

# Delivering change together



## Main conclusions

The compliance of public organisations with Welsh language standards is improving and there is a high degree of certainty that a number of organisations provide high quality Welsh language services.

To ensure that organisations are providing high quality Welsh language services to users at all times, this work needs to continue.

### Organisations with the capacity to provide high quality Welsh language services at all times



Health Boards need to carry out intensive planning work to increase their ability to offer clinical consultations in Welsh over the next 5 years.

Better consistency is needed in the way organisations describe the need for Welsh language skills when advertising jobs to attract a workforce with a range of Welsh language skills.

### Organisations increase the use of Welsh in their workplace, enabling staff to work in Welsh on a day-to-day basis



Organisations need to challenge themselves to increase the opportunities available for people to use the Welsh language in the workplace.

### Organisations promote the Welsh language so that people can use the language naturally in their daily lives



Organisations need to ensure that their promotion strategies not only comply with the minimum requirements of the standards, but reach their full potential in terms of their contribution to the goal of one million Welsh speakers by 2050. The Commissioner will take a more proactive role in providing advice and guidance to organisations on the next versions of those strategies.

### Welsh language users understand and are aware of the Welsh language services available to them



All organisations need to do more to promote Welsh language services.

### Organisations give due regard to the potential impacts of their policy decisions on the Welsh language



There is a need to raise awareness within organisations of the requirements of the policy making standards, and what must be done to comply with them.

### Organisations protect and promote the interests of Welsh language users by having effective governance and complaints arrangements



Organisations need to ensure that there is an easy way for everyone to complain if they have any trouble using the Welsh language.

# Interesting statistics

90%

of web pages across all organisations are available in Welsh



89%

of messages on social media accounts are available in Welsh



33%

of fluent speakers prefer to use Welsh with public organisations



46% of fluent speakers prefer to use Welsh face to face with public organisations every time or most of the time



The Health Boards' use of Welsh on social media has increased from 47% in 2021-22 to **64%** in 2023-24 and the use of Welsh forms has increased from 37% to **78%** in the same period

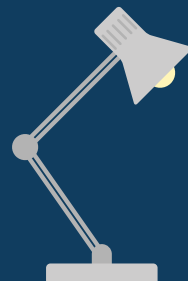


86%

of fluent speakers agree that they can deal with organisations in Welsh if they wish to do so

85%

of respondents agree that they are more likely to use Welsh language services if organisations make it clear that they are available



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