwmpas ei rôl.

Gall y Comisiynydd:

— adolygu effeithiau polisiau, polisiau arfaethedig, a darparu gwasanaethau i blant;  
— archwilio'n fanylach achos plentyn neu blant penodol os yw'n ymwneud â mater sy'n gyffredinol berthnasol i fywydau plant yng Nghymru;  
— gofyn bod asiantaethau neu bersonau sy'n gweithredu ar eu rhan yn darparu gwybodaeth, a gofyn bod tystion yn rhoi eu tystiolaeth dan lw;  
— darparu cyngor a chymorth i blant a phobl ifanc, ac i eraill sy'n pryderu am eu hawliau a'u lles.

Mae hefyd bŵer pwysig ychwanegol i ystyried a chyflwyno sylwadau i Gynulliad Cenedlaethol Cymru ynghylch unrhyw fater sy'n effeithio ar hawliau a lles plant yng Nghymru.

Mae strategaeth bum mlynedd y Comisiynydd wedi'i chyhoeddi yn ei Gynllun Corfforaethol – a cheir copi o hwnnw ar wefan y Comisiynydd – [www.childcomwales.org.uk](http://www.childcomwales.org.uk). Mae hefyd wedi cyhoeddi ei raglen waith a'i flaenoriaethau ar gyfer y cyfnod sy'n diweddau 31 Mawrth 2015 ar ei wefan.

## Introduction

**The post of Children's Commissioner for Wales – the first of its kind in the UK – was established by the Care Standards Act 2000. The Children's Commissioner for Wales Act 2001 broadened the remit and set out the Commissioner's principal aim, which is to safeguard and promote the rights and welfare of children in Wales.**

The Commissioner is required to present an annual review of his activities to the National Assembly for Wales. His Annual Review 2013-14 will be laid before the Assembly in October 2014, after which the Review will be uploaded onto the Commissioner's website – [www.childcomwales.org.uk](http://www.childcomwales.org.uk).

On 1st March 2008, Keith Towler took up his post as the Commissioner, having been appointed by the First Minister of the National Assembly for Wales after being interviewed by children, young people and adults.

There's a team of people who work with the Children's Commissioner – in Swansea and Colwyn Bay – to help him:

— support children and young people to find out about children's rights;  
— listen to children and young people to find out what's important to them;  
— advise children, young people and those who care for them if they feel they've got nowhere else to go with their problems;  
— influence government and other organisations who say they're going to make a difference to children's lives, making sure they keep their promises to children and young people; and  
— speak up for children and young people nationally on important issues – being the children's champion in Wales.

The Commissioner works for every child and young person up to the age of 18 who live in Wales, or who normally live in Wales. He also has the power to act on behalf of older young people under certain circumstances.

Under the legislation that established the Children's Commissioner for Wales there is a duty to:

— have regard to the UN Convention on the Rights of the Child (UNCRC) in everything he and his team do;  
— make sure that children and young people know where his offices are and how to contact him and his team;  
— encourage children to contact him and the team;  
— ask children what they think about his work and future work, and allow them to influence the work programme; and  
— make sure that he and his staff go and meet children and young people.

The work isn't confined to what are usually considered to be children's issues, like health, education and social services. Planning, transport, the environment, economic development and rural affairs also fall within the scope of the role.

The Commissioner can:

— review the effects of policies, proposed policies and the delivery of services to children;  
— examine in more depth the case of a particular child or children if it involves an issue that has a general application to the lives of children in Wales;  
— require information from agencies or persons acting on their behalf, and require witnesses to give evidence on oath; and  
— provide advice and assistance to children and young people, and others concerned about their rights and welfare.

There is also an important additional power to consider and make representations to the National Assembly for Wales about any matter affecting the rights and welfare of children in Wales.

The Commissioner's five year strategy has been published in his Corporate Plan – a copy of which can be obtained from the Commissioner's website – [www.childcomwales.org.uk](http://www.childcomwales.org.uk). He has also published, on his website, his work programme and priorities for the period ending 31st March 2015.

## Y Pwyllgor Archwilio a Sicrhau Risg

Mae Pwyllgor Archwilio a Sicrhau Risg y Comisiynydd yn rhoi cyngor a sicrwydd ynghylch llywodraethu corfforaethol, rheoli risgiau a mesurau rheoli yn swyddfa'r Comisiynydd a digonoldeb y trefniadau archwilio mewnol ac allanol.

Mae'n cwrdd ddwywaith y flwyddyn o leiaf, ac yn cynnwys swyddogion uwch o Swyddfa'r Comisiynydd ac aelodau nad ydynt yn rhan o'r Weithrediaeth. Yn ystod y cyfnod dan sylw cynhaliwyd pedwar cyfarfod o'r Pwyllgor. Aelodau Anweithredol y Pwyllgor yw:

- Wyn Mears – Ymgynghorydd Busnes a Chyn Gyfarwyddwr Cymdeithas y Cyfrifyddion Siartredig Aystiedig;
- Ian Summers – Cyn Bartner yn Swyddfa Archwilio Cymru;
- Greta Thomas – Cyn Gyfarwyddwr yr NSPCC Nghymru;
- Dr Iolo Doull – Paediatregydd Resbiradol Ymgynghorol yn Ysbyty Prifysgol Cymru, Caerdydd
- Aine Denvir – Cyfreithiwr Gofal Plant.

## Uwch swyddogion

Bu'r bobl ganlynol yn gwasanaethu fel Tim Rheoli yn ystod y flwyddyn:

- Keith Towler – Comisiynydd Plant Cymru;
- Eleri Thomas – Prif Swyddog Gweithredol a Dirprwy Gomisiynydd Plant;
- Tony Evans – Pennaeth y Gwasanaethau Corfforaethol;
- Andy Wallsgrave – Pennaeth Gweithrediadau;
- Rebecca Griffiths – Swyddog Cyfathrebu
- Amanda Evans – Swyddog Adnoddau Dynol.

## Ariannu

Mae Comisiynydd Plant Cymru yn annibynnol ar Lywodraeth Cymru, ond yn cael ei ariannu ganddi. Yn 2013-14 derbyniodd y Comisiynydd £1.715 miliwn (2012-13: £1.732 miliwn) ariannu ei weithgareddau.

## Fformat y cyfrifon

Paratowyd y datganiadau ariannol hyn yn unol â Pharagraff 7(2) Atodlen 2 o Ddeddf Safonau Gofal 2000 a'r Cyfarwyddyd Cyfrifon a gyflwynwyd gan Weinidogion Cymru. Mae copi o'r cyfarwyddyd hwnnw ar gael oddi wrth Bennaeth y Gwasanaethau Corfforaethol, Comisiynydd Plant Cymru, Tŷ Ystumllwynarth Llys Siarter, Ffordd Ffenics, Abertawe, SA7 9FS.

Paratowyd y cyfrifon hyn ar gyfer y cyfnod o 1 Ebrill 2013 tan 31 Mawrth 2014, ac maent yn adlewyrchu alldro asedau, rhwymedigaethau ac adnoddau'r Comisiynydd Plant. Paratowyd y datganiadau ariannol hyn yn unol â Llawlyfr Adroddiadau Ariannol y Llywodraeth (FReM) a gyflwynwyd gan Drysorlys Ei Mawrhydi. Mae'r polisïau cyfrifyddu a geir yn yr FReM yn cymhwyso Safonau Cyfrifyddu Rhyngwladol (IFRS), fel y'u mabwysiadwyd neu y'u dehonglwyd ar gyfer cyd-destun y sector cyhoeddus.

## Canlyniadau ar gyfer y flwyddyn

Dengys y Datganiad o Wariant Net Cynhwysfawr wariant o £1.692 miliwn (2012-13: £1.755 miliwn) dros y cyfnod. Y gweddill yn y gronfa gyffredinol ar ddiwedd y flwyddyn yw £390,000 (2012-13: £367,000).

Yn ystod 2013-14 newidiodd staff y Comisiynydd i 25.7 (cyfwerth ag amser llawn) o 25.2 (cyfwerth ag amser llawn) aelod o staff, sy'n cynnwys gweithwyr llawn amser a rhan amser. Y rheswm am y newid yn niferoedd y staff oedd bod y trefniadau recriwtio wedi cael eu rhewi yn ystod y cyfnod dan sylw.

## Ymgynghori â'r Staff

Mae'r Comisiynydd yn ymgynghori'n rheolaidd â'i staff ynghylch newidiadau pwysig i'r sefydliad. Cyflawnir hyn mewn sawl modd, yn cynnwys cyfarfodydd staff, arolygon a'r fewnrwyd. Mae'r Comisiynydd hefyd wedi sefydlu Gweithgor Polisi Cyflogaeth i adolygu'r holl bolisïau a gweithdrefnau cyflogaeth mewnol er mwyn sicrhau eu bod yn cydymffurfio â'r gofynion deddfwriaethol ac arfer gorau.

## Audit and Risk Assurance Committee

The Commissioner's Audit and Risk Assurance Committee provides advice and assurance in respect of corporate governance, risk management and control within the Commissioner's office and the adequacy of the internal and external audit arrangements.

It meets at least bi-annually and is made-up of senior officials of the Commissioner's Office and Non-Executive members. During the period there were four meetings of the Committee. The Non-Executive members of the Committee are:

- Wyn Mears – Business Consultant and former Director of the Association of Certified Chartered Accountants;
- Ian Summers – Former Partner of the Wales Audit Office;
- Greta Thomas – Former Director of NSPCC in Wales;
- Dr Iolo Doull – Consultant Respiratory Paediatrician at the University Hospital of Wales, Cardiff; and
- Aine Denvir – Child Care Solicitor.

## Senior Officers

The following persons served as the Management Team during the year:

- Keith Towler – Children's Commissioner for Wales;
- Eleri Thomas – Chief Executive Officer and Deputy Children's Commissioner;
- Tony Evans – Head of Corporate Services;
- Andy Wallsgrave – Head of Operations;
- Rebecca Griffiths – Communications Officer; and
- Amanda Evans – Human Resources Officer.

## Funding

The Children's Commissioner for Wales is independent of, but funded by the Welsh Government. In 2013-14 the Commissioner received £1.715 million (2012-13: £1.732 million) to fund his activities.

## Format of the Accounts

These financial statements have been prepared in accordance with Paragraph 7(2) Schedule 2 of the Care Standards Act 2000 and the Accounts Direction issued by Welsh Ministers. A copy of that direction can be obtained from the Head of Corporate Services, Children's Commissioner for Wales, Oystermouth House, Charter Court, Phoenix Way, Swansea, SA7 9FS.

These accounts have been prepared for the period from 1st April 2013 to 31st March 2014 and reflect the assets, liabilities and resource outturn of the Children's Commissioner. These financial statements have been prepared in accordance with the Government's Financial Reporting Manual (FReM) issued by HM Treasury. The accounting policies contained in the FReM apply International Accounting Standards (IFRS) as adopted or interpreted for the public sector context.

## Results for the Year

The Statement of Comprehensive Net Expenditure shows expenditure, for the period, of £1.692 million (2012-13: £1.755 million). The general fund balance as at the year-end is £390,000 (2012-13: £367,000).

During 2013-14 the Commissioner's staff changed to 25.7 (whole time equivalent) from 25.2 (whole time equivalent) members of staff, which includes full time and part time employees. The change in staff numbers was due to the introduction of a recruitment freeze in the period.

## Staff Consultation

The Commissioner regularly consults with staff on major changes to the organisation. This is achieved through a variety of methods which includes staff meetings, surveys and the intranet. The Commissioner has also established an Employment Policy Working Group to review all internal employment policies and procedures to ensure they comply with legislative requirements and best practice.

## Hyfforddiant

Mae'r Comisiynydd yn parhau i fuddsoddi mewn darparu cyfleoedd datblygu a hyfforddi ar gyfer y staff. Drwy ei system rheoli perfformiad caiff yr holl staff eu hannog i lunio cynlluniau datblygiad personol blynyddol. Yn ogystal mae'r swyddfa yn cynnal rhaglen hyfforddi a datblygu flynnyddol, sy'n cynnwys pedwar diwrnod dysgu a datblygu blynyddol ar gyfer yr holl staff, yn trafod pynciau megis Cyfranogiad a Diogelu.

## Absenoldeb staff

Yn ystod 2013-14 cyfradd yr absenoldeb salwch yn swyddfa'r Comisiynydd oedd 4.3 y cant (2012-13: 9.7 y cant), wedi'i seilio ar ganran o gyfanswm y diwrnodau gwaith oedd ar gael.

## Cynaliadwyedd Amgylcheddol

Mae'r Comisiynydd wedi sefydlu gweithgor i helpu i datblygu Cynllun Gweithredu ar gyfer Cynaliadwyedd. Ffathan o'u gwaith mae'r grŵp wedi bod yn trafod gyda sefydliadau allanol, er mwyn cael cymorth i ddatblygu'r Cynllun, er enghraifft, yr Ymddiriedolaeth Garbon, Ydraig Werdd a'r fenter Eco-Ysgolion.

Mae'r Comisiynydd yn ymroddedig i leiafu effaith ei Swyddfa ar yr amgylchedd lle bynnag y bo modd, ac mae'n ceisio lleihau'r effaith honno trwy gymryd y camau canlynol:

— **Deunydd ysgrifennu ac adnoddau swyddfa: anogir y staff i gyfyngu gymaint â phosib ar eu defnydd o nwyddau traul y swyddfa;**

— **Teithio: lle bo hynny'n ymarferol, mae swyddogion yn defnyddio cludiant cyhoeddus. Ar ben hynny, cynhelir cyfarfodydd trwy ddefnyddio fideo-gynadledda lle bynnag y bo modd;**

— **Ynni: mae'r Comisiynydd yn annog pob aelod o staff i fod yn ymwybodol o ynni, ac i ystyried ffyrdd o leihau eu hól-troed carbon; a**

— **Gwaredu Gwastraff: mae'r Comisiynydd yn ymroddedig i ailgylchu pob gwastraff, yn amodol ar gyfyngiadau allanol.**

## Penodi uwch swyddogion

Penodwyd Keith Towler yn Gomisiynydd Plant Cymru o 1 Mawrth 2008. Cychwynnodd yr uwch swyddogion eraill ar eu penodiadau rhwng Mai 2006 a Thachwedd 2009, ac fe'u penodwyd gan y Comisiynydd o dan Atodlen 2 paragraff 4 o Ddeddf Safonau Gofal 2000.

## Cyfle Cyfartal

Ystyrir pob cais am gyflogaeth gyda Chomisiynydd Plant Cymru ar y sail y dylai pob ymgeisydd am swydd gael cyfle cyfartal am gyflogaeth a dyrchafiad ar sail eu gallu, eu cymwysterau a'u haddasrwydd ar gyfer y gwaith.

Ni ddylai unrhyw ymgeisydd am swydd na gweithiwr dderbyn triniaeth lai ffafriol ar sail hil, lliw, rhyw, tueddfryd rhywiol, oedran, statws priodasol, anabledd, crefydd, cyfrifoldebau teuluol/domestig na phatrymau gwaith, ac ni ddylai unrhyw unigolyn gael ei roi dan anfantais chwaith gan amodau na gofynion na ellir eu cyfiawnhau.

Cyhoeddwyd Cynllun Gweithredu'r Comisiynydd ar Gydraddoldeb ar 1 Ebrill 2012. Mae hefyd wedi cyhoeddi ei Adroddiad Cydraddoldeb blynyddol sy'n cynnwys cynnydd yn erbyn cydymffurfiaeth â gofynion y Ddeddf Cydraddoldeb – ceir copiau o'r dogfennau hyn o wefan y Comisiynydd – [www.childcomwales.org.uk](http://www.childcomwales.org.uk).

## Archwilwyr

Caiff cyfrifon Comisiynydd Plant Cymru eu harchwilio a'u hardystio gan Archwilydd Cyffredinol Cymru yn unol â pharagraff 9 o Atodlen 2 i Ddeddf Safonau Gofal 2000 (Nodyn 8).

Baker Tilly sy'n darparu gwasanaethau archwilio mewnol ar gyfer y Comisiynydd.

Yn ystod y cyfnod ni thalwyd unrhyw gydnabyddiaeth i'r archwilwyr am waith heblaw archwilio.

## Training

The Commissioner continues to invest in the provision of development and training opportunities for staff. Through his performance management system all staff are encouraged to produce annual personal development plans. In addition the office produces an annual training and development programme. Which includes four annual all staff learning and development days, covering topics, for example, on Participation and Safeguarding.

## Staff Absences

During 2013-14 the sickness absence rate within the Commissioner's office was 4.3 percent (2012-13: 9.7 percent), based as a percentage of the total available working days.

## Environmental Sustainability

The Commissioner has established a working group to help develop a Sustainability Action Plan. As part of their work the group has been in discussions with external organisations to help in the development of the plan, for example, the Carbon Trust, Green Dragon and the Eco-Schools initiative.

The Commissioner is committed to minimising his Office's impact on the environment wherever possible and seeks to reduce its impact via the following steps:

— **Stationery and office resources: staff are encouraged to minimise their use of office consumables whenever possible;**

— **Travel: where practical, public transport is used by officers. In addition, meetings are held using video conferencing wherever possible;**

— **Energy: the Commissioner encourages all staff to be energy conscious and consider ways of reducing their carbon footprint; and**

— **Waste disposal: the Commissioner is committed to recycling all waste, subject to external restrictions.**

## Senior Official Appointments

Keith Towler was appointed as Children's Commissioner for Wales with effect from 1st March 2008. The remaining senior officers took up appointments between May 2006 and November 2009 and were appointed by the Commissioner under Schedule 2 paragraph 4 of The Care Standards Act 2000.

## Equal Opportunities

All applications for employment with the Children's Commissioner for Wales are considered on the grounds that all job applicants should have equal opportunity for employment and advancement on the basis of their ability, qualifications and suitability for the work.

No job applicant or employee should receive less favourable treatment on grounds of race, colour, sex, sexual orientation, age, marital status, disability, religion, family/domestic responsibilities or working patterns, nor should any individual be disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The Commissioner's Equality Action Plan was published on 1st April 2012. He has also published his annual Equality Report which contains progress against compliance with the requirements of the Equality Act – copies of these documents can be obtained from the Commissioner's website – [www.childcomwales.org.uk](http://www.childcomwales.org.uk).

## Auditors

The Children's Commissioner for Wales' accounts are examined and certified by the Auditor General for Wales in accordance with paragraph 9 of Schedule 2 to the Care Standards Act 2000 (Note 8).

Baker Tilly provides internal audit services for the Commissioner.

During the period no remuneration was paid to the auditors for non-audit work.



### **Datgelu gwybodaeth i'r Archwilwyr**

Mor bell ag y mae Swyddfa'r Comisiynydd yn ymwybodol, nid oes gwybodaeth archwilio nad yw'r archwilwyr yn ymwybodol ohoni; ac mae'r Swyddfa wedi cymryd pob cam y dylasai ei gymryd er mwyn bod yn ymwybodol o unrhyw wybodaeth archwilio berthnasol ac i sicrhau bod yr archwilwyr yn ymwybodol o'r wybodaeth honno.

### **Digwyddiadau Cysylltiedig â Data Personol**

O fewn y flwyddyn ariannol, nid adroddwyd am ddigwyddiadau cysylltiedig â data personol. Mae'r Comisiynydd yn cynnal polisi a gweithdrefnau diogelu gwybodaeth sy'n sicrhau y cyfyngir gymaint â phosib o ddigwyddiadau cysylltiedig â data personol.

### **Digwyddiadau ers diwedd y flwyddyn ariannol**

Nid o unrhyw ddigwyddiadau ers dyddiad y fantolen sy'n effeithio ar ddealltwriaeth o'r datganiadau ariannol hyn.

### **Disclosure of Information to the Auditors**

So far as the Commissioner's Office is aware, there is no audit information of which the auditors are unaware; and the Office has taken all the steps that it ought to have taken to make itself aware of any relevant audit information and to establish that the auditors are aware of that information.

### **Personal Data Related Incidents**

Within the financial year, there were no reported incidents involving personal data. The Commissioner maintains an information security policy and procedures that ensure incidents related to personal data related incidents are minimised.

### **Events Since the End of the Financial Year**

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

## Adroddiad Cydnabyddiaeth Remuneration Report

### Taliadau i Aelodau o'r Tim Rheoli

**Gweinidogion Cymru sy'n pennu'r taliad cydnabyddiaeth i Gomisiynydd Plant Cymru, yn unol ag Atodlen 2 paragraff 3 o Ddeddf Safonau Gofal 2000.**

Yn achos aelodau eraill y Tim Rheoli (TRh), pennwyd y taliadau cydnabyddiaeth gan Gomisiynydd Plant Cymru, ar sail cyfarwyddyd gan arbenigwyr recriwtio yn y gwasanaeth sifil.

Mae'r adrannau canlynol, a fu'n destun archwiliad, yn darparu manylion taliadau cydnabyddiaeth a buddion pensiwn swyddogion uchaf y sefydliad:

### Remuneration of Members of the Management Team

**The Welsh Ministers determine the remuneration of the Children's Commissioner for Wales in accordance with Schedule 2 paragraph 3 to the Care Standards Act 2000.**

For other members of the Management Team, remuneration was determined by the Children's Commissioner for Wales based on guidance from civil service recruitment specialists.

The following sections, which have been subjected to audit, provide details of the remuneration and pension benefits of the most senior officials of the organisation:

	2013-14 Ystod cyflog Salary range	2013-14 Buddion mewn Nwyddau (at y £100 agosaf)* Benefits in Kind (to nearest £100)*	2012-13 Ystod cyflog Salary range	2012-13 Buddion mewn Nwyddau (at y £100 agosaf)* Benefits in Kind (to nearest £100)*
	£000*		£000*	
Keith Towler – Comisiynydd Plant Cymru / Children's Commissioner Wales.	90-95	4,800**	90-95	4,700**
Eleri Thomas – Prif Swyddog Gweithredol a Dirprwy Gomisiynydd / Chief Executive Officer and Deputy Commissioner.	60-65	-	60-65	-
Andy Wallsgrove – Pennaeth Gweithrediadau / Head of Operations.	55-60	-	50-55	-
Tony Evans – Pennaeth Gwasanaethau Corfforaethol / Head of Corporate Services.	55-60	-	50-55	-

\* Mae'r wybodaeth hon yn destun archwiliad.  
\* This information is subject to audit.

\*\* Darparwyd car pryddes i Keith Towler. Mae gwerth ariannol y buddion mewn nwyddau yn cwmpasu unrhyw fuddion a ddarparwyd gan y cyflogwr yr oedd Cyllid y Wlad yn eu trin fel enillion trethadwy.

\*\* Keith Towler was provided with a leased car. The monetary value of benefits in kind covers any benefits provided by the employer and treated by the Inland Revenue as a taxable emolument.

### Canolrif y Taliadau Cydnabyddiaeth Median Remuneration

	2013-14	2012-13
Band taliad cydnabyddiaeth yr unigolyn sy'n derbyn y tâl uchaf / Band of highest paid individual's remuneration (£'000)	95-100	95-100
Cyfanswm y canolrif / Median total	33,900	33,200
Cymhareb / Ratio	2.80	2.86

Mae'n ofynnol fy mod yn datgelu'r berthynas rhwng y taliad a wnaed i'r unigolyn a dderbyniodd y cyflog uchaf a chanolrif taliadau'r gweithwyr. Band taliadau'r unigolyn a dderbyniodd y taliad uchaf yn 2013-14 oedd £95-£100,000 (2012-13: £95-£100,000). Roedd hyn 2.80 gwwaith (2012-13: 2.86) taliad canolrif y gweithwyr. Mae cyfanswm y taliadau yn cynnwys y cyflog a'r buddion mewn nwyddau. Nid yw'n cynnwys cyfraniadau cyflogwr i bensiwn na gwerth trosglwyddo ariannol cyfatebol pensiynau.

I am required to disclose the relationship between the remuneration of the highest-paid individual and the median remuneration of employees. The banded remuneration of the highest-paid individual in 2013-14 was £95-£100,000 (2012-13: £95-£100,000). This was 2.80 times (2012-13: 2.86) the median remuneration of employees. Total remuneration includes salary and benefits-in-kind. It does not include employer pension contributions and the cash equivalent transfer value of pensions.

### Taliadau Gwneud Iawn, Dyfarniadau Sylweddol i Uwch Reolwyr Blaenorol Compensation paid, significant awards to former senior managers

Ni chafwyd taliadau o'r fath yn ystod y cyfnod hwn.

There were no such payments made in this period.

**Buddion Pensiwn – Cynllun Pensiwn y Gwasanaeth Sifil**  
**Pension Benefits – Civil Service Pension Scheme**

	Pensiwn cronedig ar / Accrued pension at 31.3.14*	Cynnydd go iawn mewn pensiwn* Real increase in pension*	CETV(i) ar / at 31.3.14*	CETV(i) ar / at 31.3.13*	Cynnydd go iawn mewn CETV* Real increase in CETV*
	£000	£000	£000	£000	£000
Keith Towler – Comisiynydd Plant Cymru / Children’s Commissioner for Wales.	36	2	184	146	22
Eleri Thomas – Prif Swyddog Gweithredol a Dirprwy Gomisiynydd / Chief Executive Officer and Deputy Commissioner.	25	2	77	58	11
Andy Wallsgrove – Pennaeth Gweithrediadau / Head of Operations.	29	2	414	374	18
Toby Evans – Pennaeth Gwasanaethau Corfforaethol / Head of Corporate Services.	10	1	279	255	7

Mae'r wybodaeth hon yn destun archwiliad.  
This information is subject to audit.

**Pension Scheme**

Darperir buddion pensiwn trwy drefniadau pensiwn y Gwasanaeth Sifil. O 30 Gorffennaf 2007, gall gweision sifil fod yn rhan o un o bedwar cynllun buddion diffiniedig; naill ai cynllun ‘cyflog terfynol’ (**classic, premium neu classic plus**); neu gynllun ‘gyrfa gyfan’ (**nuvos**). Nid yw'r trefniadau statudol hyn yn cael eu hariannu, a thelir am gost y buddion ag arian a bleidleisir gan y Senedd bob blwyddyn; er bod y rhain yn gynlluniau buddion a ddiffiniwyd, nid oes modd datgelu cyfanswm asedau a rhwymedigaethau'r cynlluniau. Mae'r pensiynau sy'n daladwy o dan **classic, premium, classic plus a nuvos** yn cael eu cynyddu'n flynyddol yn unol â newidiadau i'r Mynegai Prisiau Defnyddwyr (CPI). Gall aelodau sy'n ymuno o Hydref 2002 ddewis naill ai'r trefniant buddion priodol diffiniedig neu bensiwn rhanddeiliad ‘prynu arian’ o ansawdd da, gyda chyfraniad sylweddol gan y cyflogwr (cyfrif pensiwn **partneriaeth**).

Pennir cyfraniadau gweithwyr ar ganran o enillion pensiynadwy ar gyfer **classic, premium, classic plus nuvos**. Mae'r buddion classic yn cronni ar gyfradd o 1/80fed o'r enillion pensiynadwy terfynol am bob blwyddyn o wasanaeth. Ar ben hynny, mae cyfandaliad sy'n cyfateb i dair blynedd o bensiwn yn daladwy adeg ymddeol. Yn achos y **premium**, mae'r buddion yn cronni ar gyfradd o 1/60fed o'r enillion pensiynadwy terfynol am bob blwyddyn o wasanaeth. Yn wahanol i'r **classic**, nid oes cyfandaliad awtomatig. Cyfuniad o'r ddau yw **classic plus** yn y bôn, gyda buddion yng nghyswllt gwasanaeth cyn 1 Hydref 2002 yn cael eu cyfrifo'n fras fel yn achos y **classic** a'r buddion am wasanaeth o fis Hydref 2002 yn cael eu cyfrifo fel yn achos y **premium**. Yn **nuvos** mae aelod yn crynhoi pensiwn ar sail ei enillion pensiynadwy yn ystod cyfnod ei aelodaeth o'r cynllun. Ar ddiwedd blwyddyn y cynllun (31 Mawrth) mae cyfrif yr aelod ar gyfer y pensiwn a enillwyd yn cael ei greddydu â 2.3% o'i enillion pensiynadwy yn ystod y flwyddyn honno o'r cynllun, a chaiff y pensiwn a gronwyd ei uwchraddio yn unol â'r Mynegai Prisiau Adwerthu. Ym mhob achos gall aelodau ddewis ildio (cymudo) pensiwn am gyfandaliad hyd at y terfynau a bennwyd gan Ddeddf Cyllid 2004.

Trefniant pensiwn rhanddeiliaid yw'r cyfrif pensiwn **partneriaeth**. Mae'r cyflogwr yn gwneud cyfraniad sylfaenol o rhwng 3% a 12.5% (yn dibynnu ar oedran yr aelod) i mewn i gynnyrch pensiwn rhanddeiliaid a ddewiswyd gan y cyflogai o banel o dri darparwr. Nid oes rhaid i'r cyflogai gyfrannu, ond lle bo'n dewis gwneud hynny, bydd y cyflogwr yn gwneud taliadau cyfatebol i'r rhain hyd at derbyn o 3% o'r cyflog pensiynadwy (yn ogystal â chyfraniad sylfaenol y cyflogwr). Mae cyflogwyr hefyd yn cyfrannu 0.8% arall o'r cyflog pensiynadwy i dalu am gost yswiriant buddion risg a ddarperir yn ganolog (marw yn eu gwaith ac ymddeol oherwydd afiechyd).

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**Pension Scheme**

Pension benefits are provided through the Civil Service pension arrangements. From 30th July 2007, civil servants may be in one of four defined benefit schemes; either a ‘final salary’ scheme (**classic, premium or classic plus**); or a ‘whole career’ scheme (**nuvos**). These statutory arrangements are unfunded with the cost of benefits met by monies voted by Parliament each year; and although these are defined benefit schemes it is not possible to disclose the amount of assets and liabilities of the schemes. Pensions payable under **classic, premium, classic plus and nuvos** are increased annually in line with changes in the Consumer Prices Index (CPI). Members joining from October 2002 may opt for either the appropriate defined benefit arrangement or a good quality ‘money purchase’ stakeholder pension with a significant employer contribution (**partnership** pension account).

Employee contributions are set at a percent of pensionable earnings for **classic, premium, classic plus and nuvos**. Benefits in classic accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years’ pension is payable on retirement. For **premium**, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike **classic**, there is no automatic lump sum. **classic plus** is essentially a hybrid with benefits in respect of service before 1st October 2002 calculated broadly as per **classic** and benefits for service from October 2002 calculated as in **premium**. In **nuvos** a member builds up a pension based on their pensionable earnings during their period of scheme membership. At the end of the scheme year (31st March) the member’s earned pension account is credited with 2.3 percent of their pensionable earnings in that scheme year and the accrued pension is updated in line with RPI. In all cases members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004.

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

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## Datganiad o Gyfrifoldebau'r Swyddog Cyfrifyddu

Y pensiwn cronol a ddyfynnwyd yw'r pensiwn y gall yr aelod ei hawlio wrth gyrraedd oedran pensiwn, neu ar unwaith pan fydd yn peidio â bod yn aelod gweithredol o'r cynllun os ydyw eisoes wedi cyrraedd oedran pensiwn neu'n hŷn. Oedran pensiwn yw 60 yn achos aelodau **classic**, **premium** a **classic plus** a 65 yn achos aelodau **nuvos**.

Mae manylion pellach am drefniadau pensiwn y Gwasanaeth Sifil ar gael ar y wefan [www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk).

### (i) Gwerthoedd Trosglwyddo sy'n Gyfwerth ag Arian Parod

Gwerth Trosglwyddo sy'n Gyfwerth ag Arian Parod (CETV) yw gwerth cyfalafol asesedig actiwaraid y buddion cynllun pensiwn a gronwyd gan aelod ar adeg benodol. Y buddion a brisir yw'r buddion a gronwyd gan yr aelod ac unrhyw bensiwn sy'n daladwy i briod amodol o'r cynllun. Taliad yw CETV a wneir gan gynllun neu drefniant pensiwn i sicrhau buddion pensiwn mewn cynllun neu drefniant pensiwn arall pan fo'r aelod yn gadael cynllun ac yn dewis trosglwyddo'r buddion a gronwyd yn y cynllun blaenorol. Mae'r ffigurau pensiwn a ddangosir yn gysylltiedig â'r buddion y mae'r unigolyn wedi'u cronni o ganlyniad i gyfanswm eu haelodaeth o'r cynllun pensiwn, nid eu gwasanaeth pensiwn swydd uwch y mae datgelu'n berthnasol iddi yn unig. Mae'r ffigurau'n cynnwys gwerth unrhyw fuddion pensiwn mewn cynllun arall y mae'r unigolyn wedi'u trosglwyddo i drefniadau pensiwn y Prif Wasanaeth Sifil. Maent hefyd yn cynnwys unrhyw fuddion pensiwn ychwanegol a gronwyd i'r aelod o ganlyniad i brynu buddion pensiwn ychwanegol ar eu cost eu hun. Cyfrifir CETVs o fewn y canllawiau a'r fframwaith a ragnodwyd gan Sefydliad a Chyfadran yr Actiwariad ac nid ydynt yn rhoi sylw i unrhyw ostyngiad gwirioneddol na phosibl i fuddion yn sgîl Treth Lwfans Oes y gall fod angen ei thalu pan dynnir buddion pensiwn.

### (ii) Cynnydd gwirioneddol mewn CETV

Mae hyn yn adlewyrchu'r cynnydd mewn CETV y telir amdano i bob pwrpas gan y cyflogwr. Nid yw'n cynnwys y cynnydd yn y pensiwn a gronwyd yn sgîl chwyddiant, cyfraniadau a dalwyd gan y cyflogai (gan gynnwys gwerth unrhyw fuddion a drosglwyddwyd o gynllun pensiwn arall), ac mae'n defnyddio ffactorau prisio'r farchnad gyffredin ar gyfer dechrau a diwedd y cyfnod.

**Keith Towler**  
Comisiynydd Plant Cymru  
a Swyddog Cyfrifyddu  
Gorffennaf 2014

O dan Atodlen 2 o Ddeddf Safonau Gofal, mae Gweinidogion Cymru wedi rhoi cyfarwyddyd i Gomisiynydd Plant Cymru baratoi datganiad o gyfrifon ar gyfer pob blwyddyn ariannol ar ffurf yr hyn a nodwyd yn y Cyfarwyddyd Cyfrifon ac ar y sail honno. Paratwir y cyfrifon ar sail croniadau a rhaid iddynt ddarparu darlun gwir a theg o sefyllfa fusnes Comisiynydd Plant Cymru, yr incwm a'r gwariant, newidiadau yn ecwiti trethdalwyr a lliffoedd arian y flwyddyn ariannol.

Wrth baratoi'r cyfrifon, mae gofyn bod y Swyddog Cyfrifyddu yn cydymffurfio â gofynion Llawlyfr Adroddiadau Ariannol y Llywodraeth, ac yn arbennig â'r canlynol:

— **glynu at y Cyfarwyddyd Cyfrifon a roddwyd gan Weinidogion Cymru, gan gynnwys y gofynion perthnasol o ran cyfrifo a datgelu, a defnyddio polisïau cyfrifeg addas yn gyson;**

— **dod i benderfyniadau a llunio amcangyfrifon ar sail resymol;**

— **datgan a yw'r safonau cyfrifyddu perthnasol, fel y'u cyflwynir yn Llawlyfr Adroddiadau Ariannol y Llywodraeth, wedi cael eu dilyn, a datgelu ac egluro unrhyw achosion pwysig yn y cyfrifon lle na ddilynwyd y safonau hynny;**

— **paratoi'r cyfrifon ar sail busnes gweithredol.**

Y Comisiynydd yw'r Swyddog Cyfrifyddu ar gyfer ei swyddfa yn sgîl paragraff 10 o Atodlen 2 i Ddeddf Safonau Gofal 2000. Cyflwynir cyfrifoldebau'r Swyddog Cyfrifyddu, gan gynnwys cyfrifoldeb am briodoldeb a rheoleiddra'r arian cyhoeddus y mae Swyddog Cyfrifyddu yn atebol amdano, am gadw cofnodion priodol ac am ddiogelu asedau Comisiynydd Plant Cymru, yn y Memorandwm ar gyfer Swyddogion Cyfrifyddu a luniwyd gan Drysorlys EM.

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

Further details about the Civil Service pension arrangements can be found at the website [www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk).

### (i) Cash Equivalent Transfer Values

A Cash Equivalent Transfer Value (CETV) is the actuarial assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The figures include the value of any pension benefit in another scheme arrangement which the individual has transferred to the Principal Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their purchasing additional pension benefits at their own cost. CETVs are calculated within the guidelines and framework prescribed by the Institute and Faculty of Actuaries and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are drawn.

### (ii) Real increase in CETV

This reflects the increase in CETV effectively funded by the employer. It does not include any of the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme arrangement) and uses common market valuation factors for the start and end of the period.

**Keith Towler**  
Children's Commissioner  
for Wales and Accounting Officer  
July 2014

## Statement of Accounting Officer's Responsibilities

Under Schedule 2 to the Care Standards Act, Welsh Ministers have directed the Children's Commissioner for Wales to prepare for each financial year a statement of accounts in the form and on the basis set out in the Accounts Direction. The accounts are prepared on an accruals basis and must give a true and fair view of the state of affairs of the Children's Commissioner for Wales and of its income and expenditure, changes in taxpayers' equity and cash flows for the financial year.

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

— **observe the Accounts Direction issued by Welsh Ministers, including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis;**

— **make judgements and estimates on a reasonable basis;**

— **state whether applicable accounting standards as set out in the Government Financial Reporting Manual have been followed, and disclose and explain any material departures in the financial statements; and**

— **prepare the financial statements on a going concern basis.**

The Commissioner is the Accounting Officer for his office by virtue of paragraph 10 of Schedule 2 to the Care Standards Act 2000. The responsibilities of the Accounting Officer, including responsibility for the propriety and regularity of the public finances for which the Accounting Officer is answerable, for keeping proper records and for safeguarding the Children's Commissioner for Wales' assets, are set out in an Accounting Officers' Memorandum issued by HM Treasury.



## Datganiad Llywodraethu Blynyddol

### Cwmpas cyfrifoldeb

Fel Swyddog Cyfrifyddu, fi sy'n gyfrifol am gynnal system lywodraethu gadarn sy'n cynnal y gwaith o gyflawni fy mholisiau, fy nodau a'm hamcanion, ond ar yr un pryd yn diogelu'r cronfeydd cyhoeddus a'r asedau yr wyf i'n bersonol gyfrifol amdanynt, yn unol â'r cyfrifoldebau a roddwyd i mi wrth Reoli Arian Cyhoeddus..

### Diben y Fframwaith Llywodraethu

Mae'r Fframwaith Llywodraethu yn cynnwys y systemau a'r prosesau, a'r diwylliant a'r gwerthoedd sy'n darparu sylfaen i mi gyfeirio a rheoli gweithgareddau fy swyddfa. Mae'r Fframwaith yn fy ngalluogi i fonitro cyflawniad fy amcanion strategol a phennu a yw'r amcanion wedi eu cyrraedd mewn modd cost-effeithiol.

Mae'r system reolaeth fewnol yn rhan bwysig o'r Fframwaith ac fe'i lluniwyd i reoli risg ar lefel rhesymol yn hytrach na dileu pob perygl y methir a gyflawni polisiau, nodau ac amcanion; ni all felly ond darparu sicrwydd rhesymol, yn hytrach nag absoliwt, o effeithiolrwydd.

Mae'r system reolaeth fewnol wedi'i seilio ar broses barhaus a luniwyd i nodi a blaenoriaethu'r risgiau i gyflawni polisiau, nodau ac amcanion, i werthuso pa mor debygol yw gwreiddu'r risgiau hynny a'u heffaith petai hynny'n digwydd, ac i'w rheoli'n effeithiol, yn effeithlon ac yn ddiwastraff. Mae'r system reolaeth fewnol wedi bod ar waith yn swyddfa'r Comisiynydd ar gyfer y flwyddyn yn diwedd ar 31 Mawrth 2014 ac yn parhau hyd at ddyddiad cymeradwyo'r adroddiad blynyddol a'r cyfrifon, mae'r systemau reolaeth fewnol yn cyd-fynd â chanllawiau'r Trysorlys.

### Y Fframwaith Llywodraethu

Nid oes gan swyddfa Comisiynydd Plant Cymru gorrff llywodraethu, yn hytrach mae'n Gorrfforaeth Undyn. Byddai corff llywodraethu megis Bwrdd yn gweithredu'n groes i annibyniaeth fy swyddfa. Mae'r annibyniaeth hon yn hanfodol ar gyfer y rôl galw i gyfrif a gyflawnir gan y swyddfa yng nghyswllt hawliau dynol plant a phobl ifanc.

O ystyried y pwyslais ar rôl y Comisiynydd fel unigolyn, mae'r strwythur gwneud penderfyniadau yn wahanol i gyrrff eraill sector cyhoeddus mewn rhai ffyrdd. Fodd bynnag, oherwydd ei bod yn rôl gyhoeddus sy'n defnyddio arian cyhoeddus, mae angen i'r atebolrwydd a'r penderfyniadau a wneir fod yn drylwyr ac yn dryloyw.

Mewn egwyddor, dylid gwneud penderfyniadau ar y lefel isaf bosib, fodd bynnag, rhaid sicrhau bod perthynas bob amser rhwng awdurdod a chyfrifoldeb. Dylai fod gan y rhai sy'n gyfrifol am feysydd gwaith penodol awdurdod sydd wedi ei ddiffinio'n glir i wneud penderfyniadau, a llwybr clir a mesur o atebolrwydd. Mae rheolwyr yn gyffredinol gyfrifol am eu meysydd gwaith a goruchwyllo eu timau o staff. Mae'r dirprwyo yn gweithredu ar sail dirprwyo i swyddogion penodol, yn hytrach nag i grwpiau neu bwyllgorau. Mae'n hanfodol felly bod cwmpas a therfynau'r dirprwyo hwnnw yn cael eu nodi'n glir. Pennir hyn yn y Polisi Llywodraethu ac oddi mewn i'r gweithdrefnau ariannol.

Dirprwyr rheolaeth strategol a gweithredol y swyddfa i'r Prif Swyddog Gweithredol a'r Tîm Rheoli. Y Prif Swyddog Gweithredol a'r Tîm Rheoli sy'n gyfrifol am gyflawni nodau ac amcanion y swyddfa. Wrth geisio cyflawni nodau ac amcanion y swyddfa, rhaid i'r gweithwyr lynu at bolisiau a gweithdrefnau'r swyddfa a chadw oddi mewn i'r cyllidebau a ddynodwyd.

Mae'r Tîm Rheoli yn cwrdd yn fisol, ac o leiaf yn chwarterol gyda mi, fel Comisiynydd. Ei brif ddiiben yw darparu arweinyddiaeth, gweledigaeth, pwrpas ac atebolrwydd wrth ddatblygu a chyflawni cenhadaeth y swyddfa. Adolygir y cylch gorchwyl bob chwe mis, a rhoddir copi ar y fewnwyd.

Mae'r Comisiynydd hefyd wedi sefydlu Pwyllgor Archwilio a Sicrhau Risg i gynnig cyngor a chymorth mewn perthynas â'i drefniadau llywodraethu.

## Annual Governance Statement

### Scope of Responsibility

As Accounting Officer, I have responsibility for maintaining a sound system of governance that supports the achievement of my policies, aims and objectives, whilst safeguarding the public funds and assets for which I am personally responsible, in accordance with the responsibilities assigned to me in Managing Public Money.

### The Purpose of the Governance Framework

The Governance Framework comprises the systems and processes, and culture and values by which I direct and control the activities of my office. The Framework enables me to monitor the achievement of my strategic objectives and to determine whether the objectives have been delivered in a cost effective manner.

The system of internal control is a significant part of the Framework and is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness.

The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in the Commissioner's office for the year ended 31st March 2014 and continuing up to the date of approval of the annual report and accounts, the systems of internal control accords with HM Treasury guidance.

### The Governance Framework

The office of the Children's Commissioner for Wales has no governing body, but is instead a Corporation Sole. A governing body such as a Board would act counter to the independence of my office. This independence is critical to the holding to account role performed by the office in relation to the human rights of children and young people.

Given the emphasis on the role of the Commissioner as an individual, there are some respects in which the decision-making structure is different to other public sector bodies. However, as it is a public role involving use of public funds, accountability and decision-making need to be rigorous and transparent.

In principle, decisions should be made at the lowest level possible, however, there must always be a relationship between authority and responsibility. Those who are responsible for particular areas of work should have a clearly defined authority to make decisions, and a clear route and measure of accountability. Managers have overall responsibility for their area of work and the supervision of their staff teams. Delegation operates on the basis of delegation to named officers rather than to groups or committees. It is essential therefore that the scope and limits of that delegation be clearly spelled out. This is determined within the Governance Policy and within financial procedures.

The strategic and operational management of the office is delegated to the Chief Executive Officer and the Management Team. The Chief Executive Officer and the Management Team are responsible for the delivery of the aims and objectives of the office. In pursuing the aims and objectives of the office, employees must adhere to office policies and procedures and keep within allocated budgets.

The Management Team meet monthly and at least quarterly with me, as Commissioner. Its primary purpose is to provide leadership, vision, purpose and accountability in taking forward and delivering the mission of the office. The terms of reference are reviewed every six months and a copy is posted onto the intranet.

The Commissioner has also established an Audit and Risk Assurance Committee to provide advice and support in relation to his governance arrangements.

### Canolbwyntio ar Ddiben y Sefydliad ac ar Ddeilliannau

Cynllunio corfforaethol yw'r dull systemig o bennu ein nodau. Mae'n fy ngalluogi i, fel corfforaeth undyn, i gadw at fy nghylch gwaith deddfwriaethol a chyflawni yn unol â'r weledigaeth a gyflwynwyd yn fy Nghynllun Corfforaethol, sef sicrhau newidiadau cadarnhaol a pharhaol i blant a phobl ifanc yng Nghymru. Mae'r prosesau cynllunio corfforaethol a blynyddol yn darparu cyfeiriad strategol cyffredinol ar gyfer holl swyddogaethau'r swyddfa; ac yn helpu i sicrhau ein bod yn gwneud y defnydd mwyaf effeithiol o adnoddau sefydliadol er mwyn mwyaflu ein heffaith ar ran plant a phobl ifanc yng Nghymru.

Bydd y broses gynllunio flynyddol yn dechrau ym mis Medi bob blwyddyn gydag asesiad cario drosodd o gynllun gwaith blynyddol y flwyddyn flaenorol a gynhelir ar ddiwedd diwrnod datblygu staff blynyddol.

Bydd yr asesiad hwn yn cynnwys trafodaeth ar amcanion y cynllun blynyddol cyfredol a'r dyddiadau y disgwylir eu cwblhau a chynnydd ar y nodau corfforaethol. By cam hwn, cynhelir asesiad i ganfod a yw'r amcanion wedi diffiniwyd yn parhau'n ddilys ac yn briodol.

Bydd hefyd yn gyfle i aelodau o'r Tîm amlygu blaenoriaethau posibl ar gyfer y flwyddyn nesaf.

Bydd cyflwyno blaenoriaethau i'r Tîm Rheoli yn dilyn y diwrnod datblygu staff gan ddefnyddio templed achos busnes sy'n amlygu'r canlynol:

- **beth yw'r amcan arfaethedig;**
- **pam y dylid ystyried yr amcan yn flaenoriaeth;**
- **a ragwelir unrhyw oblygiadau o ran adnoddau;**
- **y risgiau allweddol i gwblhau a pheidio â chwblhau'r amcan.**

Yna caiff yr amcanion blynyddol cyfredol ac arfaethedig eu hadolygu gan y Prif Swyddog Gweithredol a'u blaenoriaethu mewn cynllun gwaith drafft yn seiliedig ar y canlynol:

- **eu bod yn cyd-fynd ag amcanion corfforaethol, nodau a gweledigaeth y corff;**
- **ystyriaethau cydraddoldeb;**
- **cylch gorchwyl statudol;**
- **y risgiau allweddol;**
- **yr adnoddau sydd ar gael.**

Bydd y cynllun drafft hwn wedi ei gwblhau erbyn diwedd Tachwedd bob blwyddyn, ac yn cael ei ddsbarthu i'r fîm ehangach o staff ar gyfer sylwadau a chyfraniadau pellach.

Bydd sylwadau ar y cynllun gwaith blynyddol drafft yn cael eu hystyried gan y Tîm Rheoli yng nghyfarfod fîm rheoli mis Ionawr. Bydd ail ddrafft o'r cynllun yn cael ei lunio wedi'r cyfarfod hwn.

Unwaith y bydd cynllun gwaith blynyddol cychwynnol ar waith, caiff dogfennau cychwyn prosiect eu sefydlu ar gyfer pob un o'r amcanion blynyddol i ddiffinio'r gofynion adnoddau tebygol (gan gynnwys staffio, cyllid a TGCh) ar gyfer cwblhau'n llwyddiannus, gan gynnwys amserlenni.

Bydd rheolwyr yn gallu defnyddio'r cynllun gwaith blynyddol terfynol i ddisgrifio amcanion cynlluniau gwaith unigol, ac arfarnu yn erbyn amcanion cynllun y flwyddyn flaenorol, gyda staff y maent yn rheolwyr arnynt, erbyn diwedd Mawrth.

Bydd cynllun gwaith blynyddol terfynol yn dod i rym ar 1 Ebrill bob blwyddyn.

Caiff dogfen y cynllun gwaith blynyddol ei monitro a'i diweddarau'n chwarterol gan y Tîm Rheoli. Adroddir hefyd ar y cyflawniadau o ran y cynllun gwaith, achosion o amserlenni'n llithro a champau adferol i'r Pwyllgor Archwilio a Sicrhau Risg, sy'n cyfarfod bob chwarter.

Mae fy Nghofrestr Risgiau yn cyfateb i'r nodau strategol ac yn cael ei monitro'n rheolaidd gan y Tîm Rheoli a'r Pwyllgor Archwilio a Sicrhau Risg.

Cyhoeddir y cynllun gwaith blynyddol terfynol y cytunir arno bob blwyddyn ar fewnwyd y staff, ac fe'i defnyddir fel mater o drefn i gynnal a hysbysu prosesau rheoli perfformiad. Mae hefyd grynodedd cyhoeddus o'r cynllun gwaith blynyddol ar wefan y swyddfa.

Hefyd rhennir cofnodion cynnydd gyda'r staff a'u cynnal gan y Prif Swyddog Gweithredol.

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### Focusing on the Purpose of the Organisation and on Outcomes

Corporate planning is the systemic approach to determining our goals. It enables me as a corporate sole, to fulfil my legislative remit and to deliver against the vision set out in my Corporate Plan of ensuring positive and lasting changes for children and young people in Wales. The corporate and annual planning processes provide an overall strategic direction for all functions within the office; and helps to ensure we make the most effective use of organisational resources to maximise our impact for children and young people in Wales.

The planning process each year will commence in September with a rollover assessment of the previous year's annual work plan which will take place at an annual staff development day.

This assessment will include discussion on the current annual plan objectives and their anticipated completion dates and progress on achieving the corporate goals. At this stage, an assessment will be undertaken to establish whether the defined objectives still remain valid and appropriate.

It will also provide an opportunity for members of the Team to highlight potential priorities for the forthcoming year.

Priorities should be presented to the Management Team following the staff development day using a business case-style template that highlights:

- **What the potential objective is;**
- **Why the objective should be considered a priority;**
- **Whether there are any anticipated resource implications; and**
- **The key risks to completing and not completing the objective.**

The current and potential annual objectives will then be reviewed by the Chief Executive Officer and prioritised in a draft annual work plan (AWP) based on:

- **Alignment to the organisation's corporate objectives, goals and vision;**
- **Equality considerations;**
- **Statutory remit;**
- **The key risks; and**
- **Available resources.**

This draft plan will be completed by the end of November each year and will be circulated to the wider staff team for comments and further contributions.

Comments on the draft annual work plan will be considered by the Management Team at January's management team meeting. A preliminary annual work plan will be compiled following this meeting.

Once a preliminary annual work plan is in progress, project initiation documents will be established for each of the annual objectives to define the likely resource (including staffing, finance and ICT) requirements for successful completion, including timescales.

Line Managers will be able to use the preliminary annual work plan to describe individual work plans, and appraisal against objectives for last year's plan, with staff that they manage by the end of March.

The final annual work plan will be effective from 1st April each year.

The annual work plan document is monitored and updated on a quarterly basis by the Management Team. Achievement against work plan, slippage and remedial action is also reported to the Audit and Risk Assurance Committee, which meets quarterly.

My Risk Register is aligned with the strategic goals and monitored regularly by the Management Team and the Audit and Risk Assurance Committee.

The final annual work plan agreed each year is published on the staff intranet and is used routinely to support and inform performance management processes. There is also a public summary version of the annual work plan on the office's website.

Records of progress are also shared with staff and maintained by the Chief Executive Officer.

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### Swyddogion yn Cydweithio i Gyflawni Diben Cyffredin gyda Swyddogaethau a Rolau a Ddiffiniwyd yn Glir

Mae'r rolau a'r cyfrifoldebau wedi eu diffinio'n glir yn y Polisi Llywodraethu a manylir arnynt yn y ddogfen Trosolwg o Rolau a Chyfrifoldebau. Mae'r dogfennau hyn yn amlinellu lefel y cyfrifoldeb a ddirprwywyd yn y swyddfa; ac fe'u rhoddir ar fewnwyd y staff.

Mae gan bob gweithiwr amodau cyflogaeth clir a disgrifiadau swydd, sy'n nodi eu rolau a'u cyfrifoldebau.

Mae gan y Tim Rheoli a'r Pwyllgor Archwilio gylch gorchwyl, sy'n nodi eu rolau a'u cyfrifoldebau.

Mae'r Pwyllgor Archwilio a Sichrau Risg yn rhoi cyngor a sicrwydd ynghylch llywodraethu corfforaethol, rheoli risg a rheolaeth yn y swyddfa, ynghyd â digonoldeb y trefniadau archwilio mewnol ac allanol. Yn 2014-14 cyhoilhaodd y Pwyllgor Archwilio adolygiad effeithiolrwydd a dolygodd nifer o anghenion datblygu. Yn dilyn yr adolygiad hwn, mae'r Pwyllgor wedi datblygu cynllun gweithredu i symud yr anghenion hyn ymlaen.

### Hyrwyddo Gwerthoedd ar gyfer y Sefydliad ac Arddangos Gwerthoedd Llywodraethu Da trwy Gynnal Safonau Uchel o Ymarfer ac Ymddygiad

Mae fy niffiniad i o werthoedd allweddol fy swyddfa fel a ganlyn:

- Mae plant a phobl ifanc yn ganolog i bopeth a wnawn;
- Rydym yn gwrandao ar blant a phobl ifanc, gan sbarduno gweithredu a newid;
- Rydym yn gwneud gwahaniaeth i fywydau plant a phobl ifanc trwy weithio mewn partneriaeth â phobl a sefydliadau a'u galw i gyfrif lle bo angen;
- Rydym yn bencampwyr plant a phobl ifanc;
- Rydym yn credu yn hawliau pawb, amrywiaeth a pharch;
- Rydym yn arwain ac yn herio ag uniondeb a dewrder;
- Rydym yn ysbrydoli pobl i wneud eu gorau dros blant a phobl ifanc;
- Rydym yn buddsoddi mewn staff.

Datblygwyd y gwerthoedd hyn gyda'r staff a'u cyfleu i'r holl staff. Maent hefyd ar fewnwyd y staff. Mae'r holl staff newydd yn dilyn hyfforddiant sefydlu sy'n darparu gwybodaeth am swyddfa'r Comisiynydd, gwerthoedd a

diwylliant, polisiau a gweithdrefnau cysylltiedig â Chyflogaeth, Iechyd a Diogelwch, CCUHP, Gweledigaeth a Phwrpas, Gweithdrefnau Ariannol a Diogeledd TGCh.

Rwy'n cymryd materion yn ymwneud â thwyll a chamweinyddu yn gwbl o ddifri, ac rwyf wedi sefydlu'r polisiau canlynol:

- Polisi Datgelu camarfer;
- Polisi Gwrth-dwyll;
- Polisiau yn ymwneud â disgyblu neu gôd ymddygiad;
- Polisi Cwynion.

Mae'r Tim Rheoli yn adolygu'r polisiau hyn yn rheolaidd ac yn monitro cydymffurfiaeth â hwy.

### Gwneud Penderfyniadau Gwybodus a Thryloyw sy'n Destun Craffu Effeithiol a Rheoli Risg

Fi sy'n gyfrifol am wneud penderfyniadau yn y swyddfa, ond rwyf wedi dirprwyo'r penderfyniadau gweithredol i'r Tim Rheoli. Dogfennir lefel y dirprwyo yn y Polisi Llywodraethu.

Nodir dyletswyddau'r Tim Rheoli yn ei Gylch Gorchwyl. Nodir a chofnodir penderfyniadau a wneir gan y Tim Rheoli yn y cofnodion, a roddir ar fewnwyd y staff.

Hysbysir yr holl staff am benderfyniadau a wneir gan y Tim Rheoli, ac fe'u cyflëir trwy e-bost, diweddariadau i'r fewnwyd a diweddariadau a gyflwynir gan y Prif Swyddog Gweithredol.

Mae gennyf Bolisi a Fframwaith Rheoli Risgiau, ac rwyf wedi penodi Rheolwr Strategaeth Risgiau. Rwyf wedi sicrhau bod fy Rheolwr Strategaeth Risgiau wedi asesu'r risgiau cysylltiedig â rheoli gwybodaeth o fewn fy swyddfa. Mae'r holl staff yn ymwybodol o'r polisi a'r fframwaith sy'n manylu ar y dull o ymdrin â rheoli risgiau a'r agwedd at hynny, ac yn diffinio'r strwythur ar gyfer rheoli risgiau a pherchnogaeth arnynt.

Hyfforddwyd yr holl reolwyr sydd ag awdurdod i wneud penderfyniadau ynghylch trafod risgiau, gan gydnabod y bydd angen cyfeirio rhai risgiau at y fîm rheoli. Anogir pob aelod o staff i drafod materion rheoli risg yn ystod eu cyfarfodydd fîm. Darparwyd hyfforddiant i'r holl staff i sicrhau eu bod yn ymwybodol o ganllawiau ac arfer gorau yn ystod y cyfnod hwn; a darparwyd hyfforddiant hefyd i aelodau annibynnol fy Mhwyllgor Archwilio a Sicrwydd Risg. Mae Pennaeth fy Ngwasanaethau Corfforaethol yn aelod o'r Rhwydwaith Cyfarwyddwyr

### Officers Working Together to Achieve a Common Purpose with Clearly Defined Functions and Roles

Roles and responsibilities are clearly defined in the Governance Policy and detailed within the Overview of Roles and Responsibilities document. These documents outline the level of delegated responsibility within the office; and are posted onto the staff intranet.

All employees have clear conditions of employment and job descriptions, which set out their roles and responsibilities.

The Management Team and Audit and Risk Assurance Committee have terms of reference, which sets out their roles and responsibilities.

The Audit and Risk Assurance Committee provides advice and assurance in respect of corporate governance, risk management and control within the office and the adequacy of the internal and external audit arrangements. In 2014-15 the Audit and Risk Assurance Committee completed an effectiveness review which highlighted a number of development needs. Following on from this review, the Committee have developed an action plan to take forward these needs.

### Promoting Values for the Organisation and Demonstrating the Values of Good Governance through Upholding High Standards of Conduct and Behaviour

I define my office's key values as:

- Children and young people are at the centre of everything we do;
- We listen to children and young people, driving action and change;
- We make a difference to children and young people's lives by working in partnership with people and organisations and holding them to account where necessary;
- We champion children and young people;
- We believe in everyone's rights, diversity and respect;
- We lead and challenge with integrity and courage;
- We inspire people to do their best for children and young people; and
- We invest in staff.

These values have been developed with staff and communicated to all staff and are posted onto the staff intranet. All new staff undertake induction training which provides information on the Commissioner's office, values

and culture, policies and procedures relating to Employment, Health and Safety, UNCRC, Vision and Purpose, Financial procedures and ICT Security.

I take issues around fraud and maladministration very seriously and have established the following policies:

- Whistleblowing Policy;
- Anti-Fraud Policy;
- Policies relating to disciplinary or code of conduct; and
- Complaints Policy.

The Management Team regularly review and monitor compliance with these policies.

### Taking Informed and Transparent Decisions which are Subject to Effective Scrutiny and Managing Risk

Responsibility for decision making in the office rests with me, however, I have delegated the operational decision making to the Management Team. The level of delegation is documented in the Governance Policy.

The duties of the Management Team are documented within its Terms of Reference. Decisions made by the Management Team are documented and recorded in the minutes, which are posted to the staff intranet.

All staff are informed of decisions made by the Management Team which are communicated via email, updates to the intranet and through updates presented by the Chief Executive Officer.

I have a Risk Management Policy and Framework in place and I have appointed a Risk Strategy Manager. I have ensured that my Risk Strategy Manager has assessed the risks associated with the management and control of information within my office. All staff are aware of the policy and framework which details the approach and attitude to risk management and defines the structure for management and ownership of risk.

Training has been provided to all managers with authority to make decisions about risk treatment, recognising that some risks will need to be referred to the Management Team. All staff are encouraged to discuss risk management issues during their team meetings. Training for all staff to ensure that they are aware of guidance and best practice was provided during this period; and training was also provided to the independent members of my Audit and Risk Assurance Committee. My Head of Corporate Service is a member of the Directors of Finance



Ariannol, lle trafodir rheoli risgiau, ac rydym yn dysgu o'u profiadau.

Ymgorfforir rheoli risgiau i'r broses gynllunio gorfforaethol. Asesir y risgiau strategol allweddol gan y Tîm Rheoli. Mae pob risg yn eiddo i aelod o'r fîm, ac mae'r gofrestr risgiau ar gael i'r holl staff. Yn ystod y flwyddyn, mae'r gofrestr risgiau wedi cael ei hadolygu'n rheolaidd yng nghyfarfodydd y Tîm Rheoli. Caiiff unrhyw risgiau newydd neu newidiadau eu nodi a'u gwerthuso. Pennir yr awydd i gymryd risgiau gan y Tîm Rheoli yng nghyd-destun yr effaith ar enw da'r swyddfa; perfformiad gweithredol, gweithrediadol ar unigol; annibyniaeth y swyddfa; ac adolygiad annibynnol, gwrthrychol o weithgareddau, cerydd o unrhyw fath gan gyrrf rheoliadol, colled ariannol, gwerth gwael am arian, defnydd amhriodol o arian cyhoeddus neu unrhyw achos o dorri rheoleidd-dra neu briodoldeb. Cynhelir asesiad risg o bob gweithgaredd gweithrediadol neu brosiect cyn cychwyn arno.

Mae fy archwilwyr mewnol, Baker Tilly, wedi cynnal adolygiad o'm strategaeth risgiau. Maent hefyd wedi cynnal adolygiad o'm cydymffurfiaeth â threfniadau rheoli risgiau. Mae'r wybodaeth ac a'r Ddeddf Diogelu Data. Maent wedi cyflwyno nifer o argymhellion, sy'n cael eu rhoi ar waith.

### Datblygu Cynneddf a Gallu Swyddogion ad yn Effeithiol

Mae fy Nhîm Rheoli, rwy'n sicrhau bod gan bob aelod o staff y sgiliau, yr wybodaeth a'r capasiti angenrheidiol i gyflawni eu cyfrifoldebau. Rwy'n cydnabod pwysigrwydd gweithwyr galluog, sydd wedi eu hyfforddi'n dda, i sicrhau bod fy amcanion yn cael eu cyflawni'n effeithiol. Mae pob aelod newydd o staff yn dilyn proses sefydlu sy'n eu cyflwyno i'r polisiau a'r gweithdrefnau; a diwylliant y swyddfa.

Rwyf wedi cyflwyno Polisi Arfarnu, sy'n cysylltu perfformiad a datblygiad yr unigolyn ag amcanion corfforaethol y sefydliad. Fe'i lluniwyd i wella perfformiad pob gweithiwr a'u cyfraniad at gyflawni'r amcanion corfforaethol trwy roi iddynt y sgiliau a'r amgylchedd priodol i'w galluogi i wneud eu gwaith hyd eithaf eu gallu.

Rwy'n ymroddedig i alluogi a grymuso gweithwyr i gyrraedd nodau unigol, fîm a chorfforaethol, ac yn fy marn i mae'r broses arfarnu flynyddol, pennu amcanion a phrosesau cynllunio datblygiad personol yn rhan hanfodol o gyflawni hynny.

Mae gweithwyr yn cael eu goruchwyllo'n rheolaidd er mwyn cefnogi datblygiad proffesiynol parhaus. Mae hynny'n chwarae rhan hanfodol o ran cynnal y staff wrth eu gwaith, sydd yn aml yn gymhleth ac yn heriol. Mae goruchwyliaeth yn gyfle i'r staff adfyfrio ar ansawdd eu hymarfer a'i berchnogi. Mae hefyd yn hanfodol i wella gwasanaethau'n barhaus.

Mae rheoli perfformiad yn broses sy'n cyfrannu at reolaeth effeithiol ar unigolion a thimau er mwyn cyflawni lefelau uchel o berfformiad sefydliadol. Mae'n sefydlu dealltwriaeth a rennir ynghylch beth sydd i'w gyflawni ac agwedd at arwain a datblygu pobl a fydd yn sicrhau ei fod yn cael ei gyflawni. Mae rheoli perfformiad yn strategol yn yr ystyr ei fod yn ymwneud â materion ehangach a nodau tymor hir, ac mae'n integredig yn yr ystyr ei fod yn cysylltu amrywiol agweddau ar y sefydliad, rheoli pobl, unigolion a thimau.

Seiliwyd y rheolaeth ariannol ar fframwaith o wybodaeth a ddarperir yn rheolaidd i reolwyr a chyfres o weithdrefnau ariannol clir. Mae'r wybodaeth i reolwyr yn cynnwys monitro ac adrodd rheolaidd ar y gyllideb; a datblygu targedau ariannol a mesurau perfformiad eraill.

### Ymgysylltu â Phobl Leol a Rhanddeiliaid Eraill

Rwyf yn cael fy llywodraethu gan ddeddfwriaeth sy'n nodi bod rhaid i mi gymryd camau rhesymol i sicrhau bod plant a phobl ifanc yn cael eu hannog i roi eu barn ar rôl a swyddogaethau'r Comisiynydd a'r rhaglen o waith mae'n ei chyflawni.

Fel rhan o'r broses gynllunio gorfforaethol, cynhelir ymgynghoriad gyda rhanddeiliaid allanol.

Mae'r Tîm Rheoli wedi datblygu Strategaeth Gyfathrebu. Mae'r strategaeth hon yn sicrhau bod negeseuon allweddol y Comisiynydd yn cael eu cyfleu i'r holl rhanddeiliaid perthnasol, ac yn sicrhau bod cyhoeddiadau o ansawdd uchel yn cael eu chynhyrchu a'u dosbarthu i'r rhanddeiliaid perthnasol. Rhan o'r strategaeth yw datblygu a gweithredu Polisi Cyfryngau Cymdeithasol y Comisiynydd, sy'n cynnwys rheoli cyfrifon ar Twitter a Flickr.

Network, where risk management is discussed and we learn from their experiences.

Risk management is incorporated into the corporate planning process. The key strategic risks are assessed by the Management Team. Each risk is owned by a member of the team and the risk register is made available to all staff. During the year, the risk register has been regularly reviewed at Management Team meetings. Any new risks or changes are identified and evaluated. The risk appetite is determined by the Management Team in the context of the impact on the reputation of the office; the executive, operational and individual performance; the independence of the office; and the independent and objective review of activities, censure of any kind by regulatory bodies, financial loss, poor value for money, inappropriate use of public funds or any breach of regularity or propriety. A risk assessment of each operational or project activity is undertaken prior to commencement.

My internal auditors, Baker Tilly, have undertaken a review of my risk strategy. In addition they have undertaken a review of my compliance with the control and management of information and my compliance with the Data Protection Act. They have made a number of recommendations which are being implemented.

### Developing the Capacity and Capability of Officers to be Effective

Through my Management Team, I ensure that all members of staff have the necessary skills, knowledge and capacity to discharge their responsibilities. I recognise the importance of competent and well trained employees to ensure the effective deliver of my objectives. All new members of staff attend an induction process which introduces them to the policies and procedures; and culture of the office.

I have introduced an Appraisal Policy, which links individual performance and development to the corporate objectives of the organisation. This is designed to improve every employee's performance and contribution to the achievement of corporate objectives by providing them with the right skills and environment to do the job to the best of their ability.

I am committed to enabling and empowering employees to meet individual, team and corporate goals and I consider the process of annual appraisals, objective setting and personal development planning processes to be fundamental to achieving this aim.

In support of continuing professional development, employees have regular supervision. This has a vital role to play in supporting staff in their work which is often complex and challenging. Supervision provides an opportunity for staff to reflect on and take ownership of the quality of their practice. It is also fundamental to the continuous improvement of services.

Performance management is a process which contributes to the effective management of individuals and teams in order to achieve high levels of organisational performance. It establishes a shared understanding about what is to be achieved and an approach to leading and developing people which will ensure that it is achieved. Performance management is strategic in that it is about broader issues and long term goals and integrated in that it links various aspects of the organisation, people management, individuals and teams.

Financial management is based upon a framework of regular management information and a set of clear financial procedures. Management information involves regular budget monitoring and reporting; and the development of financial targets and other performance measures.

### Engaging with Local People and Other Stakeholders

I am governed by legislation that states I must take reasonable steps to ensure that children and young people are encouraged to give their views on the role and functions of the Commissioner and the programme of work he undertakes.

As part of the corporate planning process consultation is completed with external stakeholders.

The Management Team has developed a Communication Strategy. This strategy ensures that the Commissioner's key messages are communicated to all relevant stakeholders, and ensures that high-quality publications are produced and disseminated to relevant stakeholders. As part of the strategy is the development and implementation of the Commissioner's Social Media Policy, which includes managing accounts on Twitter and Flickr.



### Adolygu Effeithiolrwydd

Fel Swyddog Cyfrifyddu, fi sy'n gyfrifol am adolygu effeithiolrwydd y system lywodraethu. Hysbysir fy adolygiad o'r system honno gan waith yr archwilyr mewnol a'r Tim Rheoli sy'n gyfrifol am ddatblygu a chynnal y fframwaith rheoli mewnol a sylwadau'r archwilyr allanol yn eu llythyr at y rheolwyr ac adroddiadau eraill. Rwyf hefyd wedi derbyn cyngor ynghylch effeithiolrwydd y system lywodraethu trwy waith y Pwyllgor Archwilio a Sicrhau Risg. Rwyf wedi ymrwymo i sicrhau gwelliant parhaus yn y systemau mewnol ac i ymdrin ag unrhyw wendidau wrth iddynt godi.

Roedd y broses a ddefnyddiwyd wrth gynnal ac adolygu effeithiolrwydd y fframwaith lywodraethu fel a ganlyn:

**bu'r Tim Rheoli yn trafod ac yn adolygu gweithrediad y mesurau rheoli ariannol mewnol** y cyd;  
**cwblhaodd archwilio mewnol adolygiad effeithiolrwydd y mesurau rheoli mewnol allweddol;**  
**cyfarfu'r Pwyllgor Archwilio a Sicrhau Risg yn ystod y flwyddyn a chynghori ar oblygiadau sicrwydd a roddwyd ynghylch llywodraethu corfforaethol, rheoli risgiau a mesurau rheoli, digonoldeb y trefniadau archwilio mewnol ac allanol ac ymatebion rheolwyr i'r argymhellion archwilio.**

Baker Tilly sy'n darparu gwasanaeth Archwilio Mewnol i'm swyddfa. Maent yn gweithredu'n unol â safonau Archwilio Mewnol y Llywodraeth. Maent yn cyflwyno adroddiadau rheolaidd sy'n cynnwys barn annibynnol ar ddigonoldeb ac effeithiolrwydd system rheolaeth fewnol y Comisiynydd, ynghyd ag argymhellion ar gyfer gwelliant. Yn ystod 2013-14 darparodd Baker Tilly sicrwydd rhesymol i mi ar gyfer y cyfnod hwn fod gennyf broses reoli fewnol effeithiol a digonol i reoli'r gwaith o gyflawni fy amcanion.

Yn ogystal â gwaith Baker Tilly, comisiynais gontractwr allanol i adolygu'r gwasanaeth Ymchwilio a Chynghori. Cyflwynwyd ei adroddiad yn 2014-15. Gwnaed nifer o argymhellion sy'n cael eu rhoi ar waith.

Ar sail fy adolygiad effeithiolrwydd, nid oes materion rheolaeth fewnol arwyddocaol yn codi.

### Rhaglen o Welliant ar gyfer Materion Llywodraethu

Yn ystod y cyfnod dan sylw nid oedd materion arwyddocaol a oedd yn effeithio ar y fframwaith llywodraethu. Fodd bynnag mae Llywodraeth Cymru wedi cyhoeddi y caiff adolygiad annibynnol o bwerau a chylch gorchwyl y Comisiynydd ei gynnal yn 2014-15 gydag adroddiad yn cael ei gyhoeddi ym mis Rhagfyr 2014.

Bydd y Tim Rheoli yn parhau i fonitro'r amgylchedd rheoli mewnol a sicrhau bod y fframwaith llywodraethu yn parhau i ddiwallu anghenion y sefydliad.

### Ardystiad gan y Swyddog Cyfrifyddu

Cefais fy sicrhau bod y system lywodraethu a fu'n weithredol yn fy swyddfa yn ystod 2013-14 yn un gadarn. Ar sail yr adolygiad o effeithiolrwydd y systemau rheoli mewnol, cefais fy sicrhau bod y trefniadau presennol yn diwallu anghenion y swyddfa ac yn sicrhau eu bod yn cydymffurfio ag arfer gorau.

**Keith Towler**  
Comisiynydd Plant Cymru  
a Swyddog Cyfrifyddu  
Gorffennaf 2014

### Review of Effectiveness

As Accounting Officer, I have responsibility for reviewing the effectiveness of the system of governance. This review is informed by the work of the internal auditors and the Management Team who have responsibility for the development and maintenance of the internal control framework, and comments made by the external auditors in their management letter and other reports. I have also been advised on the effectiveness of the system of governance by the work of the Audit and Risk Assurance Committee. I have undertaken to ensure the continuous improvement of the internal systems and to address any weaknesses as they arise.

The process applied in maintaining and reviewing the effectiveness of the governance framework was:

— **collectively the Management Team discussed and reviewed the operation of internal financial controls;**  
— **internal audit completed a review of the effectiveness of key internal controls; and**  
— **the Audit and Risk Assurance Committee met in the year and advised on the implications of assurances provided in respect of corporate governance, risk management and control, the adequacy of the internal and external audit arrangements and management responses to audit recommendations.**

Baker Tilly provides the Internal Audit for my office. They operate to Public Sector Internal Audit Standards. They submit regular reports which include the independent opinion on the adequacy and effectiveness of the Commissioner's system of internal control together with recommendations for improvement. During 2013-14 Baker Tilly provided me with reasonable assurance for this period that I have adequate and effective internal control process to manage the achievement of my objectives.

In addition to the work of Baker Tilly, I commissioned an external contractor to review the Investigation and Advice service. Their report was submitted in 2014-15, a number of recommendations have been made which are being implemented.

From my review of the effectiveness there are no significant internal control issues.

### Programme of Improvement for Governance Issues

During the period there were no significant issues that impacted upon the governance framework. However, Welsh Government have announced that an independent review of the powers and remit of the Commissioner will be undertaken in 2014-15. With a report being published in December 2014.

The Management Team will continue to monitor the internal control environment and ensure that the governance framework continues to meet the needs of the organisation.

### Certification by Accounting Officer

I am assured that the system of governance in operation within my office during 2013-14 has been robust. From the review of the effectiveness of the systems of internal control I am assured that the present arrangements meet the needs of the office and ensure that they comply with best practice.

**Keith Towler**  
Children's Commissioner for  
Wales and Accounting Officer  
July 2014

### Tystysgrif ac Adroddiad Archwilydd Cyffredinol Cymru i Gynulliad Cenedlaethol Cymru

Rwy'n tystio fy mod wedi archwilio datganiadau ariannol Comisiynydd Plant Cymru ar gyfer y flwyddyn yn diwedd 31 Mawrth 2014 dan baragraff 9(2) o Atodlen 2 i Ddeddf Safonau Gofal 2000. Maent yn cynnwys y Datganiad o Wariant Net Cynhwysfawr, Datganiad o'r Sefyllfa Ariannol, Datganiad o Lifoedd Arian, Datganiad o Newidiadau yn Ecwiti Trethdalwyr a'r nodiadau cysylltiedig. Paratowyd y datganiadau ariannol hyn o dan y polisiau cyfrifyddu a gyflwynwyd ynddynt. Rwyf hefyd wedi archwilio'r wybodaeth yn yr Adroddiad Taliadau Cydnabyddiaeth y mae'r adroddiad hwnnw'n nodi ei bod wedi cael ei harchwilio.

### Cyfrifoldebau'r Swyddog Cyfrifyddu a'r Archwilydd yn eu tro

Fel yr esboniwyd yn llawnach yn y Datganiad o Gyfrifoldebau'r Swyddog Cyfrifyddu, y Swyddog Cyfrifyddu a'r Archwilydd, gyfrifol am baratoi'r Adroddiad Blynyddol, sy'n cynnwys yr Adroddiad Taliadau Cydnabyddiaeth a'r Datganiadau ariannol, yn unol â Deddf Safonau Gofal 2000 a chyfarwyddyd Gweinidogion Cymru a wnaed yn 2000 ac er mwyn sicrhau uniondeb trafodion ariannol.

Rwyf hefyd cyfrifoldeb i yw archwilio'r datganiadau ariannol a'r rhan o'r adroddiad taliadau cydnabyddiaeth sydd i'w harchwilio yn unol â'r gyfraith berthnasol, ac â'r Safonau Archwilio Rhyngwladol (y DU ac Iwerddon). Mae'r safonau hynny'n gofyn fy mod yn cydymffurfio â Safonau Moeseg y Bwrdd Ymarfer Archwilio ar gyfer Archwilwyr.

### Cwmpas yr archwiliad o'r datganiadau ariannol

Mae archwiliad yn golygu casglu tystiolaeth ddigonol am y symiau a'r datgeliadau yn y datganiadau ariannol i roi sicrwydd rhesymol nad oes camddatganiadau pwysig yn y datganiadau ariannol, boed hynny trwy dwyll neu gamgymeriad. Mae hyn yn cynnwys asesu'r canlynol: a yw'r polisiau cyfrifyddu yn briodol ar gyfer amgylchiadau Comisiynydd Plant Cymru ac wedi cael eu defnyddio'n gyson a'u datgelu'n ddigonol; rhesymoldeb amcangyfrifon cyfrifo arwyddocaol a wnaed gan Gomisiynydd Plant Cymru; a chyflwyniad cyffredinol y datganiadau ariannol.

Ar ben hynny, mae'n ofynnol fy mod yn casglu tystiolaeth ddigonol i roi sicrwydd rhesymol bod y gwariant a'r incwm wedi cael eu defnyddio at y dibenion a fwriadwyd gan Gynulliad Cenedlaethol Cymru a bod y trafodion ariannol yn cydymffurfio â'r awdurdodau sy'n eu llywodraethu. Rwyf hefyd yn darllen yr holl wybodaeth ariannol ac anariannol yn y Rhagair, y Crynodeb o Weithgaredd a Sylwadau'r Rheolwyr, a gynhwysir yn yr Adroddiad Blynyddol, er mwyn canfod anghysondebau pwysig â'r datganiadau ariannol a archwiliwyd. Os deufaf yn ymwybodol o unrhyw gamddatganiadau pwysig neu anghysondebau ymddangosiadol, byddaf yn ystyried goblygiadau hynny o ran fy adroddiad.

### Barn ar y Datganiadau Ariannol

Yn fy marn i mae'r datganiadau ariannol:

— yn rhoi golwg wir a theg ar sefyllfa fusnes Comisiynydd Plant Cymru ar 31 Mawrth 2014 ynghyd â Datganiad o Wariant Net Cynhwysfawr, Datganiad o'r Sefyllfa Ariannol, Datganiad o Lifoedd Arian, a Datganiad o'r Newidiadau yn Ecwiti Trethdalwyr ar gyfer y flwyddyn a ddaeth i ben bryd hynny; ac — fe'u paratowyd yn briodol yn unol â chyfarwyddyd Gweinidogion Cymru a gyflwynwyd o dan Ddeddf Safonau Gofal 2000.

### The Certificate and Report of the Auditor General for Wales to the National Assembly for Wales

I certify that I have audited the financial statements of Children's Commissioner for Wales for the year ended 31st March 2014 under paragraph 9(2) of Schedule 2 to the Care Standards Act 2000. These comprise the Statement of Comprehensive Net Expenditure, the Statement of Financial Position, the Statement of Cash Flows, the Statement of Changes in Taxpayers' Equity and the related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.

### Respective responsibilities of the Accounting Officer and Auditor

As explained more fully in the Statement of Accounting Officer's Responsibilities, the Accounting Officer is responsible for preparing the Annual Report, which includes the Remuneration Report and the financial statements, in accordance with the Care Standards Act 2000 and Welsh Ministers' directions made there under and for ensuring the regularity of financial transactions. My responsibility is to audit the financial statements and the part of the remuneration report to be audited in accordance with applicable law and with International Standards on Auditing (UK and Ireland). These standards require me to comply with the Auditing Practice Board's Ethical Standards for Auditors.

### Scope of the Audit of the Financial Statements

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

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

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

### Opinion on Financial Statements

In my opinion the financial statements:

— give a true and fair view of the state of the Children's Commissioner for Wales' affairs as at 31st March 2014 and of its Statement of Comprehensive Net Expenditure, the Statement of Financial Position, the Statement of Cash Flows, and the Statement of Changes in Taxpayers' Equity for the year then ended; and — have been properly prepared in accordance with Welsh Ministers' directions issued under the Care Standards Act 2000.

### **Barn ynghylch Rheoleidd-dra**

Yn fy marn i, ym mhob ystyr bwysig, defnyddiwyd y gwariant a'r incwm at y dibenion a fwrriadwyd gan Gynulliad Cenedlaethol Cymru ac mae'r trafodion ariannol yn cydymffurfio â'r awdurdodau sy'n eu llywodraethu.

### **Barn ar faterion eraill**

Yn fy marn i:

— mae'r rhan o'r Adroddiad Taliadau Cydnabyddiaeth sydd i'w harchwilio wedi cael ei pharatoi'n briodol, yn unol â chyfarwyddyd Weinidogion Cymru a wnaed o dan Ddeddf Safonau Cyfal 2000; ac  
— mae'r wybodaeth a geir yn y Rhagair, y Crynodeb o Weithgaredd a Sylwadau'r Rheolwyr, a gynhwysir yn yr Adroddiad Blynyddol, yn cyd-fynd â'r datganiadau ariannol.

### **Materion yr wyf yn adrodd arnynt yn ôl Eithriad**

Nid oes gennyf ddim i'w adrodd ynghylch y materion canlynol, lle byddaf yn adrodd i chi mewn achosion, yn fy marn i, lle:

— nad yw'r Datganiad Llywodraethu Blynyddol yn adlewyrchu cydymffurfiaid â chanllawiau Trysorlys EM;  
— na chadwyd cofnodion cyfrifo priodol;  
— na ddatgelwyd gwybodaeth a bennwyd gan Drysorlys EM ynghylch taliadau cydnabyddiaeth a thrafodion eraill; neu  
— lle nad wyf wedi derbyn yr holl wybodaeth ac esboniadau y mae eu hangen arnaf ar gyfer fy archwiliad.

### **Adroddiad**

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

**Huw Vaughan Thomas**  
Archwilydd Cyffredinol Cymru  
24 Heol y Gadeirlan, Caerdydd  
CF11 9LJ

Awst 2014

### **Opinion on Regularity**

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

### **Opinion on Other Matters**

In my opinion:

— the part of the Remuneration Report to be audited has been properly prepared in accordance with Welsh Ministers' directions made under the Care Standards Act 2000; and  
— the information which comprises the Foreword, the Summary of Activity and the Management Commentary, included within the Annual Report is consistent with the financial statements.

### **Matters on which I Report by Exception**

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

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

### **Report**

I have no observations to make on these financial statements.

**Huw Vaughan Thomas**  
Auditor General for Wales  
24 Cathedral Road, Cardiff  
CF11 9LJ

August 2014

**Datganiad o Wariant Net Cynhwysfawr ar gyfer y flwyddyn a ddaeth i ben ar 31 Mawrth 2014**  
**Statement of Comprehensive Net Expenditure for the year ended 31 March 2014**

	Nodyn Note	2013-14 £000	2012-13 £000
<b>Gwariant / Expenditure</b>			
Costau gweinyddo / Administration costs:			
Costau staff / Staff Costs	2	1,194	1,205
Dibrisiant / Depreciation	4	20	24
Costau gweinyddol eraill / Other Administration Costs	4	502	526
		1,716	1,755
<b>Incwm / Income</b>			
Incwm o weithgareddau / Income from Activities	5	-	-
Incwm arall / Other Income		24	-
		24	-
Gwariant net / Net Expenditure		1,692	1,755
Llog taladwy/derbyniadwy / Interest payable/receivable		-	-
Gwariant net ar ôl llog / Net Expenditure after interest		1,692	1,755
<b>Gwariant cynhwysfawr arall / Other Comprehensive Expenditure</b>			
Net gain/(colled) net ar ailbriso peiriannau a chyfarpar / Net gain/(loss) on revaluation of Plant and Equipment		-	-
<b>Incwm y Gwariant Cynhwysfawr ar gyfer y flwyddyn a ddaeth i ben ar 31 Mawrth 2014 / Total Comprehensive Expenditure for the year ended 31 March 2014</b>		1,692	1,755

Mae'r holl incwm a gwariant yn deillio o weithrediadau parhaus. Nid oes enillion na cholledion ac eithrio'r rhai yr adroddwyd amdanynt yn y Datganiad o Wariant Net Cynhwysfawr. Mae'r Comisiynydd yn derbyn cyllid gan Lywodraeth Cymru ac nid yw'n derbyn unrhyw incwm arall.

All income and expenditure is derived from continuing operations. There are no gains or losses other than those reported in the Statement of Comprehensive Net Expenditure. The Commissioner receives funding from Welsh Government.

Mae'r nodiadau ar dudalennau 36 i 49 yn rhan o'r cyfrifon hyn

The notes on pages 36 to 49 form part of these accounts

**Datganiad o'r Sefyllfa Ariannol ar 31 Mawrth 2014**  
**Statement of Financial Position as at 31 March 2014**

	Nodyn Note	2014 £000	2013 £000
<b>Asedau anghyfredol / Non-current assets:</b>			
Eiddo, peiriannau a chyfarpar / Property, plant and equipment	7	27	14
<b>Asedau cyfredol / Current assets:</b>			
Elfennau masnach ac eraill derbyniadwy / Trade and other receivables	8	59	34
Arian parod a'r hyn sy'n cyfateb i arian parod / Cash and cash equivalents	9	492	534
<b>Cyfanswm asedau cyfredol / Total current assets</b>		<b>551</b>	<b>568</b>
<b>Cyfanswm asedau / Total Assets</b>		<b>578</b>	<b>582</b>
<b>Rhwymedigaethau cyfredol / Current liabilities:</b>			
Elfennau masnach ac eraill taladwy / Trade and other payables	10	(36)	(42)
<b>Cyfanswm rhwymedigaethau cyfredol / Total current liabilities</b>		<b>(36)</b>	<b>(42)</b>
<b>Asedau anghyfredol a/llai asedau/ rhwymedigaethau cyfredol net / Non-current assets plus/less net current assets/liabilities</b>		<b>542</b>	<b>540</b>
<b>Rhwymedigaethau anghyfredol / Non-Current liabilities:</b>			
Darpariaeth ar gyfer rhwymedigaethau a thaliadau / Provision for liabilities and charges	16	(152)	(173)
<b>Cyfanswm rhwymedigaethau anghyfredol / Total non-current liabilities</b>		<b>(152)</b>	<b>(173)</b>
<b>Asedau llai cyfanswm rhwymedigaethau / Assets less total liabilities</b>		<b>390</b>	<b>367</b>
<b>Ecwiti trethdalwyr / Taxpayer's equity:</b>			
Cronfa gyffredinol / General fund		<b>390</b>	<b>367</b>

\* Mae'r balans agoriadol wedi'i ailddatgan i adlewyrchu addasiadau i'r balans o flynyddoedd blaenorol

\* The opening balance has been restated to reflect balance adjustments from prior years

**Keith Towler**  
Comisiynydd Plant Cymru a Swyddog Cyfrifyddu  
Gorffennaf 2014

**Keith Towler**  
Children's Commissioner for Wales and Accounting Officer  
July 2014

Mae'r nodiadau ar dudalennau 36 i 49 yn rhan o'r cyfrifon hyn

The notes on pages 36 to 49 form part of these accounts

**Datganiad o Lifoedd Arian ar gyfer y cyfnod rhwng 1 Ebrill 2012 a 31 Mawrth 2014**  
**Statement of Cash Flows for the period 1st April 2012 to 31st March 2014**

	Nodyn Note	2013-14 £000	2012-13 £000
<b>Lifoedd arian o weithgareddau gweithredu</b> <b>Cash flows from operating activities</b>			
Gwariant net / Net Expenditure	2,4	1,692	1,755
Addasiad ar gyfer trafodion nad ydynt yn cynnwys arian parod / Adjustment for non-cash transactions	4	(20)	(39)
Cynnydd/Gostyngiad mewn elfennau masnach ac eraill derbyniadwy / Increase/Decrease in trade and other receivables	8	25	(1)
Gostyngiad mewn elfennau masnach taladwy / Decrease in trade payables	10	6	13
Defnydd o ddarpariaethau / Use of Provisions	16	21	21
<b>All-lif arian parod net o weithgareddau gweithredu /</b> <b>Net cash outflow from operating activities</b>		1,724	1,749
<b>Lifoedd arian o weithgareddau buddsoddi /</b> <b>Cash flows from investing activities</b>			
Prynu eiddo, peiriannau a chyfarpari / Purchase of property, plant and equipment	7	33	-
<b>All-lif arian parod net o weithgareddau buddsoddi /</b> <b>Net cash outflow from investing activity</b>		33	-
<b>Lifoedd arian o weithgareddau ariannu /</b> <b>Cash flows from financing activities</b>			
Cyllid gan Lywodraeth Cymru / Financing from the Welsh Government		1,715	1,752
<b>Ariannu net / Net Financing</b>		<b>1,757</b>	<b>1,752</b>
(Cynnydd)/gostyngiad net mewn arian parod a'r hyn sy'n cyfateb i arian parod / Net (increase)/decrease in cash and cash equivalents	9	42	(3)
Arian parod a'r hyn sy'n cyfateb i arian parod ar ddechrau'r cyfnod / Cash and cash equivalents at beginning of period		534	531
<b>Arian parod a'r hyn sy'n cyfateb i arian parod ar ddiwedd y cyfnod /</b> <b>Cash and cash equivalents at end of period</b>		<b>492</b>	<b>534</b>

Mae'r nodiadau ar dudalennau 36 i 49 yn rhan  
o'r cyfrifon hyn

The notes on pages 36 to 49 form part of these accounts

**Datganiad o Newidiadau i Ecwiti Trethdalwyr ar gyfer y flwyddyn a ddaeth i ben ar 31 Mawrth 2014**  
**Statement of Changes in Taxpayers' Equity for the year ended 31st March 2014**

	Nodyn Note	Cronfa Cyffredinol / General Fund £000 *Wedi'i ailddatgan / Restated
<b>Balans ar 31 Mawrth 2013 / Balance at 31 March 2013</b>		<b>367</b>
<b>Newidiadau i Ecwiti Trethdalwyr 2013-2014 /</b> <b>Changes in Taxpayers' Equity 2013-2014</b>		
Cyllid gan Lywodraeth Cymru / Funding from Welsh Government		1,715
Gwariant cynhwysfawr am y flwyddyn / Comprehensive expenditure for the year		(1,692)
<b>Balans ar 31 Mawrth 2014 /</b> <b>Balance at 31 March 2014</b>		<b>390</b>

\* Mae'r balans agoriadol wedi'i ailddatgan i adlewyrchu  
addasiadau i'r balans o flynyddoedd blaenorol.

\* The opening balances have been restated to reflect  
balance adjustments from prior years.

Mae'r nodiadau ar dudalennau 36 i 49 yn rhan  
o'r cyfrifon hyn

The notes on pages 36 to 49 form part of these accounts



## Nodiadau ar y Cyfrifon Adnoddau

### 1. Datganiad o Bolisiau Cyfrifyddu

Paratowyd y datganiadau ariannol hyn yn unol â Llawlyfr Adroddiadau Ariannol y Llywodraeth (FRoM) a gyflwynwyd gan Drysorlys Ei Mawrhydi. Mae'r polisiau cyfrifyddu a geir yn yr FRoM yn cymhwyso Safonau Cyfrifyddu Rhyngwladol (IFRS), fel y'u mabwysiadwyd neu y'u dehonglwyd ar gyfer cyd-destun y sector cyhoeddus. Lle bo'r FRoM yn caniatáu dewis o bolisi cyfrifyddu, dewiswyd y polisi cyfrifyddu y barnwyd ei fod yn fwyaf priodol ar gyfer amgylchiadau penodol y Comisiynydd, at ddiben rhoi golwg wir a theg. Fe'u defnyddiwyd yn gyson wrth ddelio ag eitemau y barnwyd eu bod yn bwysig yng nghyswllt y cyfrifon. Disgrifir y polisiau cyfrifyddu penodol a fabwysiadwyd gan Gomisiynydd Plant Cymru isod.

#### 1.1 Confensiwn Cyfrifyddu

Paratowyd y cyfrifon hyn o dan y confensiwn cost hanesyddol gan fod Comisiynydd Plant Cymru yn barnu'n ddibwys yw effaith ailbrisiu asedau sefydlog yn ôl gwerth i'r sefydliad trwy gyfeirio at eu cost gyfredol.

#### 1.2 Incwm a Chyllido

Yn unig ffynhonnell o gyllid ar gyfer Comisiynydd Plant Cymru yw Llywodraeth Cymru trwy grant blynyddol, sy'n cael ei gredydu i'r gronfa gyffredinol pan dderbynnir y grant. Cydnabyddir y grant yn y cyfnod pryd y darperir y gwasanaethau.

Ceir yr unig ffynhonnell incwm yng nghyswllt adennill costau cyflog mewn achos o secondiad, a chredydir yr incwm hwnnw i'r gronfa gyffredinol pan dderbynnir ef.

#### 1.3 Eiddo, Peiriannau a Chyfarpar

Mae'r Comisiynydd wedi prisiu'r holl asedau anghyfredol yn ôl eu cost hanesyddol, gan nad yw unrhyw addasiadau ailbrisiu, ym marn y Comisiynydd, yn bwysig. Y lefel isaf ar gyfer cyfalafiad asedau unigol yw £1,000. Grwpwyd niferoedd mawr o'r un math o asedau gyda'i gilydd wrth bennu a ydynt uwchben neu o dan y trothwy.

### 1.4 Dibrisiad

Darperir dibrisiad ar gyfraddau y cyfrifir y byddant yn diddymu gwerth asedau nad ydynt yn gyfredol mewn rhandaliadau cyfartal dros y cyfnod a amcangyfrifir ar gyfer eu hoes ddefnyddiol, fel a ganlyn:

<b>Offer TG</b>	<b>3 blynedd</b>
<b>Celfi</b>	<b>5 mlynedd</b>
<b>Cyfarpar Swyddfa</b>	<b>5 mlynedd</b>
<b>Gosodiadau a Ffitiadau</b>	<b>5 mlynedd</b>
<b>Cerbydau</b>	<b>5 mlynedd</b>

Codir am ddibrisiad blwyddyn lawn yn y flwyddyn gaffael.

### 1.5 Datganiad o'r Gwariant Net Cynhwysfawr

Incwm a gwariant gweithredu yw'r hyn sy'n uniongyrchol gysylltiedig â gweithgareddau gweithredu y Comisiynydd. Mae'n cynnwys taliadau am nwyddau a gwasanaethau a ddarparwyd ar sail cost lawn. Dosbarthir yr holl wariant fel gwariant gweinyddu.

### 1.6 Treth ar Werth

Nid yw'r Comisiynydd wedi'i gofrestru ar gyfer TAW. Cyfrifir gwariant a phwrcasau asedau sefydlog gyda TAW wedi'i gynnwys, gan na ellir adennill TAW.

### 1.7 Pensiynau

Mae staff y Comisiynydd wedi'u cynnwys o dan ddarpariaethau Prif Gynllun Pensiwn y Gwasanaeth Sifil (PCSPS). Mae'r PCSPS yn gynllun buddion diffiniedig. Cydnabyddir cost elfen buddion diffiniedig y cynllun yn systematig a rhesymegol dros y cyfnod pryd y bydd yn cael mantais o wasanaethau cyflogaion trwy dalu symiau a gyfrifir ar sail gronol i'r PCSPS. Mae'r atebolrwydd am dalu buddion yn y dyfodol yn gyfrifoldeb ar y PCSPS. Yng nghyswllt elfennau cyfraniad diffiniedig y cynllun, mae'r Comisiynydd Plant yn cydnabod y cyfraniadau sy'n daladwy am y flwyddyn; nodir y symiau hyn ar y Datganiad o Wariant Net Cynhwysfawr ym mlwyddyn eu talu.

## Notes to the Resource Accounts

### 1. Statement of Accounting Policies

These financial statements have been prepared in accordance with the Government's Financial Reporting Manual (FRoM) issued by HM Treasury. The accounting policies contained in the FRoM apply International Accounting Standards (IFRS) as adopted or interpreted for the public sector context. Where the FRoM permits a choice of accounting policy, the accounting policy which has been judged to be most appropriate to the particular circumstances of the Commissioner for the purpose of giving a true and fair view has been selected. They have been applied consistently in dealing with items considered material in relation to the accounts. The particular accounting policies adopted by the Children's Commissioner for Wales are described below.

#### 1.1 Accounting Convention

These accounts have been prepared under the historical cost convention as in the opinion of the Children's Commissioner for Wales the effect of the revaluation of fixed assets at their value to the organisation by reference to their current cost is considered to be immaterial.

#### 1.2 Income and Funding

The only source of funding for the Children's Commissioner for Wales is from the Welsh Government via an annual grant, which is credited to the general fund when the grant is received. The grant is recognised in the period in which services are provided.

The only source of income is in relation to recover of salary costs related to a secondment, which is credited to the general fund when the income is received.

#### 1.3 Property, Plant and Equipment

The Commissioner has valued all non-current assets at historic cost as any revaluation adjustments are, in the Commissioner's opinion, not material. The minimum level for capitalisation of individual assets is £1,000. Large numbers of the same type of asset have been grouped together in determining if they fell above or below the threshold.

### 1.4 Depreciation

Depreciation is provided at rates calculated to write off the value of non-current assets by equal instalments over their estimated useful lives, as follows:

<b>IT Equipment</b>	<b>3 years</b>
<b>Furniture</b>	<b>5 years</b>
<b>Office Equipment</b>	<b>5 years</b>
<b>Fixtures &amp; Fittings</b>	<b>5 years</b>
<b>Vehicles</b>	<b>5 years</b>

A full year's depreciation is charged in the year of acquisition.

### 1.5 Statement of Comprehensive Net Expenditure

Operating income and expenditure is that which relates directly to the operating activities of the Commissioner. It comprises charges for goods and services provided on a full cost basis. All expenditure is classed as administration expenditure.

### 1.6 Value Added Tax

The Commissioner is not registered for VAT. Expenditure and fixed asset purchases are accounted for VAT inclusive, as VAT is irrecoverable.

### 1.7 Pensions

The Commissioner's staff are covered by the provisions of the Principal Civil Service Pension Scheme (PCSPS). The PCSPS is a defined benefit scheme. The cost of the defined benefit element of the scheme is recognised on a systematic and rational basis over the period during which it derives benefit from employees' services by payment to the PCSPS of amounts calculated on an accruing basis. Liability for payment of future benefits is a charge on the PCSPS. In respect of the defined contribution elements of the scheme, the Children's Commissioner recognises the contributions payable for the year; these amounts are charged to the Statement of Comprehensive Net Expenditure in the year of payment.

### 1.8 Prydlesi

Dosbarthir prydlesi asedau lle mae holl risgiau a manteision perchnogaeth ar ased wedi'i phrydlesi i bob pwrpas yn nwylo'r Comisiynydd fel prydlesi cyllidol. Cofnodir yr ased fel ased sefydlog diriaethol a chofnodir dyled i'r prydleswr o isafswm y taliadau prydles. Codir y taliadau ar y Datganiad o Wariant Net Cynhwysfawr, a chodir tâl cyllid ar sail y gyfradd llog sy'n ddealliedig yn y brydles.

Codir taliadau rhentu prydlesi gweithredol ar y Datganiad o Wariant Net Cynhwysfawr fesul symiau cyfartal ar hyd cyfnod y brydles.

### 1.9 Adroddiadau Segmentol

Mae swyddfa'r Comisiynydd yn gweithredu yng Nghymru a Chymru'n ddiploma yn delio â materion sy'n effeithio ar blant a phobl oedol yn Nghymru. Mae'r Datganiad o Wariant Net Cynhwysfawr a'r nodiadau cysylltiedig yn adlewyrchu'r segmentau lle'r adroddir am y canlyniadau gweithredu.

### 1.10 Treuliau Staff

Mae'r Comisiynydd yn darparu ar gyfer absenoldebau tymor byr adferedig sydd heb eu defnyddio ar ddiwedd y flwyddyn.

### 1.11 Darpariaethau

Mae'r Comisiynydd yn darparu ar gyfer rhwymedigaethau cyfreithiol neu gontractiol y mae eu hamseru neu eu symiau'n ansicr ar ddyddiad y fantolen, ar sail yr amcangyfrif gorau o'r gwariant y bydd ei angen ar gyfer y rhwymedigaeth.

### 1.12 Arian Parod a'r hyn sy'n cyfateb iddo

Mae'r Comisiynydd yn cadw arian parod, sy'n cael ei adneuo mewn cyfrif banc masnachol wrth ei dderbyn. Hefyd cedwir arian mân ym mhob un o swyddfeydd y Comisiynydd.

### 1.8 Leases

Leases of assets where substantially all risks and rewards of ownership of a leased asset are borne by the Commissioner are classified as finance leases. The asset is recorded as a tangible fixed asset and a debt is recorded to the lessor of the minimum lease payments. Payments are charged to the Statement of Comprehensive Net Expenditure and a finance charge is made based upon the interest rate implicit in the lease.

Operating lease rentals are charged to the Statement of Comprehensive Net Expenditure in equal amounts over the lease term.

### 1.9 Segmental Reporting

The Commissioner's Office operates in Wales and deals with issues that impact upon children and young people in Wales. The Statement of Comprehensive Net Expenditure and associated notes reflects the segments that the operating results are reported.

### 1.10 Staff Expenses

The Commissioner provides for short term compensated absences unused at the year-end.

### 1.11 Provisions

The Commissioner provides for legal or contractual obligations which are of uncertain timing or amounts at the balance sheet date, on the basis of best estimate of the expenditure required to settle the obligation.

### 1.12 Cash and Cash Equivalent

The Commissioner holds cash which is deposited in a commercial bank account upon receipt. Petty cash is also held at each of the Commissioner's offices.

**2. Niferoedd staff a chostau cysylltiedig**  
**Staff Numbers and Related Costs**

**a) Ar gyfer y flwyddyn, roedd y costau staff yn cynnwys y canlynol /**  
**For the year staff costs consist of:**

	Permanently Employed Staff / Permanently Employed Staff	Other/ Other	2013-2014 £000  Total/ Total	2012-2013 £000  Total/ Total
Tâl a chyflogau / Wages and Salaries	963	-	963	972
Costau nawdd cymdeithasol / Social security costs	70	-	70	70
Costau pensiwn / Pension costs	161	-	161	163
<b>Is-gyfanswm / Sub total</b>	<b>1,194</b>	<b>-</b>	<b>1,194</b>	<b>1,205</b>
Llai adenillion mewn perthynas â secondiadau allanol / Less recoveries in respect of outward secondments	(24)	-	(24)	-
<b>Cyfanswm Costau Net / Total Net Costs</b>	<b>1,170</b>	<b>-</b>	<b>1,170</b>	<b>1,205</b>

Prif Gynllun Pensiwn y Gwasanaeth Sifil yn (PCSPS) yn gynllun buddion diffiniedig aml-gyfogwr nad yw'n cael ei ariannu, ond nid yw'r cyrff sy'n cyfranogi'n gallu dynodi eu cyfran o'r asedau a'r hwymedigaethau sylfaenol. Cafwyd y prisiad actwaraidd diwethaf ar 31 Mawrth 2007 ond ers y dyddiad hwn, ataliwyd prisiadau actwaraidd ar y Cynllun tan i argymhellion Adolygiad Hutton gael eu rhoi ar waith. Ceir manylion yng Nghyfrifon Adnoddau Swyddfa'r Cabinet: Blwydd-dal Sifil – [www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk).

Ar gyfer 2013-14, roedd cyfraniadau cyflogwr o £154,286 yn daladwy i PCSPS (2012-13: £157,300) ar un o bedair cyfradd yn yr ystod 16.7 y cant i 24.3 y cant o gyflog pensiynadwy, yn seiliedig ar fandiau cyflog. Mae Actwari'r Cynllun yn adolygu cyfraniadau'r cyflogwr fel arfer bob pedair blynedd yn dilyn prisiad o'r cynllun llawn. Gosodir cyfraddau'r cyfraniadau i gwrdd â chost y buddion a dalwyd yn ystod y cyfnod hwn i bensiynwyr cyfredol.

Caiff cyfloggeion ddewis agor cyfrif pensiwn partneriaeth, trefniant pensiwn rhanddeiliaid gyda chyfraniad gan y cyflogwr. Talwyd cyfraniadau cyflogwr o £4,256 i un neu ragor o bllith panel o ddarparwyr pensiwn rhanddeiliaid a benodwyd (2012-13: £4,661). Mae cyfraniadau'r cyflogwr yn gysylltiedig ag oedran ac yn amrywio o 3 i 12.5 y cant o'r cyflog pensiynadwy (2012-13: 3 i 12.5 y cant). Bydd y cyflogwr yn gwneud taliadau cyfatebol i daliadau'r cyflogai hyd at 3 y cant o'r cyflog pensiynadwy. Yn ogystal roedd cyfraniadau cyflogwr o £772 neu 0.8 o'r cyflog pensiynadwy, yn daladwy i PCSPS i dalu cost darpariaeth buddion cyfandaliad yn y dyfodol ar adeg marw yn eu gwaith ac ymddeol oherwydd afiechyd (2012-13: £773 neu 0.8 y cant). Roedd cyfraniadau o £5,494 yn ddyledus i'r darparwyr pensiwn partneriaeth ar 31 Mawrth 2014. (2012 13: £3,626). Caiff yr holl gyfraniadau hyn eu cynnwys yn y costau Pensiwn yn Nodyn 2a uchod.

The Principal Civil Service Pension Scheme (PCSPS) is an unfunded multi-employer defined benefit scheme but the participating organisations are not able to identify their share of the underlying assets and liabilities. The scheme was last actuarially valued as at 31 March 2007 but since this date, actuarial valuations of the Scheme were suspended pending the implementation of the Hutton Review recommendations. Details can be found in the Resource Accounts of the Cabinet Office: Civil Superannuation – [www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk).

For 2013-14, employer's contributions of £154,286 were payable to the PCSPS (2012-13: £157,300) at one of four rates in the range 16.7 percent to 24.3 percent of pensionable pay, based on salary bands. The Scheme Actuary reviews employer contributions usually every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits paid during this period to existing pensioners.

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employer's contributions of £4,256 were paid to one or more of a panel of appointed stakeholder pension providers (2012-13: £4,661). Employer contributions are age-related and range from 3 to 12.5 percent of pensionable pay (2012-13: 3 to 12.5 percent). Employers also match employee contributions up to 3 percent of pensionable pay. In addition, employer contributions of £772 or 0.8 percent of pensionable pay, were payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service and ill health retirement of employees (2012-13: £773 or 0.8 percent). Contributions of £5,494 were due to the partnership pension providers at 31st March 2014. (2012 13: £3,626). All these contributions are included in Pension costs in Note 2a above.

**b) Roedd nifer cyfartalog y personau cyfwerth amser llawn a gyflogwyd (gan gynnwys uwch reolwyr) yn ystod y cyfnod fel a ganlyn / The average number of whole-time equivalent persons employed (including senior management) for the period was as follows:**

	Permanently Employed Staff / Permanently Employed Staff	Other/ Other	2013-2014 £000  Total/ Total	2012-2013 £000  Total/ Total
Gweithwyr a gyflogir yn uniongyrchol / Directly Employed	25.7	-	25.7	23.9
Arall / Other	-	-	-	1.3
Staff a gyflogir ar brosiectau cyfalaf / Staff employed on capital projects	-	-	-	-
<b>Cyfanswm / Total</b>	<b>25.7</b>	<b>-</b>	<b>25.7</b>	<b>25.2</b>



**3. Adroddiadau ar gynllun iawndal y Gwasanaeth Sifil a chynlluniau iawndal eraill – pecynnau gadael**  
**Reporting of Civil Service and Other compensation schemes – exit packages**

Band cost y pecyn gadael / Exit package cost bands £000	2013-2014			2012-2013		
	Dileu swydd gorfodol / Number of compulsory redundancies	Nifer y bobl eraill a gytunodd i adael / Number of other departures agreed	Cyfanswm nifer y pecynnau gadael fesul band cost / Total number of exit packages by cost band	Dileu swydd gorfodol / Number of compulsory redundancies	Nifer y bobl eraill a gytunodd i adael / Number of other departures agreed	Cyfanswm nifer y pecynnau gadael fesul band cost / Total number of exit packages by cost band
< £10	-	-	-	-	1	1
£10-£25	-	-	-	-	1	1
£25-£50	-	-	-	-	-	-
£50-£100	-	-	-	-	-	-
£100-£150	-	-	-	-	-	-
£150-£200	-	-	-	-	-	-
<b>Cyfanswm nifer y pecynnau gadael fesul math / Total number of exit packages by type</b>	-	-	-	-	2	2
<b>Cyfanswm costau adnoddau / Total resource cost £000</b>	-	-	-	-	24	24

Isuwyd costau dileu swyddi a chostau ymadael eraill yn unol â darpariaethau Cynllun Iawndal y Gwasanaeth Sifil, cynllun statudol a luniwyd o dan Ddeddf Blwydd-daliadau 1972. Cyfrifir y costau ymadael yn llawn ym mlwyddyn yr ymadawiad. Lle bo'r Comisiynydd wedi cytuno ar ymddeoliadau cynnar, telir am y costau ychwanegol gan y Comisiynydd, ac nid gan gynllun pensiwn y Gwasanaeth Sifil. Telir am gostau ymddeoliad oherwydd afiechyd gan y cynllun pensiwn, ac nid ydynt wedi eu cynnwys yn y tabl.

Redundancy and other departure costs have been paid in accordance with the provisions of the Civil Service Compensation Scheme, a statutory scheme made under the Superannuation Act 1972. Exit costs are accounted for in full in the year of departure. Where the Commissioner has agreed early retirements, the additional costs are met by the Commissioner and not by the Civil Service pension scheme. Ill-health retirement costs are met by the pension scheme and not included in the table.

Codir costau llawn yr ymadawiad ar y Datganiad o Wariant Net Cynhwysfawr ym mlwyddyn gwneud y penderfyniad. Credydur y symiau sy'n daladwy mewn blynyddoedd i ddod i ddarpariaeth a ddefnyddir pan wneir y taliadau (gweler nodyn 16).

The full costs of departure are charged to the Statement of Comprehensive Net Expenditure in the year that the decision is made. Amounts payable in future years are credited to a provision which is utilised when the payments are made (see note 16).

**4. Costau gweinyddu eraill**  
**Other administration costs**

	2013-2014 £000	2012-2013 £000
<b>4.1 Rhentu o dan brydlesi gweithredol</b> <b>Rental under operating leases:</b>		
- cerbydau / vehicles	5	5
- llety / accommodation	71	71
- lungopiwr / photocopier	4	7
	<b>80</b>	<b>83</b>
<b>4.2 Costau gweinyddu:</b> <b>Administration costs:</b>		
Eiddo / Premises	47	47
Swyddfa / Office	85	84
Hyfforddi a recriwtio / Training and recruitment	31	35
Teithio a chynhaliadau / Travel and subsistence	39	37
Taliad cydnabyddiaeth archwilydd allanol / External auditors' remuneration	19	18
Taliad cydnabyddiaeth archwilydd mewnol / Internal auditors' remuneration	9	10
Cyfathrebu / Communication	71	71
Cyfrifiadur / Computer	35	51
Arall / Other	51	33
Ffioedd cyfreithiol a phroffesiynol / Legal and professional fees	35	42
	<b>422</b>	<b>428</b>
<b>4.3 Eitemau heblaw arian parod</b> <b>Non-cash items:</b>		
- tâl dibrisiant asedau cyffredin / depreciation charge on ordinary assets	20	24
- colled gwaredu asedau sefydlog / loss on disposal of fixed assets	-	-
- darpariaeth o fewn y flwyddyn / in year provision made	-	15
	20	39
	<b>522</b>	<b>550</b>

**5. Incwm**  
**Income**

	2013-2014 £000	2012-2013 £000
<b>Incwm o seconddiad / Income from secondment</b>	24	-
	24	-

Mae'r unig ffynhonnell o incwm a dderbyniwyd gan y Comisiynydd yn ymwneud ag adennill cyflog a chostau cysylltiedig â seconddiad rhwng swyddfa'r Comisiynydd a chorff arall.

The only source of income received by the Commissioner relates to the recovery of salary and related costs associated with a secondment between the Commissioner's office and another organisation.

**6. Gwybodaeth segmentol**  
**Segmental information**

	2013-2014 £000	2012-2013 £000 *Wedi'i ailddatgan / Restated
	Segment i'w adrodd / Reportable segment £000	Segment i'w adrodd / Reportable segment £000
Gwariant gros / Gross expenditure	1,716	1,755
Incwm / Income	(24)	-
Gwariant net / Net expenditure	1,692	1,755
Gwybodaeth arall a adroddir i'r Prif Benderfynwr Gweithredol / Other information reported to the Chief Operating Decision Maker	-	-
Cyfanswm asedau / Total assets	578	582
Asedau net / Net assets	390	367

Mae swyddfa'r Comisiynydd yn gweithredu yng Nghymru ac yn delio â materion sy'n effeithio ar blant a phobl ifanc yng Nghymru. Seilidir yr wybodaeth fisol a gyflwynir i'r fîm rheoli ar fantolenni'r cyfalyfr. Cadarnheir yr wybodaeth hon yn ôl llinellau'r gyllideb ac mae'n cyfateb i linellau'r gyllideb a gyflwynwyd i Lywodraeth Cymru fel rhan o'r broses amcangyfrif. Nid yw'r wybodaeth yn gwahaniaethu rhwng gwahanol weithgareddau yn swyddfa'r Comisiynydd.

Nid yw dadansoddiad pellach o'r wybodaeth yn nodi gwahanol weithgareddau na segmentau. Barn y Comisiynydd, felly, yw mai dim un segment yn unig y mae ei swyddfa'n gweithredu, fel yr adroddwyd.

\*Mae'r balansau agoriadol wedi'u hailddatgan i adlewyrchu addasiadau i'r balans o flynyddoedd blaenorol

The Commissioner's office operates in Wales and deals with issues that impact upon children and young people in Wales. The monthly information presented to the Management Team is based upon the ledger balances. This information is consolidated into the budget lines and matches the budget lines presented to the Welsh Government as part of the estimate process. The information does not differentiate between different activities within the Commissioner's office. Further analysis of the information does not identify different activities or segments. It is therefore the Commissioner's opinion that his office only operates in one segment as reported.

\* The opening balances have been restated to reflect balance adjustments from prior years.

**7. Eiddo, peiriannau a chyfarpar**  
**Property, plant and equipment**

	Cyfarpar TG / IT Equipment *Wedi'i ailddatgan / Restated	Gosodiadau a Ffidiadau / Fixtures & Fittings *Wedi'i ailddatgan / Restated	Dodrefn a Chyfarpar Swyddfa / Office Furniture and Equipment *Wedi'i ailddatgan / Restated	Cyfarpar Cludiant / Transport Equipment *Wedi'i ailddatgan / Restated	Cyfanswm / Total *Wedi'i ailddatgan / Restated
	£000	£000	£000	£000	£000
<b>Cost</b>					
Ar 1 Ebrill 2013 / At 1 April 2013	216	205	269	49	739
Ychwanegiadau / Additions	33	-	-	-	33
Gwarediadau / Disposals	-	-	-	-	-
Ar 31 Mawrth 2014 / At 31st March 2013	249	205	269	49	772
<b>Dibrisiant / Depreciation</b>					
Ar 1 Ebrill 2013 / At 1st April 2013	214	199	263	49	725
Yn ystod y flwyddyn / Charged in year	14	3	3	-	20
Gwarediadau / Disposals	-	-	-	-	-
Ar 31 Mawrth 2014 / At 31st March 2014	228	202	266	49	745
Gwerth net ar bapur Ar 31 Mawrth 2013 / Net book value At 31st March 2013	2	6	6	-	14
Gwerth net ar bapur Ar 31 Mawrth 2014 / Net book value at 31st March 2014	21	3	3	-	27
<b>Cyllido asedau / Asset financing:</b>					
Perchen / Owned	21	3	3	-	27
Gwerth net ar bapur Ar 31 Mawrth 2014 / Net book value At 31st March 2014	21	3	3	-	27
Perchen / Owned	21	3	3	-	27
Gwerth net ar bapur Ar 31 Mawrth 2013 / Net book value At 31st March 2013	2	6	6	-	14

Mae'r holl asedau yn eiddo i'r Comisiynydd, nid oes dim asedau'n cael eu cyllido trwy brydles ariannol.

\*Mae'r balansau agoriadol wedi'u hailddatgan i adlewyrchu'r addasiadau i'r gweddillion o flynyddoedd blaenorol.

All assets are owned by the Commissioner, there are no assets financed through a finance lease.

\*The opening balances have been restated to reflect balance adjustments from prior years.

**8. Eifennau masnachol derbyniadwy ac asedau cyfredol eraill**  
**Trade receivables and other current assets**

	2013-2014 £000	2012-2013 £000
<b>Symiau sy'n ddyledus o fewn blwyddyn / Amounts falling due within one year:</b>		
Eifennau masnachol derbyniadwy / Trade receivables	11	-
Rhagdaliadau ac incwm cronedig / Prepayments and accrued income	48	34
	59	34

**9. Arian parod a'r hyn sy'n cyfateb i arian parod**  
**Cash and cash equivalents**

	2013-2014 £000	2012-2013 £000
Balans ar 1 Ebrill 2013 / Balance at 1st April 2013	534	531
Newid net yn y balansau arian parod a'r hyn sy'n cyfateb i arian parod / Net change in cash and cash equivalent balances	(42)	3
Balans ar 31 Mawrth 2014 / Balance at 31st March 2014	492	534

Roedd yr holl falansau ar 31 Mawrth ar ffurf daliadau gyda banc  
Masnachol ac arian mewn llaw / All balances as at 31 March were held  
with a Commercial bank and cash in hand.

**10. Eifennau masnachol taladwy a rhwymedigaethau cyfredol eraill**  
**Trade payables and other current liabilities**

	2013-2014 £000	2012-2013 £000
<b>Symiau sy'n ddyledus o fewn blwyddyn / Amounts falling due within one year</b>		
Trethi a nawdd cymdeithasol / Taxation and social security	6	28
Eifennau masnachol taladwy / Trade payables	17	2
Croniadau / Accruals	13	12
	36	42

**10. Rhwymedigaethau o dan brydlesi**  
**Commitments under leases**

**Prydlesi gweithredol**  
**Operating leases**

Roedd y Comisiynydd wedi ymrwymo i wneud y taliadau canlynol  
mewn perthynas â phrydlesi gweithredol a oedd yn dod i ben  
The Commissioner was committed to making the following  
payments in respect of operating leases expiring

	2013-2014 £000		2012-2013 £000	
	Tir ac adeiladau / Land & Buildings	Arall / Other	Tir ac adeiladau / Land & Buildings	Arall / Other
<b>Rhwymedigaethau o dan brydlesi gweithredol / Obligations under operating leases:</b>				
Heb fod yn hwyrach na blwyddyn / Not later than one year	71	9	71	9
Ar ôl blwyddyn a chyn pen pum mlynedd / Later than one year and not later than five years	208	4	229	9
Ar ôl pum mlynedd / Later than five years	116	-	166	-
	<b>395</b>	<b>13</b>	<b>466</b>	<b>18</b>

## 12. Offerynnau ariannol

Mae IFRS7, Offerynnau Ariannol, yn gofyn bod rôl offerynnau ariannol yn ystod y cyfnod yn cael ei datgelu o ran creu neu newid y risgiau mae endid yn eu hwynebu wrth ymgymryd â'i weithgareddau. Oherwydd natur anfasnachol gweithgareddau'r Comisiynydd, a'r dull o gyllido'i weithrediadau, nid yw ei swyddfa'n cael ei gadael yn agored i'r lefel o risg ariannol mae endidau busnes yn ei hwynebu. Ymhellach, mae offerynnau ariannol yn chwarae rôl sy'n llawer mwy cyfyngedig o ran creu neu newid risg nag a fyddai'n nodweddu'r cwmnïau rhestredig y mae IFRS7 yn bennaf berthnasol iddynt. Mae gan y Comisiynydd bwerau cyfyngedig iawn i fenthyg neu fuddsoddi cronfeydd sy'n weddill a chynhyrchir asedau ariannol a rhwymedigaethau gan ei weithgareddau gweithredu o ddydd i ddydd, yn hytrach na'u dal i newid y risgiau y mae'n eu hwynebu wrth ymgymryd â'i weithgareddau.

### **Risg Hylifedd**

Ariannir gofynion y Comisiynydd o ran reffeniw net ariannol gan Lywodraeth Cymru. Nid ydych chi ei swyddfa felly yn cael ei gadael yn agored i risgiau hylifedd sylweddol.

### **Risg cyfradd llog**

Nid yw asedau ariannol a rhwymedigaethau'r Comisiynydd yn cael eu gadael yn agored i risgiau cyfradd llog.

### **Risg Arian Tramor**

Nid yw asedau ariannol a rhwymedigaethau'r Comisiynydd yn cael eu gadael yn agored i risgiau arian tramor.

### **Gwerthoedd teg**

Nid oes gwahaniaeth rhwng llyfrwerthoedd a gwerthoedd teg asedau ariannol a rhwymedigaethau'r Comisiynydd ar 31 Mawrth 2014.

## 13. Ymrwymadau cyfalaf

Nid oedd ymrwymadau cyfalaf ar 31 Mawrth 2014.

### **14. Rhwymedigaethau amodol**

Nid oedd rhwymedigaethau amodol ar 31 Mawrth 2014.

## 15. Trafodion Parhion Cysylltiedig

Mae Llywodraeth Cymru yn barti cysylltiedig, a derbyniodd y Comisiynydd ei unig ffynhonnell gyllido oddi wrth Lywodraeth Cymru; derbyniodd £1.715 miliwn yn ystod y cyfnod. Cafodd y Comisiynydd nifer bach o drafodion pwysig yn ystod y cyfnod gyda Chyllid y Wlad (taliadau Treth ac Yswiriant Gwladol); a Swyddfa'r Cabinet (taliadau yng nghyswllt Prif Gynllun Pensiwn y Gwasanaeth Sifil).

Ni chafwyd trafodion o bwys gyda sefydliadau lle roedd gan staff uwch, nac unrhyw aelodau o'u teuluoedd, swyddi dylanwadol.

## 12. Financial Instruments

IFRS7, Financial Instruments, requires disclosure of the role which financial instruments have had during the period in creating or changing the risks an entity faces in undertaking its activities. Because of the non-trading nature of the Commissioner's activities and the way in which his operations are financed, his office is not exposed to the degree of financial risk faced by business entities. Moreover, financial instruments play a much more limited role in creating or changing risk than would be typical of the listed companies to which IFRS7 mainly applies. The Commissioner has very limited powers to borrow or invest surplus funds and financial assets and liabilities are generated by day-to-day operational activities and are not held to change the risks he faces in undertaking his activities.

### **Liquidity Risk**

The Commissioner's net revenue and capital resource requirements are financed by the Welsh Government. His office is not therefore exposed to significant liquidity risks.

### **Interest-rate Risk**

The Commissioner's financial assets and liabilities are not exposed to interest-rate risks.

### **Foreign Currency Risk**

The Commissioner's financial assets and liabilities are not exposed to foreign currency risks.

### **Fair Values**

There is no difference between the book values and fair values of the Commissioner's financial assets and liabilities as at 31st March 2014.

## 13. Capital Commitments

There were no capital commitments as at 31st March 2014.

### **14. Contingent Liabilities**

There were no contingent liabilities as at 31st March 2014.

### **15. Related Party Transactions**

The Welsh Government is a related party, the Commissioner received his sole source of funding from the Welsh Government; he received £1.715 million during the period. The Commissioner has had a small number of material transactions during the period with HM Revenue and Customs (Tax and National Insurance payments); and the Cabinet Office (payments in respect of the Principle Civil Service Pension Scheme).

There were no material transactions with organisations in which senior staff, or any of their family, held positions of influence.



**15. Darpariaethau ar gyfer Rhwymedigaethau a Thaliadau**  
**Provisions for Liabilities and Charges**

	Gadael yn gynnar / Early Departure
	£000
<b>Balans ar 1 Ebrill 2013 / Balance as at 1 April 2013</b>	173
Defnydd o'r ddarpariaeth / Use of provision	(21)
Darpariaeth o fewn y flwyddyn / In year provision	-
<b>Balans ar 31 Mawrth 2014 / Balance as at 31 March 2014</b>	152

**Analys o amserau disgwylidig darpariaethau**  
**Analysis of expected timings of provisions**

	Gadael yn gynnar / Early Departure
	£000
Heb fod yn hwyrach na blwyddyn / Not later than one year	21
Ar ôl blwyddyn a chyn pen pum mlynedd / Later than one year and not later than five years	83
Ar ôl pum mlynedd / Later than five years	48
<b>Balans ar 31 Mawrth 2014 / Balance as at 31 March 2014</b>	152

**Costau Ymadael yn Gynnar**

Mae'r Comisiynydd yn talu am gost ychwanegol buddion y tu hwnt i fuddion arferol Prif Gynllun Pensiwn y Gwasanaeth Sifil (PCSPS) yng nghyswllt gweithwyr sy'n ymddeol yn gynnar trwy dalu'r symiau angenrheidiol yn flynyddol i'r PCSPS dros y cyfnod rhwng ymadael yn gynnar ac oedran arferol ymddeol. Mae'r Comisiynydd yn darparu ar gyfer hyn yn llawn pan fydd yr ymadawiad cynnar yn dod yn rhwymol trwy sefydlu darpariaeth ar gyfer y taliadau a amcangyfrifir.

**Early Departure Costs**

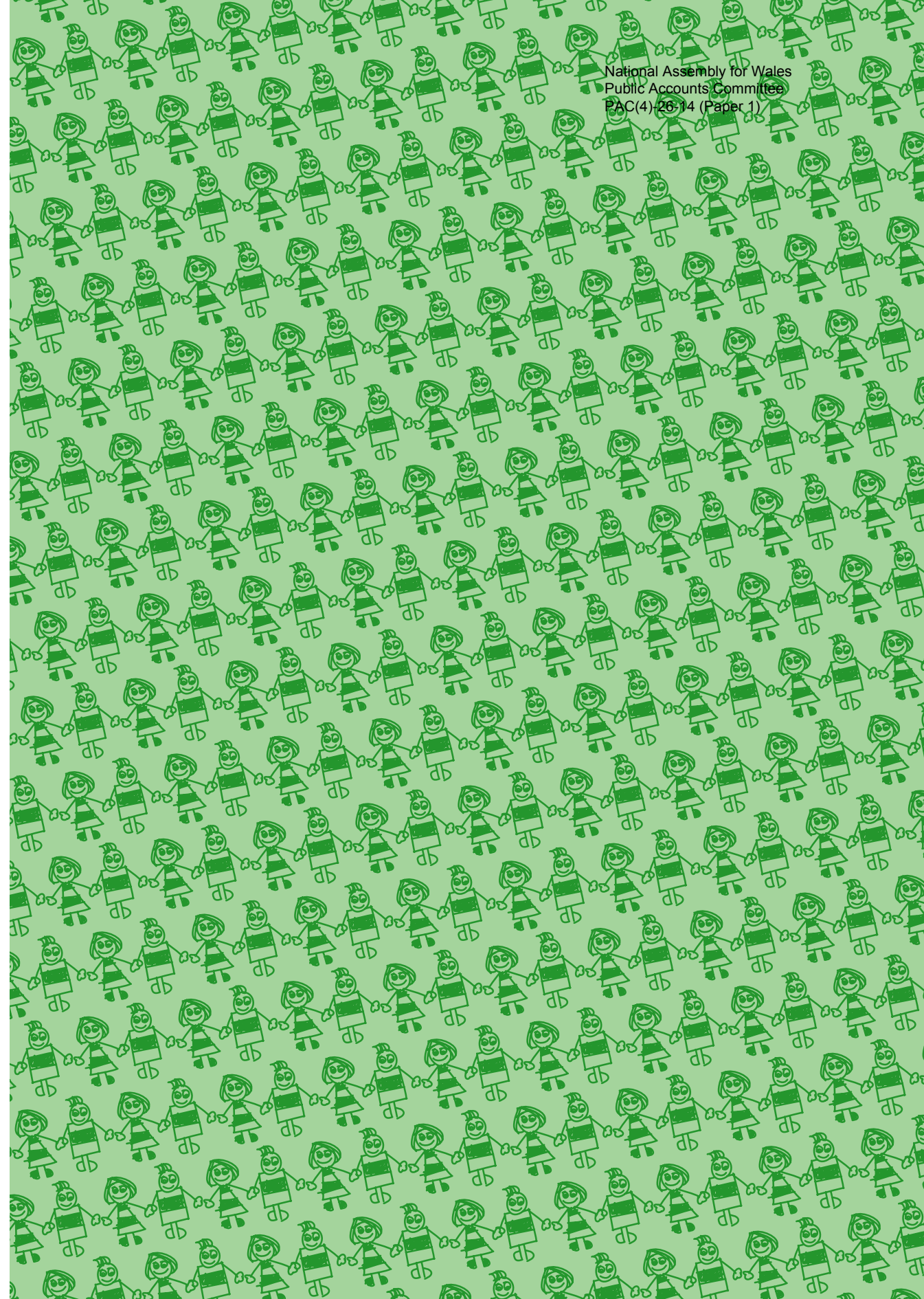
The Commissioner meets the additional cost of benefits beyond the normal Principal Civil Service Pension Scheme (PCSPS) benefits in respect of employees who retire early by paying the required amounts annually to the PCSPS over the period between early departure and normal retirement age. The Commissioner provides for this in full when the early departure becomes binding by establishing a provision for the estimated payments.

**17. Digwyddiadau wedi'r cyfnod adrodd**

Nid oedd unrhyw ddigwyddiadau rhwng dyddiad datganiad y sefyllfa ariannol a dyddiad llofnodi'r cyfrifon sy'n effeithio ar y datganiadau hyn.

**17. Events After the Reporting Period**

There were no events between the statement of financial position date and the date the accounts were signed that impact upon these statements.

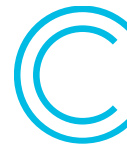






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Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

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# Annual Report 2013-14

**Welsh Language (Wales) Measure 2011**

Accounts of the Welsh Language Commissioner prepared pursuant to Schedule 1, Paragraph 19(1) of the Welsh Language (Wales) Measure 2011 for the year to 31 March 2014, together with the Certificate and Report of the Auditor General for Wales thereon.

Laid before the National Assembly for Wales on 16 July 2014 pursuant to the Welsh Language (Wales) Measure 2011 Schedule 1, Paragraph 19 (2)

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## Foreword

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

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

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

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

An important aspect of our work, which isn't always apparent to the public, is influencing policy and legislation. One of my objectives is to see the Welsh language at the heart of policy. Although there is much work to be done in order to ensure that the Government mainstreams the Welsh language across its departments and to ensure that the Welsh language is a central consideration in its various strategies, policies and legislation, we saw the work starting to bear fruit this year. Following regular pressure from my office, the Welsh language was included on the face of the Social Services and Well-being



(Wales) Bill. We will continue to put pressure on governments to include the Welsh language in policy developments. We will also specifically set out to ensure that Welsh language provision in undevolved fields, such as justice and pensions, makes progress rather than taking a step back.

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

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

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

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

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

Meri Huws

Welsh Language Commissioner

## Aim, vision and values

### Aim

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

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

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

### Vision and values

Over time, the Welsh Language Commissioner desires to see:

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

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

In forming

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

### The Welsh Language Commissioner's activities 2013–14

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

Pages 5 to 22 of this Annual Report report on the Commissioner's achievements in relation to objectives 1–4 of the Strategic Plan. The Accounts, including the Governance Statement, report on objective 5 of the Strategic Plan.

#### Strategic objectives:

1. To influence the consideration given to the Welsh language in policy developments
2. To listen to opinions and concerns about the Welsh language and to try to ensure justice for individuals
3. To broaden and strengthen the Welsh language commitments of organizations and improve the experience of Welsh speakers
4. To promote and facilitate the use of the Welsh language
5. To create a healthy organization and operate appropriately

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

### To influence Government policy in Wales

#### The Welsh language on the face of Bills

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

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

#### Strategic meetings

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

#### Responding to consultations

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

### Health and social care

#### Primary care inquiry

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

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

A panel of experts was convened to receive and scrutinize the evidence for the inquiry, and to provide advice on the conclusions and recommendations of the final report. The

panel was chaired by Dr Peter Higgson, and the panel members were Professor Ceri Phillips, Dr Elin Royles and Dr Gareth Llewelyn.

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

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

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

### Social Services and Well-being (Wales) Bill

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

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

### Prescriptions and the Welsh language

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

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

- creating a Welsh glossary for prescription directions



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

### Town and country planning

#### A study of planning policies

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

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

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

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

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

#### Language skills survey of the residents of new and sold houses

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

## Technical Advice Note 20

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

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

## Planning Bill

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

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

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

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

In the response, the Commissioner noted:

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

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

### Education

#### Draft Welsh in Education Strategic Plans (Wales) Regulations 2013

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

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

#### Welsh in Education Strategic Plans

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

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

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

### Influencing British Government policy

#### The Commission on Devolution in Wales

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

The Commissioner noted some examples of these laws, namely:

- The Registration of Births and Deaths Act 1953 which allows for registration in English or bilingually in Wales, but not in Welsh only.
- Cremation Regulations 2008 (England and Wales) which prescribe forms for organizing cremation services. English-only forms have been prescribed. The use of Welsh or bilingual forms is not permitted.
- The Registration of Marriage Regulations (Welsh Language) 1999, which state that marriages can be registered in Welsh, as well as in English, on the condition that the parties opt to do so and that the person registering the marriage can understand and write Welsh. This means that persons are not allowed to register marriages in Welsh and in English where the registrar does not speak Welsh.

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

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

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

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

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

### The future of the Census

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



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

### Complaints

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

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

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

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

A significant number of the complaints were resolved informally, by discussing and agreeing on actions with the organization in question or by advising the complainants to report their concerns directly to the organization in order to give them reasonable opportunity to respond to their complaint. One example of such a resolution is the undertaking by a local health board to carry out an assessment of Welsh language abilities across its mental health services to ensure that there are enough Welsh speakers available to carry out dementia assessments in Welsh in the future. A summary of the cases which were not resolved in this way, and which led to statutory investigations, is available on pages 17-19.

### Analysis of the complaints

Although the Commissioner receives a wide range of complaints, she does not have statutory powers to resolve each one. Of the 375 cases received, 104 involved the use of the Welsh language by private companies, third sector and other organizations over which the Commissioner has no authority. 88 involved Crown bodies: UK Government departments and their agencies.

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

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

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

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

### Complaints according to legal status

	Number
Valid complaints against public bodies for cases of breaching statutory Welsh language schemes, meeting the criteria of section 18 of the Welsh Language Act.	39
Valid complaints against public bodies for cases of breaching statutory Welsh language schemes, but not meeting the criteria of section 18 of the Welsh Language Act.	139
Valid complaints against Crown bodies for cases of breaching statutory Welsh language schemes, meeting the criteria of section 18 of the Welsh Language Act.	19
Valid complaints against Crown bodies for cases of breaching statutory Welsh language schemes, but not meeting the criteria of section 18 of the Welsh Language Act.	65
Complaints regarding part 6 of the Welsh Language (Wales) Measure 2011, freedom to use the Welsh language.	4
Cases that do not fall within the scope of any statutory definition of a complaint.	109

### Complaints received according to sector

	Number
Public	174
Private	84
Crown Bodies	88
Private under statutory duty	9
Third	8
Other	12

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

### Statutory complaints according to category

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

### Statutory investigations under Section 17 of the Welsh Language Act 1993

The Commissioner has legal powers to conduct statutory investigations into alleged failures by public organizations to comply with the requirements of their Welsh language schemes. The Commissioner completed two statutory investigations during the year, after receiving complaints from members of the public. A report on these statutory investigations is provided on page 17 of the Annual Report.

### Freedom to use Welsh

Part 6 Welsh Language (Wales) Measure 2011 states:

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

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

### Review of complaints

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

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

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

#### Preparing organizations for the standards procedure

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

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

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

#### Schedule for carrying out standards investigations

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

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

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

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

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

The Commissioner intends to hold a second round of standards investigations in September 2014 and move on to a third round of investigations in May 2015. Rounds 2



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

### Welsh language schemes under the Welsh Language Act 1993

#### Welsh language schemes in operation

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

#### Approval of Welsh language schemes

14 Welsh language schemes were approved by the Commissioner during 2013–14. New Welsh language schemes were approved for the following: Gower College Swansea, Cwm Taf Community Health Council, North Wales Police and the North Wales Police and Crime Commissioner, National Offender Management Services and Neath Port Talbot Homes. 8 amended Welsh language schemes for the following organizations were approved: Monmouthshire County Council, Brecon Beacons National Park Authority, Hywel Dda Community Health Council, Aberystwyth, Glyndŵr and Cardiff Universities, the Pensions Regulator and the Big Lottery Fund.

#### Overview of the operation of Welsh language schemes

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

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

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

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

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

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

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

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

### Checking the use of social networks by public organizations

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

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

## Statutory investigations under Section 17 of the Welsh Language Act 1993

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

### Statutory investigation into Torfaen County Borough Council

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

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

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

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

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

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

## Ofcom

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

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

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

## Judicial Reviews under Section 8 of the Welsh Language (Wales) Measure 2011: The Queen on the application of the Welsh Language Commissioner and National Savings and Investments and the Welsh Ministers

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

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

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

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

In the final report of the investigation, sent to NS&I on 18 June 2013, the Commissioner concluded that NS&I had failed to carry out its Welsh language scheme in its entirety and that they had no authority to decide to revoke the scheme. Recommendations were



made to commence re-operating the scheme at once and confirmation was sought of the willingness to restart operating the scheme within 5 working days.

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

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

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

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

### Working with the Wales Office

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

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

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

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

#### Strategic collaboration with sectors

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

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

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

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

#### Providing advice to the private sector and the third sector

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

The relationship with large national and trans-national companies was also strengthened. Priority was given to developing use of the Welsh language in banks and supermarkets, and meetings were held with the senior officers of large companies such as Marks & Spencer, Admiral and the Co-op. Following a case in which it was alleged that a pharmacist at Morrisons refused to dispense medication to a patient on the basis that the prescription was written in Welsh (see page 6), it was arranged for the Chief Executive of Morrisons to visit the Commissioner's office in Cardiff to discuss the case

and the way ahead for the company in terms of identifying and developing the bilingual skills of its workforce in Wales.

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

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

### Translation, terminology and place-names

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

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

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

### Analysing Census data

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

## Public engagement

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

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

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

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

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

## Public issues

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

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

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



### The Welsh Language Commissioner's work programme 2014–15

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

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

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

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

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

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

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

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

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

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

## Strategic objective 5: To create a healthy organization and operate appropriately

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

## The context of the Welsh language 2013–14

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

### The statistical picture

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

### The future of the Census

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

### National Assembly for Wales developments

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

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

### Welsh Government developments

#### Ministerial responsibility

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

#### Standards relating to the Welsh language

On 6 January 2014 the Welsh Government published a consultation document entitled 'Proposed standards relating to the Welsh language' on its website. This document was the basis of the Welsh Language Commissioner's standards investigation in order to reach a conclusion regarding which standards, if at all, should be specifically applicable

to organizations. (More information on the Commissioner's standards investigations process can be found on page 14).

### Welsh Language Tribunal

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

### Y Gynhadledd Fawr and policy statements

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

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

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

### Recommendations of reports commissioned by the Welsh Government

#### Welsh as a second language

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

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



## The National Eisteddfod

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

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

## Welsh for Adults

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

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

## Welsh speaking communities

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

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

## Governance and the provision of public services

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

## Mentrau iaith

In the report entitled 'A Review of the work of Mentrau Iaith, Language Action Plans and the Programme to Promote Welsh in Aman Tawe' published on 30 January 2014, the

Language, Policy and Planning Research Unit, School of Welsh, Cardiff University and Cwmni Sbectrw m made 10 recommendations. Amongst them were:

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

### The Welsh language and economic development

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

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

### UK Government developments

#### The Commission on Devolution in Wales (Silk Commission)

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

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

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

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

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

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

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

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## Financial, social and environmental summary 2013-14

### Results and appropriations

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

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

### Estimate for the 2014–15 financial year

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

### Voluntary exit scheme

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

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

### Pension liabilities

Payment is made to the Paymaster General of such sums as may be appropriate as representing accruing liabilities of the Principal Civil Service Pension Scheme. More details are included in the Remuneration Report and notes 1.7 and 4 to the accounts.

### Remuneration of External Auditors

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

## Equality in the workplace

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

## Equality scheme

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

## Union recognition

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

## Age/sex demography of workforce

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

## Managing absence and attendance

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

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

## Staff turnover

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

## Well-being

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

## Learning and development

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

## Environmental issues

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

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

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

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

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

	<b>2013-14</b>
<b>Environmental Management</b>	
Level of Green Dragon accreditation	2
<b>Greenhouse gas emissions</b>	
Total emissions kg CO <sub>2</sub>	66,482
Attributable to business travel kg CO <sub>2</sub>	32,817
Journeys by car kg CO <sub>2</sub>	19,768
Journeys by rail or air kg CO <sub>2</sub>	13,049
Attributable to energy consumption kg CO <sub>2</sub>	33,665
Electricity kg CO <sub>2</sub>	29,015
Gas kg CO <sub>2</sub>	4,650
Total expenditure on energy £	12,910
Expenditure on electricity £	12,103
Expenditure on gas £	807
<b>Paper consumption in reams</b>	464

The Greening Government waste targets set out in paragraph 4.18 and referred to in paragraph 5.17 of the publication “Public Sector Annual Reports: sustainability reporting guidance 2013-14” continue not to be applicable to Welsh public bodies.

### Freedom of information

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

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

### Complaints against the organization

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

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

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

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



## Remuneration Report

### Remuneration Policy

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

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

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

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

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

## Remuneration (\*)

(\*) This section is subject to audit

The following sections provide details of the remuneration and pension interests of the Commissioner and directors, having authority or responsibility for directing or controlling the major activities of the Commissioner:

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

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

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

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

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

<sup>3</sup> The director is a member of the Partnership pension scheme, a stakeholder pension arrangement.

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

## Salary

'Salary' includes gross salary, overtime, and responsibility allowances where applicable. This report is based on accrued payments made by the Welsh Language Commissioner and thus recorded in these accounts.

Meri Huws was appointed Welsh Language Commissioner from 1 April 2012 on a seven year contract by the First Minister in accordance with the Welsh Language (Wales) Measure 2011, Schedule 1, Paragraphs 3(1) and 6(1). The Welsh Language Commissioner is a member of the Principal Civil Service Pension Scheme (PCSPS). Any annual increase in the Commissioner's remuneration will take into account the recommendations made to the First Minister by the Senior Salary Review Board (SSRB), a body which advises the Prime Minister and the devolved administrations on public sector pay levels.

## Benefits in kind

The monetary value of benefits in kind covers any benefits provided by the employer and treated by HM Revenue & Customs as a taxable emolument. There were no benefits in kind made during 2013-14 to senior officers (2012-13: £0).

## Voluntary exit scheme

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

## Median remuneration

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

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

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

Name and title	Accrued pension at pension age as at 31/03/2014 and related lump sum	Real increase in pension and related lump sum at pension age	Cash Equivalent Transfer Value at 31/03/14	Cash Equivalent Transfer Value at 31/03/13	Real increase in Cash Equivalent Transfer Value	Employer contribution to partnership pension account
	£000	£000	£000	£000	£000	nearest £100
Meri Huws, Welsh Language Commissioner	5-10	0-2.5	112	98	1	-
Gwenith Price Director	15-20	0-2.5	244	217	10	-
Enid Lewis, Director	15-20 lumpsum 10-15	0-2.5 lumpsum -2.5-0	254	226	10	-
Gwyn Williams Director	-	-	-	-	-	8,500

### Civil Service Pensions

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

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



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

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

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

### Cash Equivalent Transfer Values

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies.

The figures include the value of any pension benefit in another scheme or arrangement which the member has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their buying additional pension benefits at their own cost. CETVs are worked out in accordance with The Occupational Pension Schemes (Transfer Values) (Amendment) Regulations 2008 and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

## Real increase in CETV

This reflects the increase in CETV that is funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

## Statement of the Accounting Officer's Responsibilities

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

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

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

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

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

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

**Meri Huws**  
**Accounting Officer**  
**Welsh Language Commissioner**

**9 July 2014**

## Annual Governance Statement

### 1. Scope of responsibility

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

### 2. The purpose of the governance framework

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

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

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

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

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

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

### 3. Governance of the organization

#### Strategic planning and performance review

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

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

### Deputy Commissioner

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

### Management Team

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

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

### Auditors

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

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

### Audit and Risk Committee

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

The Audit and Risk Committee comprises three independent members who meet quarterly. They were appointed in November 2012, for a period of 3 years in the first instance. At the meeting in December 2013 it was decided that the Audit and Risk



## Welsh Language Commissioner Annual Report 2013-14

Committee would meet three times rather than four times a year during 2014-15, because the work can be achieved as efficiently with three meetings.

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

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

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

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

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

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

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

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

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

The Audit and Risk Committee presented an annual report for 2013-14 to the Commissioner in April 2014. No matters of concern have been brought to the Commissioner's attention in this report

Therefore the Audit and Risk Committee was able to give assurance that it would assist the Welsh Language Commissioner to comply with her duties as Accounting Officer, specifically in the context of giving evidence that would assist with the preparation of this Annual Governance Statement

## Welsh Language Commissioner's Advisory Panel

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

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

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

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

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

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

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

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

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

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

### Working with Ombudsmen and Commissioners

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

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

### 4. Capacity to handle risk

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

### 5. The risk and control framework

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

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

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

## 6. Incidents relating to personal data

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

## 7. Review of effectiveness

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

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

## 8. Significant internal control challenges

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

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

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

When the Welsh Language Commissioner was established on 1 April 2012 it inherited a structure agreed between officials of the Welsh Language Board and the Welsh

Government. As the organization develops and as new statutory powers come into force, the Commissioner considers that a review of the original structure is required, creating a structure that is more suitable for responding to the Welsh Language Commissioner's functions under the Welsh Language (Wales) Measure 2011. The new structure will also allow the Commissioner to respond to the budget cut.

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

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

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

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

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

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

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



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

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

**Meri Huws,  
Accounting Officer,  
Welsh Language Commissioner,**

**9 July 2014**

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

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

### Respective responsibilities of the Commissioner and auditor

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

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

### Scope of the audit of the financial statements

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

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

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

## Opinion on Financial Statements

In my opinion the financial statements:

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

## Opinion on Regularity

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

## Opinion on other matters

In my opinion:

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

## Matters on which I report by exception

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

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

## Report

I have no observations to make on these financial statements.

Huw Vaughan Thomas  
Auditor General for Wales  
24 Cathedral Road  
Cardiff  
CF11 9LJ

15 July 2014

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

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

All activities undertaken during the year are continuing.

The notes on pages 56 to 66 form part of these accounts.

## Statement of Financial Position as at 31 March 2014

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

The notes on pages 56 to 66 form part of these accounts.

The financial statements on pages 52 to 55 were approved by the Accounting Officer and signed by:

**Meri Huws,**  
**Accounting Officer,**  
**Welsh Language Commissioner**

**9 July 2014**



## Statement of Cash Flows for the year ended 31 March 2014

	Notes	2013-14 £000	2012-13 £000
<b>Cash flows from operating activities</b>			
Net expenditure		(4,347)	(3,570)
Amortisation of intangible assets	7	28	17
Depreciation of property, plant & equipment	8	57	67
Loss on sale of non-current assets		-	7
Increase in provisions	12	448	167
Decrease / (Increase) in trade and other receivables	9	19	(15)
(Decrease) / Increase in trade payables and other payables	11	(24)	43
<b>Net cash (outflow) from operating activities</b>		<b>(3,819)</b>	<b>(3,284)</b>
<b>Cash flows from investing activities</b>			
Interest received		4	5
Purchase of intangible assets	7	(37)	(22)
Purchase of property, plant and equipment		(3)	(77)
Proceeds of disposal of property, plant and equipment		1	1
<b>Net cash (outflow) from investing activities</b>		<b>(35)</b>	<b>(93)</b>
<b>Cash flows from financing activities</b>			
Financing from Welsh Ministers		4,100	4,100
<b>Net financing</b>		<b>4,100</b>	<b>4,100</b>
<b>Net increase in cash and cash equivalents in the period</b>			
		<b>246</b>	<b>723</b>
<b>Cash and cash equivalents at the beginning of the period</b>	10	834	111
<b>Cash and cash equivalents at the end of the period</b>	10	<b>1,080</b>	<b>834</b>

The notes on pages 56 to 66 form part of these accounts.

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

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

The notes on pages 56 to 66 form part of these accounts.

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

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

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

### 1 Statement of accounting policies

#### (1.1) Accounting conventions

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

#### (1.2) Funding

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

#### (1.3) Intangible assets

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

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

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

## (1.4) Property, plant and equipment

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

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

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

## (1.5) Provisions

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

## (1.6) Value Added Tax

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

## (1.7) Pensions

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

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

## (1.8) Grants payable

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

(1.9) Exchange rate gains and losses

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

(1.10) Employee benefits

Wages, salaries, national insurance contributions, bonuses payable and non-monetary benefit for current employees are recognised in the Statement of Comprehensive Net Expenditure as the employees' services are rendered. The Commissioner accounts for short-term compensated absences (paid annual leave) as a liability (accrued expense) where the compensation for absence is due to be settled within twelve months after the end of the period in which the employees render the service.

(1.11) Operating leases

Operating lease rentals are charged to the Statement of Comprehensive Net Expenditure in the year to which they relate.

## 2 Segmental information

Expenditure, income and interest relate directly to the activities of the Welsh Language Commissioner. The Commissioner's office operates in Wales and deals with the issues that affect the Welsh language and the ability of persons in Wales to live their lives through the medium of Welsh. There is only one operational segment as reflected in the Statement of Comprehensive Net Expenditure, the Statement of Financial Position and the associated notes.

## 3 Grants

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

	<b>2013-14</b> <b>£000</b>	2012-13 £000
Estyn Llaw	-	75
Cymdeithas Cyfieithwyr Cymru	<b>88</b>	97
Canolfan Bedwyr	-	9
	<b>88</b>	181

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



#### 4 Officer numbers and related costs

	<b>2013-14</b>	2012-13
	<b>£000</b>	£000
Salaries	<b>1,855</b>	1,620
Committee members fees (1)	<b>8</b>	8
Social security costs (2)	<b>125</b>	135
Other pension costs	<b>348</b>	320
	<b>2,336</b>	2,083
Agency staff costs	<b>22</b>	15
	<b>2,358</b>	2,098
Redundancy, early retirement and severance costs	<b>445</b>	-
	<b>2,803</b>	2,098
<b>Total cost</b>	<b>2,803</b>	2,098

	<b>2013-14</b>	2012-13
Staff numbers		
Employed officers	<b>53</b>	45
Committee members (1)	<b>7</b>	7
Agency staff	<b>1</b>	1
Average numbers (3)	<b>61</b>	53

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

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

3 - Full Time Equivalents employed during the year.

The salary and pension entitlements of the Commissioner and officers in the most senior positions, are included in the Remuneration Report on pages 35 to 40.

##### (4.1) Pensions

Details of pensions are included in the Remuneration Report on pages 35 to 40.

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

For 2013-14, employers' contributions of £337,000 (2012-13: £309,000) were payable to the PCSPS at one of four rates in the range 16.7% to 24.3% of pensionable pay, based on salary bands. The Scheme Actuary reviews employer contributions usually every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits accruing during 2013-14 to be paid when the member retires and not the benefits paid during this period to existing pensioners.

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £16,000 (2012-13: £10,000) were paid to one or more of the panel of three appointed stakeholder pension providers. Employer contributions are age-related and range from 3% to 12.5% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £1,000 (2012-13: £1,000), 0.8% of pensionable pay, were payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service or ill health retirement of these employees.

## (4.2) Voluntary exit scheme

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

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

Exit package cost band	Number of compulsory redundancies	Number of voluntary departures	Total number of exit packages
£25,000 - £50,000	-	6	6
£50,000 - £100,000	-	1	1
£100,000 - £150,000	-	1	1
	-	<b>8</b>	<b>8</b>

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

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

## (4.3) Gifts register

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

## 5 Administration

Administration expenses included:

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

## 6 Other programme expenditure

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

## 7 Intangible assets

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

## 8 Property, plant & equipment

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

Office equipment includes information technology and telecommunication assets.

Asset financing: The Commissioner held no finance leases or Private Finance Initiative (PFI) contracts. All assets disclosed above were owned by the Commissioner.

There were no contractual capital commitments at 31 March 2014 (31 March 2013: £0).

## 9 Trade receivables and other current assets

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

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

### Analysis of trade receivables and other current assets

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

### 10 Cash and cash equivalents

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

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

### 11 Trade payables and other current liabilities

	<b>31 March 2014 £000</b>	31 March 2013 £000
<b>Amounts falling due within one year</b>		
Trade payables	38	11
Accruals	130	181
	<b>168</b>	<b>192</b>

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

### Analysis of trade payables and other current liabilities

	<b>31 March 2014 £000</b>	31 March 2013 £000
Central Government bodies	-	11
Public Corporations	16	16
Bodies external to Government	152	165
	<b>168</b>	<b>192</b>



## 12 Provision for liabilities and charges

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

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

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

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

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

	Dilapidations and redecorating £000	Voluntary departures £000	Total £000
Not later than one year	5	445	450
Later than one year and not later than five years	133	-	133
Later than five years	32	-	32
	170	445	615

### 13 Commitments under leases

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

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

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

### 14 Contingent liabilities disclosed under IAS 37

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

### 15 Financial instruments

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

## 16 Related party transactions

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

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

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

## 17 Events since the end of the financial year

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

## 18 Auditors

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

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**Statutory complaints – Welsh Language Act 1993**

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

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
11/04/2013	Welsh Water	Private under statutory duty	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05/2013
15/04/2013	City and County of Swansea Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05/2013
16/04/2013	Career Choices Dewis Gyrfa	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05/2013
17/04/2013	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/10/2013
17/04/2013	Neath Port Talbot County Borough Council	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			03/10/2013
19/04/2013	Abertawe Bro Morgannwg University Health Board	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
19/04/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05/2013
21/04/2013	HM Courts and Tribunals Service	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			12/09/2013
22/04/2013	Ministry of Justice	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06/2013
24/04/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/09/2013
25/04/2013	Betsi Cadwaladr University Health Board	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			28/11/2013
29/04/2013	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown					✓	✓	06/03/2014

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
01/05/2013	Torfaen County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						10/05/2013
03/05/2013	Dyfed Powys Police	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			14/06/2013
04/05/2013	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				12/09/2013
07/05/2013	Torfaen County Borough Council	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/11/2013
08/05/2013	HM Courts and Tribunals Service	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown		✓					14/06/2013
09/05/2013	Department for Work and Pensions	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06/2013
09/05/2013	Abertawe Bro Morgannwg University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
09/05/2013	Gower College Swansea	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
10/05/2013	Newport City Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
13/05/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
14/05/2013	Office of the Public Guardian	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06/2013
16/05/2013	Newport City Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			14/10/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
20/05/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
20/05/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
20/05/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
20/05/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
20/05/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
21/05/2013	Welsh Government	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06/2013
23/05/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/11/2013
24/05/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
28/05/2013	Ministry of Justice	Servant or agent of the Crown	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			01/10/2013
29/05/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			28/11/2013
30/05/2013	City and County of Swansea Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			03/10/2013
31/05/2013	Department for Work and Pensions	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						10/07/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
31/05/2013	Natural Resources Wales	Public	Telephone services	Complaint under section 18 of the Welsh Language Act 1993 - Public body	✓						14/06/2013
31/05/2013	Dyfed Powys Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						14/06/2013
04/06/2013	HM Passport Office	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						14/06/2013
12/06/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07/2013
13/06/2013	Denbighshire County Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						27/06/2013
13/06/2013	HM Passport Office	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/09/2013
14/06/2013	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						23/07/2013
16/06/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07/2013
17/06/2013	Companies House	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						18/07/2013
19/06/2013	Welsh Government	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/08/2013
21/06/2013	Sport Wales	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			03/10/2013
24/06/2013	Betsi Cadwaladr University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
24/06/2013	Neath Port Talbot County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						18/07/2013
24/06/2013	Bridgend County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03/2014
24/06/2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			25/11/2013
26/06/2013	Cardiff and Vale University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
26/06/2013	Monmouthshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			03/10/2013
26/06/2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
26/06/2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
27/06/2013	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
27/06/2013	Flintshire County Council	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			25/11/2013
28/06/2013	National Lottery Commission	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
28/06/2013	Royal Mail Group Ltd.	Private under statutory duty	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			29/11/2013
02/07/2013	Torfaen County Borough Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	02/12/2013



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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
03/07/2013	Vale of Glamorgan Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
03/07/2013	Torfaen County Borough Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	02/12/2013
08/07/2013	Torfaen County Borough Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body					✓	✓	02/12/2013
09/07/2013	Coleg Harlech WEA	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			29/11/2013
09/07/2013	Disclosure and Barring Service	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			25/11/2013
15/07/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						26/07/2013
17/07/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/08/2013
18/07/2013	BBC	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
18/07/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
18/07/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						26/07/2013
24/07/2013	HM Revenue and Customs	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			28/11/2013
24/07/2013	Disclosure and Barring Service	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						07/10/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
25/07/2013	Unknown	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body			✓				07/10/2013
26/07/2013	Department for Work and Pensions	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			12/09/2013
26/07/2013	Betsi Cadwaladr University Health Board	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			16/01/2014
29/07/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			12/09/2013
30/07/2013	Flintshire County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			25/11/2013
30/07/2013	HM Passport Office	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						15/08/2013
02/08/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			11/02/2014
06/08/2013	Vale of Glamorgan Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/08/2013
07/08/2013	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			06/01/2014
07/08/2013	Welsh Ambulance Service NHS Trust	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/08/2013
12/08/2013	Driving Standards Agency	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/08/2013
12/08/2013	Merthyr Tydfil County Borough Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			28/11/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
14/08/2013	Department for Work and Pensions	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/08/2013
16/08/2013	Neath Port Talbot County Borough Council	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			02/12/2013
16/08/2013	Merthyr Tydfil County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						23/08/2013
16/08/2013	HM Courts and Tribunals Service	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						23/08/2013
17/08/2013	Carmarthenshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						23/08/2013
20/08/2013	Driving Standards Agency	Servant or agent of the Crown	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			06/12/2013
21/08/2013	Pembrokeshire College	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			03/10/2013
27/08/2013	HM Passport Office	Servant or agent of the Crown	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			24/10/2013
30/08/2013	The Pensions Regulator	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09/2013
02/09/2013	BBC	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09/2013
02/09/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09/2013
02/09/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
02/09/2013	Dyfed Powys Police	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09/2013
03/09/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09/2013
03/09/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						12/09/2013
03/09/2013	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				04/12/2013
04/09/2013	Torfaen County Borough Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body	✓						12/09/2013
04/09/2013	Torfaen County Borough Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body	✓						12/09/2013
04/09/2013	Cardiff Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			20/03/2014
09/09/2013	Torfaen County Borough Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body	✓						07/10/2013
10/09/2013	HM Revenue and Customs	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			15/01/2014
11/09/2013	Hywel Dda University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body			✓				19/09/2013
11/09/2013	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body	✓						02/12/2013
11/09/2013	Pembrokeshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						19/09/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
12/09/2013	Torfaen County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10/2013
13/09/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			06/12/2013
13/09/2013	Newport City Council	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			13/02/2014
16/09/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10/2013
17/09/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10/2013
17/09/2013	Royal Mail Group Ltd.	Private under statutory duty	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10/2013
18/09/2013	Torfaen County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						11/02/2014
18/09/2013	Torfaen County Borough Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			07/10/2013
19/09/2013	Cardiff and Vale University Health Board	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			17/02/2014
23/09/2013	Torfaen County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body	✓						07/10/2013
23/09/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						11/03/2014
23/09/2013	Torfaen County Borough Council	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			07/10/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
23/09/2013	Swansea University	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			22/11/2013
24/09/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/10/2013
27/09/2013	University of Wales Trinity Saint David	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			06/12/2013
30/09/2013	Blaenau Gwent County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			25/11/2013
01/10/2013	Hywel Dda University Health Board	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			17/02/2014
01/10/2013	Caerphilly County Borough Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						24/10/2013
04/10/2013	Torfaen County Borough Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02/2014
07/10/2013	Department for Work and Pensions	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/10/2013
07/10/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						04/12/2013
07/10/2013	Ceredigion County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						24/10/2013
08/10/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						25/10/2013
08/10/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						25/10/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
08/10/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11/2013
08/10/2013	Powys County Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						04/12/2013
09/10/2013	General Dental Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			29/01/2014
10/10/2013	Torfaen County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11/2013
10/10/2013	Powys County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						24/10/2013
14/10/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				04/02/2014
15/10/2013	Disclosure and Barring Service	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			04/02/2014
17/10/2013	Ministry of Justice	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			04/02/2014
18/10/2013	Betsi Cadwaladr University Health Board	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11/2013
21/10/2013	Land Registry	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11/2013
22/10/2013	Natural Resources Wales	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11/2013
24/10/2013	Neath Port Talbot County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11/2013

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
24/10/2013	Cardiff Council	Public	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			22/01/2014
29/10/2013	Newport City Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			11/02/2014
31/10/2013	Department for Work and Pensions	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11/2013
31/10/2013	Bridgend County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			16/01/2014
31/10/2013	Powys County Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
31/10/2013	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			11/02/2014
01/11/2013	Department for Work and Pensions	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			07/01/2014
01/11/2013	Betsi Cadwaladr University Health Board	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			06/01/2014
01/11/2013	Newport City Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03/2014
01/11/2013	Flintshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						22/11/2013
01/11/2013	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11/2013
04/11/2013	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11/2013

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06/11/2013	Ofgem	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						04/12/2013
07/11/2013	Home Office	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			04/02/2014
08/11/2013	Sport Wales	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01/2014
08/11/2013	Blaenau Gwent County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			02/12/2013
08/11/2013	Welsh Government	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11/2013
14/11/2013	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			20/01/2014
18/11/2013	BBC - TV Licensing	Public	Other	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			06/12/2013
18/11/2013	Hywel Dda University Health Board	Public	Face to face meetings	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
18/11/2013	Vale of Glamorgan Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02/2014
18/11/2013	Cardiff Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed
19/11/2013	Betsi Cadwaladr University Health Board	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			16/01/2014
20/11/2013	Electoral Commission	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body	✓						22/11/2013

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20/11/2013	Vale of Glamorgan Council	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02/2014
20/11/2013	National Savings and Investments	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11/2013
20/11/2013	National Savings and Investments	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						22/11/2013
21/11/2013	Torfaen County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						25/11/2013
25/11/2013	Cardiff Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			04/02/2014
27/11/2013	Cardiff Council	Public	Forms	Or otherwise under the Welsh Language Act 1993 - Public body	✓						09/12/2013
29/11/2013	Gambling Commission	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01/2014
29/11/2013	Rhondda Cynon Taf County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						06/01/2014
29/11/2013	Flintshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03/2014
05/12/2013	Torfaen County Borough Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			20/02/2014
11/12/2013	Betsi Cadwaladr University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			17/02/2014
12/12/2013	Merthyr Tydfil County Borough Council	Public	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			13/02/2014

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16/12/2013	National Museum Wales	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
17/12/2013	Neath Port Talbot County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01/2014
17/12/2013	City and County of Swansea Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01/2014
18/12/2013	City and County of Swansea Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01/2014
20/12/2013	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			07/01/2014
25/12/2013	Dyfed Powys Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						07/01/2014
03/01/2014	North Wales Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						15/01/2014
06/01/2014	BBC - TV Licensing	Public	Websites	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			11/02/2014
06/01/2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			16/01/2014
14/01/2014	Ceredigion County Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body				✓			24/03/2014
15/01/2014	Ceredigion County Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01/2014
17/01/2014	Pembrokeshire County Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01/2014

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
17/01/2014	Pembrokeshire County Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/01/2014
20/01/2014	Arts Council of Wales	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03/2014
20/01/2014	Welsh Water	Private under statutory duty	Signage	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
20/01/2014	Royal Mail Group Ltd.	Private under statutory duty	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						29/01/2014
21/01/2014	Flintshire County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			03/03/2014
23/01/2014	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
23/01/2014	One Voice Wales	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						30/01/2014
27/01/2014	Gambling Commission	Public	Signage	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			03/03/2014
29/01/2014	Department for Work and Pensions	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02/2014
30/01/2014	Neath Port Talbot County Borough Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			24/03/2014
30/01/2014	National Offender Management Service	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						06/02/2014
03/02/2014	Welsh Water	Private under statutory duty	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Public body				✓			Not closed

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
04/02/2014	Department for Work and Pensions	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
04/02/2014	Land Registry	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
05/02/2014	Torfaen County Borough Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			20/03/2014
06/02/2014	Grŵp Llandrillo Menai	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
10/02/2014	BBC - TV Licensing	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			17/02/2014
10/02/2014	Cardiff Council	Public	Other	Or otherwise under the Welsh Language Act 1993 - Public body	✓						17/02/2014
11/02/2014	Welsh Government	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
12/02/2014	HM Passport Office	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
14/02/2014	Royal Mail Group Ltd.	Private under statutory duty	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03/2014
17/02/2014	Ordnance Survey	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02/2014
17/02/2014	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02/2014
17/02/2014	Hywel Dda University Health Board	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/02/2014

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
18/02/2014	HM Revenue and Customs	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
18/02/2014	National Savings and Investments	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/02/2014
18/02/2014	Welsh Water	Private under statutory duty	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
19/02/2014	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03/2014
19/02/2014	Driver and Vehicle Licensing Agency	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
21/02/2014	HM Revenue and Customs	Servant or agent of the Crown	Telephone services	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
21/02/2014	National Savings and Investments	Servant or agent of the Crown	Other	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03/2014
24/02/2014	Ceredigion County Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
24/02/2014	Flintshire County Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not closed
24/02/2014	Welsh Government	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03/2014
24/02/2014	Welsh Government	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				03/03/2014
25/02/2014	Driving Standards Agency	Servant or agent of the Crown	Publications	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown	✓						03/03/2014

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
25/02/2014	City and County of Swansea Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03/2014
26/02/2014	City and County of Swansea Council	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body	✓						03/03/2014
27/02/2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown	✓						04/03/2014
04/03/2014	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
06/03/2014	Merthyr Tydfil County Borough Council	Public	Signage	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not closed
07/03/2014	National Savings and Investments	Servant or agent of the Crown	Forms	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown	✓						20/03/2014
11/03/2014	Driving Standards Agency	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
11/03/2014	Cardiff Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						20/03/2014
17/03/2014	Natural Resources Wales	Public	Publications	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
17/03/2014	Cardiff Council	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
17/03/2014	Dyfed Powys Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
17/03/2014	Office of the Public Guardian	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/03/2014

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Date received	Organisation	Sector	Complaint category	Complaint status	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Subject of statutory investigation	Statutory recommendations published	Closure date
18/03/2014	Department for Work and Pensions	Servant or agent of the Crown	Forms	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
18/03/2014	Hywel Dda University Health Board	Public	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
18/03/2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Complaint under section 18 of the Welsh Language Act 1993 - Servant or agent of the Crown	✓						24/03/2014
18/03/2014	Welsh Government	Servant or agent of the Crown	Face to face meetings	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
18/03/2014	HM Passport Office	Servant or agent of the Crown	Publications	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown			✓				Not closed
20/03/2014	Rhondda Cynon Taf County Borough Council	Public	Websites	Or otherwise under the Welsh Language Act 1993 - Public body				✓			Not closed
24/03/2014	Vale of Glamorgan Council	Public	Correspondence	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not closed
24/03/2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						Not closed
25/03/2014	South Wales Police	Public	Telephone services	Or otherwise under the Welsh Language Act 1993 - Public body	✓						Not closed
26/03/2014	Welsh Government	Servant or agent of the Crown	Websites	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown				✓			Not closed
31/03/2014	National Savings and Investments	Servant or agent of the Crown	Correspondence	Or otherwise under the Welsh Language Act 1993 - Servant or agent of the Crown	✓						Not closed

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**Statutory complaints – Welsh Language (Wales) Measure 2011**

Date received	Organisation	Sector	Complaint category	Complaint status	Invalid application	Closed due to lack of evidence	Further consideration given	Subject of statutory investigation	Statutory advice given	Closure date
29/04/2013	The London Hotel	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011	✓					10/05/2013
03/05/2013	Admiral	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011	✓					14/06/2013
13/05/2013	Swinton Group Limited*	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011				✓		Not closed
14/05/2014	Pendine Park Care Organisation	Private	Freedom to use Welsh	Application under section 111 of the Welsh Language (Wales) Measure 2011			✓			Not closed

\* The Welsh Language Commissioner's determination in relation to this application was published on 23 May 2014



**Non statutory complaints**

Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
02/04/2013	Bron Afon Community Housing	Other	Signage				✓	14/06/2013
03/04/2013	Cartrefi Cymunedol Gwynedd	Other	Websites				✓	20/08/2013
05/05/2013	Marks & Spencer	Private	Signage	✓				10/05/2013
08/05/2013	SSE	Private	Telephone services	✓				10/05/2013
11/07/2013	Ecotricity	Private	Correspondence				✓	06/12/2013
16/04/2013	Cardiff Blues	Private	Correspondence				✓	03/10/2013
17/04/2013	Costa Coffee	Private	Signage	✓				10/05/2013
29/04/2013	TripAdvisor	Private	Websites				✓	06/12/2013
30/04/2013	TATA Steel	Private	Face to face meetings	✓				10/05/2013
10/05/2013	NatWest	Private	Correspondence				✓	04/10/2013
13/05/2013	Marks & Spencer	Private	Signage	✓				14/06/2013

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
16/05/2013	Unknown	Third	Other	✓				14/06/2013
17/05/2013	BT	Private	Correspondence				✓	25/11/2013
23/05/2013	Bodorgan Community Council*	Public	Face to face meetings		✓			14/06/2013
24/05/2013	Marks & Spencer	Private	Signage				✓	07/10/2013
28/05/2013	NCP	Private	Correspondence				✓	28/11/2013
02/06/2013	The Church in Wales	Third	Other	✓				23/07/2013
10/06/2013	Santander	Private	Forms	✓				25/06/2013
17/06/2013	Costa Coffee	Private	Signage				✓	04/10/2013
18/06/2013	HSBC	Private	Forms				✓	16/10/2013
25/06/2013	Age Cymru	Third	Correspondence	✓				26/07/2013
01/07/2013	SSE	Private	Correspondence			✓		02/12/2013
03/07/2013	Wales and West Housing	Other	Telephone services				✓	22/10/2013

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
04/07/2013	National Assembly for Wales Commission*	Servant or agent of the Crown	Face to face meetings	✓				26/07/2013
04/07/2013	Stephen Crabb MP	Other	Other	✓				26/07/2013
04/07/2013	The Co-operative Membership	Private	Correspondence	✓				04/12/2013
08/07/2013	National Assembly for Wales Commission*	Servant or agent of the Crown	Other	✓				26/07/2013
09/07/2013	Premier Inn Ltd	Private	Other				✓	15/01/2014
11/07/2013	SSE	Private	Correspondence				✓	25/11/2013
18/07/2013	The Church in Wales	Third	Publications				✓	22/11/2013
24/07/2013	Cadwaladers	Private	Signage	✓				15/08/2013
30/07/2013	The Co-operative Bank	Private	Other				✓	22/11/2013
02/08/2013	Parking Eye Ltd	Private	Correspondence				✓	23/08/2013
02/08/2013	Post Office	Other	Forms				✓	24/09/2013
05/08/2013	The Co-operative Membership	Private	Correspondence				✓	25/11/2013

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
06/08/2013	Camelot UK Lotteries Ltd	Private	Publications				✓	04/02/2014
06/08/2013	Arriva Trains Wales	Private	Signage	✓				20/08/2013
07/08/2013	ASDA	Private	Other	✓				20/08/2013
10/08/2013	Wales Rugby Union	Private	Websites	✓				20/08/2013
12/08/2013	Minera Community Council*	Public	Publications		✓			23/08/2013
12/08/2013	Parking Eye Ltd	Private	Correspondence	✓				23/08/2013
21/08/2013	Santander	Private	Other	✓				23/08/2013
22/08/2013	Arriva Trains Wales	Private	Publications				✓	06/12/2013
27/08/2013	Camelot UK Lotteries Ltd	Private	Publications				✓	04/02/2014
28/08/2013	Furness Building Society	Private	Other				✓	06/12/2013
28/08/2013	Post Office	Other	Face to face meetings	✓				05/09/2013
02/09/2013	Fleur de Lys Antiques and Collectables	Private	Face to face meetings	✓				12/09/2013

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
02/09/2013	NCP	Private	Correspondence				✓	03/10/2013
02/09/2013	Cabinet Office*	Servant or agent of the Crown	Websites		✓			12/09/2013
02/09/2013	Arriva Trains Wales	Private	Correspondence				✓	03/10/2013
03/09/2013	HSBC	Private	Other	✓				12/09/2013
05/09/2013	HSBC	Private	Telephone services	✓				12/09/2013
09/09/2013	The Church in Wales	Third	Other	✓				12/09/2013
10/09/2013	NHS Business Services Authority*	Public	Websites	✓				18/09/2013
10/09/2013	BT	Private	Websites	✓				18/09/2013
16/09/2013	Age Connects Wales	Third	Websites				✓	03/03/2014
17/09/2013	Lloyds	Private	Other	✓				07/10/2013
20/09/2013	BT	Private	Publications	✓				07/10/2013
23/09/2013	British Gas	Private	Other	✓				07/10/2013

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
23/09/2013	Parking Eye Ltd	Private	Correspondence	✓				07/10/2013
26/09/2013	The Co-operative Food	Private	Other		✓			09/12/2013
14/10/2013	NHS Business Services Authority*	Public	Websites				✓	06/12/2013
14/10/2013	Barclays	Private	Forms	✓				22/11/2013
17/10/2013	Cabinet Office*	Servant or agent of the Crown	Websites		✓			22/11/2013
18/10/2013	Parking Eye Ltd	Private	Correspondence	✓				25/11/2013
22/10/2013	Parking Eye Ltd	Private	Other	✓				04/12/2013
23/10/2013	Nationwide	Private	Publications				✓	28/11/2013
24/10/2013	Marks & Spencer	Private	Signage			✓		06/12/2013
25/10/2013	Parking Eye Ltd	Private	Correspondence	✓				04/12/2013
28/10/2013	Lloyds	Private	Other				✓	09/12/2013
07/11/2013	Post Office	Other	Other				✓	Not closed

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
15/11/2013	Arriva Trains Wales	Private	Correspondence				✓	07/01/2014
18/11/2013	Cadwaladers	Private	Signage				✓	15/01/2014
18/11/2013	Costa Coffee	Private	Signage				✓	12/02/2014
19/11/2013	Arriva Trains Wales	Private	Signage				✓	Not closed
09/12/2013	Wales Rugby Union	Private	Websites	✓				06/01/2014
06/01/2014	Santander	Private	Forms				✓	Not closed
06/01/2014	Post Office	Other	Signage	✓				15/01/2014
06/01/2014	Post Office	Other	Publications	✓				15/01/2014
09/01/2014	Royal Welsh Agricultural Society	Private	Forms				✓	19/02/2014
09/01/2014	Halifax	Private	Other	✓				17/01/2014
20/01/2014	Arriva Trains Wales	Private	Publications				✓	Not closed
23/01/2014	Morrisons	Private	Other	✓				04/02/2014

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
28/01/2014	Six Nations Rugby Ltd.	Private	Websites				✓	Not closed
05/02/2014	Lloyds	Private	Other				✓	17/02/2014
06/02/2014	Arriva Trains Wales	Private	Publications				✓	Not closed
11/02/2014	Nationwide	Private	Correspondence				✓	Not closed
18/02/2014	Parking Eye Ltd	Private	Correspondence				✓	Not closed
18/02/2014	ScottishPower	Private	Telephone services				✓	Not closed
20/02/2014	Halifax	Private	Other				✓	Not closed
24/02/2014	Dyfed Powys Police and Crime Commissioner*	Public	Correspondence				✓	03/03/2014
26/02/2014	PRS for Music	Private	Correspondence				✓	Not closed
26/02/2014	Post Office	Other	Telephone services	✓				03/03/2014
27/02/2014	Energy Savings Trust	Third	Telephone services				✓	Not closed
04/03/2014	Cardiff Half Marathon	Other	Correspondence	✓				06/03/2014

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Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
04/03/2014	HSBC	Private	Face to face meetings				✓	Not closed
04/03/2014	Ysgol Aberconwy	Other	Publications		✓			20/03/2014
07/03/2014	UK Fire Service Resources	Private	Publications				✓	Not closed
10/03/2014	National Trust	Third	Correspondence	✓				20/03/2014
12/03/2014	HSBC	Private	Face to face meetings				✓	Not closed
13/03/2014	The Edinburgh Woollen Mill Ltd.	Private	Signage				✓	Not closed
17/03/2014	RBS	Private	Other				✓	Not closed
18/03/2014	TESCO	Private	Other	✓				24/03/2014
21/03/2014	BT	Private	Telephone services	✓				24/03/2014
24/03/2014	Wales Rugby Union	Private	Correspondence				✓	Not closed
25/03/2014	HSBC	Private	Telephone services	✓				Not closed
25/03/2014	NatWest	Private	Telephone services	✓				28/03/2014

Date received	Organisation	Sector	Complaint category	Received too early	Closed at initial contact	Closed due to lack of evidence	Considered further	Closure date
25/03/2014	Wales Rugby Union	Private	Correspondence				✓	Not closed
29/03/2014	Land and Lakes Ltd.	Private	Websites	✓				Not closed

\* These public organisations are not subject to a statutory Welsh language scheme prepared in accordance with the provisions of the Welsh Language Act 1993

Document is Restricted



Cyngor Celfyddydau Cymru  
Arts Council of Wales

## GENERAL ACTIVITIES ACCOUNT

Report and Financial Statements  
for the year ended 31 March 2014





Charity number 1034245

# THE ARTS COUNCIL OF WALES GENERAL ACTIVITIES ACCOUNT

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## ANNUAL REPORT for the year ended 31 March 2014

### TRUSTEES' ANNUAL REPORT

#### Reference and administrative details

#### Trustees

Council Members who served since 1 April 2013 were:

		Attendance at meetings during 2013/14			
		Council	Audit Committee	Capital Committee	Remuneration Committee <sup>1</sup>
		Number of meetings held:			
		6	5	5	0
Professor Dai Smith, Chairman	(c)	6			Committee Chair n/a
Dr Kate Woodward, Vice-chairman	(d)	3			
Emma Evans (to 31 March 2014)	(a)	5	Committee Chair (to March 2014) 5		
Dr John Geraint	(a)(c)	4.5	Committee Chair (from April 2014) 1/1		n/a
Michael Griffiths OBE	(a)	4.5	3.5		
Melanie Hawthorne		5			
Dr Lesley Hodgson	(a)	3.5	0/1		
Margaret Jervis MBE DL	(c)(v)	4.5			n/a
Marian Wyn Jones	(i)(iii)	4			
Andrew Miller		6			
Osi Rhys Osmond	(d)	5			
Richard Turner	(ii)(iv)	5			
Alan Watkin	(a)(b)	6	(to December 2013) 3/4	5	
Professor Gerwyn Williams	(b)	3		Committee Chair 5	
John C Williams	(a)(b)	6	(to December 2013) 4/4	2	
<i>Attendance of independent Committee members:</i>					

		<b>Attendance at meetings during 2013/14</b>			
		<b>Council</b>	<b>Audit Committee</b>	<b>Capital Committee</b>	<b>Remuneration Committee<sup>1</sup></b>
		<b>Number of meetings held:</b>			
		<b>6</b>	<b>5</b>	<b>5</b>	<b>0</b>
Gareth Jones	(a)		5		
Phillip Westwood	(a)		4		
Jonathan Adams (to October 2013)	(b)			2/3	
Mark Davies	(b)			4	
Roland Wyn Evans	(b)			4	
Alan Hewson (appointed March 2014)	(b)			1/1	
Janet Roberts (to October 2013)	(b)			1/3	

<sup>1</sup> In the absence of guidance from the Welsh Government in respect of the Chair's remuneration and Chief Executive's salary, the Remuneration Committee did not meet during 2013/14.

- (a) Member of Audit Committee
- (b) Member of Capital Committee
- (c) Member of Remuneration Committee
- (d) Member of Wales at the Venice Biennale of Art Committee

For at least part of the period covered by this report Council members (identified by the number in brackets after their name in the above list) also served as Members or senior employees of the following public bodies:

- (i) Betsi Cadwaladr Health Board
- (ii) Monmouthshire County Council
- (iii) S4C
- (iv) University of Wales
- (v) Wales Council for Voluntary Action

### **Chief Executive**

Nicholas Capaldi

### **Offices**

*Mid and West Wales region:*

The Mount  
18 Queen Street

*North Wales region:*

Princes Park II  
Princes Drive

*South Wales region  
and national office:*

Bute Place  
Cardiff

Carmarthen  
SA31 1JT

Colwyn Bay  
LL29 8PL

CF10 5AL

***Auditor***

Auditor General for Wales  
Wales Audit Office  
24 Cathedral Road  
Cardiff  
CF11 9LJ

***Internal auditors***

Deloitte LLP  
5 Callaghan Square  
Cardiff  
CF10 5BT

***Solicitors***

Geldards LLP  
Dumfries House  
Dumfries Place  
Cardiff  
CF10 3ZF

***Bankers***

The Co-operative Bank  
16-17 High Street  
Cardiff  
CF10 1AX

## Annual Governance Statement

This governance statement is the personal responsibility of me, Nicholas Capaldi, the Arts Council of Wales' Accounting Officer and Chief Executive. It sets out the governance arrangements of the Arts Council of Wales. It also describes how I have discharged my responsibilities for ensuring that we conduct our business, in respect of both exchequer and lottery activity, in accordance with the law. This includes providing the necessary assurances that we are adhering to proper standards and establishing the necessary safeguards to protect the use of public money. I explain how these funds are properly accounted for, and used economically, efficiently and effectively to support the delivery of our plans and priorities.

### About the Arts Council of Wales:

The Arts Council of Wales – Cyngor Celfyddydau Cymru – was established by Royal Charter on 30 March 1994, and exists to support and develop the arts in Wales. It does so for the benefit of people throughout Wales, and to support Welsh art internationally.

We are also a Welsh Government Sponsored Body, a National Lottery Distributor, and a registered charity (number 1034245).

Our Royal Charter sets out our objectives. They are to:

- develop and improve the knowledge, understanding and practice of the arts;
- increase the accessibility of the arts to the public; and,
- work through the Welsh and English languages.

We also work with other public bodies in Wales, and with the other Arts Councils in the UK, to achieve these aims. You can find a copy of our Royal Charter on our website.

We operate within a carefully prescribed and regulated environment. The Arts Council of Wales is accountable to the Welsh Government's Minister for Culture and Sport. We have to operate within a framework that sets out the terms and conditions under which Welsh Ministers provide our grant-in-aid funding, and how we are able to use this funding.

Along with other public bodies in Wales, we also have to operate within the guidance contained in *Managing Welsh Public Money*. The activities we carry out in connection with our *Collectorplan* scheme and Artists Loans scheme are subject to the Consumer Credit Act and guidance issued by the Financial Conduct Authority.

We are a distributor of Lottery funds which, under the National Lottery etc. Act 1993 (as amended), means we are accountable to the UK's Secretary of State for Culture, Media and Sport. Our financial directions are issued by the Secretary of State, and our policy directions by the Welsh Ministers. These set out how we must operate in respect of Lottery distribution activities.

We have to account for lottery distribution activities separately from the rest of our activities, and have appropriate arrangements in place to ensure we produce two sets of published financial statements. Our Lottery Distribution accounts are audited on behalf of



the Comptroller and Auditor General by the Wales Audit Office. The Wales Audit Office also audits our General Activities account on behalf of the Auditor General for Wales.

As a charity we have to ensure that we comply with the requirements of the Charities Acts 1960, 2006 and 2011, and follow guidance issued by the Charity Commission.

We have designed our systems and processes to take account of these various responsibilities. Within these frameworks we make independent decisions regarding the strategic direction of the organisation, grant funding, and other financial decisions.

Should the need arise, the Public Services Ombudsman for Wales, the Parliamentary Commissioner for Administration, the Charity Commission, the National Audit Office, and the Wales Audit Office are all able to investigate the Council's affairs.

### **Our Governance arrangements:**

We are governed by a Board of Trustees – Council – which currently consists of a Chair and thirteen members (fourteen up to 31 March 2014), one of whom is appointed as Vice-Chair. Since March 2013 the Welsh Government's Minister for Culture and Sport has been responsible for appointing our Trustees, each of whom brings specific expertise and knowledge to the oversight and development of our activities.

Appointments are usually for a three year term, renewable a maximum of twice. The Chair of Council is a remunerated position; rates are set annually by the Welsh Government. All other members provide their time and expertise on a voluntary basis, but are reimbursed for out-of-pocket expenses incurred on Council business. A summary is contained in note 9b of these financial statements.

Council is responsible for the strategic direction and management of our organisation. It is responsible for ensuring, through me as the Chief Executive, that we operate within the policy framework set by the Welsh Government, and that we satisfy the various other accountabilities required of us. The Chair maintains regular contact with the Minister, and the Chief Executive meets officials quarterly to provide updates.

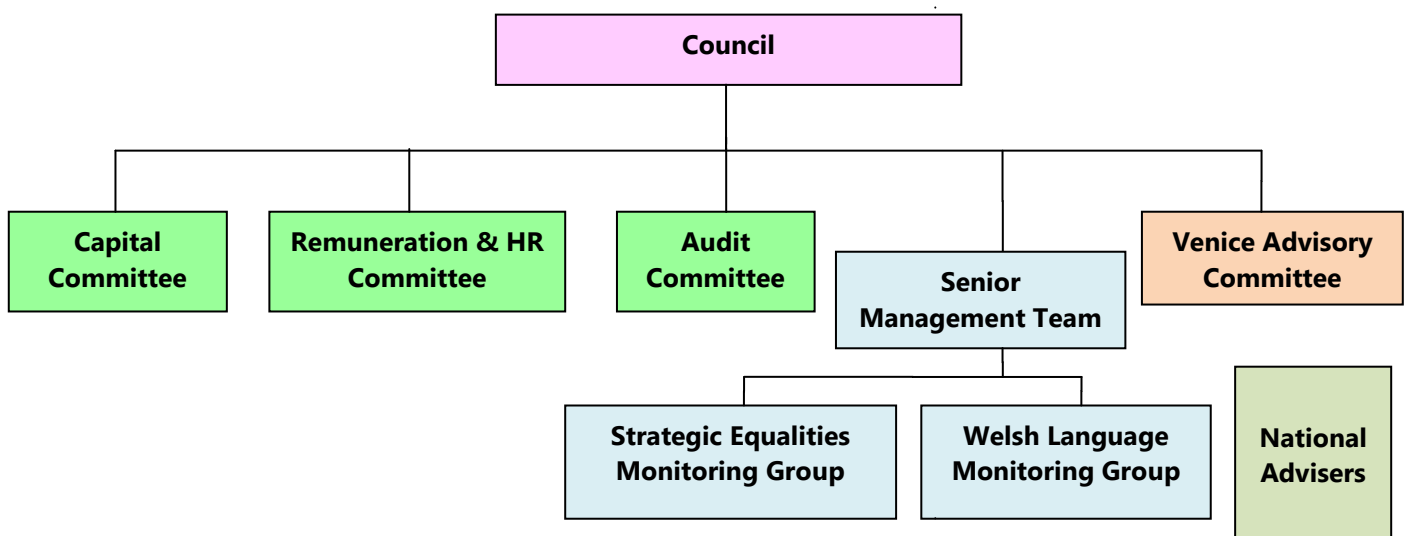
As the ultimate decision making body for the organisation, Council members have retained key decisions on corporate policy, the formulation of our Corporate and Operational Plans, and any major alterations to the terms and conditions of service for staff. They also set the annual budget, decide on the annual allocation of grants to revenue-funded organisations, and approve all grants of over £50,000, or in the case of Lottery funded capital projects over £250,000. Decisions on grants below these thresholds have been delegated to authorised staff, and to the Capital Committee respectively.

To help support its work, Council has appointed three committees to provide specialist advice. These are: Audit; Capital; and Remuneration & Human Resources Committees. It also has an *ad hoc* advisory committee, to advise on Wales in Venice, and internal monitoring groups who, via the Senior Management Team, assist Council in meeting its responsibilities.

Each committee includes Council members, one of whom acts as chair, and co-opted individuals, and is required to operate under specific terms of reference. Independent committee members are appointed for their specialist skills and experience, through an open selection process. Minutes of each committee meeting are provided to the next available full meeting of Council and each committee is also required to submit an annual report to Council, summarising its work.

All new members of Council and of each Committee undergo an induction process appropriate to their role, and are encouraged to continue their development during their period of appointment.

During the year, Council reviewed and updated the terms of reference of each of the Committees, and in some cases changed membership. In order to provide further assurance, Council expanded the role of the Remuneration and Appointments Committee to include oversight of Human Resources.



The Audit Committee is responsible for providing assurance to Council on the effectiveness of our governance, risk management and internal control arrangements. It reported to Council on the main focus of its work, including our internal governance arrangements, and the development of a Corporate Assurance Framework; the monitoring regime of our portfolio of revenue-funded organisation (RFOs); and the internal audit programme, the majority of reviews of which resulted in substantial assurance or higher.

The Capital Committee is responsible for advising Council on the development of policy on all aspects of capital development, including funding priorities and schemes. It has delegated authority to make funding decisions on lottery capital grants from £50,001 to £250,000. The Committee makes recommendations on larger capital grants to Council.

The Remuneration & HR Committee is responsible for reviewing the performance of the Chief Executive against agreed objectives, and for setting targets for the forthcoming year. It also agrees the level of remuneration for the Chair within the limits determined by the

Welsh Ministers. In future, it will have responsibility for monitoring HR matters on behalf of Council.

Neither the Capital nor Remuneration & HR Committees made formal annual reports to Council.

Details of membership of Council and these three committees, together with details of members' attendance at meetings, can be found in the *Reference and administrative details* section at the beginning of the Trustees' Annual Report.

The Venice Advisory Committee was responsible for developing and overseeing the organisation of our presence at the 2013 Venice Biennale of Art.

The Senior Management Team (SMT) is led by me, supported by five Directors each responsible for particular aspects of our work. The Directors of Arts; Engagement & Participation; and Enterprise & Regeneration make up the Arts Development team, whilst the Directors of Finance & Resources; and Investment & Funding Services make up the Corporate Services Team. I also have a Chief Executive Team. Further details are contained in the Remuneration Report and note 9 of these financial statements.

We also had two internal monitoring groups, the Strategic Equalities Monitoring Group, and the Welsh Language Monitoring Group, to help drive forward Council's agenda in these areas. The Strategic Equalities Monitoring Group produced a comprehensive Annual Equity Report for 2012/13 which examined our RFO portfolio and our people – staff, Committees and advisers – in detail. The report also cited relevant examples of other work we funded. A copy can be found at <http://www.artscouncilofwales.org.uk/arts-in-wales/engagement-and-participation/equality-and-diversity>. Quarterly updates from both groups were provided to Council.

Our National Advisers are appointed through an open recruitment process and bring specialist knowledge to help support policy development, the assessment of grant applications, and to provide advice to officers.

### **We promote values of good governance:**

We support Lord Nolan's seven Principles for Public Life and strive to ensure that all of our employees, Trustees, Committee members and National Advisers apply and adhere to these Principles.

To help support this, we have a Code of Best Practice which helps ensure the roles and responsibilities of members and officers are clearly defined. It also contains the expected standards of propriety that members and staff should adhere to. The Code was reviewed and updated during the year. You can find a copy on our website.

We require each member of Council, of each Committee, and all National Advisers and staff to complete an annual declaration of interest statement, and to ensure that changes in circumstances are promptly notified. The register of interests of Members of the

Council, Committees and National Advisers is available for public inspection, by appointment, at each of the Council's offices during normal working hours.

Written reports are circulated in advance of each Council and Committee meeting, for consideration by members, with tabled items and verbal reports only accepted in exceptional circumstances. You can find copies of the agenda and minutes of our Council meetings on our website.

As part of our commitment to improving our performance, we are keen to learn from other comparable public bodies. Working with Higher Education Funding Council for Wales, we were the first Welsh Government Sponsored Bodies to hold reciprocal visits for the Chairs of Audit to attend each other's Audit Committee as observers.

Although the Corporate Governance code issued by HM Treasury does not directly apply to Arts Council of Wales, as Accounting Officer I am satisfied that the arrangements we have in place reflect good practice. I also believe that the Arts Council has complied with the principles of accountability, effectiveness, and leadership expressed within the Treasury's Code, in so far as they are relevant to Welsh Government Sponsored Bodies and Lottery Distributors. Council endorses this view.

#### **We take informed decisions:**

The decisions taken by our Council and Committees are informed by advice provided by staff of the Arts Council. Papers and reports produced by officers are expected to show clearly all the relevant information that is needed to inform decisions. In the rare instances where the information provided does not meet the required standards, the paper is rejected, and a replacement commissioned. Where appropriate, advice from officers is supplemented with specialist advice from our National Advisers, and where relevant with specialist expert advice and legal opinions. Council will continue to ensure that it has sufficient time to properly consider and debate policy and the future direction of the organisation.

Council was content with the timeliness and quality of data and information provided for its use, and that the information provided in respect of grant funding was reliable. The systems used to provide the information on grants are reviewed annually as part of the internal audit programme.

Key policy proposals are put out to public consultation. Responses and feedback further inform discussions at Council before policies are finalised.

#### **Matters considered by Council during the year:**

Council met six times during 2013/14 to discharge its responsibilities. In total the fifteen members attended on 69 out of a possible 90 occasions. Satisfactory explanations of absence were received in all cases. Details of individual attendance can be found at the beginning of the Trustees' Annual Report.

*Creativity and the Arts*, our arts development strategy, sets out the key arts challenges in the next few years, and forms the basis of the 2013-2018 Corporate Plan. The development of the strategy was informed by a series of open meetings – *Sgwrs Gelfyddydol* – with stakeholders and other interested parties. Members of Council were actively involved in driving forward this key piece of work.

As part of its governance responsibilities, Council received regular financial monitoring reports; updates on key areas of performance including the Operational, Strategic Equalities and Welsh Language Plans; and monitoring reports on our portfolio of RFOs. Satisfactory progress was made on most areas, but regrettably we were unable to retain our Investors in People accreditation. We intend to re-apply in the next year.

Regular updates were provided on strategically important projects, including the high profile, and very successful, WOMEX13 and Venice 2013 projects. There were also presentations from our Portfolio Managers, from some of the National Companies in the RFO portfolio, and from *Coreo Cymru*, the creative producer for dance in Wales.

Three RFOs experienced serious difficulties during the year. Council considered reports and recommendations from officers and specialist advisers in connection with these organisations. In certain cases, Council insisted on significant changes in the organisations, as a condition of continued funding, in order to try and safeguard their futures. These organisations will all continue to be the subject of detailed monitoring until such time as we feel confident that they have stabilised and are operationally sustainable.

Following the introduction of our new organisational structure in May 2012, we commissioned surveys of our external customers and stakeholders, and of our staff to help inform an initial review of the effectiveness of the new arrangements. During 2014/15 we will be considering where further work is needed, and responding accordingly.

Council's annual self-assessment review concluded it was satisfied that the vast majority of its indicators of effectiveness had once again been met, and that it was content with progress made during the year, and with the overall effectiveness of the organisation. Allied to this, and as part of its commitment to excellence and continual improvement, Council intends to prioritise, over the coming year, policy and its enactment by deepening its relationship with SMT and other key staff, and further improving the alignment of strategy and budget setting.

### **We provide funding to third parties:**

A key activity of the organisation is the distribution of funding to the arts sector in Wales. We are a major distributor of funding – from the Welsh Government, the National Lottery and other sources, including European funds – and take such responsibility very seriously.

We have developed appropriate systems and procedures to support this key activity. Our grant making and monitoring processes are reviewed annually by our internal auditors to ensure they remain fit for purpose. The Wales Audit Office also examines our grant making activities each year. All recommendations made by our both internal and external

auditors are monitored by our Audit Committee to ensure they are implemented on a timely basis.

Decisions to award an organisation Revenue Funded Organisation (RFO) status are taken by Council based on the advice of, and supported by, rigorous assessments carried out by officers.

Regular reports showing the risk assessment of each of our annually funded RFOs are produced for Council. These are supported by a report setting out the key themes that emerged from the series of annual review meetings held with each RFO.

As indicated above, when necessary we take a pro-active approach with organisations that run into difficulties, and invest time and energy to help them resolve matters of concern.

We publish annual guidelines for each of our Lottery funded grant programmes. You can find details on our website.

We have open and transparent application processes for all of our grant funding programmes, and rigorous assessment, decision making, and monitoring processes for all of the funding we award to artists and arts organisations.

We take a risk-based approach to our assessment of applications and monitoring of grants awarded. We use information collected from grant recipients as part of our monitoring procedures to ensure that the stated outcomes for which we provided funding were, in the end, actually achieved.

Council takes fraud, corruption and maladministration very seriously and has policies to prevent, and deal with, such occurrences, including Whistle-blowing and Anti-fraud policies.

A full list of grants offered during the financial year can be found in the annex to this Report and Financial Statements.

### **Our approach to risk management:**

Council takes a considered view of risk in line with its responsibilities both as a publicly-funded body and the nature of the sector it serves.

It recognises that any ambitious developmental strategy has to accept the potential of some risk of failure to achieve policies, aims and objectives. Our aim is to promote a more innovative, less risk-averse culture in order that we can support artists, organisations and projects to deliver our objectives.

We need to balance our duty to innovate with the ever-increasing need to maximise the benefits of our investment for the sector and for the public. We need to take appropriate but considered risks on occasions, and to acknowledge that there might be occasional



failures. However, we would not behave recklessly, nor would we wilfully squander public money nor endanger our reputation for prudence.

We have a system of internal control which has been designed to identify and prioritise the risks that could prevent us achieving Council's policies, aims and objectives. It evaluates the likelihood of the risks being realised, considers the impact should they occur, and seeks to manage them efficiently, effectively and economically. However, we recognise our system of internal control can only manage risk to a reasonable and appropriate level, and can therefore only provide reasonable and not an absolute assurance of effectiveness.

We are always looking to improve our internal control systems, to ensure they help us achieve our funding and strategic goals. A key initiative which came to fruition during the year was the development and implementation of a Corporate Assurance Framework, overseen by our Audit Committee. The framework is used to identify the robustness of the underlying controls and assurance processes used to identify and manage key strategic risks. Any aspects that need strengthening are highlighted so that appropriate action can be taken.

### **Key risks facing the Arts Council:**

Looking ahead, there are, however, a number of key risks facing us in the next year or so.

The most significant strategic risk in the immediate future is the impact of cuts to public expenditure and the potential impact this may have on the wider arts sector. Our own budgets are under pressure. We have had to reduce the level of annual revenue funding to our RFO portfolio, as well as finding further savings in our own running costs. Local Authorities also have to take difficult decisions and there is growing evidence that the level of support they have previously provided to the arts sector will suffer. This could have serious consequences for the arts infrastructure across Wales. We are closely monitoring the situation and, where we are able to, will address issues where we are a key funder, or where we can have direct influence.

We have two large Lottery funded capital projects in progress. Both, for differing reasons, have experienced difficulties during the year, and are being closely monitored with the help of independent specialists using our rigorous monitoring procedures. Each of the other capital projects we are involved in is also being closely monitored.

The sharp increase in our Lottery income in recent years presented challenges in terms of increasing the level of commitments, with a resultant increase in the level of our balances held within the National Lottery Distribution Fund. We have begun to address this, but we are now beginning to see a reduction in income levels. Although manageable currently, if this proves to be a sustained downward trend we will need to re-assess our strategic priorities for grant awards for the next few years. We are closely monitoring the situation.

Earlier in the year our Chair was invited to lead a review into the state of arts education in Welsh schools. The Welsh Government accepted the main recommendations in the *Arts & Education in the Schools of Wales report* in March 2014, and we look forward to playing a significant role in its implementation. The scale of the changes proposed is ambitious and

it is likely that the scale and complexity of the programme needed will involve us in a number of major developments. We welcome the opportunity, but also recognise the need to manage carefully the many risks such an initiative will bring.

Later this year the Welsh Government is expected to introduce its *Future Generations* Bill and its commitment to sustainability duty. We have preparatory work underway to ensure we are able to fully discharge our duties when they take effect in April 2015.

### **Security of data:**

We hold large amounts of data, and treat our obligations under the Data Protection Act seriously. Our ICT systems and controls ensure that the security of data is tightly controlled. We regularly assess our security arrangements and have taken steps to make them more robust. We will continue to monitor them closely.

Neither the high level review over ICT controls carried out by our external auditors, nor our programme of internal audit reviews carried out during the year, highlighted any matters of concern in this area. To the best of my knowledge and belief, no loss of data occurred during the year.

### **Ministerial directions:**

As a Welsh Government Sponsored Body we are subject to non-statutory instruments, containing appropriate directions. No Directions were issued to us during the year, nor were we issued with any Ministerial Directions in respect of our Lottery activities.

### **Control issues identified during the year:**

Our internal audit service is provided by Deloitte LLP under the guidance of a nominated Head of Internal Audit, working to the Public Sector Internal Audit Standards.

Audit Committee agrees a programme of reviews covering the period of appointment of our internal auditors. Priorities for each year are reviewed annually, and contain audits of key business activities, as well as examining key areas of potential risk to the organisation. The reviews are designed to provide assurance and to assist management by identifying improvements where they are considered necessary.

Ten internal audit reviews were carried out during the year. Of these one was the annual follow up review of previous recommendations and three were advisory reviews. The remaining six reviews resulted in either substantial or full levels of assurance. All recommendations raised by internal audit are reported to Audit Committee which monitors them to ensure appropriate action is taken on a timely basis.

The internal auditors concluded that their overall assessment of the review of Corporate Governance provided full assurance and in respect of risk management, substantial assurance.

The internal auditors provided the following opinion on the adequacy and effectiveness of the Council's arrangements in their Annual Report:

*“Based on the work we have undertaken during the year, we are able to conclude that the Arts Council of Wales (the Arts Council) has a basically sound system of internal control, which should provide **substantial assurance** regarding the achievement of the Arts Council’s objectives.”*

The findings of the National Audit Office and Wales Audit Office’s annual audits are reported in an Additional Assurance Report and Management Letter addressed to Council. A copy is provided to the Permanent Secretary of the Welsh Government. The Audit Committee considers the findings and monitors them to ensure appropriate action is taken on a timely basis.

**Overall assessment of governance and internal control:**

In my opinion, the Arts Council of Wales’ systems of governance and internal control are sufficient to enable me to discharge my responsibilities as Accounting Officer.

Nicholas Capaldi  
Accounting Officer  
11 July 2014

Endorsed on behalf of Council:

Professor Dai Smith  
Chairman  
11 July 2014

## **Structure, governance and management**

### ***Members' induction and training***

New Members undergo an induction programme to brief them on their legal obligations under the Royal Charter and charity law, the Code of Best Practice, the Committee and decision making processes, strategic plans and funding issues. During the induction day they receive presentations from the Chairman, Chief Executive and Director of Finance and Resources. Members also have the opportunity to meet key employees. As well as the Royal Charter and Code of Best Practice, Members are provided with copies of the most recent Annual Report and Accounts, the current Working Budget, and the Charity Commission's publications 'The Essential Trustee' and 'The Independence of Charities from the State'. Seminars and additional training are arranged as necessary to inform the formulation of strategies and policies.

Council Members reserve to themselves matters such as decisions of policy, the Corporate and Operational Plans, the setting of the annual budget, the annual allocation of grants to revenue-funded organisations, and major alterations to the terms and conditions of service for staff.

The Council is required to account separately for its general and lottery distribution activities. Under separate Accounts Directions the accounting treatment of general and lottery grants differs significantly so, with due regard to paragraph 359 of the Charity Commission's Statement of Recommended Practice (revised 2005), in the judgment of the Trustees the production of a consolidated account is inappropriate as it would not provide a true and fair view of the application of the Council's resources.

## **Objectives, activities, achievements and performance for the public benefit**

**The Council's chartered objects** are:

- (a) to develop and improve the knowledge, understanding and practice of the arts;
- (b) to increase the accessibility of the arts to the public;
- (c) to advise and co-operate with Our National Assembly for Wales, Departments of Our Government, local authorities, The Arts Councils for England, Scotland and Northern Ireland, and other bodies on any matters concerned, whether directly or indirectly, with the foregoing objects; and
- (d) to carry out the objects through the medium of both the Welsh and English languages.

The Council's main purpose is to support and develop the arts in Wales for the benefit of people throughout Wales. The principal way in which Council seeks to fulfil this purpose is by the formulation of arts strategies, research, and providing recurrent and one-off grants

to organisations and individuals within a strategic and developmental context. Such grant making is backed up by a process of monitoring and assessment to ensure that public money is used effectively for the intended purposes. The Council also manages a range of non-grant activities and services, often in partnership with local authorities and others.

## Main objectives for the year

The Council's strategic priorities for 2013/14 are set out in the table below according to our Corporate Plan themes, alongside key achievements made in relation to each operational target during the year:

<b>Supporting the best in the creation of great art –</b>		
<b>What will success look like?</b>		
<p>We are passionate about the arts. We are ambitious for their success. At their best – and it's the best we're interested in – the arts have the power to excite, inspire, move and challenge. We want to shape an environment for our artists and organisations in which they can create their best work. We want the people of Wales to be able to enjoy and take part in the best that our nation has to offer. And we believe that the best experience of art only happens when this chord is struck, when art connects. That's our definition of great art. Making art, sharing art, being a part of it, in the community, in performance, off the page, in a space, in lives – this is when art works, inspirationally, individually, collectively.</p> <p>Of course, we can't guarantee that every artist or arts organisation that we support will always be producing work at the top of their game. However, we <u>can</u> help to create an environment in which ambitious, exciting and compelling work becomes a more likely outcome.</p>		
<b>Action</b>	<b>Target</b>	<b>Achievements and performance</b>
1. Produce a new corporate strategy for arts development ( <i>Creativity and the Arts</i> )	<ul style="list-style-type: none"> <li>• Consultation on draft proposals during Q1</li> <li>• Publication of new Strategy during Q2</li> <li>• First phase of implementation during Q3-4</li> </ul>	<p>Council approved the latest draft for consultation in December.</p> <p>Consultation ran until 30 April 2014.</p>
2. Deliver successful Cymru yn Fenis/Wales in Venice project with featured artist Bedwyr Williams	<ul style="list-style-type: none"> <li>• Number of visitors by end of Q3 exceeds figure for 2011</li> <li>• Extent of media coverage exceeds previous years</li> <li>• Specific identifiable development opportunities for the visual arts sector in Wales</li> </ul>	<p>The Exhibition closed on 23 November 2013 with final attendance figures of approximately 23,000. The Wales pavilion attracted almost 30,000 visitors in 2011.</p> <p>A full evaluation report on the project was taken to Council in February together with the proposed strategic approach to Cymru yn Fenis/Wales in Venice in 2015. These were approved by Council and a budget allocated.</p>
3. Contribute to the planning, development and delivery of a successful Dylan Thomas 100 Festival during 2014	<ul style="list-style-type: none"> <li>• Attendance at Steering Group meetings</li> <li>• Published programme of events by Q2</li> </ul>	<p>A prospectus has been prepared and the programme of activity has been launched and is underway.</p> <p>We will take the lead in co-ordinating PR opportunities for arts events throughout 2014 and will continue to monitor the funded projects and their staged contribution to the Festival throughout the year.</p>
4. Support the development of our National Advisers (NAs) and their engagement with our work	<ul style="list-style-type: none"> <li>• Development of an online community for National Advisers including six monthly Newsletter</li> <li>• Two workshop/briefing events held during 2013/14</li> </ul>	<p>Discussion groups were held, informing the drafting of the Strategy: <i>Inspire: Our strategy for Creativity and the Arts</i>.</p> <p>During 2013/14 we have not been able to progress Hwb (intranet) access for NAs. This consideration will be factored into a subsequent work programme as Hwb develops as a resource.</p>



Action	Target	Achievements and performance
5. Ensure nationwide monitoring of the quality of our revenue-funded organisations (RFOs)	<ul style="list-style-type: none"> <li>• Two quality monitoring reports by National Advisers for each RFO</li> <li>• A minimum of two quality monitoring reports by Arts Council staff for each RFO</li> <li>• Officer overview report for each RFO</li> <li>• Increased participation in Quick Review initiative</li> </ul>	<p>Work is underway in consideration of the recommendations contained in the Advisory report by our internal auditors, presented at the end of 2013/14.</p> <p>Appraisals have been commissioned from National Advisers.</p> <p>At the end of the year we completed 152 Quality Appraisals which equated to 53% of our annual quality monitoring target. Officer reports were significantly behind target. A radical overhaul of Quality Appraisal will be necessary to correct this position in 2014/15.</p>
6. Deliver a full year programme of grant awards to individuals and organisations	<ul style="list-style-type: none"> <li>• Administration of grants management processes</li> <li>• Delivery of Creative Steps programme</li> <li>• Delivery of Creative Wales awards and Creative Wales conversations</li> </ul>	<p>We commissioned an external evaluation of the effectiveness of the Guidelines and will be considering a review of the whole grant process and Guidelines to ensure that they reflect Creativity in the Arts and possible incorporate a reduction in the number of funding programmes.</p> <p>We are still progressing work on the next stage of Creative Steps and have continued to make awards with two major projects reaching a significant stage of development in the last quarter.</p> <p>Creative Conversations, rounded off with an award ceremony for the Creative Wales Awards took place in February. The event was well received by attendees.</p>
7. Deliver programme of projects and services that assist artists and arts organisations to exploit the international potential of their work	<ul style="list-style-type: none"> <li>• Develop successor programme to Creating 2013</li> <li>• Year 3 of Wales Arts International/British Council partnership and negotiate next phase of collaboration</li> <li>• Lead on WOMEX 2013</li> <li>• Deliver digi-music tourism project</li> <li>• Participate in European networks and future project developments</li> <li>• Engage with the development of Creative Europe and other future strands of European Funding</li> <li>• Use Wales European Arts Forum provide intelligence and guidance for arts organisations seeking European funding</li> <li>• Work on showcasing (e.g. Edinburgh, SxSW)</li> <li>• Strategic work with Welsh Government in priority countries</li> <li>• Deliver funding through the International Opportunities</li> </ul>	<p>We are continuing to deliver across a broad range of international activity and PR opportunities are discussed continuously with the WAI team to ensure maximum exposure is achieved.</p> <p>The next WAI 5 year strategy is being drafted in line with Creativity and the arts. The new partnership agreement with British Council is still in progress and will be agreed in 2014/15.</p> <p>We will be working with Welsh Government's Department for Economy Science &amp; Transport to establish the best solution for delivering the Creative Europe Funding programme in Wales. We have agreed to look at a secondment in 2014/15.</p> <p>85 artists have been supported to date through the International Opportunities Fund.</p> <p>WOMEX 13 took place in October and was a resounding success as an event. The headline achievements were reported to Council in December. The targets for the event have been met or exceeded. As the event was entered into largely for its potential to have legacy, the team is now engaged in evaluation and the wrap up of the project which will extend into the new financial year.</p>

<p>8. Use our media contacts to promote the arts in Wales</p>	<ul style="list-style-type: none"><li>• Level of coverage and air time received for the arts increases</li></ul>	<p>The Communications Strategy has been approved by SMT. Media opportunities are continuously explored. Monthly meetings with media contacts remain valuable.</p>
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Action	Target	Achievements and performance
9. Deliver effective presence at external events, promoting and supporting the arts in Wales	<ul style="list-style-type: none"> <li>• Successful presence at National Eisteddfod, Urdd Eisteddfod and Hay</li> </ul>	<p>The National Eisteddfod presence was deemed a success. More visitors attended Y Lle Celf than in previous years.</p> <p>WOMEX 13 took place in October and was a resounding success. A full evaluation report was presented to May 2014 Council.</p>
<p><b>Encouraging more people to enjoy and take part in the arts –</b> <b>What will success look like?</b></p> <p>Levels of arts attendance and participation are currently high in Wales. But as average household income reduces, attendance and participation figures will come under pressure. However, it's not just about defending and protecting what already exists. We want to see the arts activities that we support reaching out to a wider cross section of the population of Wales – to people who've previously experienced barriers to attending and taking part in the arts.</p>		
Action	Target	Achievements and Performance
10. Work with the Welsh Government to support the implementation of the findings of the Arts and Education Review	<ul style="list-style-type: none"> <li>• Action Plan agreed</li> <li>• Findings of RFO mapping exercise published by Q2</li> <li>• Design and produce final report for Welsh Government</li> </ul>	<p>Welsh Government's response has been received. The Government has accepted all of the report's recommendations and identified funds for their implementation. Arts Council is working with Welsh Government on plans for implementation.</p>
11. Address the recommendations on Participation in the Arts from National Assembly Communities, Equalities and Local Government Committee	<ul style="list-style-type: none"> <li>• Prepare strategic response to Committee report by Q1, reporting on progress</li> <li>• Publish information, and provide training, on alternative sources of funding</li> <li>• Develop a strategy to increase levels of funding from business</li> <li>• Design an action research programme for increasing participatory activity in partnership with a Communities First Hub</li> <li>• Pilot new business models for promoting community arts</li> </ul>	<p>Action Plan agreed. Ideas People Places is a pilot programme that will include looking at new models for community focused work.</p> <p>Work is progressing around new business models for the arts sector broadly, but we do not anticipate test driving new models this year.</p> <p>We are working closely with ArtsWorks Cymru and supported a very successful 'all Wales' dissemination and networking event. Paul Hamblyn Foundation has agreed further funding and we are now in discussion about developing our partnership.</p> <p>The proposed action research programme did not go ahead.</p> <p>Following discussions with Communities First the agreed focus for the work in this year is arts and young people.</p>
12. Implement our strategies for Young Creators and Child Poverty	<ul style="list-style-type: none"> <li>• Implement Action Plans</li> <li>• Report progress on quarterly basis</li> </ul>	<p>Family Arts campaign has progressed in line with the programme. The next phase of the Festival work has commenced.</p>

13. Implement our Strategic Equality Plan	<ul style="list-style-type: none"><li>• Publish Action Plan for 2013/14 by Q1</li><li>• Report progress on quarterly basis</li><li>• Equality Impact Assessments completed/updated as appropriate</li></ul>	<p>We achieved 4 of the 6 key areas of our Strategic Equality Plan 2013/14.</p> <p>Whilst we made some progress against the objectives under Internal Training and Partnerships we did not fully achieve all actions in these areas. Work on these will continue into 2014/15.</p> <p>Diverse Cymru are close to completing their work on developing the Equalities guidelines/toolkit and we have agreed a programme of training and development for Arts Council staff.</p>
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Action	Target	Achievements and performance
14. Promote our Welsh Language Scheme through the implementation of the 15 key targets in our Welsh Language Action Plan for 2013/14	<ul style="list-style-type: none"> <li>• Publish Action Plan for 2013/14 by Q1</li> <li>• Report progress on quarterly basis</li> </ul>	<p>The 2013/14 Action Plan was published in April 2013 and arrangements in place throughout the year for its quarterly monitoring and reporting of progress to the Welsh Language Monitoring Group and Council.</p> <p>We achieved our actions against all 3 strategic areas of the plan.</p> <p>The Welsh Language Commissioner has approved our Welsh Language Annual Report 2012/13.</p>
15. Work with our portfolio of presenting organisations (venues and galleries) to increase and diversify their audiences	<ul style="list-style-type: none"> <li>• Minimum of 4 action research projects during 2013/14</li> <li>• Development by Q4 of a ticketing scheme for disabled people in all our RFO presenting venues</li> <li>• Trial of new framework, during 2013/14, for evaluating impact on wellbeing of attending the arts</li> <li>• Increase in levels of engagement and participation across our RFO portfolio</li> </ul>	<p>We approved a second stage proposal from the Red House for the Merthyr based project in Q3 and, in Q4, a second stage proposal for Llantarnam Grange.</p> <p>We appointed Creu Cymru to undertake the second stage of the Disability Ticketing scheme and work commenced in Q4.</p> <p>The Wellbeing research with venues was concluded and a draft report shared with ACW. A final report is expected in May 2014.</p> <p>Figures for the first 6 months of the year show RFO's delivered a total of 9,090 arts events during the six month period which generated attendances of 1.82 million. 38,429 participatory art sessions were delivered, with 554,612 attendances made to these workshops. Figures for the final 6 months will be collected in May 2014 and an annual summary published in July.</p>
16. Support methods of engaging 'hard to reach' young people through the delivery of the <i>Splash Arts</i> and <i>Reach the Heights</i> programmes	<ul style="list-style-type: none"> <li>• Development of new successor funding scheme</li> <li>• 500 young people supported</li> <li>• 20 projects supported across Wales</li> <li>• Develop child poverty project in partnership with another cultural body</li> <li>• Number of young people progressing on to further education, training and employment</li> <li>• Identifying opportunities for further European funding</li> </ul>	<p>Significant progress was made during Q3 with a successful application to Communities First for partnership funding for an interim pilot project.</p> <p>We received 27 project proposals and offered funding to 14, all of which were up and running before the end of Q4.</p> <p>We have not progressed work around developing a partnership project with another cultural body.</p> <p>We are in discussion with potential partners regarding a European bid to build on the work developed through Momentum.</p>
17. Expand the <i>Developing Talent</i> programme of activity	<ul style="list-style-type: none"> <li>• <i>Criw Celf</i> visual arts initiative rolled out by Q2 across local authorities in South East and South Central regions</li> <li>• National Youth Arts Wales' targets achieved by Q4</li> </ul>	<p><i>Criw Celf</i> has been successfully rolled out in South east and South Central.</p> <p>An evaluation will be commissioned in the new financial year.</p>

Action	Target	Achievements and performance
18. Promoting high quality touring activity in local communities across Wales, especially through the work of the Arts Council's <i>Night Out</i> service	<ul style="list-style-type: none"> <li>Through our Night Out service deliver 550 events, of which 150 will be in Communities First areas and 12 will be Young Promoters events</li> <li>Develop initiatives to increase the availability of "family friendly" activity</li> </ul>	<p>During 2013/14 we delivered a total of 532 Night Out events, 114 (21.4%) of which were in Community First areas and 141 (26.5%) were delivered through the medium of Welsh.</p> <p>There have been 28 Young Promoter events, 6 of which were delivered in partnership with Gwent Police.</p> <p>Total demand for the scheme is down slightly mostly due to a drop of working with community first teams due to its re-organisation.</p> <p>Web site ongoing development but delays due to programming issues – launch autumn 2014.</p> <p>9 tours achieved of which 6 were family shows.</p>
19. Work with specialist agencies (Voluntary Arts Wales, Disability Arts Cymru, Diverse Cymru, Stonewall Cymru) to provide support that helps us to deliver our strategic objectives	<ul style="list-style-type: none"> <li>Service level or funding agreements in place by Q1</li> </ul>	<p>We are working with Diverse Cymru on two major projects and we have commissioned Voluntary Arts Wales to undertake a programme of work in 2014/15.</p>
<p><b>Growing the Arts Economy –</b> <b>What will success look like?</b></p> <p>We want to see a financially resilient arts sector that is not wholly dependent on public subsidy. With the value of public subsidy for the arts decreasing in real terms, such dependency can only prove an impediment to innovation, development and sustainability.</p> <p>The Arts Council will use all its powers of advocacy to encourage the widest possible range of public and private sector agencies to invest in the arts. However, we believe that success will largely depend on the extent to which artists and arts organisations are able to build their own business capability and exploit the full value of their artistic worth.</p> <p>As we encourage growth, we must also encourage sustainability. Ways of working that squander resources rather than enhance and protect them run counter to the spirit of the time. We need to address the demands of the present without compromising future generations' economic, social and cultural well-being.</p>		
Action	Target	Achievements and Performance
20. Agree a new three year strategy for the Arts Council investment in the arts	<ul style="list-style-type: none"> <li>Review of RFO portfolio</li> <li>New funding allocations to RFO</li> <li>appropriate strategic funding streams and budgets in place</li> </ul>	<p>A two year strategy was agreed by Council in December 2013. The shorter timeframe reflects the funding timetable of Welsh Government and the date of the next Assembly elections in Wales.</p>



Action	Target	Achievements and performance
<p>21. Encourage our portfolio of RFOs to become more resilient and sustainable (culturally, organisationally and financially), and provide information on the portfolio's performance</p>	<ul style="list-style-type: none"> <li>• Number of performances/exhibitions/ events and audience/ participant numbers</li> <li>• Geographical distribution of activity</li> <li>• Publish 2011/12 RFO Annual Review Meeting reports by Q2</li> <li>• Hold 2013/14 Annual Review Meetings during Q4</li> <li>• Publish an annual RFO performance report during Q2</li> <li>• Provide programme of RFO Development initiatives</li> </ul>	<p>We are continuing to deliver against all our targets in relation to the RFO survey and publish our key findings.</p> <p>Last year's ARM was completed although we note that some meetings were not undertaken. Changes have been made to the 2014/15 procedure to help ensure that this does not recur.</p> <p>ARM meetings for 2013-14 took place throughout February and March and the deadline for reports was April 4th.</p> <p>The Annual RFO Performance report has been delayed due to the very fluid situation regarding local authority funding. However, data has been released to our client portfolio regarding audience and participation figures and financial performance.</p>
<p>22. Develop <i>Ideas, People, Places</i>, a challenge fund investing in arts-led regeneration projects that promote art in the public realm</p>	<ul style="list-style-type: none"> <li>• Policy document published during Q1</li> <li>• Small scale challenge fund established for individual artists wanting to work in the public realm during Q1</li> <li>• Minimum of 4 public art residencies underway during 2013/14</li> <li>• 4 projects commissioned and underway by Q4</li> </ul>	<p>Memorandum of Understanding complete.</p> <p>We have tendered and procured a short term contract to compile the web resources.</p> <p>29 applications were received for consideration for the research and development phase. A sub-group of the Capital committee has been set up to assess the applications. 12 projects were selected to progress to the second stage of assessment. The deadline for this second phase is July 2014.</p> <p>We have appointed a Programme Manager to coordinate the programme including the assessment process. The PM has also attended inception meetings with the successful projects and will offer specialist advice and support to them in the interim.</p> <p>4 specialists (including architects and practitioners) in this area of work have been approached to join the list of National Advisers to assist the decision making group select the best projects. This is still ongoing in order to find suitably qualified assessors and monitors but the sub-group from Capital Committee was the decision making group for the first stage and will make recommendations to Council for the second.</p>
<p>23. Deliver our Lottery capital priorities</p>	<ul style="list-style-type: none"> <li>• Monitor the progress of our two major capital projects - Pontio (Bangor) and Glynn Vivian (Swansea)</li> <li>• Monthly reports (which are shared with Welsh Government)</li> <li>• All appropriate legal agreements are in place and followed</li> </ul>	<p>A Deed of Covenant with Bangor University has been finalised and signed by all parties.</p> <p>Regular steering group meetings have been attended by officers. Officers are also invited to attend specific project steering groups, such as Myrddin and Mission Gallery.</p>

<p>24. Initiate a programme of activity that encourages the development of digital capacity in the arts</p>	<ul style="list-style-type: none"><li>• Advocacy/best practice showcase events</li><li>• Digital R&amp;D Fund established in association with Nesta, with first cohort of projects supported by Q1</li><li>• Digital Producers Development fund established</li></ul>	<p>12 digital producers have completed the course.</p> <p>Second round of the digital R&amp;D fund closed in January. Two further projects were supported in addition to the four supported through the initial round.</p>
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Action	Target	Achievements and performance
25. Re-launch the <i>Collectorplan</i> scheme	<ul style="list-style-type: none"> <li>• An Action Plan is published</li> <li>• New website developed</li> <li>• Media campaign supporting relaunch during 30th anniversary year</li> <li>• Increase in second half of year in value and number of loans</li> </ul>	<p>We are awaiting the new financial credit regulations. New website is currently under development.</p> <p>A successful press campaign was delivered around the <i>Collectorplan</i> 30th birthday in December.</p> <p>Increases in usage have been recorded during the campaign which targeted Christmas sales.</p> <p>An action plan is now in place to take forward the recommendations from the Bond Report. A 5% increase in sales is in our targets for 2014.</p>
26. Deliver WOMEX 2013 as a world class event to realise its potential as a catalyst for the music sector in Wales	<ul style="list-style-type: none"> <li>• Number of trade fair exhibitors</li> <li>• Number of delegates</li> <li>• Number of attendees at evening concerts and events</li> <li>• Delivery of digi-tourism music project</li> <li>• Delivery of legacy programme that has catalytic effect on development of sector in Wales</li> <li>• Delivery of Horizons programme</li> <li>• Value to local economy</li> <li>• Delivery of the project within the agreed budget</li> </ul>	<p>WOMEX 13 took place in October and was a resounding success as an event. The headline achievements were reported to Council in December.</p> <p>The targets for the event have been met or exceeded.</p> <p>As the event was entered into largely for its potential to have legacy, the team is now engaged in evaluation and the wrap up of the project which will extend into the new financial year.</p>
27. Deliver successful Arts Council corporate events (Annual Conference, Marketing Symposium and <i>Sgwrs Gelfyddydol</i> )	<ul style="list-style-type: none"> <li>• Attendance numbers</li> <li>• Delegate satisfaction</li> </ul>	<p>The Spring <i>Sgwrs Gelf</i> series was successfully delivered.</p> <p>Creative Futures, our annual conference was deemed a success with 183 attendees noting this was one of the best to date. 83% of respondents to the subsequent survey rated the event as good to excellent.</p> <p>An evaluation will take place on all our events and a strategy will be produced with a clear focus on all future events.</p>
28. Develop the entrepreneurial leadership skills that help artists and arts organisations to develop forward-looking, sustainable and resilient business practice	<ul style="list-style-type: none"> <li>• Development, with Arts and Business Cymru, of the MENTORA project</li> <li>• Piloting of Mission, Models Money projects</li> <li>• Short course initiatives</li> <li>• 3 modules of the Arts Council's RFO Development Programme delivered in 2013/14 (Governance, Business Planning and Access)</li> </ul>	<p>The financial situation of Arts and Business has been clarified now for 2014/15 and we will be working with them to progress their new business plan.</p> <p>Mission Models Money programme is up and running although take-up has not been as high as we would have liked. An action learning set has emerged from the projects worked and is meeting regularly.</p> <p>We have signed up to the Wales Clore Fellowship for 2014/15.</p>

Action	Target	Achievements and performance
29. Embed our new three stranded (national, regional and individual) partnership with local government across Wales	<ul style="list-style-type: none"> <li>• Membership of the Chief Culture and Leisure Officers of Wales (CLOW) group</li> <li>• Production of national arts and cultural policy based on RBA scorecard approach</li> <li>• 'Pairing' of Arts Council Director with LA region</li> <li>• Lead officer designated for every local authority in Wales</li> <li>• Programme of AD:UK regional arts development officer meetings</li> <li>• Agreement to a set of Performance Indicators for the local authority arts and cultural sector</li> <li>• Integrated national data collection mechanism established on Ffynnon</li> <li>• Delivery of a <i>Sgwrs Gelfyddydol</i> twice a year in each of the 4 local authority regions</li> </ul>	<p>All the Authorities have signed up to collecting data this year according to the standard negotiated KPI's.</p> <p>This has been agreed by our research officers, CLOW, WLGA, Welsh Government Data Unit and AD:UK.</p> <p>Directors have held regional internal meetings. This has been particularly important in relation to the current Local Authorities' budgetary situation.</p> <p>We have had officers at the AD:UK meetings.</p> <p>We organised 4 regional <i>Sgwrs</i> events in January/February including sessions on crowd funding, philanthropy and cultural tourism.</p>
30. Develop Public Value Partnerships with BBC Cymru Wales and S4C	<ul style="list-style-type: none"> <li>• Partnership documents agreed and published</li> <li>• Delivery of partnership projects (eg: TV scriptwriting in Welsh, WOMEX)</li> </ul>	<p>Public Value Partnership with BBC Wales/Cymru has been signed and launched.</p> <p>Memorandum of Understanding (MoU) with S4C has been agreed and will be launched officially at the media launch for 'Hinterland/ Y Gwyll'</p> <p>We have been meeting regularly with BBC and S4C and have started to develop a creative partnership with them.</p>
31. Nurture partnerships that support the delivery of our arts priorities, developing new opportunities for artists to commission, develop and present work	<ul style="list-style-type: none"> <li>• Memoranda of agreement (where appropriate)</li> <li>• <i>Site Specific</i> initiative with national companies</li> </ul>	<p>MoUs with Cadw, CAT, Canal and River Trust have been signed.</p> <p>MoU with the National Trust has been agreed.</p> <p>Work is progressing to plan with the national companies. Research phase near to completion.</p>
32. Maximise benefits to the arts from European Programme 2014-2020 including structural funds	<ul style="list-style-type: none"> <li>• Agreement with Welsh Government on areas of possible co-investment 2014-2020 through Structural Funds and Creative Europe eg digital skills</li> </ul>	<p>Continued input to the WEFO Delivery &amp; Compliance Work Stream. Attended launch of new 2014 – 2020 programme by Finance Minister in November.</p>

**Making the Arts Council as an effective and efficient public organisation –**

**What will success look like?**

During 2012/13 we implemented the outcomes of our Organisational Review. A new staffing structure is in place. Now our challenge is to create a strong, confident organisation providing services that are relevant and useful.

We'll be providing professional services across a range of disciplines. And we'll be doing so in ways which reduces cost and recognises our responsibility to become a more environmentally sustainable organisation.

<b>Action</b>	<b>Target</b>	<b>Achievements and Performance</b>
33. Developing the professional capability, skill and well-being of our staff	<ul style="list-style-type: none"> <li>• HR policies updated and published in respective Handbooks by Q1</li> <li>• Team and Individual Work Plans completed for Q1</li> <li>• New Learning and Development policy and plan by Q1</li> <li>• Implementation of new Performance Management/360 degree appraisal process by Q3/4</li> <li>• Introduction of Employee Assistance programme</li> </ul>	<p>Policies review largely completed, a small number of which are awaiting Union sign off.</p> <p>Workplans have been agreed and 1:1 sessions are on-going.</p> <p>We have embarked on a Learning and Development programme.</p> <p>New Performance Management system re-scheduled by SMT for 2014/15 implementation.</p>

<p>34. Implement our ICT Strategy</p>	<ul style="list-style-type: none"> <li>• ICT policies finalised</li> <li>• Implementation of Windows 7/Office 2010 upgrade by Q1</li> <li>• Implementation of <i>Night Out</i> website by Q1</li> <li>• Introduce expense@work</li> <li>• New Contacts database in place</li> <li>• Next phases of development of RFO survey completed</li> <li>• Next phases of development of Hwb completed</li> <li>• Incorporation of social media capacity into enhanced website</li> </ul>	<p>Finalisation of policies delayed pending completion of revised HR policies.</p> <p>Windows 7/Office 2010 upgrades completed.</p> <p>Core development of the <i>Night Out</i> web application is completed and the project has entered first phase user acceptance testing (UAT). A complete list of issues and bugs has been outlined and work schedule to complete has been published. Completion to live testing due September 2014.</p> <p>Expense@work implemented.</p> <p>Head of Communications leading on the Contacts Database project with ICT supporting. Work on this is progressing and will continue into 2014/15.</p> <p>RFO survey database changes to include protected characteristics have been completed and all associated tools and templates are ready for use.</p> <p>All intranet team pages are live with the exception of two that are currently under development. Developments to improve user adoption continue to be discussed at ICT User Group to inform SMT discussion and decision.</p> <p>Local Authority pages framework on Hwb are almost complete.</p> <p>Social Media on website now implemented.</p> <p>Microsoft Lync roll-out is complete and integration and testing with the video conferencing estate is in place to enable all laptop workers to fully utilise VC both point to point and multipoint. A pilot is also taking place to investigate integrating Lync with the existing telephone system.</p>
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Action	Target	Achievements and performance
35. Develop a suite of Corporate publications and video, promoting the Arts Council brand and the work that we do	<ul style="list-style-type: none"> <li>Suite of publications and video produced</li> <li>Supporting media campaign</li> </ul>	<p>The film promoting <i>Creativity and the arts</i> has been completed and will run in conjunction with the consultation. Human interest stories are being collated continuously and used when appropriate.</p> <p>Further training for the Communications Team in the production of video has been identified and this will be progressed via the Corporate Learning and Development Plan.</p>
36. Manage our office estate efficiently, safely and at best value	<ul style="list-style-type: none"> <li>Complete rationalisation of Cardiff office</li> <li>Agree new approach to Carmarthen</li> <li>Undertake Emergency Planning rehearsal</li> </ul>	<p>Alternative options for use of 1st floor Cardiff being explored and have opened discussions regarding our current lease with our landlord.</p> <p>New premises in Carmarthen secured; and the Carmarthen Office relocated in May 2014.</p> <p>Rehearsals undertaken successfully for reinstalling network and software systems in the event of an emergency.</p>
37. Develop our Information Service	<ul style="list-style-type: none"> <li>Enhanced print and online information</li> <li>More extensive programme of funding surgeries</li> </ul>	<p>The programme of Funding Advice Sessions has been re-organised and a particular focus placed on areas of traditionally low take up.</p> <p>Some changes have been implemented as a result of the individual artist working group. We will consider the findings of the Stakeholder survey.</p>
38. Implement cost cutting measures to help us to achieve our Organisational Review financial targets	<ul style="list-style-type: none"> <li>Reduction in grant in aid running costs</li> </ul>	<p>Regular reports provided to SMT and Council.</p> <p>Financial targets have been achieved.</p>
39. Retain IiP accreditation	<ul style="list-style-type: none"> <li>Action plan prepared Q1</li> <li>Quarterly monitoring</li> <li>IiP accreditation confirmed Q4</li> </ul>	<p>This year has seen the three yearly review of our Investors in People (IiP) accreditation. Organisational Development Group set up to monitor progress against our IiP action plan throughout the year.</p> <p>The assessor's overall conclusion was that whilst good progress was evident in some areas, more work, and time was needed to demonstrate impact. We will focus on this aspect in 2014/15.</p>
40. Assess independently the effectiveness of our organisation	<ul style="list-style-type: none"> <li>Internal staff satisfaction survey Q2</li> <li>External customer satisfaction survey Q2</li> </ul>	<p>Stakeholder, Client and Staff Survey completed and received. The final report has been reviewed by the Steering Group, and will be shared with the relevant audiences.</p>
41. Achieve published targets for processing: a) of grants applications; b) financial payments	<ul style="list-style-type: none"> <li>Grants management targets</li> <li>Targets for payments to suppliers</li> </ul>	<p>All grant applications processed within timescales.</p> <p>As at the end of 2013/14 we paid 95% of suppliers within the terms of our agreed payment policies, and 85% within 10 days. Last year we achieved 94% and 72% respectively. Performance is reported in financial reports to Council (quarterly) and SMT (monthly).</p>

42. Review and simplify our grant making processes	<ul style="list-style-type: none"><li>• Grant Processing Group established Q1</li><li>• Complete review of current processes Q2</li><li>• Review and simplify all Guidelines Q2</li></ul>	We commissioned an external evaluation of the effectiveness of the Guidelines and will be considering a review of the whole grant process and Guidelines to ensure that they reflect Creativity in the Arts and possible incorporate a reduction in the number of funding programmes.
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Action	Target	Achievements and performance
43. Manage our financial resources to the highest standards of accountability	<ul style="list-style-type: none"> <li>• Annual statutory accounts; interim and final audits</li> <li>• Whole of Government Accounts</li> <li>• Budget setting</li> <li>• Monthly management accounts</li> <li>• Statutory returns</li> </ul>	<p>All deadlines to date in respect of both sets of Statutory Accounts and WGA, achieved.</p> <p>Management accounts submitted to SMT and financial reports to Council</p>
44. Develop a constructive relationship with Welsh Government through: a) Delivery and reporting on requirements of the Remit Letter 2013/14; b) Biannual meetings with the Minister; c) Culture Forum; d) Quarterly Monitoring Meetings with officials	<ul style="list-style-type: none"> <li>• Papers produced and circulated within timescales for meetings</li> <li>• Reports produced as appropriate</li> </ul>	<p>Arrangements are in place to ensure meeting papers are produced and circulated within designated timescales.</p> <p>Reports are circulated, as required, to the Minister and as part of our Quarterly Monitoring meetings.</p> <p>All Assembly questions (AQs) are responded to within timescales. During 2013/14 we had received and responded to 231 AQs.</p>
45. Annual Report for 2012/13 published	<ul style="list-style-type: none"> <li>• Report produced and published including information about: <ul style="list-style-type: none"> <li>a. Operational Plan</li> <li>b. Welsh Language Action Plan</li> <li>c. Strategic Equality Plan</li> <li>d. Equalities</li> <li>e. Equality Impact Assessments</li> <li>f. Environmental responsibilities</li> </ul> </li> </ul>	<p>The annual report has been designed and published on our website.</p>
46. Support the corporate management of the Arts Council's business through: a) The management and organisation of Council and its Committees; b) The management and organisation of the Senior Management Team; c) The management and organisation of Management Board	<ul style="list-style-type: none"> <li>• Timely preparation of agendas, papers and minutes of meetings</li> <li>• Organisation of: <ul style="list-style-type: none"> <li>a. 6 Council meetings</li> <li>b. weekly senior management meetings</li> </ul> </li> <li>• Quarterly Management Board meetings</li> </ul>	<p>Meetings scheduled in diaries for the current year.</p> <p>Arrangements are in place to ensure meeting papers are produced and circulated within designated timescales.</p>

Action	Target	Achievements and performance
47. Ensure the diversity of the Arts Council of Wales Council members and its staff	<ul style="list-style-type: none"> <li>50% of Council members and staff are Welsh language speakers</li> <li>Diversity represented within Council</li> </ul>	<p>Currently we have 60.4% of staff and 53% of Council Members who are Welsh speakers.</p> <p>The diversity of the Council members improved following recruitment of new members during 2012/13. Findings detailed in Annual Equality Report 2012/13 presented to Council during the year suggest further work is required with regards to increasing diversity amongst staff and this will form part of our Strategic Equality Action Plan for 2014/15.</p> <p>However, any action in respect of this would need to be managed in accordance with recruitment opportunities as they arise.</p>
48. Deal effectively with Welsh Government enquiries, complaints and Freedom of Information (FoI) requests	<ul style="list-style-type: none"> <li>100% of Welsh Government enquiries, Complaints and FoI requests dealt with in the specified timescales</li> </ul>	<p>Procedures are in place to ensure all complaints and FoI requests are responded to within designated timescales. During the year we received one formal complaint relating to a tendering exercise which was partially upheld. We also received 25 FoI requests, all of which were responded to within the statutory deadlines.</p>
49. Meet our environmental responsibilities in accordance with the Welsh Government's Sustainable Duty	<ul style="list-style-type: none"> <li>Produce environmental statement Q4</li> </ul>	<p>We have achieved level 5 rating in the recent Green Dragon Environmental audit scheme. This was achieved ahead of the planned schedule of 2015.</p> <p>New quarterly reporting format has been agreed in Environmental Communications plan – annual report by April 2014 with quarterly updates to begin in 2014/15 financial year.</p> <p>A Task and Finish Group has been set up and meetings are underway.</p>
50. Implement new payroll systems	<ul style="list-style-type: none"> <li>Real Time Information provided on monthly basis to HMRC Q1</li> <li>Pensions auto-enrolment</li> </ul>	<p>RTI completed.</p> <p>Auto-enrolment to be introduced in 2014/15 in line with our staging date.</p>

Detailed monitoring of performance against these performance indicators is carried out and reported on quarterly to the Senior Management Team, Council and the Welsh Government.

### **Grant making policies**

The Council invites applications for recurrent and one-off grants from organisations and individuals and monitors the proper and effective use of those grants. As well as meeting the Council's strategic aims, applications must demonstrate benefit to the people of Wales across all regional, cultural and economic sectors. Recurrent grants are funded from grant-in-aid only but one-off grants may be funded from grant-in-aid or lottery income.

Recurrent, or annual revenue, grants are made to a portfolio of organisations to deliver high quality artistic services. Consideration of revenue status for any organisation is dependent on the availability of funding, the sustainability of the organisation, and demonstration of strong fit with the Council's strategic priorities. Currently, each revenue-

funded organisation enters into a funding agreement for a term of one to three years which sets out the anticipated level of funding, the programme of activity to be delivered, requirements for monitoring and annual review, standard conditions of grant, and any additional conditions. They are at the heart of the Council's future strategy to develop the arts in Wales.

One-off grants are available to help fund time-limited artistic projects of high quality which best meet the Council's funding priorities.

On-going monitoring of our grant aid programmes alerts us to any specific risk issues. Identified risks lead to an escalation of the level of monitoring and, if necessary, can result in the payment of funding being with-held and/or deferred.

The Council publishes general guides to funding for organisations and individuals which include full details of funding priorities and eligibility criteria. These are available from any of the Council's offices and from the website: [www.artscouncilofwales.org.uk](http://www.artscouncilofwales.org.uk).

## **Financial review**

The Council has two principal funding sources: grant-in-aid from the Welsh Government; and, as one of the bodies responsible for the distribution of funds for good causes, a share of the proceeds raised by the National Lottery. The Council is required to account separately for its lottery distribution activities.

## **Reserves**

The Council's policy on restricted funds is to separately record grants, donations and other sources of income which are received for a specific purpose or project, or where restrictions are imposed that are narrower than the Council's overall objectives. All of these incoming resources have been utilised in the year for their intended purpose.

Most of the Council's unrestricted funds are committed during the year, in accordance with the conditions of grant-in-aid issued by the Welsh Government. Any surplus funds are carried forward and used in furtherance of the Council's chartered objectives in the following year. There were no designated funds at 31 March 2014 (2013: £Nil).

Our holding of cash reserves is restricted by the Welsh Government's month-end and year-end flexibility directions. Within those parameters, our policy is to manage cash flow by drawing down funds each month to meet planned expenditure with a modest allowance for unforeseen short-term cash requirements. We review this policy and our reserves position annually.

## **Investment**

Investment powers are governed by the Trustee Act 2000 and the Framework Document issued by Welsh Ministers. The Council's policy is to achieve the maximum return within

these terms. Interest at a negotiated rate linked to bank base rate is received on all credit balances in the Council's current accounts. From time to time, higher rates may be available for restricted funds on long term deposit.

Since October 2013, to minimise risk to our charitable and public funds whilst retaining the control and flexibility needed for day-to-day operations, the Council opened accounts with CCLA Investment Management Limited which allows us to make daily transfers of surplus funds between their Public Sector Deposit Fund and our bank current accounts. The Fund is AAmmf rated by Fitch Ratings.

All interest and other investment income earned on cash and bank balances which arise as a result of funding from the Welsh Government is surrendered to HM Treasury via the Welsh Consolidated Fund.

### **Financial results**

	<b>2013/14</b> £'000	2012/13 £'000
<b>The General Activities accounts, excluding Lottery distribution activities, show:</b>		
Total incoming resources for the year	35,799	37,114
Net incoming/(outgoing) resources	(1,295)	332
Net current assets	1,684	2,925
Total fund balances at 31 March	1,940	3,235
and		
Forward commitments of grants in respect of the following year	27,733	28,129
<b>The separate Lottery Distribution accounts show:</b>		
The Council's share of the proceeds from the National Lottery	16,892	19,355
<b>On the basis outlined below<sup>1</sup> the combined:</b>		
Total incoming resources for both general and Lottery activities was	52,843	56,599
and		
Total direct charitable arts expenditure <sup>1</sup> for both general and Lottery activities was	56,784	50,055

<sup>1</sup> General grants are charged to the Statement of Financial Activities as soon as they are offered, except for forward commitments as described in Accounting policy note 1f. Lottery grants are charged only when the formal offer has been accepted by the recipient. Although not all charged as expenditure in the Lottery Statement of Comprehensive Net Expenditure, during 2013/14 the Council approved Lottery grants amounting to £18,078,000 (2012/13: £11,958,000). The combined total direct charitable arts expenditure has been stated on this basis.





## Plans for future periods

Our priorities for 2014/15 are set out in the following table:

<p><b>Creating the environment for the arts to flourish</b>  <b>What are we trying to achieve?</b>                  We want to see our best artists and organisations able to create their best work and to sustain themselves through the quality of their activities. Priorities will be our investment in our revenue funded (RFO) portfolio, support for the individual artist and festivals and major events that significantly raise the profile of the arts.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>– Arts Council revenue funding for RFO portfolio has decreased as a % of total income by 10 percentage points</li> <li>– 75% of the RFO portfolio is designated as ‘low risk’</li> <li>– 25% increase in average annual earnings of individual artists</li> <li>– completion of Council’s five year Capital strategy</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>– Delivery of 5 modules in RFO Development Programme (Pension auto-enrolment; Access; Governance; Finance; Apprenticeships and Internships)</li> <li>– Introduction of Sustainability and Resilience scheme</li> <li>– Action plan for implementation <i>Support for Individual Artists</i> report</li> <li>– Completion of Pontio capital project</li> <li>– At least 4 Artist Residencies established</li> <li>– Delivery of Dylan Thomas 100 Festival</li> <li>– Terms of Reference for next Investment Review agreed</li> </ul>
<p><b>Increasing the value of international cultural exchange to the arts in Wales</b>  <b>What are we trying to achieve?</b>                  We want to enable leading artists and arts organisations in Wales to realise their international ambitions by expanding horizons, encouraging potential and connecting with inspiring partners and markets. In an increasingly globalised world we want the arts in Wales to be able to operate effectively in the global market place.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>– International Opportunities Fund (IOF) leverages a 3:1 return on investment</li> <li>– 10 artists from Wales showcased in at least 5 international events under the “Wales in...” brand</li> <li>– 2 major international arts events secured and hosted in Wales</li> <li>– Participation in at least 2 European funded transnational projects</li> <li>– Increased audience numbers for Cymru yn Fenis/Wales in Venice 2015 and 2017</li> <li>– Artists featuring in/leading on 2 Welsh Government international delegations a year</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>– Delivery of International Opportunities Fund</li> <li>– New partnership agreement with British Council</li> <li>– Engagement agreed with Wales’ Creative Europe Desk</li> <li>– Publication of WOMEX 2013 evaluation</li> <li>– Strategy agreed for Patagonia 2015</li> <li>– Wales artists represented at 1 major showcase/network event</li> <li>– At least 1 project delivered in partnership with Welsh Government</li> </ul>



<p><b>Finding new opportunities, ways and places for people to enjoy and take part in the arts</b>  <b>What are we trying to achieve?</b></p> <p>We want to encourage as many people as possible in Wales to enjoy and take part in the arts. It's not just about defending and protecting what already exists. We want to see the arts activities that we support reaching out to a wider cross section of the population of Wales – in new ways and in new places – to people who've previously experienced barriers to attending and taking part in the arts.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>– A 5 percentage point increase in attendance and participation amongst C2, D and E social group categories</li> <li>– A 5% increase in funding to the 10 local authorities currently receiving the lowest level of per capita Lottery funding</li> <li>– 10% increase in audiences for Arts Council funded National Touring projects</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>– Delivery of at least 3 <i>Creative Steps</i>, 3 <i>Our Space</i> and 3 <i>Ideas: People: Places</i> exemplar projects</li> <li>– At least 2 Welsh commissions for <i>The Space</i></li> <li>– Implementation of Disability Ticketing Scheme</li> <li>– Delivery of 2nd year of Family Arts Programme</li> <li>– 580 <i>Night Out</i> events, of which at least 130 are in Communities First areas</li> <li>– Partnership projects established with Diverse Cymru and Voluntary Arts Wales</li> </ul>
<p><b>Developing the creativity of children and young people</b>  <b>What are we trying to achieve?</b></p> <p>We want to see more children and young people across Wales actively involved in high quality creative activity. Whatever the circumstances that they face, we want all young people to have the opportunity to develop their talents (including to an advanced level of attainment).</p> <p>A key priority will be working with the Welsh Government on the implementation of the Arts &amp; Education Review.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>– 5% increase in the number of children and young people in our most deprived communities who are attending or participating in the arts</li> <li>– Publication of evidence demonstrating involvement in creative activity and a rise in levels of educational attainment</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>– Establishment of <i>Momentum</i> programme</li> <li>– Agreement with Welsh Government on action plan for implementation of Arts &amp; Education Review</li> </ul>

<p><b>Encouraging innovation, resilience and sustainability</b></p> <p><b>What are we trying to achieve?</b></p> <p>We want to deliver a strategy for the Arts Council, and the arts in Wales, that encourages innovation and entrepreneurship and that enables the work of our artists and arts organisations to become more resilient and sustainable.</p> <p>Financially resilient will be key for the future. However, our definition of sustainability is wide ranging and extends to environmental, social and economic well-being.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>- Becoming a signatory to the Sustainable Development Charter</li> <li>- Arts Council revenue funding for RFO portfolio has decreased as a % of total income by 10 percentage points</li> <li>- RFO portfolio has achieved a 10 percentage point reduction in the level of its carbon emissions</li> <li>- Media partnerships with BBC and S4C have been renewed</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>- Completion of mapping audit of Sustainability projects in Wales</li> <li>- Processes for measuring and monitoring environmental targets agreed with the RFO portfolio</li> <li>- Implementation of BREEAM 'excellent' standards for all new capital projects and BREEAM 'very good' for refurbishments</li> <li>- Action plans agreed for BBC and S4C partnerships, with at least 4 projects supported</li> <li>- Evaluation of Nesta Research &amp; Development fund</li> </ul>
<p><b>Protecting and growing the economic base for the arts in Wales</b></p> <p><b>What are we trying to achieve?</b></p> <p>The arts in Wales are sustained by a range of different organisations contributing money, resources and expertise. However, funding (especially in the public sector) is being squeezed, with our local authorities in particular facing increasing difficulties in maintaining current levels of funding. Our priority during 2014/15 will be an advocacy campaign designed to protect local authority investment in the arts.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>- Local authority income is maintained at a level comparable to 2013/14</li> <li>- Value of <i>Collectorplan</i> loans increases by 15%</li> <li>- Value of private sector income to the Arts in Wales increases by 20%</li> <li>- Achieve 3:1 return on Arts Council investment</li> <li>- Secure level of European funding equivalent to 3% of Government grant-in-aid</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>- Commission audit of local authority investment in the arts</li> <li>- Develop advocacy campaign for local authorities</li> <li>- Value of <i>Collectorplan</i> loans increases by 5%</li> </ul>

<p><b>Demonstrating the value of the arts</b> <b>What are we trying to achieve?</b></p> <p>We want to promote a positive and engaging view of the arts in Wales, making sure that the arts sector and the wider public in Wales understands what we, the Arts Council, are trying to achieve.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>- 5% increase in media coverage of the Arts in Wales</li> <li>- 10% increase in public recognition of the Arts Council</li> <li>- 25% increase in the number of 'hits' on our website</li> <li>- 5% increase in attendances at our Annual Conference</li> <li>- 15% increase in attendances at our <i>Sgwrs</i> events</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>- At least 5 major press/media campaigns</li> <li>- Publication of Advocacy toolkit</li> <li>- 15% increase in attendances at our <i>Sgwrs</i> events</li> <li>- Develop new Arts Council media and web platforms</li> </ul>
<p><b>Making the Arts Council an effective and efficient public body</b> <b>What are we trying to achieve?</b></p> <p>As a public body we have a responsibility to create a strong, confident organisation providing services that are relevant and useful. We provide professional services across a range of disciplines. As well as aiming for quality in the delivery of these services, we're committed to doing so in ways which reduce cost and recognise our responsibility to become a more environmentally sustainable organisation.</p>	
<p><b>Goals for 2018</b></p> <ul style="list-style-type: none"> <li>- Grant-in-aid running costs increase by no more than 5% of 2013/14 levels</li> <li>- Transaction processing (grant payments and payments to service providers) consistently meet targets</li> <li>- Maintain <i>Investors in People</i> rating</li> <li>- Levels of staff absence in top quartile of peer group WGSBs</li> <li>- Achieve 14001 standard for Environmental Management of Events</li> <li>- 90% of internal audit assurance reports achieving a rating of at least "substantial assurance"</li> <li>- 100% of Complaints and Freedom of Information requests handled within time limits</li> <li>- 70% satisfaction rating by Stakeholders and Clients</li> </ul>	<p><b>Targets for 2014/15</b></p> <ul style="list-style-type: none"> <li>- £50,000 reduction in grant-in-aid running costs</li> <li>- 75% of internal audit assurance reports achieving a rating of at least "substantial assurance"</li> <li>- 100% of Complaints and Freedom of Information requests handled within time limits</li> <li>- Review of the management of our brand</li> </ul>

## **Human resources**

### ***Equal opportunities***

The Council is committed to a policy of equality of opportunity in its employment practices. In particular, the Council aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of age, disability, ethnic or national origin, gender, marital or parental status, nationality, political belief, race, religion or sexual orientation.

The Council is on the National Register of Disability Symbol Users, reflecting its commitment to ensure that appropriate facilities are available for disabled employees.

### ***Sickness absence***

During 2013/14 staff sickness absence totalled 587 days (2012/13: 364 days). This represented 2.98% (2012/13: 1.97%) based on 260 working days, including 1.67% (2012/13: 0.16%) as a result of long term absence (over 28 days).

### ***Employee communication***

The Council recognises the trade union Unite, with which it has established a procedural agreement; representatives of management and union meet regularly to discuss matters of current concern. Additionally, regular departmental meetings are held and Directors and Team Leaders are required to report to their staff on matters discussed at Council, Senior Management Team, and Management Board meetings.

## **Pension scheme**

Most employees are members of the Arts Council Retirement Plan 1994 (ACRP). The fund is a defined benefit scheme. It is also a multi-employer scheme so the Council is unable to identify its share of the underlying assets and liabilities. In accordance with the Council's accounting policies, the scheme has therefore been accounted for as if it were a defined contribution scheme, in accordance with FRS 17.

The Council also introduced a defined contribution scheme, The People's Pension, as an alternative option to meet the needs of Auto Enrolment legislation. The small number of eligible employees that were not members of the ACRP were auto-enrolled into the defined contribution scheme as of 1 May 2014, the Council's official staging date. The scheme is accounted for in accordance with FRS 17.

## **Payment of creditors**

Under the Late Payment of Commercial Debts (Interest) Act 1998, and the UK Government's Better Payment Practice Code, the Council is required to pay suppliers'

invoices not in dispute within 30 days of receipt of goods or services or valid invoice, whichever is the later.

The Council aims to pay 100% of invoices, including disputed invoices once the dispute has been settled, in line with these terms. During the year ended 31 March 2014, the Council paid 95% (2012/13: 94%) of all invoices within the terms of its payment policy. Since November 2008 the Council, in line with Welsh Government policy, aims to pay invoices within 10 days. For 2013/14 85% (2012/13: 72%) of invoices have been paid within 10 days. It is not anticipated that our policy will alter in future years.

## **Financial risk and capital management**

The Council mainly holds financial instruments to finance its operations, for example trade debtors and trade creditors, and cash balances arising directly from its operations. The financial risk management of exposures arising from trading financial instruments, primarily trade debtors and trade creditors, is through a series of policies and procedures. These risks are managed as follows:

**Liquidity risk** - The Council is satisfied that it has sufficient liquid resources, in the form of cash at bank and agreed funding for 2014/15, to meet all current contracted commitments. The Council does not consider that its general activities are exposed to any significant liquidity risk.

**Interest rate risk** - Cash balances, which are drawn down from the Welsh Government to pay grant commitments and operating costs, are held in instant access variable rate bank accounts which on average carried an interest rate of 0.38% (2012/13: 0.56%) in the year. Surplus daily funds invested in the Public Sector Deposit Fund on average carried an investment return of 0.34% in the year (2012/13: n/a). The effective unrestricted year-end cash balance held by the Council in the bank was £789,000 (2013: £1,065,000). The Council does not consider that its general activities are exposed to significant interest rate risks.

**Foreign currency risk** - The Council is not exposed to any significant foreign exchange risks.

**Cash flow risk** - The Council is not exposed to any significant cash flow risks.

## **Personal data related incidents**

The Council has controls and policies in place to ensure data integrity. ICT systems ensure that the physical security of data is tightly controlled. As far as we are aware, no loss of data occurred during the period under review.

## **Social and community issues**



We are committed to ensuring that the Council's funding is accessible and of benefit to all the citizens of Wales. Ensuring greater access to the arts is a natural priority for a body, such as us, that is in receipt of public funds. We are fully committed to removing the barriers that prevent and impede people from enjoying and taking part in the arts.

We continue to have strategies targeted at young people, community and voluntary arts and broadening public engagement in the arts. We have moved forward this year on a number of key programmes. We have commissioned work to establish a disability ticketing scheme for disabled theatre goers and their carers, commissioned a diversity and equalities toolkit for the arts and a bespoke training and CPD programme for our staff.

We launched a pilot participatory project, in partnership with Communities First, targeting our most disadvantaged young people and began discussions with the Baring Foundation and Age Cymru about supporting a project focusing on our older people living in care homes.

The *Our Space* programme has provided opportunities for venues and other arts providers to explore innovative approaches to audience development, targeting in this young people and people from our black and minority ethnic (BME) communities.

Our grant schemes have over-arching funding priorities directed at projects promoting the work of artists from under-represented groups such as disabled people and people from black and minority ethnic backgrounds. Recognising the bilingual culture of Wales, we also prioritise applications that will be delivered in Welsh or bilingually.

As we move forward into 2014/15 our focus will be to complete and build on the projects we have initiated this year. The diversity toolkit will be launched through a series of training events and our in-house equalities training programme will begin. We will progress our disability ticketing scheme and our partnership project for older people will begin.

Children and young people will be a primary focus for our work as we implement our work around child poverty and arts and education.

We plan to re-launch *Our Space* with a view to focusing this scheme on families living in our most deprived communities.

## **Sustainability**

The Welsh Government's White Paper "*A Sustainable Wales – Better Choices for a Better Future*" sets out its vision and proposals for embedding sustainability as the central organising principle for the wider public services in Wales when the Sustainable Development Bill becomes legislation. The Arts Council of Wales is amongst the first wave of organisations subject to the Sustainability Duty when it becomes law.

We have therefore reflected this into the development of our new arts development strategy *Inspire: Creativity and the Arts* which puts sustainable development at the heart of our activities moving forward and explores in an holistic way how the arts sector can contribute to social and economic – as well as environmental – sustainability.

At its October 2013 meeting, Council considered and approved a Project Initiation Document and an Equality Impact Assessment for the establishment of a Sustainable Development Task and Finish Group. The main aims of this group were:

1. To plan, organise and deliver a sustainable development strategy for the Arts Council of Wales
2. To develop an operational plan to deliver the above and be compliant with any relevant legislation and guidelines from Welsh Government (for implementation from April 2014 onwards).

The Task and Finish Group has met twice, once in November 2013, once in March 2014 and has made excellent progress. We have commissioned research and a mapping exercise to identify and share best practice models both within Wales and beyond. We have also commissioned a piece of digital filmmaking that makes the case for Sustainable Development to assist in the training of staff and arts organisations and in our leadership role within the arts sector.

We have now got a draft Sustainable Development Policy that will take a three pronged approach – firstly, what we can deliver ourselves through our own procedures, policies and services; secondly, what we can encourage and support the individuals and organisations we work with to achieve and thirdly, how we can use our position of leadership to promote sustainable development more widely. We also end the year with an action plan to take forward the various objectives and monitor progress throughout the next financial year.

During the next year we will be developing our plans further to meet our duties under the *Sustainable Development Bill* in order to ensure that we fully play our part in delivering the Welsh Government's vision. We are totally committed to doing so.

## **Audit**

In accordance with Article 11 of the Council's Royal Charter the Auditor General for Wales conducts the Council's external audit on terms approved by the Welsh Ministers.

So far as the Accounting Officer is aware, there is no relevant audit information of which the Council's auditor is unaware, and he has taken all the steps that he ought to have taken as Accounting Officer in order to make himself aware of any relevant audit information and to establish that the Council's auditor is aware of that information.

## ENVIRONMENTAL REPORT

We are committed to operating our business in a sustainable manner, and to applying good environmental practice in order to reduce our environmental impact and continually improve our performance.

Although we are below the Welsh Government's de minimis level, we decided we would continue to voluntarily report more fully on our environmental performance. We believe this to be in line with the spirit of the Welsh Government's aspirations for, and our commitment to drive forward with the Sustainable Development agenda.

### **Review of progress:**

Since introducing an environmental policy some years ago, we have focussed on improving our environmental performance. We have made good progress, through a combination of financial investment, the introduction of systems, changing our operating practices, and through the commitment of our staff.

We continue to operate from three locations across Wales and will, in the early part of the new financial year, have achieved our target to reduce the size of our estate by 25%. Our North Wales based staff now work out of smaller premises, we moved our Cardiff based staff into a smaller area, and recently relocated to smaller premises in West Wales. Our offices are fitted with a range of energy saving devices and equipment.

Our offices are accessible through public transport networks. In recent years we have seen an increase in the number of visitors using public transport to reach us, as well as an increase in the number of staff using trains and buses for their journeys to and from work.

We use energy-saving devices and equipment to reduce electricity consumption and encourage staff to reduce consumption whenever possible. We recently replaced our photocopying and printing multi-functional devices with new Energy star rated equipment which reduces power consumption by 35% from replaced models. We also replaced all of our monitors. These too have an Energy star rating and reduce power consumption by 25% in comparison to similar LED screens.

The focus of our ICT strategy in recent years has been on extending the use of our information technology infrastructure to provide business and environmental benefits.

Two of our key systems – finance and on-line grant application systems – are fully electronic from initial order or application through to final payment. All supporting documents are accessible electronically. We also scan all incoming mail and invoices etc. This enables staff to access documents remotely, as well as reducing the volume of paper we receive, handle, store and re-cycle, with consequential reductions in our storage requirements.

We have virtualised our IT servers resulting in reduced energy for power and cooling.

More than half of our members of staff are equipped with laptops and smartphones, enabling them to operate on a mobile basis, so reducing their dependency on having to work from our offices. This has helped reduce travel to work journeys and, in turn, their carbon dioxide (CO<sub>2</sub>) emissions. We have not yet been able to report accurately on the impact of this but will be examining the feasibility of doing so in future.

We have upgraded and extended our video conferencing capacity in all three offices and actively promote its use as an alternative to travel. We are currently implementing a programme to enable our mobile workers to participate in video conferencing meetings with colleagues and clients whilst away from our premises. We expect to fully implement this initiative during 2014/15.

In addition to improving the environmental performance of our offices, we have also made progress in changing organisational behaviours.

The introduction of a new staffing structure in 2011 and flexible, mobile working arrangements has resulted in some staff needing to travel more between offices, and to increase the level of visits made to funded organisations. However, we have introduced a number of initiatives to off-set the impact of this.

We promote the use of environmentally friendly means of transport, restrict travel to necessary journeys only, and encourage staff to make journeys by the most efficient means possible, taking account of both environmental and financial considerations. Car sharing is encouraged, and we provided cycle racks in our Cardiff office. We are considering introducing further incentives.

Our staff induction programme includes Environmental Awareness, and members of staff are given periodic training and updates as appropriate.

We promote the minimisation of waste amongst our staff by encouraging reduction, reuse and recycling. Recycling and waste separation, which reduces the amount sent to landfill, is actively promoted internally, and we use licensed and appropriate organisations to dispose of our waste. We recycle our surplus and redundant IT and office equipment.

All our major suppliers of office equipment and supplies have environmental policies and reporting mechanisms in place, and we consider environmental performance and awareness when selecting contractors and suppliers.

We have standardised our stationery, and use recycled FCS paper supplies for at least 90% of our copying and other internal needs. Managers and staff are provided with monthly reports analysing printing and copying activity, to encourage lower overall usage.

Our cleaning contractors have environmental policies in place that ensure they use eco-friendly products and equipment; any change to cleaning products has to be agreed with us.

We have significantly reduced, in recent years, the number of printed paper copies of our corporate publications, and now use electronic means as our default position. This has helped reduce paper consumption, the quantities delivered, and our storage requirements.

Allied to this, our website provides a wide range of information to grant applicants, artists and arts organisations, and to the general public. This helps us deliver our level of service without the need to print and send paper copies. Our main website has now been in operation for over four years, so we will be reviewing our suite of websites and their content during the year with a view to making them more accessible, increasing the level of information and content, and improving our standards of service.

We were pleased that our efforts have been recognised and helped us secure level 5 Green Dragon accreditation during the year. We see this as a testament to the progress we have made in recent years.

### **Our performance:**

Our internal reporting systems enable us to capture and measure details of our use of consumables, waste, energy, water and staff travel, and thus our CO<sub>2</sub> emissions. Following guidance from Green Dragon, we have enhanced our waste reporting matrix and intend to continue to broaden and refine our reporting.

All three offices are now on a shared occupancy basis, with certain costs included within our service charge, particularly relating to waste costs and water usage. This restricts our ability to accurately assess our water and, to an extent, electricity usage. We will be exploring with our landlords the practicalities of introducing systems to improve our data capture.

	2013/14	2012/13
<b>Waste:</b>		
<b>Non-financial (tonnes)</b>		
Landfill - <i>estimate</i>	1.65	2.2
Reused/recycled - <i>estimate</i>	6.44	7.45
<b>Greenhouse gas emissions (CO<sub>2</sub> tonnes)</b>		
Gross emissions, scope 2&3 (indirect)	61	61
<b>Energy consumption (Kwh)</b>		
Electricity (non-renewable)	125,644	126,708
Electricity (renewable)		
Gas	N/A	N/A
<b>Financial indicators (£)</b>		
Expenditure – energy	21,709	18,900
Water supply costs (office estate) – currently unable to assess, included in service charge	N/A	N/A

	2013/14	2012/13
<b>Travel emissions (CO<sub>2</sub> tonnes)</b>		
Rail	8	12
Air <sup>1</sup>	64	64
Car/vans	25	35
<b>Travel cost (£)</b>		
Rail	24,085	33,194
Air	22,646	19,981
Car/vans	47,956	39,440
<b>Travel (miles)</b>		
Rail	102,761	154,806
Air	224,369	221,803
Car/vans	65,695	86,789

<sup>1</sup> Includes the influence of radiative forcing in air travel emissions to capture the maximum climate impact. Radiative forcing is a measure of the environmental impact of emissions of NOx (nitrous oxides) and water vapour when emitted at high altitude.

### Our ability to influence:

As well as seeking to improve our own environmental performance, as the largest grant distributor in the arts sector in Wales, we are uniquely placed to influence changes in behaviour and performance amongst the individuals and organisations we fund.

In previous years we funded the *Emergence – Eginriad* programme which focused on the development of a low-carbon arts infrastructure and developing the role of the arts as a crucible of ideas and visions for a low-carbon *One Planet Wales*. Our work helped fund the *Emergence* summit, a major arts and sustainability event presented in Machynlleth in late 2012. We funded artists' commissions and film work connected to the event which in turn featured on the BBC/Arts Council England initiative *The Space*. And we subsequently inaugurated an artist in residence project at the Centre for Alternative Technology and offered further support for *Emergence* to scope a web-based documentation project.

We actively encourage high environmental standards in the capital projects we grant fund. Two current examples include the major new build project in Bangor, *Pontio*, which will achieve BREEAM Excellent standard, and the *Glynn Vivian* project in Swansea will reach BREEAM Very Good, due to its status as an historic building. Future capital projects we fund will also require the recipient to meet appropriate BREEAM standards.

### Looking ahead:

As well as continuing to improve our own environmental performance and thus minimise our own impact on the environment, we are keen to influence the organisations and artists we fund to do the same.

Our Sustainable Development Policy will specifically target our Revenue Funded Organisations through a combination of help and support, funding programmes and facilitated training and information sharing.

We also intend to raise awareness through a combination of: partnerships and collaborations; involvement in relevant networks; creating and facilitating opportunities to engage with the issues; and advocating for the role of the arts in social change.

Whilst going beyond purely environmental issues, we see our Sustainable Development Policy as an agent for change in improving environmental awareness and performance amongst those we fund. And in so doing enabling us to fully play our part in helping deliver the Welsh Government's vision contained in the *Future Generations Bill*.

Nicholas Capaldi  
Accounting Officer

11 July 2014

Professor Dai Smith  
Chairman

11 July 2014



## REMUNERATION REPORT

The Council remunerates its entire staff, with the exception of the Chairman and Chief Executive, in accordance with an agreed pay and grading system maintained by the Human Resources Department. A Job Evaluation Policy is in place, in accordance with which staff may appeal the grading of posts. The terms of appointment of the Chairman and Chief Executive are agreed with the Welsh Government.

Each year, in consultation with the recognised trade union, a pay remit is produced and submitted to the Welsh Government for approval. The resultant pay and conditions package is binding on the whole of the Council until the next round of negotiation. Increases under the pay remit are dependent upon performance established by the Council's system of personal development reviews.

With the approval of the Charity Commission the Chairman is remunerated at a rate determined by the Welsh Government which reflects a minimum time commitment to Council business. Annual increases of the Chairman's salary are also advised by the Welsh Government but he receives no bonus payments and is not a member of the pension scheme.

The Chief Executive's remuneration consists of a basic salary plus an annual bonus. Annual bonuses are recommended to Council by the Remuneration Committee in consideration of the performance of the Chief Executive against a set of predetermined objectives. A percentage of the bonus, as advised by the Welsh Government, is consolidated into the Chief Executive's salary and the remainder is paid as a non-consolidated award. In the absence of guidance from the Welsh Government in respect of changes to the Chief Executive's salary, the Remuneration Committee was unable to determine whether an increase could be paid during the year. As a result the Chief Executive did not receive an increase or a non-consolidated bonus in respect of 2013/14.

Further details of the remuneration and pension benefits of the Chairman, Chief Executive and Directors are provided in note 9b to the financial statements. This information is audited.

Council members are appointed by the Welsh Ministers for a period of three years and may be re-appointed for a further three year period. The current Chairman, Professor Dai Smith, was appointed as a Council member on 1 April 2004 but took over the chairmanship on 1 April 2006. The Minister for Culture, Sport and the Welsh Language subsequently appointed Professor Smith for a term of three years from 1 April 2007 until 31 March 2010, the Heritage Minister renewed his appointment for a further three years to 31 March 2013 and the Housing, Regeneration and Heritage Minister has announced that Professor Smith will continue to serve as chairman until 31 March 2016. The Chief Executive and Directors are all employed on permanent contracts on the Council's standard terms and conditions.

Having successfully completed a probationary period of six months, the Chief Executive and Directors are entitled to thirteen weeks' notice of termination of employment.

The dates of commencement of employment are: Professor Dai Smith (Chairman) 1 April 2006; Nicholas Capaldi (Chief Executive) 15 September 2008; David Alston (Director of Arts) 1 July 2005; Katherine Davies (Director of Investment and Funding Services from 1 February 2012) 24 August 1998; Diane Hebb (Director of Engagement and Participation from 1 February 2012) 13 January 1992; Siân Tomos (Director of Enterprise and Regeneration from 1 February 2012) 3 May 1994; and Hywel Tudor (Director of Finance and Resources) 21 January 2002.

The Remuneration Committee members who served since 1 April 2013 were:

Professor Dai Smith (Council member); Margaret Jervis MBE DL (Council member); and Dr John Geraint (Council member).

Nicholas Capaldi  
Accounting Officer

11 July 2014

Professor Dai Smith  
Chairman

11 July 2014

## STATEMENT OF COUNCIL'S AND THE ACCOUNTING OFFICER'S RESPONSIBILITIES

Under Article 11 of the Royal Charter dated 30 March 1994 (as amended) the Council is required to prepare for each financial year a statement of accounts in the form and on the basis determined by Welsh Ministers. The accounts are prepared on an accruals basis and must give a true and fair view of the state of affairs of the Council and of its incoming resources and application of resources, recognised gains and losses and cash flows for the financial year.

In preparing the accounts, the Accounting Officer is required to comply with the accounting principles and disclosure requirements of the Charities Statement of Recommended Practice (revised 2005) ("the SORP") and, to the extent that it clarifies or builds on the requirements of the SORP, the *Government Financial Reporting Manual* and in particular to:

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

The Principal Accounting Officer for the Welsh Government has designated the Chief Executive as the Accounting Officer of the Council. The responsibilities of an Accounting Officer, including responsibility for the propriety and regularity of the public finances for which the Accounting Officer is answerable, for keeping proper records and for safeguarding the Council's assets, are set out in the Welsh Government's Accounting Officers' Memorandum issued by HM Treasury.

Nicholas Capaldi  
Accounting Officer

Professor Dai Smith  
Chairman

11 July 2014

11 July 2014  
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## **THE CERTIFICATE AND REPORT OF THE AUDITOR GENERAL FOR WALES TO THE ARTS COUNCIL OF WALES**

I certify that I have audited the financial statements of the Arts Council of Wales General Activities Account for the year ended 31 March 2014 under Article 11 of the Council's Royal Charter. These comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.

### **Respective responsibilities of the Council, Accounting Officer and auditor**

As explained more fully in the Statement of Council's and the Accounting Officer's Responsibilities, the Chief Executive as Accounting Officer is responsible for preparing the Annual Report, which includes the Remuneration Report and the financial statements, in accordance with Article 11 of the Council's Royal Charter and Welsh Ministers' directions made there under and for ensuring the regularity of financial transactions.

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

### **Scope of the audit of the financial statements**

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

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

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

### **Opinion on Financial Statements**

In my opinion the financial statements: **Pack Page 213**

- give a true and fair view of the state of the Arts Council of Wales' affairs as at 31 March 2014 and of its deficit and cash flows for the year then ended; and
- have been properly prepared in accordance with the Welsh Ministers' directions issued under Article 11 of the Council's Royal Charter.

### **Opinion on Regularity**

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

### **Opinion on other matters**

In my opinion:

- the part of the Remuneration Report to be audited has been properly prepared in accordance with Welsh Ministers' directions made under Article 11 of the Council's Royal Charter; and
- the information included within the Trustees' Annual Report is consistent with the financial statements.

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

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

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

### **Report**

I have no observations to make on these financial statements.

Huw Vaughan Thomas  
Auditor General for Wales  
24 Cathedral Road  
Cardiff  
CF11 9LJ

16 July 2014

## THE ARTS COUNCIL OF WALES

### STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 2014

	Note	Unrestricted funds £'000	Restricted funds £'000	2014 Total £'000	2013 Total £'000
<b>INCOMING RESOURCES</b>					
Incoming resources from generated funds					
<i>Voluntary income:</i>					
Grant-in-aid from the Welsh Government	3	29,826	4,400	34,226	34,247
Other grants and donations	4	-	845	845	2,409
Sub-total Voluntary income		29,826	5,245	35,071	36,656
<i>Activities for generating funds:</i>					
Services and sponsorship	5	148	63	211	267
<i>Investment income:</i>					
Bank interest		9	-	9	17
Other incoming resources	6	508	-	508	174
<b>Total incoming resources</b>		<b>30,491</b>	<b>5,308</b>	<b>35,799</b>	<b>37,114</b>
<b>RESOURCES EXPENDED</b>					
Charitable activities	7,8,9	31,538	5,158	36,696	36,678
Governance costs	10	89	-	89	87
Grant-in-aid surrendered to Welsh Government		-	300	300	-
Bank interest surrendered to Welsh Consolidated Fund		9	-	9	17
<b>Total resources expended</b>		<b>31,636</b>	<b>5,458</b>	<b>37,094</b>	<b>36,782</b>
<b>Net incoming/(outgoing) resources</b>		<b>(1,145)</b>	<b>(150)</b>	<b>(1,295)</b>	332
Gross transfers between funds	15	30	(30)	-	-
<b>Net movement in funds</b>		<b>(1,115)</b>	<b>(180)</b>	<b>(1,295)</b>	332
Fund balances brought forward		2,823	412	3,235	2,903
<b>Total funds carried forward</b>		<b>1,708</b>	<b>232</b>	<b>1,940</b>	<b>3,235</b>

There are no gains or losses other than those shown above.

There are no discontinued activities and there have been no acquisitions during the year.

The notes on pages 48 to 66 form part of these financial statements



## THE ARTS COUNCIL OF WALES

### BALANCE SHEET

as at 31 March 2014

		2014		2013	
	Note	£'000	£'000	£'000	£'000
<b>Fixed assets</b>					
Intangible fixed assets	11a		7		15
Tangible fixed assets	11b		<u>249</u>		<u>295</u>
			256		310
<b>Investment in Cerdd Cymru:Music Wales Ltd</b>					
	1b, 20		-		-
<b>Current assets</b>					
Grants paid in advance	12	496		516	
Other debtors and prepayments	13	1,216		2,281	
Cash and cash equivalents		<u>1,021</u>		<u>1,491</u>	
		2,733		4,288	
<b>Creditors: amounts falling due within one year</b>					
Grants payable		(504)		(104)	
Other creditors falling due within one year		<u>(545)</u>		<u>(1,259)</u>	
	14	(1,049)		(1,363)	
<b>Net current assets</b>			<u>1,684</u>		<u>2,925</u>
<b>Total assets less current liabilities</b>			1,940		3,235
<b>Net assets</b>			<u><b>1,940</b></u>		<u><b>3,235</b></u>
Represented by:					
<b>Funds</b>					
Unrestricted funds	15		1,708		2,823
Restricted funds	15		<u>232</u>		<u>412</u>
			<u><b>1,940</b></u>		<u><b>3,235</b></u>

The notes on pages 48 to 66 form part of these financial statements

The financial statements were approved by the Arts Council of Wales and signed on its behalf by

Nicholas Capaldi  
Accounting Officer  
11 July 2014

Professor Dai Smith  
Chairman  
11 July 2014



## THE ARTS COUNCIL OF WALES

### CASH FLOW STATEMENT

for the year ended 31 March 2014

	Note	<b>2014</b> £'000	2013 £'000
<b>Net cash inflow/(outflow) from operating activities</b>	17a	(414)	(6,101)
Bank interest		9	17
		<hr/>	<hr/>
		(405)	(6,084)
Capital expenditure	17b	(65)	(76)
		<hr/>	<hr/>
<b>Increase/(Decrease) in cash in the year</b>	17c	<b>(470)</b>	<b>(6,160)</b>
		<hr/> <hr/>	<hr/> <hr/>

The notes on pages 48 to 66 form part of these financial statements

**1. Accounting policies**

**a. Basis of preparation**

These financial statements are prepared under the historical cost convention modified to include certain fixed assets at their value to the Council on a current cost basis. They have been prepared in accordance with the Accounts Direction issued by Welsh Ministers and meet the requirements of the Charities Acts 2006 and 2011, of the Charity Commission's directions Accounting and Reporting by Charities: Statement of Recommended Practice (revised 2005), and of the Statements of Standard Accounting Practice and Financial Reporting Standards issued and adopted by the Accounting Standards Board so far as those requirements are appropriate. In addition to compliance with the Charities SORP regard is given to the requirements of the *Government Financial Reporting Manual* issued by HM Treasury to the extent that it clarifies or builds on the requirements of the SORP. A summary of the principle accounting policies which have been applied consistently are set out below.

Under separate Accounts Directions the accounting treatment of general and lottery grants differs significantly so, with due regard to paragraph 359 of the Charity Commission's Statement of Recommended Practice (revised 2005), in the judgment of the Trustees the production of a consolidated account is inappropriate as it would not provide a true and fair view of the application of the Council's resources. However, the combined total incoming resources and an indication of the combined direct charitable arts expenditure is provided in note 2.

**b. Cerdd Cymru:Music Wales Limited**

The Council has a 50 per cent interest in Cerdd Cymru:Music Wales Limited, a joint arrangement with the Welsh Music Foundation. In accordance with FRS 9 this interest is accounted for as a joint arrangement that is not an entity (JANE) and not consolidated into the Council's financial statements. Instead, the Council's share of the cash flows within Cerdd Cymru:Music Wales have been identified and accounted for within the Statement of Financial Activities as if they were part of the Council's operations. Any amounts owing to or due from Cerdd Cymru:Music Wales are shown under the appropriate balance sheet headings. As the joint arrangement is not consolidated, any investment in Cerdd Cymru:Music Wales is recorded at historic cost less impairment to reflect the Council's share of the net assets, where this is lower. The financial statements do not take into consideration any surplus generated and held within Cerdd Cymru:Music Wales as there are restrictions and uncertainties on its distribution. (See note 20)

**c. Income**

All income is accounted for on an accruals basis, with the exception of legacies, donations and gifts which are recognised only when they are received. Capital grants receivable are treated as incoming resources.

No income is recorded net of expenditure in the Statement of Financial Activities.

**d. Lottery distribution**

These financial statements do not cover the Council's lottery distribution function for which separate financial statements have been prepared in accordance with directions issued by the Secretary of State for Culture, Media and Sport.

The Council incurs costs which support both its general activities and the lottery distribution function. In accordance with the Financial Direction issued by the Welsh Government, the Council apportions indirect costs properly between these two areas of activity with reference to the time spent on or the consumption of the relevant resources by the respective activities.

**e. Resources expended**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

**f. Grants awarded**

Subsidy expenditure is incurred in the form of grants which are formally offered to organisations funded by the Council. Grants are offered in support of a programme of activities planned for, or to commence in, a particular financial year and are charged to the Statement of Financial Activities in that year.

Forward commitments made in the year relating to next year's activity, as disclosed in note 19, are not charged to the Statement of Financial Activities. As the grant-in-aid to meet these commitments cannot be recognised until it is received, the Trustees do not believe their inclusion would provide a true and fair view of the application of the Council's resources.

Grants unpaid at the year end are shown as creditors in the Balance Sheet. Any advance payments which have been made in respect of approved grants relating to next year's activities are shown in the Balance Sheet as current assets.

All grants offered are listed in the annex to this Annual Report.

**g. Services and sponsorship**

Services and sponsorship comprise the direct costs, including staff and depreciation, attributable to charitable activities.

**h. Allocation of operating costs**

Operating costs have been allocated first between charitable activities and governance. Operating costs relating to charitable activities have been apportioned to reflect the time spent by staff in delivering direct activities and in support of their delivery. The allocation and analysis of these costs is in notes 7, 8 and 9.

**i. Governance costs**

Governance costs comprise all costs involving the public accountability of the Council as a charity and its compliance with regulation and good practice. These costs are analysed in note 10.

**j. Foreign currency**

Revenue received and expenditure incurred in foreign currencies is converted at the exchange rate prevailing at the time of the transaction. Balances held in foreign currencies are converted at the rate prevailing at the Balance Sheet date. Transactions and balances covered by forward contracts are converted at the contract rate.

**k. Recognition of liabilities**

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

**I. Fund accounting**

Restricted funds are those which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Council for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds are those which are available for use at the discretion of Council in furtherance of its chartered objectives and which have not been designated for other purposes.

Where support costs are allocated to restricted charitable activities a transfer is made from unrestricted funds to cover these costs.

**m. Fixed assets**

The Council owns two freehold properties, the Sherman Theatre and the Rubicon Dance Studio, which are let on long leases at peppercorn rents to tenants which are not controlled by the Council and with no provision for repossession by the Council. Based on the advice of external and independent chartered surveyors, the residual value of these freehold interests is considered to be negligible so these assets are held in the accounts at a nil value.

Website development costs, in accordance with Urgent Issues Task Force abstract 29, are treated as tangible fixed assets.

Computer software licences are treated as intangible fixed assets if they cover more than one year.

Other than freehold properties all tangible and intangible fixed assets are included at historical cost less an allowance for depreciation and amortisation. The Council considers that there is no significant difference between the book and market values.

**n. Amortisation and depreciation**

Individual assets costing £1,000 or above are capitalised and a full year's amortisation or depreciation is provided in the year of acquisition. Amortisation of intangible fixed assets and depreciation on tangible fixed assets is provided at rates calculated to write off the cost or valuation of each asset to its residual value on a straight line basis over its expected useful life as follows:

Computer software licences	over 3 years
Leasehold improvements	over the term of the lease
Furniture, fixtures and fittings	over 10 years
Equipment	over 4 years
Website development costs	over 3 years
Computer system	over 3 years

**o. Leases**

The costs of operating leases are charged to the Statement of Financial Activities on a straight line basis over the life of the lease.

**p. Pensions**

The Council is an admitted employer of the Arts Council Retirement Plan 1994 (ACRP) which provides defined benefits to Council employees. The costs of the Council's contributions are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives.

The fund is a defined benefit, multi-employer scheme so the Council is unable to identify its share of the underlying assets and liabilities. The scheme has therefore been accounted for as if it were a defined contribution scheme, in accordance with FRS 17.

The Council also introduced a defined contribution scheme, The People's Pension, effective 1 May 2014, as an alternative option to meet the needs of Auto Enrolment legislation. The scheme is accounted for in accordance with FRS 17.

**q. Taxation**

Non-recoverable Value Added Tax arising from expenditure on non-business activities is charged to the Statement of Financial Activities or capitalised as a fixed asset where applicable.

**r. Financial instruments**

Financial assets: Trade debtors do not carry any interest and are stated at their nominal value as reduced by appropriate allowances for estimated irrecoverable amounts. Cash comprises cash in hand and cash at bank and on short term deposit on instant access terms.

Financial liabilities: Trade creditors are not interest bearing and are stated at their nominal value.

**2. General activities and Lottery distribution: combined incoming resources and direct charitable arts expenditure**

The separate Lottery distribution account shows the Council's 2013/14 share of the proceeds from the National Lottery of £16,892,000 (2012/13: £19,355,000). The combined total incoming resources for both general and Lottery activities for 2013/14 was £52,843,000 (2012/13: £56,599,000).

General grants are charged to the Statement of Financial Activities as soon as they are offered. Lottery grants are charged only when the formal offer has been accepted by the recipient. Although not all charged as expenditure in the Statement of Comprehensive Net Expenditure, during 2013/14 Council approved Lottery grants amounting to £18,078,000 (2012/13: £11,958,000). On this basis, the combined total direct charitable arts expenditure for both general and Lottery activities for 2013/14 was £56,784,000 (2012/13: £50,055,000).

**3. Incoming resources**

**Voluntary income: Grant-in-aid from the Welsh Government**

The grant-in-aid shown in the Statement of Financial Activities reconciles with the cash sum received from the Welsh Government as follows:

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>2014 Total</b>	2013 Total
	£'000	£'000	£'000	£'000
Cash grant-in-aid paid in full	29,826	4,400	34,226	34,247
Grant-in-aid credited to incoming resources in the Statement of Financial Activities	<b>29,826</b>	<b>4,400</b>	<b>34,226</b>	34,247



**4. Incoming resources**  
**Voluntary income: Other grants and donations**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>2014 Total</b>	2013 Total
	£'000	£'000	£'000	£'000
Grants from European funds	-	155	155	1,851
<i>Momentum</i> – contribution from Welsh Government's Communities First programme	-	100	100	-
Dylan Thomas 100 Festival – contributions from partners	-	590	590	-
Legacy Trust UK	-	-	-	507
Prior years' grants no longer required	-	-	-	51
	<b>-</b>	<b>845</b>	<b>845</b>	<b>2,409</b>

**5. Incoming resources**  
**Activities for generating funds: Services and sponsorship**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>2014 Total</b>	2013 Total
	£'000	£'000	£'000	£'000
Community Touring scheme:				
- contributions from venues/promoters	114	-	114	126
Wales Arts International:				
- contribution from the British Council	-	60	60	40
- contributions from others	-	3	3	15
<i>Collectorplan</i> charges	25	-	25	24
Annual Conference - delegate fees	6	-	6	4
Arts Marketing Symposium - trainee fees	2	-	2	-
Other income	1	-	1	-
Cultural Olympiad 2012:				
- contribution from the Welsh Government	-	-	-	33
Legacy Trust UK - management fees	-	-	-	24
Fees for exhibition work at Gwydyr House, Whitehall	-	-	-	1
	<b>148</b>	<b>63</b>	<b>211</b>	<b>267</b>

**6. Incoming resources**  
**Other incoming resources**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>2014 Total</b>	2013 Total
	£'000	£'000	£'000	£'000
Lease incentive - release of deferred income	49	-	49	59
Contribution from the Lottery Distribution account	48	-	48	41

for use of fixed assets  
 Share of income of Cerdd Cymru:Music Wales (note 20)

411	-	411	74
<b>508</b>	<b>-</b>	<b>508</b>	<b>174</b>

**7. Resources expended**  
**Charitable activities**

	<b>Direct activities</b>	<b>Support costs</b>	<b>2014 Total</b>	2013 Total
	£'000	£'000	£'000	£'000
Grant making and arts development <sup>1</sup>	31,868	363	32,231	30,413
Arts strategy and research	1,888	269	2,157	1,788
International	672	121	793	609
European funded projects	37	8	45	2,155
Services: <i>Night Out &amp; Collectorplan</i>	583	84	667	670
Advocacy	341	33	374	271
Impairment of investment in Cerdd Cymru:Music Wales (note 20)	35	-	35	60
Share of expenditure of Cerdd Cymru:Music Wales (note 20)	394	-	394	91
Cultural Olympiad 2012 & Legacy Trust UK	-	-	-	621
	<b>35,818</b>	<b>878</b>	<b>36,696</b>	<b>36,678</b>

<sup>1</sup> Including grants:

- to public bodies	4,853	4,535
- to private bodies	25,917	24,591
	<b>30,770</b>	<b>29,126</b>

All grants are listed in the annex to this Annual Report.

**8. Operating costs**

	<b>Gross costs</b>	<b>Deduct Recharges to Lottery Distribution</b>	<b>2014 Net charge to General Activities</b>	2013 Net charge to General Activities
	£'000	£'000	£'000	£'000
<b>Charged to Direct activities</b> (note 7)				
Grant making and arts development	505	256	249	205
Arts strategy and research	290	105	185	161
International	83	-	83	75
European funded projects	5	-	5	37
Services: <i>Night Out &amp; Collectorplan</i>	57	-	57	51
Advocacy	50	26	24	20
Cultural Olympiad 2012 & Legacy Trust UK	-	-	-	16
	<b>990</b>	<b>387</b>	<b>603</b>	<b>565</b>
<b>Charged to Support costs</b> (note 7)				
Staff related costs	67	34	33	24
Infrastructure	184	87	97	92
Office running costs	23	11	12	9
Professional fees	72	45	27	15
Irrecoverable VAT	56	29	27	24
Amortisation and depreciation	51	19	32	28

Organisational review	-	-	-	10
	<b>453</b>	<b>225</b>	<b>228</b>	202
<b>Total</b>	<b>1,443</b>	<b>612</b>	<b>831</b>	<b>767</b>

**9. Staff costs**

**a. Total staff costs consist of:**

	<b>Gross costs</b>	<b>Deduct Recharges to Lottery Distribution</b>	<b>2014 Net charge to General Activities</b>	<b>2013 Net charge to General Activities</b>
	£'000	£'000	£'000	£'000
Wages and salaries	2,697	814	1,883	1,890
Social security costs	239	73	166	154
Other pension costs	493	146	347	366
Agency costs	14	6	8	3
Redundancy costs	-	-	-	16
	<b>3,443</b>	<b>1,039</b>	<b>2,404</b>	<b>2,429</b>

<b>Gross costs</b>	<b>Deduct Recharges to Lottery Distribution</b>	<b>2014 Net charge to General Activities</b>	<b>2013 Net charge to General Activities</b>
£'000	£'000	£'000	£'000

Staff costs are incorporated in the financial statements as follows:

**Charged to Direct activities (note 7)**

Grant making and arts development	1,143	431	712	642
Arts strategy and research	705	177	528	506
International	238	-	238	234
European funded projects	15	-	15	116
Services – <i>Night Out &amp; Collectorplan</i>	164	-	164	160
Advocacy	101	36	65	64

Cultural Olympiad 2012 & Legacy Trust UK	-	-	-	49
	<b>2,366</b>	<b>644</b>	<b>1,722</b>	1,771

**Charged to Support costs** (note 7)

Management and internal control	447	174	273	283
Finance	213	74	139	130
Information and computer technology	147	52	95	80
Facilities management	62	22	40	38
Human resources	43	15	28	22
Communications	116	41	75	73
	<b>1,028</b>	<b>378</b>	<b>650</b>	626

**Charged to Governance** (note 10)

Chairman's remuneration	<b>49</b>	<b>17</b>	<b>32</b>	32
	<b>3,443</b>	<b>1,039</b>	<b>2,404</b>	2,429

The average number of staff (full time equivalents) employed during the year was:

	<b>Across the whole Council</b>	<b>On Lottery Distribution activities</b>	<b>2014 On General activities</b>	2013 On General activities
	No	No	No	No
On charitable activities: directly charged	11	-	11	14
On charitable activities: recharged	49	14	35	36
In support of our charitable activities	16	8	8	8
Agency staff	1	-	1	-
	<b>77</b>	<b>22</b>	<b>55</b>	58

The median annual remuneration (full time equivalents) at 31 March was (whole Council):

<b>2014</b>	2013
<b>£30,000</b>	£30,000

The ratio between the median annual remuneration and the annual remuneration of the highest paid member of staff was (whole Council):

<b>1:3.12</b>	1:3.12
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**Compensation schemes - exit packages (whole Council):**

Exit package cost band	Number of compulsory redundancies		Number of other departures agreed		Total number of exit packages by cost band	
	2013/14	2012/13	2013/14	2012/13	2013/14	2012/13
<£9,999	-	-	-	-	-	-
£10,000 to £24,999	-	1	-	-	-	1
£25,000 to £49,999	-	-	-	-	-	-
£50,000 to £99,999	-	-	-	-	-	-
<b>Total number of exit packages</b>	-	1	-	-	-	1

<b>Total cost</b> (£'000)	-	16	-	-	-	16
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Redundancy costs were paid in accordance with the provisions of the Council's redundancy policy. The Council usually pays exit costs when employment ends but provides for the exit costs in full at the point when there is sufficiently detailed information to do so.

All 'other departures agreed' related to requests for redundancy where, in accordance with the Council's redundancy policy, the employees' posts either disappeared in the new structure or were filled by other employees who would otherwise have been compulsorily redundant. There is no difference in the payment entitlements of volunteers and those who are compulsorily redundant.

- b.** The Chief Executive and Directors are responsible for directing the Council's activities. Their actual emoluments and pension benefits were as shown in the following tables.

This year, for the first time, this note must include a single total figure of remuneration. Prior year comparatives have been provided for 2012/13. This is a different way of presenting the remuneration for each individual for the year. The table used is similar to that used previously, and the salary element is unchanged. The amount of pension benefits for the year which contributes to the single total figure is calculated in a new way, similar to the method used to derive pension values for tax purposes, and is based on information received from the actuary of the Arts Council Retirement Plan 1994.

The value of pension benefits is calculated as follows:  
 (real increase in pension\* x 20) + (real increase in any lump sum) – (contributions made by member)  
 \*excluding increases due to inflation or any increase or decrease due to a transfer of pension rights

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

The single total remuneration figures were:

Name and Position	2014			2013		
	Emoluments <sup>1</sup> band £'000	Pension benefits £'000	Single total remuneratio n £'000	Emoluments <sup>1</sup> band £'000	Pension benefits £'000	Single total remuneratio n £'000
Nicholas Capaldi <i>Chief Executive</i>	90-95	22	115-120	90-95	21	110-115
David Alston <i>Director of Arts</i>	65-70	22	90-95	65-70	15	80-85
Katherine Davies <i>Director of Investment and Funding Services</i>	55-60	37	95-100	50-55	51	100-105
Diane Hebb <i>Director of Engagement and Participation</i>	55-60	27	80-85	50-55	31	80-85
Siân Tomos <i>Director of Enterprise and Regeneration</i>	55-60	32	85-90	50-55	20	70-75
Hywel Tudor <i>Director of Finance and Resources</i>	65-70	24	90-95	65-70	12	75-80

<sup>1</sup> **Emoluments** – Guidance has not yet been issued by the Welsh Government in respect of Chief Executives' entitlement to a performance-related non-consolidated award for 2013/14. The other Directors have no entitlement to performance-related awards.

The pension benefits were:

Name and Position	2014		2014		2014	2013	2014
	Real increase in pension and related lump sum at age 65		Total accrued pension at age 65 as at 31/03/14 and related lump sum		Cash Equivalent <sup>2</sup> Transfer Value at 31/03/14	Cash Equivalent Transfer Value at 31/03/13	Real increase <sup>3</sup> in Cash Equivalent Transfer Value
	£'000		£'000		£'000	£'000	£'000
Nicholas Capaldi <i>Chief Executive</i>	Pension 0-2.5 Lump sum 2.5-5		Pension 5-10 Lump sum 15-20		91	77	12
David Alston <i>Director of Arts</i>	Pension 0-2.5 Lump sum 2.5-5		Pension 5-10 Lump sum 15-20		124	104	18
Katherine Davies <i>Director of Investment and Funding Services</i>	Pension 0-2.5 Lump sum 2.5-5		Pension 15-20 Lump sum 55-60		263	243	16
Diane Hebb <i>Director of Engagement and Participation</i>	Pension 0-2.5 Lump sum 2.5-5		Pension 5-10 Lump sum 25-30		145	129	14
Siân Tomos <i>Director of Enterprise and Regeneration</i>	Pension 0-2.5 Lump sum 2.5-5		Pension 10-15 Lump sum 40-45		209	190	16
Hywel Tudor <i>Director of Finance and Resources</i>	Pension 0-2.5 Lump sum 2.5-5		Pension 10-15 Lump sum 30-35		185	168	15

<sup>2</sup> **Cash Equivalent Transfer Values** - A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The figures include the value of any pension benefit in another scheme or arrangement which the individual has transferred to the Arts Council Retirement Plan 1994. They also include any additional pension benefit accrued to the member as a result of their purchasing additional pension benefits at their own cost. CETVs are calculated within the guidelines and framework prescribed by the Institute and Faculty of Actuaries and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are drawn.

<sup>3</sup> **Real increase in CETV** - This reflects the increase in CETV effectively funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

Following an amendment to the Council's Royal Charter, and with the approval of the Charity Commission, since 1 April 2004 the Chairman has been remunerated for his services but receives no bonus payments and is not a member of the pension scheme. Other Council Members, Committee Members and National Advisers receive no payment for their services. Council meeting costs for 2013/14 include an aggregate amount of £15,477 (2012/13: £9,801) reimbursed to 14 (2012/13: 12) Council members.

The total actual emoluments of the Chairman and Chief Executive were



made up of:

	<b>2014</b>	2013
	£	£
<b>Chairman</b>		
Salary	<u>43,810</u>	<u>43,810</u>
<b>Chief Executive</b>		
Salary	93,380	93,380
Employer's pension contribution	<u>16,155</u>	<u>16,155</u>
	<u>109,535</u>	<u>109,535</u>

	<b>2014</b>	2013
	£	£
Travel and subsistence expenses incurred and defrayed whilst on Council business:		
Chairman	3,129	2,882
Chief Executive	8,744	8,283

66.04% (2012/13: 66.04%) of the Chairman's and Chief Executive's emoluments are charged in these financial statements and the remainder to lottery distribution activities.

- c. Most employees are members of the Arts Council Retirement Plan 1994 (ACRP). The fund is a defined benefit scheme. It is also a multi-employer scheme so the Council is unable to identify its share of the underlying assets and liabilities. The scheme has therefore been accounted for as if it were a defined contribution scheme, in accordance with FRS 17.

An independent actuarial valuation of the ACRP normally takes place every three years. The most recent valuation, as at 31 March 2013, came into effect on 1 April 2014. The valuation introduced new contribution rates for the Council in respect of accruing benefits, and also requires a minimum level of payment to be made each year towards the past service deficit, at a rate advised by the scheme actuary. In order to eliminate the deficit, the actuary recommended increased employer contributions over the next 9 years, compared to the 13 years used previously.

On the assumption that the recommended amounts would be paid to the Plan, the actuary's opinion was that the resources of the scheme are likely in the normal course of events to meet in full the liabilities of the scheme as they fall due. The main actuarial assumptions used were: that price inflation would be 2.75% per annum; pay increases would be 1.5% per annum for the first 5 years and 3.5% thereafter; pension increases would be 2.75% per annum on pensions in excess of Guaranteed Minimum Pensions (GMPs); pension increases of deferred pensions would be 2.75% per annum on pensions accrued before April 2009 and 2.5% on pensions accrued after that date, both subject to statutory revaluations; the past service discount rate would be 4.8% per annum and the future service discount rate would be 4.8% per annum.

Contributions by the Council and its employees were:

<b>For staff joining the Plan:</b>	<b>Council</b>		<b>Employees</b>	
	<b>2014</b>	2013	<b>2014</b>	2013
on or before 31 August 2006	19.3%	19.3%	1.5%	1.5%
from 1 September 2006 to 31 March 2010	17.3%	17.3%	3.5%	3.5%
on or after 1 April 2010	14.8%	14.8%	6.0%	6.0%

The Council was also required to contribute a minimum payment of £48,000 towards the deficit during

2013/14.

From April 2014 the Council's contributions on behalf of its employees increased to 22.0% (for those who joined up to 31 August 2006), 20.0% (for those who joined between September 2006 and March 2010), and 17.5% (for those joining from April 2010). The minimum contribution to the deficit increased to £48,700 per annum from April 2014.

The Council also pays 0.2% of pensionable salary in respect of each life assurance only member.

Under Auto Enrolment legislation all eligible employees are required to join a qualifying pension scheme, unless they formally opt out. We introduced a defined contribution scheme, The People's Pension, as an alternative option for employees that were not members of the ACRP.

We auto-enrolled all eligible employees into The People's Pension on 1 May 2014, our official staging date. The Council contributes 4% and the employee 1%. These rates will change in the future, in line with the requirements of the legislation.

**10. Resources expended**  
**Governance costs**

	<b>2014</b>	2013
	<b>Total</b>	Total
	£'000	£'000
Chairman's remuneration	32	32
Auditor's remuneration - Audit	22	22
Additional assurance	-	4
Internal audit	12	11
Consultancy	2	-
Council meetings, including Members' travel and subsistence	10	7
Committee meetings, including travel and subsistence	11	11
	<b>89</b>	<b>87</b>

**11. Fixed assets**

**a. Intangible fixed assets**

	<b>Computer software</b>
	<b>licences</b>
	£'000
Cost at 1 April 2013	574
Additions	8
Disposals	(4)
Cost at 31 March 2014	<u>578</u>
Amortisation at 1 April 2013	559
Charge for the year	16
Disposals	(4)
Amortisation at 31 March 2014	<u>571</u>
<b>Net book value at 31 March 2014</b>	<b><u>7</u></b>
Net book value at 1 April 2013	<u>15</u>

**b. Tangible fixed assets**

	<b>Alterations to leasehold properties</b>	<b>Computer system, furniture, etc</b>	<b>Website</b>	<b>Total</b>
	£'000	£'000	£'000	£'000
Cost at 1 April 2013	192	639	64	895
Additions	-	49	8	57
Disposals	-	(59)	-	(59)
Cost at 31 March 2014	<u>192</u>	<u>629</u>	<u>72</u>	<u>893</u>
Depreciation at 1 April 2013	133	446	21	600
Charge for the year	14	62	27	103
Disposals	-	(59)	-	(59)
Depreciation at 31 March 2014	<u>147</u>	<u>449</u>	<u>48</u>	<u>644</u>
<b>Net book value at 31 March 2014</b>	<b><u>45</u></b>	<b><u>180</u></b>	<b><u>24</u></b>	<b><u>249</u></b>
Net book value at 1 April 2013	<u>59</u>	<u>193</u>	<u>43</u>	<u>295</u>

	<b>2014</b>	<b>2013</b>
	£'000	£'000
Amortisation and depreciation charged has been allocated to charitable activities as follows (note 7):		
Direct activities	88	74
Support costs	31	28
	<u><b>119</b></u>	<u><b>102</b></u>

**c.** Net book value at 31 March 2014 represents fixed assets used by the Council in support of its charitable activities.

The Council's freehold properties in Cardiff, the Sherman Theatre and the Rubicon Dance Studio, are let on long leases at peppercorn rents to tenants which are not controlled by the Council and with no provisions either for reviewing the rents or repossession by the Council.

The Sherman Theatre was acquired by the Welsh Arts Council, a division of the Arts Council of Great Britain, in September 1987 at a cost of £897,000 and immediately let for a term of 125 years. At the dissolution of the Arts Council of Great Britain in March 1994 the freehold interest was transferred to the newly formed Arts Council of Wales.

The Rubicon Dance Studio was acquired by the Welsh Arts Council in February 1988 at a cost of £11,315 and subject to an existing lease for a term of 999 years commencing 1 January 1986. The freehold interest was transferred to the Arts Council of Wales in March 1994.

The most recent external and independent valuation of the Council's freehold properties was as at 31 March 2004. It was undertaken by Elizabeth Hill, a Member of the Royal Institute of Chartered Surveyors, for and on behalf of Cooke & Arkwright, Chartered Surveyors. Because of the impact of the leases it was the surveyor's opinion that the freehold interests had a nil or nominal value, so these assets are held in the accounts at nil value.

Council does not consider it necessary to undertake a further valuation until there is a significant reduction in the residual terms of the leases or earlier termination.

**12. Grants paid in advance**

In certain circumstances, requiring the authorisation of the Chief Executive, the Council makes advance payments before the year to which the grant relates. The power is limited to situations where the recipient organisation would otherwise suffer financial hardship.

	<b>2014</b>	2013
	£'000	£'000
Payments in respect of the following year's grants	<b>496</b>	516

**13. Other debtors and prepayments** (falling due within one year)

<b>2014</b>	2013
£'000	£'000

**a. Analysis by type**

<i>Collectorplan</i> loans	347	315
Trade debtors	93	55
Other debtors	222	1,246
Prepayments	287	623
	<b>949</b>	2,239
Due from Lottery distribution fund	243	41
Share of debtors and prepayments of Cerdd Cymru:Music Wales (note 20)	24	1
	<b>1,216</b>	2,281

<b>2014</b>	2013
£'000	£'000

**b. Intra-government balances**

Balances with other central government bodies	26	822
Balances with local authorities	43	6
<i>Sub-total: Intra-government balances</i>	69	828
Balances with bodies external to government	1,147	1,453
Total debtors and prepayments	<b>1,216</b>	2,281

**14. Creditors:** amounts falling due within one year

**a. Analysis by type**

Grants payable	504	104
Taxation and social security	69	71
Trade creditors	96	110
Other creditors	61	62
Accruals and deferred income	295	920
Share of current liabilities of Cerdd Cymru:Music Wales (note 20)	24	32
	<b>1,049</b>	1,299
Due to Lottery distribution fund	-	64

**1,049**      **1,363**

**b. Intra-government balances**

Balances with other central government bodies	69	71
Balances with local authorities	1	3
<i>Sub-total: Intra-government balances</i>	70	74
Balances with bodies external to government	979	1,289
Total creditors	<b>1,049</b>	<b>1,363</b>

**15. Statement of funds**

	At 1 April 2013 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	At 31 March 2014 £'000
<b>Unrestricted funds</b>					
General fund	2,823	30,491	(31,636)	30	1,708
<b>Total unrestricted funds</b>	<b>2,823</b>	<b>30,491</b>	<b>(31,636)</b>	<b>30</b>	<b>1,708</b>
<b>Restricted funds</b>					
Income					
Welsh Government for specific arts activity	300 <sup>1</sup>	4,400	(4,705) <sup>1</sup>	105	100
European Funded Projects	-	155	(33)	(122)	-
Wales Arts International: contributions from the British Council	-	63	(44)	1	20
<i>Momentum</i>	-	100	(102)	2	-
Dylan Thomas 100 Festival	-	590	(574)	(16)	-
	300	5,308	(5,458)	(30)	120
Capital					
Alun Llywelyn Williams Memorial Fund (income to provide bursary for young artist)	13	-	-	-	13
Brian Ross Memorial Fund (income to provide bursary for young visual artist)	99	-	-	-	99
	112	-	-	-	112
<b>Total restricted funds</b>	<b>412</b>	<b>5,308</b>	<b>(5,458)</b>	<b>(30)</b>	<b>232</b>
<b>Total funds</b>	<b>3,235</b>	<b>35,799</b>	<b>(37,094)</b>	<b>-</b>	<b>1,940</b>

<sup>1</sup>Resources expended includes uncommitted funds of £300,000, received in 2012/13, surrendered to Welsh Government.

The Alun Llywelyn Williams and Brian Ross Memorial Funds are represented by cash at bank and are within the total of £1,021,000 shown on the balance sheet.

**16. Analysis of net assets between funds**

	Unrestricted funds £'000	Restricted funds £'000	Total £'000
<b>Fund balances at 31 March 2014 are represented by:</b>			
Fixed assets	256	-	<b>256</b>
Current assets	2,501	232	<b>2,733</b>
Creditors: amounts falling due within one year	(1,049)	-	<b>(1,049)</b>
<b>Total net assets</b>	<b>1,708</b>	<b>232</b>	<b>1,940</b>

**17. Cash flow information**

	<b>2014</b>	2013
	£'000	£'000
<b>a. Reconciliation of changes in resources to net inflow from operating activities</b>		
Net incoming/(outgoing) resources	(1,295)	332
Bank interest	(9)	(17)
Amortisation and depreciation (note 11c)	119	102
(Increase)/Decrease in grants paid in advance	20	(47)
(Increase)/Decrease in debtors and prepayments	1,065	(751)
Increase/(Decrease) in grants payable	400	(240)
Increase/(Decrease) in other creditors falling due within one year	(714)	(5,431)
Increase/(Decrease) in creditors falling due after more than one year	-	(49)
<b>Net cash inflow/(outflow) from operating activities</b>	<b><u>(414)</u></b>	<b><u>(6,101)</u></b>
<b>b. Analysis of cash flows</b>		
Capital expenditure		
Payments to acquire intangible fixed assets (note 11a)	(8)	(3)
Payments to acquire tangible fixed assets (note 11b)	(57)	(76)
Loss on disposal of tangible fixed assets (note 11b)	-	3
	<b><u>(65)</u></b>	<b><u>(76)</u></b>
<b>c. Reconciliation of net cash flow to movement in net funds</b>		
Increase/(Decrease) in cash in the year	(470)	(6,160)
Net funds at 1 April	1,491	7,651
<b>Net funds at 31 March</b>	<b><u>1,021</u></b>	<b><u>1,491</u></b>

**18. Commitments on operating leases**

At 31 March 2014 the Council had annual commitments under non-cancellable operating leases as set out below:

	<b>Land and buildings</b>		<b>Equipment</b>	
	<b>2014</b>	2013	<b>2014</b>	2013
	£'000	£'000	£'000	£'000
Operating leases which expire				
within one year	6	-	3	1
one to five years	35	25	2	5
over five years	189	206	-	-

**19. Forward commitments**

	<b>2014</b>	2013
	£'000	£'000
Grants		
Forward funding - grants formally offered	<b>27,733</b>	28,129

Forward funding at 31 March 2014 represents allocations to organisations and individuals in respect of projects due to commence in 2014/15 and where payments are expected to be made within 12 months.

**20. Cerdd Cymru:Music Wales Limited**

Cerdd Cymru:Music Wales is a private company, limited by guarantee and registered in Wales. It was incorporated on 1 September 2011 as a vehicle to collaborate with the Welsh Music Foundation on projects which will develop and improve, both nationally and internationally, the knowledge, understanding, practice and sustainability of the arts and creative industries, and particularly of music in Wales.

The Council and the Welsh Music Foundation jointly and equally own the company and this joint arrangement is accounted for as a joint arrangement that is not an entity (JANE) in accordance with FRS 9.

During 2011/12, Cerdd Cymru:Music Wales successfully bid and contracted to host WOMEX, the World Music Expo, in Cardiff in October 2013.

The investment in Cerdd Cymru:Music Wales represents the Council's agreed injection of working capital. As the Council's share of net assets is less than the cost of investment the value of the investment has been impaired accordingly.

	£'000
Investment at 1 April 2013	110
Investment this year	35
Investment at 31 March 2014	<u>145</u>
Impairment at 1 April 2013	110
Impairment adjustment this year	35
Impairment at 31 March 2014	<u>145</u>
<b>Net value of investment at 31 March 2014</b>	<b><u>Nil</u></b>
Net value of investment at 1 April 2013	<u>Nil</u>

The Council's interest in the income, expenditure and underlying assets and liabilities of Cerdd Cymru:Music Wales is as follows:

	<b>2014</b>		2013	
	<b>Total</b>	<b>Arts Council of Wales' share</b>	Total	Arts Council of
	£'000	£'000	£'000	Wales' share £'000
<b>Profit &amp; Loss Account</b>				
Income (note 6)	821	411	148	74
Expenditure (note 7)	(787)	(394)	(182)	(91)
Net incoming/(outgoing) resources	<u>34</u>	<u>17</u>	<u>(34)</u>	<u>(17)</u>

	<b>2014</b>		2013	
	<b>Total</b>	<b>Arts Council of Wales' share</b>	Total	Arts Council of
	£'000	£'000	£'000	Wales' share £'000



Current assets:				
Debtors and prepayments (note 13)	47	24	2	1
Cash at bank and in hand	-	-	28	14
	<u>47</u>	<u>24</u>	<u>30</u>	<u>15</u>
Current liabilities (note 14)	(47)	(24)	(64)	(32)
Net assets/(liabilities)	<u>-</u>	<u>-</u>	<u>(34)</u>	<u>(17)</u>
Reserves	<u>-</u>	<u>-</u>	<u>(34)</u>	<u>(17)</u>

## 21. Financial instruments

Financial Reporting Standard 13: Derivatives and Other Financial Instruments, requires disclosure of the role which financial instruments have had during the period in creating or changing the risks the Council faces in undertaking its functions.

*Liquidity risks* – In 2013/14 £34,226,000 or 95.6% of the Council's income was derived from the Welsh Government (2012/13: £34,247,000 or 92.3%). Of the remaining income £1,573,000 or 4.4% was derived from investment income and sundry income (2012/13: £2,867,000 or 7.7%). The Council does not consider that its general activities are exposed to any significant liquidity risk, and is satisfied that future income is sufficient to meet its commitments.

*Interest rate risks* – Cash balances which are drawn down from the Welsh Government to pay grant commitments and operating costs are held in an instant access, variable rate bank account which on average carried an interest rate of 0.38% in the year (2012/13: 0.56%). Surplus daily funds invested in the Public Sector Deposit Fund on average carried an investment return of 0.34% in the year (2012/13: n/a). The effective unrestricted cash balance at the year end was £789,000 (2013: £1,065,000). The Council does not consider that its general activities are exposed to significant interest rate risks.

*Foreign currency risk* – The general activities of the Council are not exposed to any significant foreign exchange risks.

*Cash flow risk* – The Council is not exposed to any significant cash flow risks.

## 22. Corporation Tax

The Council is a charitable Welsh Government sponsored body and as such is exempt from Corporation Tax under Section 505 ICTA 1988.

## 23. Post balance sheet event

### Authorisation of these financial statements for issue

The financial statements were authorised for issue by the Accounting Officer on the same date as the Auditor General for Wales certified them.

## 24. Related party transactions

### Public bodies

The Council is a Welsh Government sponsored body.

The National Assembly for Wales/Welsh Government is regarded as a related party. During the year the Council had no material transactions with the National Assembly for Wales/Welsh Government apart from grant-in-aid disclosed in the Statement of Financial Activities.

**Individuals**

Members of Council, staff or other related parties (being close family members) undertook financial transactions (listed below) with the Council during the year. Transactions with the Council as a Lottery distributor are recorded in the equivalent note to the separate Lottery Distribution Account.

**Council Members**

A number of Council Members and/or their close family were members of the Boards of Management (or equivalent) or senior employees of organisations who were offered grants or other payments from the Council in 2013/14. In all such cases, in accordance with the Council's Code of Best Practice, the Member concerned withdrew from any meeting during discussion of the application.

<b>Member</b> Role	<b>Organisation</b>	<b>Transaction</b> (number)	<b>Total value</b> £	<b>Total balance outstanding at 31 March 2014</b> £
<b>Emma Evans</b> Trustee/Director	Creu Cymru	Invoice (4)	90,804	Nil
<b>Dr John Geraint</b> Bursary recipient (family member)	Literature Wales	Grant (3)	856,915	Nil
<b>Michael Griffiths</b> Member (until May 2012)	National Dance Company of Wales	Grant (2)	915,000	Nil
<b>Margaret Jervis</b> Director of Operations	Valleys Kids	Grant (2)	158,032	3,603
<b>Marian Wyn Jones</b> Board Member	Canolfan Gerdd William Mathias	Grant (1) Invoice (1)	80,000 150	Nil Nil
Member	Bangor University	Grant (3) Invoice (4)	138,105 47,791	12,755 Nil
<b>Andrew Miller</b> Employment	Royal Welsh College of Music & Drama	Grant (2)	72,250	Nil
<b>Osi Rhys Osmond</b> Employment	Swansea Metropolitan University	Invoice (1)	40,543	Nil
<b>Richard Turner</b> Chairman	South Wales Intercultural Community Arts	Grant (1)	90,000	Nil
Employment	Royal Welsh College of Music & Drama	Grant (2)	72,250	Nil
Business Consultant	Jukebox	Invoice (1)	4,743	Nil
<b>Alan Watkin</b> Board Member	Clwyd Theatr Cymru	Grant (3)	1,912,625	3,478

**Professor Gerwyn Williams**

Employee	Bangor University	Grant (3)	138,105	12,755
		Invoice (4)	47,791	Nil

**John C Williams**

Employee	Theatr Iolo	Grant (3)	268,605	Nil
Employee	Royal Welsh College of Music & Drama	Grant (2)	72,250	Nil

**Member Role**

**Organisation**

**Transaction (number)**

**Total value**

**Total balance outstanding at 31 March 2014**

£

£

**Dr Kate Woodward**

Management Committee member	Aberystwyth University (including Aberystwyth Arts Centre)	Grant (1)	560,000	Nil
Employment (family member)	Theatr Genedlaethol Cymru	Grant (3)	1,117,794	Nil
		Invoice (4)	16,890	Nil
Third party funding recipient (family member)	Steve Eaves Band	Invoice (3)	2,050	Nil

**Staff**

A number of members of staff and/or their family were members of the Boards of Management (or equivalent) or employees of organisations who were offered grants or other payments from the Council in 2013/14. In all such cases, in accordance with the Council's Code of Best Practice, the member of staff took no part in any discussion of the application or decision-making meeting.

**Staff member Role**

**Organisation**

**Transaction (number)**

**Total value**

**Total balance outstanding at 31 March 2014**

£

£

**Nathalie Camus**

Board Member (family member)	Mostyn Gallery	Grant (1)	400,000	Nil
		Invoice (3)	214	Nil

**Kath Davies**

Occasional unpaid work	Royal Welsh College of Music and Drama	Grant (2)	72,250	Nil
Employment (family member)	St David's Hall	Grant (1)	65,000	Nil
Scholarship recipient (family member)	Ballet Cymru	Grant (1)	200,000	Nil

**Eluned Hâf**

Director (family member)	Canolfan Gerdd William Mathias	Grant (1)	80,000	Nil
		Invoice (1)	150	Nil

**Ffion McCarthy**

Artist (family member)	Bryn Fôn	Invoice (1)	650	Nil
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**Betsan Moses**

Councillor (family member)	Carmarthenshire County Council	Grant (1)	37,500	3,750
		Invoice (1)	5,312	Nil
Board Member (family member)	Oriel Myrddin	Grants (2)	69,500	2,250

**THE ARTS COUNCIL OF WALES**  
**Notes forming part of the financial statements**

National Assembly for Wales  
Public Accounts Committee  
PAC(4)-26-14 (Paper 3)

81

**Hywel Tudor**

Short-term freelance work  
(family member)

Orchard Media

Invoice (1)

6,000

Nil

## ANNEX TO THE ANNUAL REPORT (not forming part of the financial statements)

### GENERAL ACTIVITIES - GRANTS 2013/14

#### Annual Revenue

Aberystwyth Arts Centre	£560,000
Arad Goch	£378,250
Artes Mundi Prize Limited	£147,500
Artis Community Cymuned	£205,500
Arts Care Limited	£132,500
Arts Connection / Cyswllt Celf	£65,000
Ballet Cymru	£200,000
BBC National Orchestra of Wales	£844,525
Canolfan Gerdd William Mathias Cyf	£80,000
Chapter (Cardiff) Ltd.	£686,000
Clwyd Theatr Cymru	£1,645,000
Clwyd Theatr Cymru TYP	£232,850
Community Music Wales	£105,000
Cwmni'r Fran Wen	£190,075
Dawns i Bawb	£85,000
Dawns TAN TAN Dance Ltd.	£90,000
Disability Arts Cymru	£170,000
Earthfall Dance Ltd.	£245,000
Ffotogallery	£205,000
g39	£70,000
Galeri Caernarfon Cyf	£325,000
Glynn Vivian Art Gallery	£125,000
Grand Theatre Swansea	£73,000
Hafren	£106,680
Head for Arts	£150,000
Hijinx Theatre	£160,000
Literature Wales	£851,915
Live Music Now Wales	£45,000
Llantarnam Grange Arts Centre	£85,000
Mid Wales Opera	£104,000
Mission Gallery	£95,000
Mostyn	£400,000
Music Theatre Wales	£270,000
National Dance Company Wales	£915,000
National Theatre Wales	£1,685,000
NEW Dance	£75,287
NoFit State Community Circus Ltd	£200,000
Oriel Davies Gallery	£230,000
Oriel Myrddin Trust	£47,000
Pontardawe Arts Centre	£63,000
Powys Dance	£112,250

Rhondda Cynon Tâf County Borough Council	£155,000
Rubicon Dance	£200,000
Ruthin Craft Centre	£400,000
Sherman Cymru	£1,228,000
Sinfonia Cymru	£115,000
South Wales Intercultural Community Arts	£90,000
St. David's Hall	£65,000
Taliesin Arts Centre	£27,000
Taliesin Arts Centre	£226,000
The Riverfront	£125,000
Theatr Bara Caws	£287,556
Theatr Brycheiniog	£230,000
Theatr Felinfach	£60,000
Theatr Ffynnon	£75,000
Theatr Genedlaethol Cymru	£1,052,942
Theatr Iolo	£246,225
Theatr Mwldan	£245,000
Theatr na n'Óg	£324,850
Torch Theatre Company Limited	£460,000
Touch Trust Ltd.	£150,000
trac - Music Traditions Wales	£80,000
Ty Cerdd - Music Centre Wales	£328,000
Ty Cerdd - Music Centre Wales	£10,000
Ucheldre Centre	£75,000
Valley & Vale Community Arts Ltd.	£180,000
Valleys Kids	£122,000
Venue Cymru	£78,000
Volcano Theatre Company Ltd	£215,000
Wales Millennium Centre	£4,000,000
Welsh National Opera	£4,755,808
WJEC CBAC Ltd.	£250,000
	<b>£28,311,713</b>

**Creative Wales Ambassadors**

Daws, Martin	£25,000
Edwards, Sean	£25,000
Griffiths-Jones, Julia	£25,000
Gwyn, Richard	£25,000
Harris, Sean	£25,000
	<b>£125,000</b>

**Dylan Thomas 100 Festival**

Bangor University	£23,105
Carmarthenshire County Council	£37,500
Chapter (Cardiff) Ltd.	£27,000
City and County of Swansea	£100,000

Dylan Thomas Birthplace at 5 Cwmdonkin Drive Ltd	£10,200
Ffotogallery	£30,000
Laugharne Literary Festival	£80,000
Locws International	£30,000
Oriel Myrddin Trust	£22,500
Swansea Festival of Music and the Arts Ltd	£50,000
Taliesin Arts Centre	£70,000
Wales Theatre Company Ltd	£80,000
	<b>£560,305</b>

### **International Opportunities Fund**

Arad Goch	£2,522
Asquith, John	£2,359
Atkinson, Tiffany	£2,100
Awst, Manon	£2,780
Bedwani, Jay	£2,577
Black, Stephen	£5,000
Bowen, Robin	£1,781
Brett, Jessie	£1,500
Brookes, Michael	£2,000
CAAPO	£450
Calan	£5,000
Chapter (Cardiff) Ltd.	£5,640
Clifford, Helen	£542
Colquhoun, Kim	£1,057
Conn, Gerald	£3,000
Curtis, Tony	£449
Cyfnewidfa Lên Cymru	£6,380
Dance Collective	£653
Davidson, Glenn	£1,652
Davies, Rose	£890
Dubois, Pascal-Michel	£1,131
Dyer, Kevin	£3,472
Elfyn, Menna	£800
Fowler, Dylan	£2,413
Gegenwart, Beate	£790
Gilhespy, Tom	£700
Graham, Alison	£1,115
Griffiths, Catrin	£1,822
Gwyn, Richard	£4,681
Hall, Jenny	£2,000
Hawes, James	£5,000
Hijinx Theatre	£880
Hopwood, Elin Mererid	£2,100
Husted, Mary	£7,903
Huws, Sioned	£5,000
Jenkins, Paul	£2,000

Jones, Dylan	£2,100
Jones, Leona	£2,759
Keehan, Bridget	£1,090
Lampeter Festival of World Sacred Music	£5,000
Lawrence, Wendy	£1,250
Literature Wales (2 awards)	£5,000
Mothersuckers	£4,975
Mr and Mrs Clark	£4,926
Nash, Mandy	£850
Olion Byw	£3,340
Owen, Karen	£2,100
Owen, Tom	£5,000
Packham, Ruth	£860
Palser, Marega	£2,980
Perry, Samuel	£3,894
Poetry Wales Press Limited	£550
Pryce, Guto	£5,000
Rees, Marc	£5,000
Rhydderch, Francesca	£1,570
Rhys, Gruff	£5,000
Rickard, Erin	£1,487
Roberts, Stephanie	£1,519
Rusty Shackle	£5,000
Shapland, Anthony	£3,000
Smith, Robert	£4,695
Sullivan, Steve	£1,000
Tanja Râman+dbini industries	£5,000
The Original Print Place	£1,640
Theatr Genedlaethol Cymru	£4,852
Theatr Iolo	£4,880
Theatr Mwldan	£5,000
Theatr na n'Óg	£2,675
Thomas, Julia	£3,000
Thomas, Sian	£5,000
Wales Arts Review	£620
Warren, Huw	£734
Weedon, Cordelia	£1,500
Wells, Meri	£1,055
Williams, Gwyn L	£758
Williams, Jeremy Huw	£3,000
Williams, Phil	£2,647
Williams, Sue	£2,500
Winfield, Peter Lawrie	£5,000
Younan, Sarah (from <i>Igniting Potential</i> fund)	£2,000
	<b>£221,945</b>



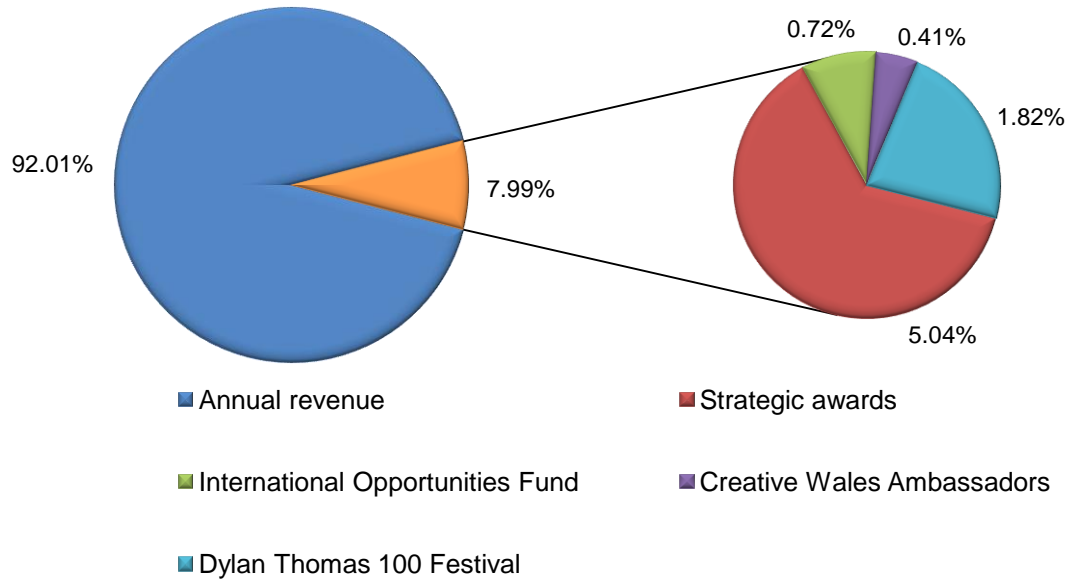
**Strategic awards**

Action in Caerau and Ely	£37,496
Bangor University	£115,000
Cariad Interactive	£4,860
Celf O Gwmpas	£8,500
Chapter (Cardiff) Ltd.	£325,000
Clwyd Theatr Cymru TYP	£34,775
Creative Skillset Cymru	£40,000
Cwmbran Centre for Young People	£37,724
Cwmni'r Fran Wen	£38,138
engage (National Association for Gallery Education)	£39,750
Hafod Youth Action Group	£32,564
Head for Arts	£40,000
Llangollen International Musical Eisteddfod	£16,382
Llantarnam Grange Arts Centre	£50,000
Merthyr Tydfil Housing Association	£36,593
Mess up the Mess Theatre Company	£38,971
National Theatre Wales	£49,665
Oriel Davies Gallery (for Venice Biennale)	£91,400
Pontardawe Arts Centre	£24,958
Redhouse	£24,300
Royal Welsh College of Music and Drama	£72,250
Span Arts Ltd	£34,724
Swansea City Opera & The Opera School Wales	£38,220
Swansea YMCA	£39,409
Theatr Genedlaethol Cymru	£60,000
Theatr Iolo	£17,500
UCAN Productions	£28,928
Valleys Kids	£36,032
Wales Millennium Centre	£60,000
Wales One World Film Festival	£16,200
Whitehead- Ross Education and Consulting Ltd	£32,314
Youth of Creative Arts	£29,650
	<b>£1,551,303</b>

**TOTAL GRANTS OFFERED**

**£30,770,266**

## GRANTS BY TYPE



## WHAT DID OUR GRANTS SUPPORT?

	<u>Value of grants</u>		<u>No of grants</u>
<b>Grants to support:</b>			
Theatres and arts centres	£7,039,680	22.88%	16
Theatre production and presentation	£6,733,498	21.88%	9
Opera	£5,129,808	16.67%	4
Dance	£1,922,537	6.25%	9
Visual & applied arts	£1,804,500	5.86%	10
Arts and Young People	£1,622,250	5.27%	7
Music	£1,502,525	4.88%	7
Community arts	£1,095,000	3.56%	9
Literature	£851,915	2.77%	1
Dylan Thomas 100 Festival	£560,305	1.82%	12
Circus & carnivals	£290,000	0.94%	2
International Opportunities Fund	£221,945	0.72%	87
Disability arts	£170,000	0.55%	1
Arts & health	£150,000	0.49%	1
Creative Wales Ambassadors	£125,000	0.41%	5
<b>Other grants:</b>			
Strategic awards	£1,551,303	5.04%	34
	<u><b>£30,770,266</b></u>		<u><b>214</b></u>

By virtue of paragraph(s) vi of Standing Order 17.42

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