



Culture, Communications, Welsh Language, Sport, and International Relations Committee
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25/10/2023

Dear Committee,

I am glad to share with you the first Assurance Report that I have published as Welsh Language Commissioner. The Assurance Report in which I share my view on how organisations are implementing their language duties is published annually. Despite the levels of compliance having generally improved, particularly by organisations that have been subject to the Welsh Language Standards for some time, the report notes that it is necessary to tackle the challenge of creating an environment where it is possible to use Welsh naturally every day. This means working to improve the services that are offered to people verbally, whether over the phone or face to face. To enable this, and for people to be able to use the Welsh language naturally every day, public bodies, and other organisations in Wales must provide and promote services, operate internally and plan policies that support opportunities to use the Welsh language.

An element which is of particular concern to me, and to which I referred to previously in my Annual Report 2022-23, is that 18% of the Welsh speakers that took part in a survey that I conducted reported being prevented from speaking Welsh in the past 12 months. The Assurance Report details that the percentage is higher amongst people between 16 and 34 year old, of whom 29% of the sample stating that they had been prevented from speaking Welsh. The constant erosion of Welsh speakers' daily language experiences and a negative attitude to language use is bound to affect the confidence of Welsh speakers and impact on levels of Welsh language use.

I look forward to further discussing the 2022-23 Assurance Report with you, as well as the 2022-23 Annual Report, in the Committee's meeting on 8 November. I am also enclosing a copy of the 2022-23 Annual Report, although I realise that you have already received a

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copy from the Auditor General for Wales. You are welcome to contract me if you would like to have more information about these documents ahead of 8 November.

Yours sincerely,

Efa Gruffudd Jones
Welsh Language Commissioner

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