



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

---

# 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)

## Contents

	<b>Page</b>
Foreword	1
Aim, vision and values	3
The Welsh Language Commissioner's activities 2013–14	4
The Welsh Language Commissioner's work programme 2014–15	23
The context of the Welsh language in 2013–14	25
Accounts	30
Appendix	67

## 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:

## Welsh Language Commissioner Annual Report 2013-14

- 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:

## Welsh Language Commissioner Annual Report 2013-14

- 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.

## Accounts

	Page
Financial, social and environmental summary	31
Remuneration Report	35
Statement of the Accounting Officer's Responsibilities	41
Annual Governance Statement	42
Certificate of the Auditor General for Wales to the Members of the National Assembly for Wales	50
Statement of Comprehensive Net Expenditure	52
Statement of Financial Position	53
Statement of Cash Flows	54
Statement of Changes in Taxpayers' Equity	55
Notes to the Accounts	56



## 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		<b>(4,347)</b>	(3,570)
Amortisation of intangible assets	7	<b>28</b>	17
Depreciation of property, plant & equipment	8	<b>57</b>	67
Loss on sale of non-current assets		-	7
Increase in provisions	12	<b>448</b>	167
Decrease / (Increase) in trade and other receivables	9	<b>19</b>	(15)
(Decrease) / Increase in trade payables and other payables	11	<b>(24)</b>	43
<b>Net cash (outflow) from operating activities</b>		<b><u>(3,819)</u></b>	<u>(3,284)</u>
<b>Cash flows from investing activities</b>			
Interest received		<b>4</b>	5
Purchase of intangible assets	7	<b>(37)</b>	(22)
Purchase of property, plant and equipment		<b>(3)</b>	(77)
Proceeds of disposal of property, plant and equipment		<b>1</b>	1
<b>Net cash (outflow) from investing activities</b>		<b><u>(35)</u></b>	<u>(93)</u>
<b>Cash flows from financing activities</b>			
Financing from Welsh Ministers		<b>4,100</b>	4,100
<b>Net financing</b>		<b>4,100</b>	4,100
<b>Net increase in cash and cash equivalents in the period</b>			
		<b><u>246</u></b>	<u>723</u>
<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><u>1,080</u></b>	<u>834</u>

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		<u>319</u>
<b>Changes in Reserves for 2012-13</b>		
Retained (Deficit)		(3,565)
<b>Total recognised income and expense for 2012-13</b>		<u>(3,565)</u>
Financing from Welsh Ministers		<u>4,100</u>
<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>		<u>(4,343)</u>
Financing from Welsh Ministers		<u>4,100</u>
<b>Balance at 31 March 2014</b>		<b><u>611</u></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>	2012-13
	<b>£000</b>	£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	115	106
Later than one year and not later than five years	403	392
Later than five years	105	132
	<b>623</b>	<b>630</b>
	<b>31 March 2014 £000</b>	31 March 2013 £000
<b>Other</b>		
Not later than one year	7	7
Later than one year and not later than five years	4	11
Later than five years	-	-
	<b>11</b>	<b>18</b>

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.

## Appendix

	Page
Statutory complaints – Welsh Language Act 1993	68
Statutory complaints – Welsh Language (Wales) Measure 2011	90
Non statutory complaints	91

**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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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



National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
**Welsh Language Commissioner Annual Report 2013-14**  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
**Welsh Language Commissioner Annual Report 2013-14**  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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



National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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
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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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
20/11/2013	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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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
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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-28-14 (Paper 2)

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



National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

**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
14/02/2014	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
05/04/2013	Marks & Spencer	Private	Signage	✓				10/05/2013
08/04/2013	SSE	Private	Telephone services	✓				10/05/2013
11/04/2013	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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-20-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
PAC(4)-20-14 (Paper 2)

# Welsh Language Commissioner Annual Report 2013-14

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

National Assembly for Wales  
Public Accounts Committee  
PAC(4)-20-14 (Paper 2)

# Welsh Language Commissioner Annual Report 2013-14

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



National Assembly for Wales  
 Public Accounts Committee  
**Welsh Language Commissioner Annual Report 2013-14**  
 PAC(4)-20-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-20-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-20-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-26-14 (Paper 2)

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

National Assembly for Wales  
Public Accounts Committee  
Welsh Language Commissioner Annual Report 2013-14  
PAC(4)-20-14 (Paper 2)

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

National Assembly for Wales  
 Public Accounts Committee  
 PAC(4)-20-14 (Paper 2)

# Welsh Language Commissioner Annual Report 2013-14

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