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# 1. Introduction, research objectives and research method

## 1.1 Introduction and research objectives

The Welsh Language Commissioner is an independent organisation whose principal aim is to promote and facilitate the use of Welsh. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organisations.

The Welsh Language Measure (Wales) 2011 establishes a framework to impose a duty on certain organizations to comply with standards to do with the Welsh language, and gives the Commissioner the power to require an organization to comply with a standard. The main aim of these standards is to ensure the provision of Welsh language services and rights to Welsh speakers.

The process of introducing standards takes place in a series of rounds. Standards placing duties on public organisations are being introduced for Local Authorities, National Park Authorities and Welsh Ministers in Round 1, during 2015, and is therefore timely to conduct research to better understand current provision.

Some research already existed with regard to general experiences of and barriers to using the Welsh language with public services, such as studies undertaken by Beaufort research examining consumers' needs within the design and delivery of Welsh language services (from banks, building societies, and gas, electricity, phone, television and broadband suppliers) for Consumer Futures Wales (as was)<sup>1</sup>; and primary care services research for the Welsh Language Commissioner<sup>2</sup>. However, the results of such studies can be too general or specifically focussed on certain sectors/services.

As it is not practical to gather detailed information on all public services via a single study, the Welsh Language Commissioner wished to focus on collecting evidence on services that have a significant impact on people's everyday lives, namely **local authorities' first contact services**.

Whilst monitoring the provision of services will form part of the regulatory work of the Commissioner, an evidence gap was identified in terms of what users themselves expected to receive from local authorities.

This research project will also be used to inform one of the strategic aims of the Welsh Language Commissioner – to establish a picture of the situation of the Welsh language by providing statistical and qualitative data which can be reported on in the Commissioner's first five year report.

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<sup>1</sup> <https://www.citizensadvice.org.uk/about-us/policy/policy-research-topics/citizens-advice-cymru-wales-policy-research/english-by-default-understanding-the-use-and-non-use-of-welsh-language-services/>

<sup>2</sup> <http://www.comisiynyddygyymraeg.org/English/Publications%20List/Health%20Inquiry%20-%20Beaufort%20Research%20Report.pdf>

In summary, the overall aim of the survey was:

**To understand fluent Welsh speakers' aspirations, expectations and experiences with regard to Welsh language services provided by local authorities in Wales.**

More specifically, the objectives were to ascertain:

- The aspirations of Welsh speakers for the provision of local authorities' first point of contact services.
- The expectations of users of the provision of local authorities' first point of contact services.
- Welsh speakers' priorities for the short, middle and long term in terms of first point of contact services.
- Personal experiences of the contact had with the local authority.
- The main areas of improvement for local authorities.

## 1.2 Research method

A survey of Welsh speakers in Wales was undertaken to gather robust evidence concerning Welsh speakers' aspirations and experiences with regard to Local Authority Welsh language services.

The research consisted of telephone interviews with a quota sample of 1,009 Welsh-speaking adults (aged 16+) across Wales. For the purposes of this research, only those who described themselves as being fluent<sup>3</sup> Welsh speakers were eligible to take part in the survey.

The sample profile was designed to be representative of fluent Welsh speakers. Target numbers of interviews were set based on the age and gender profile of fluent Welsh speakers in each of three regions of Wales, based on the most recent profile data available from the National Survey for Wales. No more than one person was interviewed in each household.

A disproportionate sampling approach by region was taken to ensure a robust and even number of interviews (c.333) were conducted in North Wales<sup>4</sup>, West Wales<sup>5</sup> and South and mid Wales<sup>6</sup> – thus enabling reliable comparison of survey data between these areas. At the analysis stage, in addition to weighting by age within gender within region to fine tune any minor imbalances in the interviewed sample, the data was weighted to reflect the true proportions of fluent Welsh speakers in each of North Wales, West Wales and South and Mid Wales (again based on 2012-2013 National Survey for Wales data).

The sample for the survey was sourced from UK Changes, a specialist survey sample provider. A selection of telephone numbers generated by Random Digit Dialling (RDD) was obtained, with numbers screened to ensure the exclusion of those likely to be non-residential. The Beaufort CATI (Computer Aided Telephone Interviewing) system randomly presents numbers for interviewers to call. On making contact with a household, an introductory question ('Do you speak Welsh?') was asked to determine if a potential participant was a Welsh speaker, then a series of screening questions were asked to determine fit with quota controls.

Interviews were conducted over the phone from Beaufort's dedicated CATI centre in Cardiff. A bilingual questionnaire was used and all interviewers working on the survey were fluent in Welsh, therefore all participants were able take part in their preferred language.

Interviewing for this survey took place between 19 February and 14 May 2015 and was based on the structured questionnaire appended (see appendix).

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<sup>3</sup> Eligible participants were those describing their ability in spoken Welsh as 'fluent in Welsh' based on the following options: 'I'm fluent in Welsh'; 'I can speak a fair amount of Welsh'; 'I can speak a little Welsh'; and 'I can just say a few words'. The full questionnaire wording can be found in the appendix.

<sup>4</sup> Conwy, Denbighshire, Flintshire, Gwynedd, Isle of Anglesey and Wrexham local authorities.

<sup>5</sup> Carmarthenshire, Ceredigion and Pembrokeshire local authorities.

<sup>6</sup> Swansea, Neath Port Talbot, Bridgend, Caerphilly, Torfaen, Newport, Monmouthshire, Cardiff, Vale of Glamorgan, Rhondda Cynon Taf and Powys local authorities.

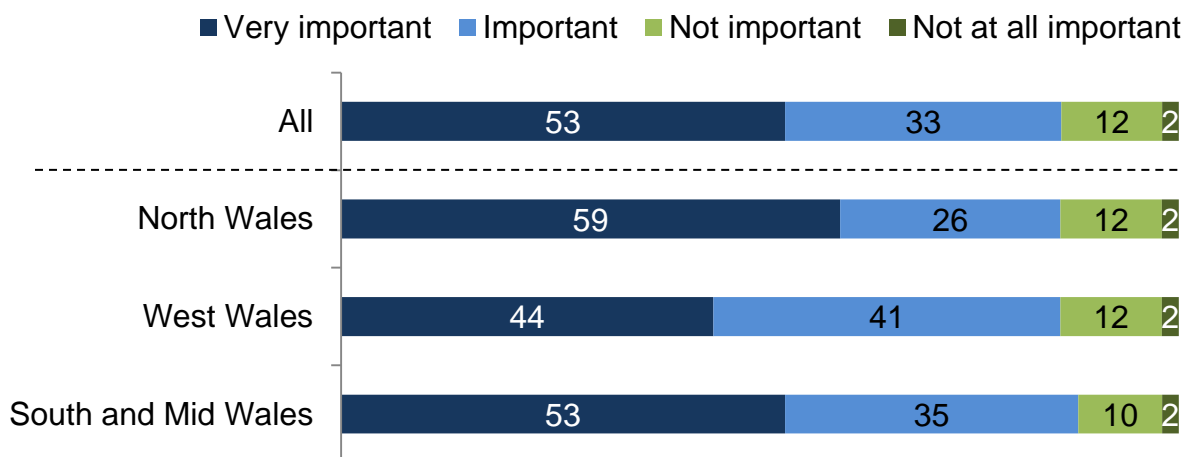
## 2. Importance of local authority Welsh language services

### 2.1 Overall importance

The survey began by establishing how important it was to the fluent Welsh speaking survey participants that they were able to access services and obtain information in the Welsh language from their local authority.

As can be seen from figure 1, approaching nine in ten fluent Welsh speakers (86%) felt it was either very or fairly important that they were able to access local authority services/information in Welsh, with more than half (53%) stating it was very important. Only slightly more than one in ten (14%) did not feel it was important (either not important or not at all important).

**Figure 1: Overall importance of personally being able to access local authority services/information in Welsh (%)**



Base (all fluent Welsh speakers): 1009. North Wales = 335, West Wales = 342, South and Mid Wales = 332.

Although a fairly consistent proportion of between 85% and 88% in each of the North Wales, West Wales and South and Mid Wales regions stated being able to access local authority services/information in Welsh was important, those in North Wales were most likely to consider it to be very important, while those in West Wales were the least likely to think so.

Fluent Welsh speakers using Welsh most often in their daily lives (i.e. those who spoke Welsh every day), were also more likely to personally feel it was important that they were able to access local authority services in Welsh (89%), rather than those using the language less frequently (65% among those using the language less often than weekly).

The majority of participants in every age category believed that being able to access or obtain information from their local authority in Welsh was important. However, older fluent Welsh speakers were slightly less likely to say it was important on the whole (80% of those aged 55 and over felt it was important, compared with 91% of 35 to 54 year olds and 89% of 16 to 34 year olds).

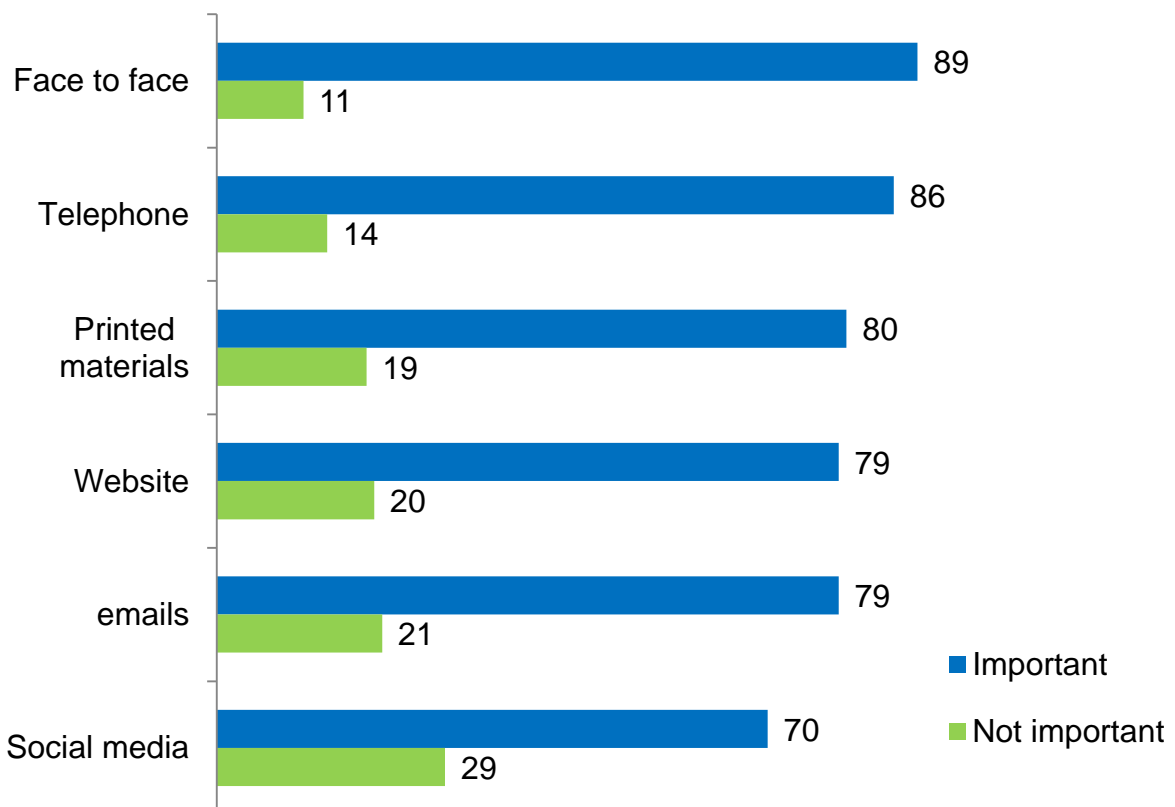
## 2.2 Importance of local authority Welsh language services by contact method

The survey went on to examine the relative importance of being able to interact with local authorities in Welsh, depending on the contact method used (see figure 2).

Although the ability to use Welsh was considered important by at least seven in ten fluent Welsh speaking service users across all contact methods, verbal services (that is speaking with local authority staff face to face at local offices, hubs or one stop shops and when making contact by telephone) were more likely to be considered important (89% and 86% respectively for face to face and telephone contact).

Text based communication (for example receiving a letter or printed material such as a newsletter or council tax bill through the post, visiting a local authority website or completing an online form, or sending or receiving emails) was identified as being important for approximately eight in ten. Being able to communicate via social media in Welsh was least likely to be considered important (seven in ten considered this to be important, while almost three in ten stated it was either 'not very' or 'not at all' important).

**Figure 2: Importance of being able to use Welsh when dealing with local authority by contact methods (%)**

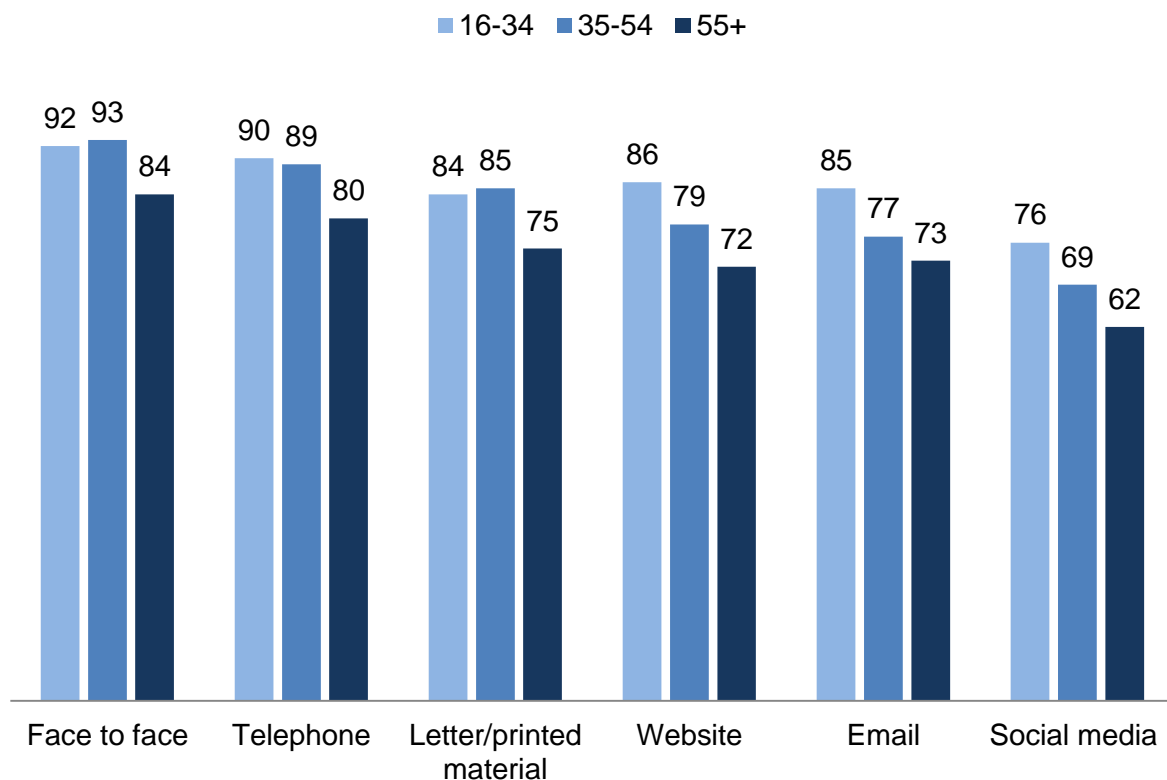


Base: fluent Welsh speakers who ever use each contact method. Face to face = 997, telephone = 997, printed materials = 1,002, website = 836, emails = 831, social media = 645.



Younger fluent Welsh speakers (16 to 34 year olds) were more likely to believe that being able to deal with their local authority in Welsh, via all the different contact methods, was important. Again, being able to speak Welsh face to face was considered the most important method of contact for participants of all ages, whilst social media was considered least important. Nevertheless, around a third of those aged 35-54 and 55+, and three-quarters of those aged 16-34 said it was important to them to be able to use Welsh on social media when dealing with their local authority.

**Figure 3: Importance of being able to use Welsh when dealing with local authority by contact methods (%)**



*Base: fluent Welsh speakers who ever use each contact method. Face to face = 997, telephone = 997, printed materials = 1,002, website = 836, emails = 831, social media = 645.*

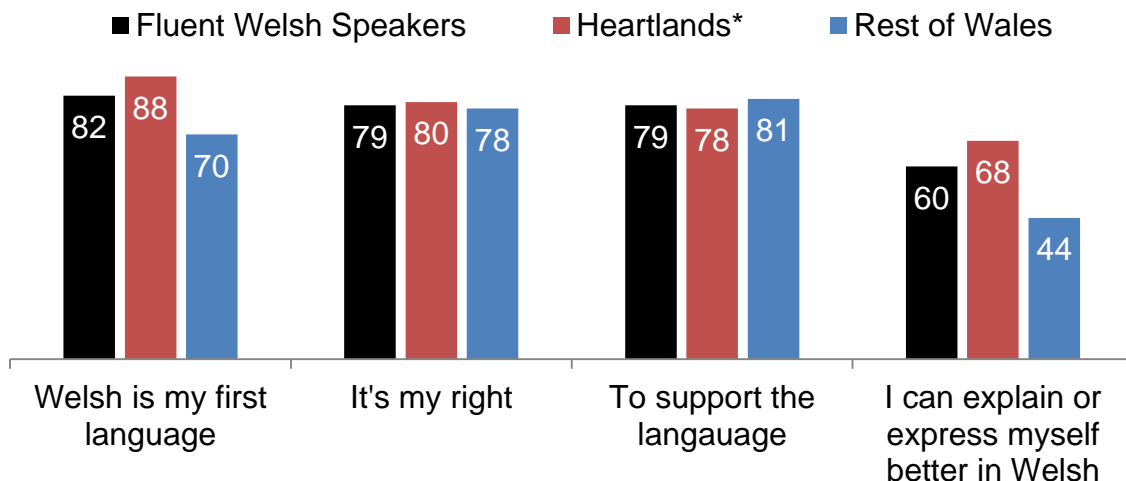
## 2.3 Motivations for wanting to use Welsh when dealing with local authorities

Fluent Welsh speakers who always or usually tried to use Welsh when dealing with their local authority were asked about their reasons for doing so.

On average, survey participants gave approximately three of the reasons listed in figure 4, with the most common mentions being that Welsh was their first language, it was their right and that they wanted to support the language. Around four in five gave each of these reasons. Slightly fewer (three in five) said they were better able to express themselves in Welsh than in English.

Those in the Welsh language heartlands were more likely to say they could express themselves better in Welsh (68%) than those in the rest of Wales (44%), mirroring the fact that a higher proportion in Welsh language heartlands said Welsh was their first language (88%), than those in the rest of Wales (70%).

**Figure 4: Reasons for trying to use Welsh when dealing with local authority** (prompted, %)

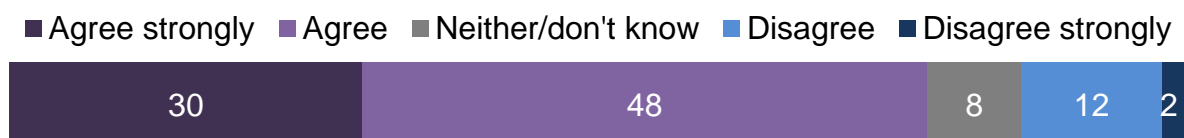


\*Anglesey, Gwynedd, Ceredigion, & Carmarthenshire

Base (fluent Welsh speakers who always or usually try to use Welsh when dealing with their local authority): 668. Heartlands = 411, South and Mid Wales = 257.

As part of the interview, participants were asked to what extent they agreed or disagreed with a number of statements relating to their opinion of, or attitude to, local authorities Welsh language services. As can be seen from figure 5, when presented with the statement “*Welsh speakers are disadvantaged if they’re not able to express themselves in the language they’re most comfortable using*”, the vast majority of fluent Welsh speakers (almost four in five) agreed, while just 14% disagreed.

**Figure 5: Extent agree / disagree that “Welsh speakers are disadvantaged if they’re not able to express themselves in the language they’re most comfortable using” (%)**



Base (all fluent Welsh speakers): 1009.

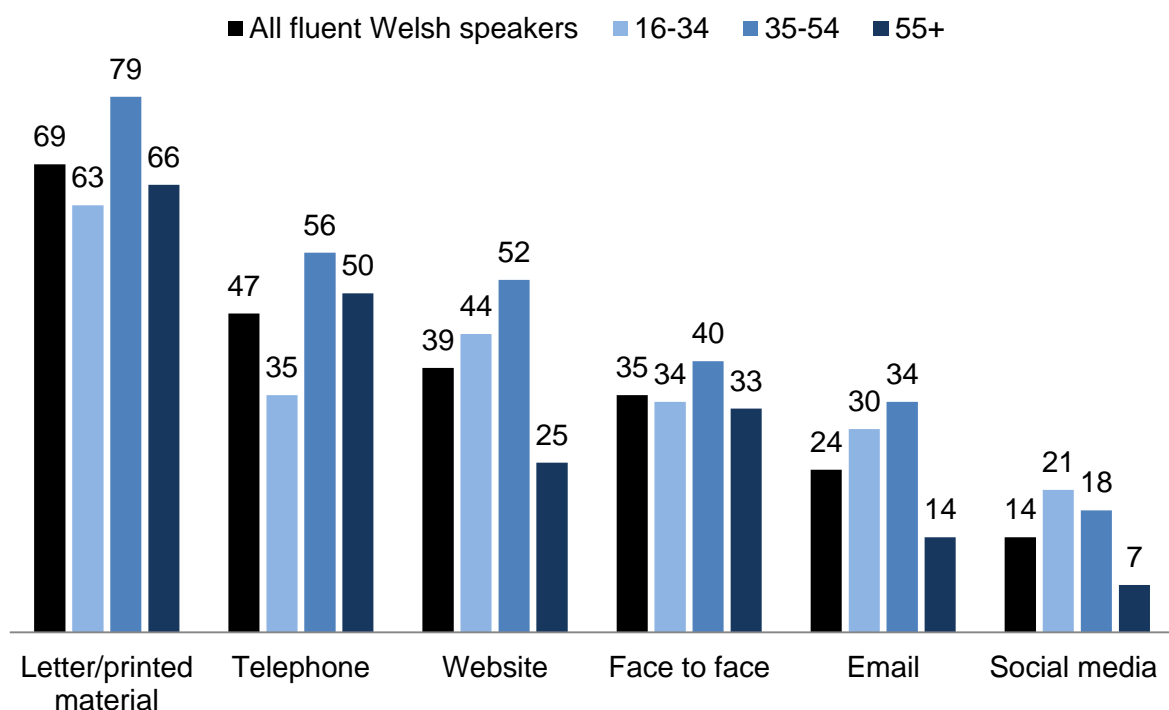
### 3. Welsh language local authority service usage and demand

#### 3.1 Services Used

More than two thirds of fluent Welsh speakers had received a letter or printed material such as a newsletter or council tax bill through the post from their local authority and almost half (47%) had been in contact by telephone. Slightly fewer (39% had visited their local authorities website, or filled in an online form in the last six months, and a similar proportion (35%) had been in contact face to face with staff at a local authority office, hub or one stop shop. Less than a quarter had received an email and only 14% had contact via social media (for example by following their local authority on Twitter or visiting their Facebook page).

Those aged under 35 and those aged 55+ were the least likely to be in contact with their local authority (21% and 19% respectively), compared with just 7% for those aged 35 to 54. Younger fluent Welsh speakers were less likely to have been in contact by phone, older respondents were the least likely to have visited a local authority website, received an email or been in contact via social media.

Figure 6: Ways been in contact with local authority in last six months (%)



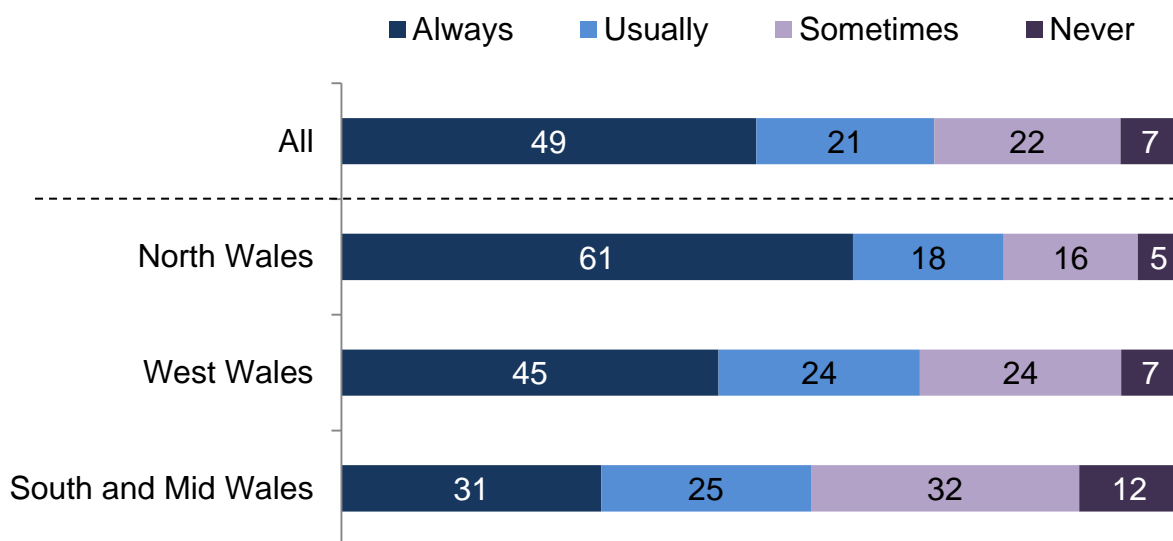
Base (all fluent Welsh speakers): 1009. 16 to 34 = 258, 35 to 54 = 289, 55+ = 462.

### 3.2 Frequency of trying to use Welsh

The survey also established how frequently participants *attempted* to use Welsh when dealing with their local authority. Almost half (49%) of fluent Welsh speakers reported that they always try to use Welsh when dealing with their local authority, while a further 21% said they *usually* try do so; reflecting the significant importance attached to the availability of Welsh language services discussed in section 2.2).

Some significant regional differences were apparent here, with those in North Wales most likely to try to use Welsh and those in South and Mid Wales least likely to attempt do so, possibly reflecting how common it is for services to be received in Welsh when dealing with organisations in each of these regions.

**Figure 7: Frequency try to use Welsh when dealing with local authority (%)**



Base (all fluent Welsh speakers who ever have contact their local authority): 984.  
North Wales = 325, West Wales = 336, South and Mid Wales = 323.

In support of this finding, it is interesting to discover that three quarters (75%) of fluent Welsh speakers agreed with the statement “*If I know that I can deal with relevant local authority department in Welsh I always do*”, suggesting that awareness and visibility of Welsh language service availability is central to usage. Again, agreement was slightly more prevalent in North Wales (where 80% agreed with this statement).



Interestingly, those towards the middle age range of 35 to 44 were the most likely to agree with this statement (85% doing so), whilst the youngest and oldest fluent Welsh speakers were least likely to agree (68% of 16 to 24 year olds and 69% of those ages 75 and over respectively).

### 3.3 Language preference when dealing with local authorities

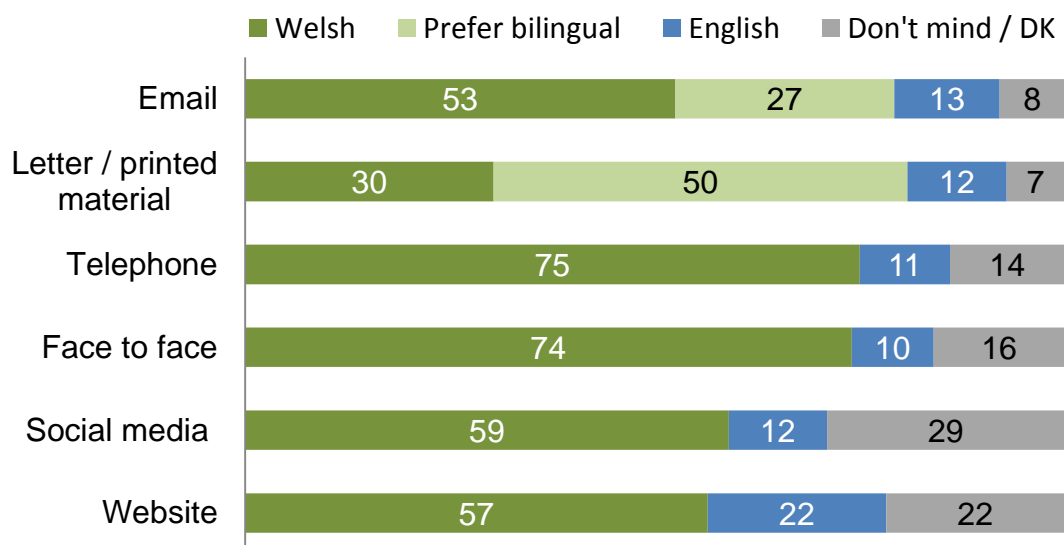
Participants who had used each of the contact methods in the last six months were asked which language they used on the last occasion they conversed/interacted with their local authority and what their language of choice was for each contact method.

Figure 8 summarises fluent Welsh speakers' language preferences for each contact method. For email and letter/printed material contact methods, participants were given the option of stating a preference for bilingual communication.

As was the case when asked about overall importance of Welsh language service availability (section 2.2), verbal communication methods (telephone/face to face) were the most likely to be desired in Welsh. Approximately three quarters of fluent Welsh speakers contacting their local authority in this way had a preference to speak in Welsh. More than half of fluent Welsh speakers also preferred Welsh when having contact via social media or when visiting a local authority website. However, a significant minority of almost one in three fluent Welsh speakers, using social media to interact with their local authority, didn't mind which language they used and a further one in ten had a preference for English. Although still in the minority, website users were the most likely to have a preference for using English (22%).

Although there was a clear preference amongst fluent Welsh speakers for emails, letters and printed materials in Welsh rather than in English, fewer said they preferred Welsh only, compared with other methods of contact listed (see figure 8) However, when those with a preference for bilingual communication are included, as many as four in five fluent Welsh speakers have a preference for either Welsh only or bilingual correspondence. Only slightly more than one in ten specified a preference for English only. This significant desire for bilingual written information/communication could be linked to perceptions or experiences of difficulties with formal/technical written language. Section 5 expands on possible barriers to Welsh language usage.

**Figure 8: Language preference when dealing with local authority –by contact method (%)**



Base: fluent Welsh speakers who have used each contact method in last six months. Email = 229, letter/printed materials = 686, telephone = 466, face to face = 337, social media = 134, website = 380.

### 3.4 Comparison of language preference and usage

To understand the extent to which language preferences were being satisfied, analysis was undertaken to identify what proportion of fluent Welsh speakers (with a preference for dealing with their local authority in Welsh) did in fact deal with their local authority in Welsh on the last occasion (figure 9).

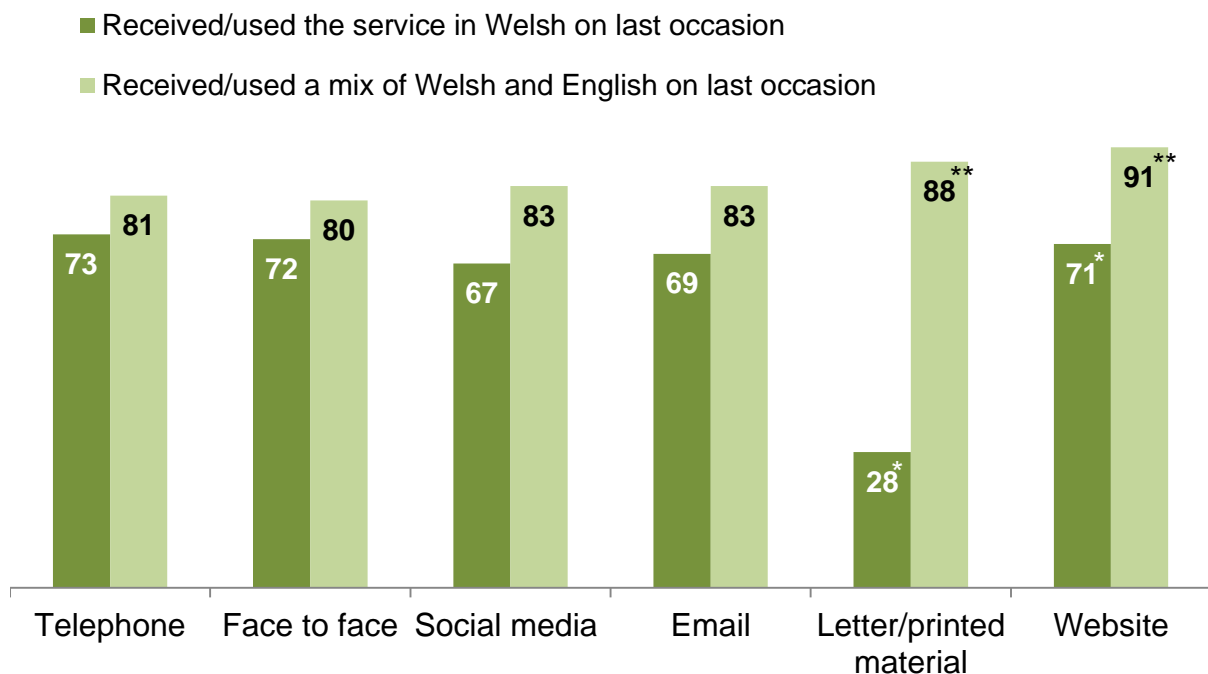
More than seven in ten of those with a preference for Welsh conversed with their local authority (by telephone or face to face) in Welsh on the last occasion. Very similar proportions also did so when dealing with their local authority via email or social media.

If those who received at least a partial service in Welsh are also included (e.g. those conversing in a mix of Welsh and English with different staff during the enquiry, those receiving bilingual correspondence or using a mix of Welsh and English pages on a website), then the proportion increases to in excess of eight in ten for all contact methods.

**Figure 9: Language used when dealing with local authority on last occasion**  
(by contact method, %)

Base:

*Fluent Welsh speakers with preference for dealing with local authority in Welsh*



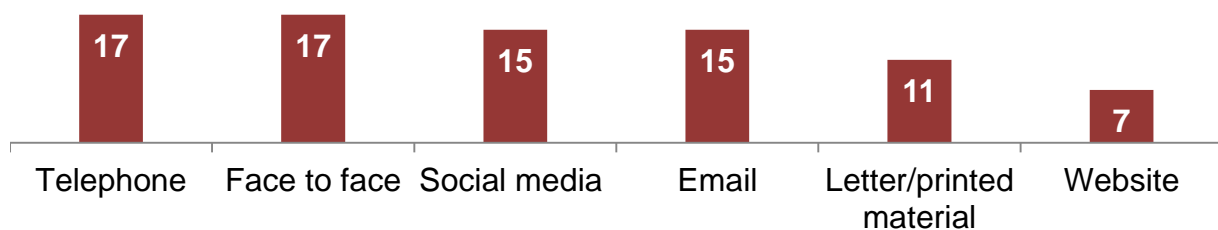
\**excludes* those receiving/using bilingually

\*\**includes* those receiving/using bilingually

Base: *fluent Welsh speakers who have used each contact method in last six months and have a preference for Welsh. Telephone = 252, face to face = 179, social media = 52, email = 95, letter/printed materials = 66, website = 169.*

Although figure 9 above demonstrates that the vast majority of those with a preference for Welsh, received (at least a partial) service in Welsh on the last occasion, it does leave a significant minority who didn't use their language of choice on the last occasion. For example one in six with a preference for Welsh, did not access verbal services (telephone or face to face) in their preferred language on the last occasion.

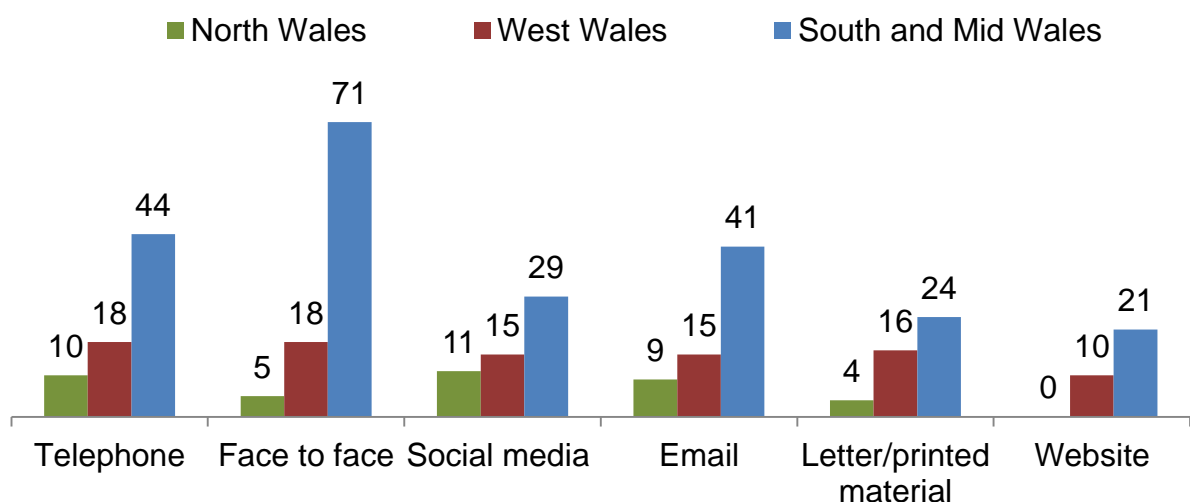
**Figure 10: Proportion of those with preference to deal with local authority in Welsh, who received/used the service in English on the last occasion (%)**



*Base: fluent Welsh speakers who have used each contact method in last six months and have a preference for Welsh. Telephone = 252, face to face = 179, social media = 52, email = 95, letter/printed materials = 66, website = 169.*

Regional analysis reveals that the proportion of fluent Welsh speakers with a preference for Welsh language services receiving/using services in English was significantly higher across all contact methods in South and Mid Wales, while the proportion was much lower in North Wales (see figure 11).

**Figure 11: Proportion of those with preference to deal with local authority in Welsh, who received/used the service in English on the last occasion (by region, %)**



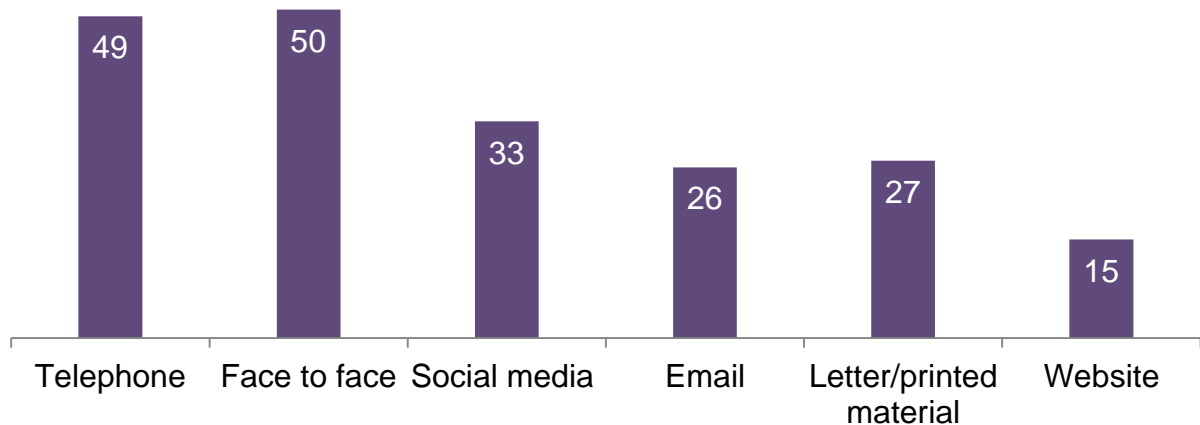
*Base: fluent Welsh speakers who have used each contact method in last six months and have a preference for Welsh. Telephone = 252, face to face = 179, social media = 52, email = 95, letter/printed materials = 66, website = 169.*

To establish whether or not fluent Welsh speakers felt it was unreasonable to expect Welsh language provision in all local authority departments in their area of Wales, survey participants were asked to what extent they agreed or disagreed with the following statement: *“It’s not reasonable to expect Welsh speakers to be available in all local authority departments in my area of Wales”*.

Overall, a third (34%) agreed, more than half (56%) disagreed, while the remainder (9%) neither agreed nor disagreed. Younger respondents (40% of 16 to 34 year olds) and those in South and Mid Wales (42%) were more likely to accept that a Welsh language service might not be available in all departments.

Another way of examining the language preference and usage data is to look at the proportion of those who received/used local authority services in English on the last occasion and determine the language preferences of this cohort. So, for example, figure 12 shows that approximately half of fluent Welsh speakers who received verbal services (telephone/face to face) in English on the last occasion would have *preferred* to have communicated in Welsh.

**Figure 12: Proportion with a preference for Welsh among those who received/used the service in English on the last occasion (%)**



*Base: fluent Welsh speakers who have used each contact method in last six months and dealt with their local authority in English on the last occasion. Telephone = 141, face to face = 97, social media = 39, email = 74, letter/printed materials = 88, website = 101.*



## 4. Rating, perceptions and expectations of local authority Welsh language services

### 4.1 Overall rating

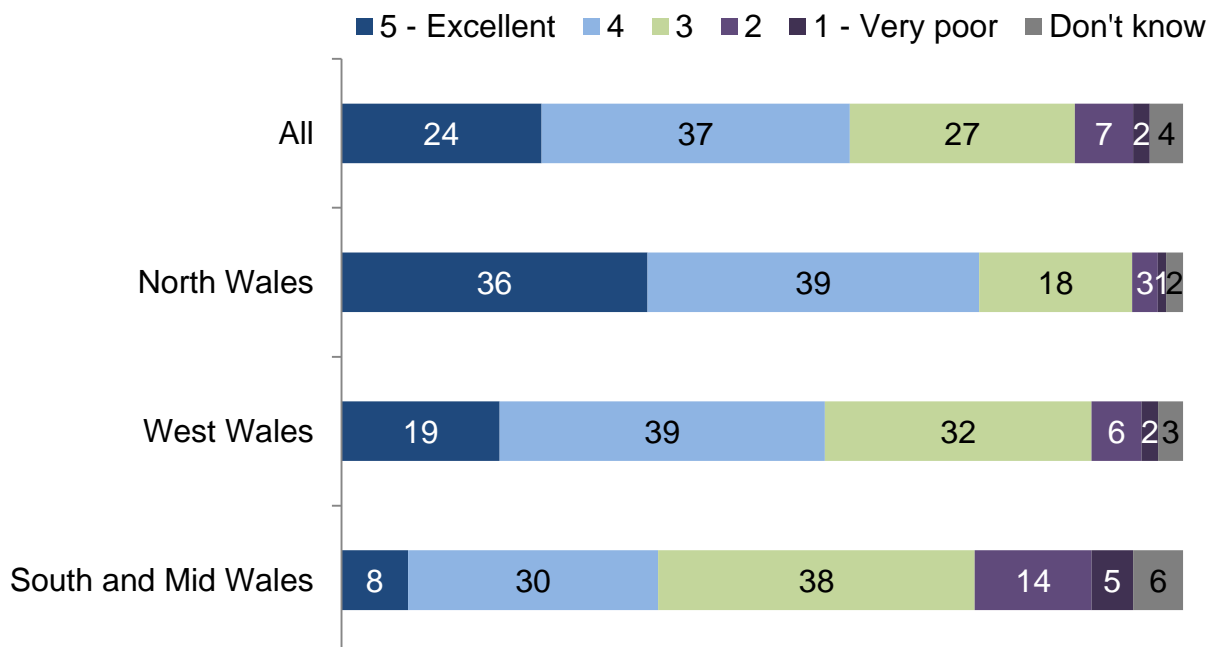
Fluent Welsh speakers were asked to rate the quality of the Welsh language services provided by their local authority, using a score of 1-5, where 1 was 'Very poor' and 5 was 'Excellent'.

The majority of fluent Welsh speakers were pleased with Welsh language services, as three fifths (61%) gave a positive rating of 4 or 5. Fewer than one in ten (9%) were negative about the services offered by their local authority, rating them as 'poor' or 'very poor' (see figure 13 below).

However, opinion varied significantly across the three regions in Wales. Fluent Welsh speakers in North Wales, on the whole, were more satisfied with the Welsh language services provided by their local authority, with three quarters giving them a positive rating (75%) - 36% of whom gave a rating of 'excellent'.

Fluent Welsh speakers in South and Mid Wales were least satisfied with the services as fewer than four in every ten gave a positive rating, with only 8% saying the services were 'excellent'. The proportion of negative ratings in this area was also higher, as one in five (19%) said the services were poor or very poor.

**Figure 13: Quality of the Welsh language service provided by local authority**



Base: All = 1009, North Wales = 480, West Wales = 278, South and Mid Wales = 251

A third of fluent Welsh speakers believed the service provided by their local authority in English, is better than the service provided in Welsh. The proportions who agreed with this statement varied across the three regions, with as many as 51% of fluent Welsh speakers agreeing with this statement in South and Mid Wales.

However, even though there were fewer agreeing with this statement in North Wales (23%), there was still a significant proportion of people who believed the service provided through each language is unbalanced. Younger fluent Welsh speakers, who were 16-34 years old, were more likely to agree with this statement (41%), than the older respondents, who were 55+ (28%).

**Figure 14: Extent agree / disagree that “The quality of the service you get when dealing with the local authority in English is better than when you deal with them in Welsh” (%)**



Base: All = 1009, North Wales = 480, West Wales = 278, South and Mid Wales = 251

## 4.2 Main reasons for dissatisfaction

Figure 15 details the main reasons given by those who gave a negative rating (1 or 2 out of 5) for the Welsh language services provided by their local authority.

Lack of availability, either because a Welsh language service was not offered or because the staff could not speak Welsh, was the main spontaneous reason given for fluent Welsh speakers’ dissatisfaction with the service. This was evident across all three regions. However, the base sizes are small for North and West Wales so this should be taken into consideration when making comparisons with South and Mid Wales. All other reasons were noted by fewer than 10% of all fluent Welsh speakers.

The other most frequently mentioned issue in North Wales, after a lack of availability, was that Welsh language services were not promoted enough. Certain areas in North Wales have higher proportions of Welsh speakers than elsewhere in Wales, so they might expect Welsh language services to be as equally visible and readily available as the English language services.

On the other hand, higher proportions of Welsh speakers from South and Mid Wales felt that staff did not realise that people might want services in Welsh or that they did not think it was necessary. This might be in part influenced by the fact that Welsh speakers make up a smaller proportion of the population in this region.

In West Wales, however, Welsh speakers were more likely to comment on the poor translations or the quality of the Welsh used.

**Figure 15: Reasons for negative rating of local authority Welsh language services (%)**

<i>Unprompted responses</i>	<b>ALL</b>	<b>North Wales</b>	<b>West Wales</b>	<b>South and Mid Wales</b>
Lack of availability (e.g. Welsh language services aren't always available / staff don't speak Welsh)	<b>57</b> (49 people)	63 (13 people)	54 (11 people)	55 (26 people)
It's difficult in the area that I live / not many speak Welsh in the area	<b>8</b>	7	8	8
Don't promote Welsh language services enough	<b>6</b>	14	0	5
Poor translations / poor quality Welsh used	<b>6</b>	7	12	3
Staff don't realise that people might want services in Welsh / don't think it is necessary (not worth the cost)	<b>5</b>	0	4	8
Inconsistent – some services are available / good while others need improving	<b>4</b>	7	4	3
Always room for improvement	<b>4</b>	10	7	0

Base (those rating local authority Welsh language services as 1 or 2 out of 5): 100.

North Wales = 14, West Wales = 24, South and Mid Wales = 62.

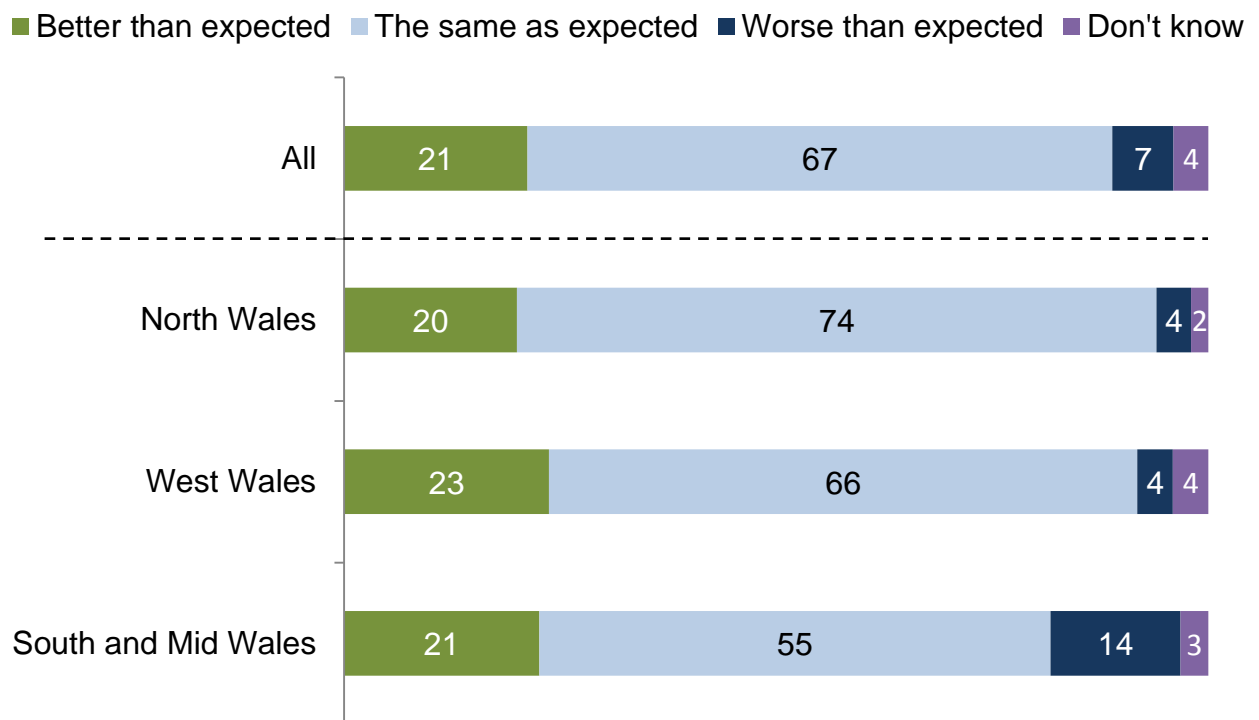
*Note: Care should be taken when interpreting data with particularly small sample sizes.*

### 4.3 Local authority Welsh language service expectations

All fluent Welsh speakers were then asked whether they thought Welsh language services they had received from their local authority were better, worse or the same as expected.

The majority (67%) thought the service had been the same as expected, with just over one in five (21%) saying it had been better than they had expected it to be. This pattern was repeated across all three regions with similar proportions saying the service had been better or the same as expected. However, marginally higher numbers were disappointed with the service in South and Mid Wales stating it had been 'worse than expected'. This reflects the higher proportion giving the Welsh language service provided by their local authority a negative quality rating in this area.

**Figure 16: Expectations of Welsh language services provided by local authority (%)**

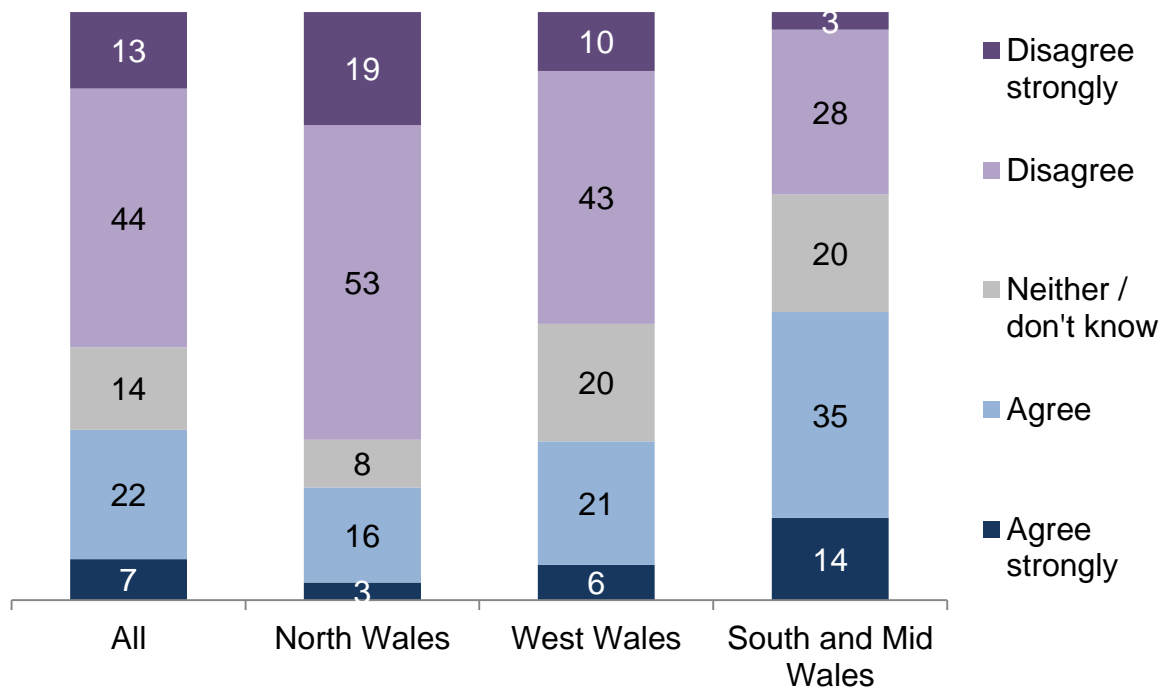


Base: All = 1009, North Wales = 480, West Wales = 278, South and Mid Wales = 251

Just over a quarter of fluent Welsh speakers believe their local authorities do not do enough to cater for Welsh speakers. Moreover, the proportion increases to 49% for those who live in South and Mid Wales. This reflects the higher proportion giving the services provided in this area a negative rating and the higher absolute number of people who commented on the lack of availability in the area.

A significant majority of fluent Welsh speakers in North Wales (72%) disagreed with this statement, suggesting that authorities in the north were more likely to be satisfying Welsh speaker’s expectations.

**Figure 17: Extent agree / disagree that “My local authority does not do enough to cater for Welsh speakers” (%)**



Base: All = 1009, North Wales = 480, West Wales = 278, South and Mid Wales = 251

## **5. Barriers to Welsh language service usage**

### **5.1 Unprompted barriers to using more Welsh with local authorities**

Welsh speakers were asked what, if anything, prevented them from using more Welsh with their local authority. This was an open ended, unprompted question in order to get their top of mind answers.

Positively, almost a third of those asked (31%), either made general, positive comments about the service or said nothing had stopped them from using more Welsh with their local authority.

However, a quarter of Welsh speakers again mentioned a lack of availability of a Welsh language service as their main barrier to using more Welsh with their local authority. Lack of availability seemed to be less of a problem in North Wales, as only 18% said it was a barrier to them using more Welsh with their local authority, whereas almost double that percentage raised this issue in South and Mid Wales. Again, this could be because there are likely to be more Welsh speaking staff in the local authorities in North Wales as there are proportionally more Welsh speakers in that region.

Some of the other barriers mentioned by small numbers of those questioned were: their own lack of confidence, the fact that they felt more comfortable dealing with official matters in English rather than Welsh, and the perception that Welsh words could be too formal or difficult (4% for each reason). This suggests that, even though they are fluent Welsh speakers, some might be apprehensive about their ability to understand technical terms in Welsh and would therefore rather have their enquiry dealt with in English. They might also be more familiar with the English terminology used by some, if not all, departments at their local authority.

Figure 18 overleaf lists the answers given by 2% or more of the sample.

**Figure 18: Barriers to using more Welsh with their local authority (%)**

<i>Un-prompted responses</i>	<b>ALL</b>	<b>North Wales</b>	<b>West Wales</b>	<b>South and Mid Wales</b>
Nothing / general positive comments	<b>31</b>	42	28	13
Lack of availability (e.g. services aren't always available / staff don't speak Welsh)	<b>25</b>	18	30	34
Welsh can be too formal / difficult words	<b>4</b>	3	4	5
More comfortable with official things in English / prefer English	<b>4</b>	3	5	3
Lack of confidence	<b>4</b>	3	3	6
Out of practice / second language	<b>3</b>	2	1	6
It's difficult in the area that I live in / not many Welsh speakers in the area	<b>3</b>	2	1	5
I and/or staff start the conversation in English	<b>2</b>	1	4	2
Depends on the subject	<b>2</b>	1	3	1

Base: All = 1009, North Wales = 335, West Wales = 342, South and Mid Wales = 332

Below are a few examples of verbatim comments to illustrate some of the issues raised:

“Mae’n dibynnu. Gofidio byddai’n camddeall rhai geiriau technegol neu ffurfiol.”  
*("It depends. I worry that I might misunderstand some technical or formal words.")*

“Diffyg staff Cymraeg o dro i dro, ac weithiau mae rhaid disgwyl- ac yn aml nad oes gennyf amser i ddisgwyl pan ar y ffon a’r cyngor.”  
*("Lack of Welsh speaking staff from time to time, and sometimes I have to wait- and often I don't have time to wait when on the phone with the council.")*

“Diogi ar ei rhan nhw, angen eu hatgoffau i ddarparu ym mhob cyfathrebiad ac ar bob lefel hefyd.”  
*("Laziness on their behalf, need to remind them that they need to provide in all mediums and at all levels as well.")*

“Diffyg siaradwyr Cymraeg yn bresennol, felly weithiau yn cael fy mhasio ymlaen yn ddiwedd.”  
*("Lack of Welsh speakers at present, so sometimes I get passed on endlessly.")*

*“Ddim wastad yn ddigon hyderus i ddefnyddio'r Gymraeg.”  
("Do not always have the confidence to use the language.")*

*“Mae'n habit i ddefnyddio'r iaith Saesneg.”  
("It's a habit to use the English language.")*

*“Ddim llawer yn siarad Cymraeg yn yr ardal felly ddim yn siarad llawer o Gymraeg.”  
("Not many speak Welsh in the area so I don't speak a lot of Welsh.")*

## **5.2 Prompted barriers to using more Welsh with local authorities**

Welsh speakers were then asked what, if anything, stops them using more Welsh from a list of possible responses.

When prompted, over two fifths said it was because the language used can be too formal or technical. A higher proportion of younger fluent Welsh speakers, who were 16-34 years old, saw this as a barrier (47%), but this was also the main barrier across all the ages. Those who were in a C2DE social grade (that is those working in skilled or unskilled manual occupations, casual jobs or those not in paid employment) were also more likely to view the language used as too formal or technical (54%), than those who were ABC1s (38%). Interestingly, this seemed to be more of an issue for people from West Wales.

Just under a quarter also said that the fact that a Welsh language option is not offered up front was a barrier. It seems that if Welsh is not actively offered, then people are less likely to use Welsh language services as they may feel awkward asking for it or might assume it is not available. Again, higher proportions of younger people believed this was a deterrent for them using more Welsh with their local authority. All the prompted barriers were also selected by a higher proportion of those who spoke Welsh less often than once a week on average.

Nevertheless, almost a third of Welsh speakers (31%) again said none of the barriers listed prevented them from using Welsh with their local authority. These were more likely to be fluent Welsh speakers who spoke Welsh on a daily basis (35%) and who lived in North Wales (42%).

See figure 19 overleaf for more detail about other prompted barriers.



**Figure 19: Barriers to using more Welsh with their local authority (%)**

<i>Prompted responses</i>	<b>ALL</b>	<b>North Wales</b>	<b>West Wales</b>	<b>South and Mid Wales</b>
The language used can be too formal / technical	<b>42</b>	39	<b>47</b>	<b>43</b>
A Welsh language option isn't offered up-front	<b>24</b>	15	28	38
A Welsh service isn't easily available	<b>19</b>	12	18	34
It's difficult in the area that I live in	<b>18</b>	12	13	36
I don't know if a Welsh service is available	<b>15</b>	11	15	23
Takes too long & is too much hassle to get a Welsh service	<b>13</b>	10	12	20
I don't really think about accessing services in Welsh	<b>12</b>	11	13	15
<i>None of these</i>	<b>31</b>	<b>42</b>	<b>30</b>	<b>11</b>

*Base: All = 1009, North Wales = 335, West Wales = 342, South and Mid Wales = 332*

Interestingly, formal/technical language was significantly more likely to be mentioned when they were directly asked about it; when participants were asked the question without prompts (figure 18), the formality of the language was mentioned by only a small number of respondents. This suggests that lack of availability of Welsh language services is more immediate, top of mind for fluent Welsh speakers, while the use of formal/technical language could be a significant underlying barrier.

### **5.3 Other potential barriers to using more Welsh with local authorities**

Fluent Welsh speakers were also asked whether they agreed or disagreed with a list of statements about the potential barriers to using more Welsh with their local authorities. Figure 20 overleaf shows their responses in more detail.

The majority of fluent Welsh speakers said they would be more likely to use a Welsh language service if it was offered up front, as opposed to having to ask for it (77%). This is possibly linked to the finding that nearly a quarter of Welsh speakers worry that people will think they are making an unnecessary fuss if they ask to deal with the enquiry in Welsh (24%). This proportion was higher amongst those who were 16-34 and those who lived in South and Mid Wales (31% and 36% respectively).

Similarly, higher proportions of those who lived in South and Mid Wales and those who were between 16 and 34 years of age agreed with the statement that said that Welsh language services are not promoted or advertised enough by their local authority (59% and 45% respectively). 37% agreed across the whole of Wales.

Moreover, those who lived in West Wales were more likely to agree that they would be put off using Welsh language services if the Welsh used was too formal or technical (61%). Fluent Welsh speakers and those from lower C2DE social grades were also more likely to be put off by technical or formal language (60%).

Finally, 35% of Welsh speakers had concerns that asking for a Welsh language service would make the process a longer one. This perception was more widespread amongst those who lived in South and Mid Wales and those who were 16-34 years old.

**Figure 20: Attitudes regarding barriers to Welsh language use with local authorities** (extent agree/disagree with each statement, %)

■ Strongly agree 
 ■ Agree 
 ■ Neither / don't know 
 ■ Disagree 
 ■ Strongly disagree

***“I’m more likely to use a Welsh language service if it is offered up front, as opposed to having to ask for it”***



***“If the Welsh used by my local authority is too formal or technical, it puts me off dealing with them in Welsh”***



***“The availability of Welsh language services at my local authority isn’t advertised or promoted enough”***



***“If I ask for a Welsh language service when dealing with my local authority I worry that it will make the process a longer one”***



***“If I ask for a Welsh language service when dealing with my local authority I worry that people will think I’m making a fuss unnecessarily”***



Base: All (1,009)

## 6. Summary & conclusions

### Desire for Welsh language local authority services

- The vast majority of fluent Welsh speakers felt it was important that they were able to access local authority services and information in Welsh. This was a view held by more than four in five fluent Welsh speakers across North, West and South and Mid Wales regions.
- A majority (seven in ten or more) considered it important that they were able to use Welsh across all contact methods, however verbal services (face to face and telephone contact) were deemed to be most important (e.g. relative to social media).
- When questioned about their most recent interactions with their local authority, a majority of fluent Welsh speakers (ranging from 57% to 80% across contact methods) had a preference for using or receiving a Welsh language service (or bilingual documents) when dealing with their local authority.
- A number of motivations lie behind this desire for Welsh language local authority services. However, the main factors recognised by the majority of fluent Welsh speakers were: the fact that Welsh was their first language, being able to express themselves better in Welsh, it is their right to use Welsh and to support the language.

### Welsh language service provision and access

- Encouragingly, a majority (approximately seven in ten) of those with a preference for dealing with their local authority in Welsh did receive/use service in Welsh on the last occasion.
- However, a significant minority of one in six, who preferred to use Welsh when telephoning their local authority or dealing with them face to face, did not access these services in Welsh on last the occasion. Moreover, half of fluent Welsh speakers who spoke to their local authority in English on the last occasion would have preferred to communicate with their local authority in Welsh.
- Significant regional variations were evident in terms of preference and language used on the last occasion. Those in South & Mid Wales with a preference for dealing with their local authority in Welsh were less likely to have used Welsh on the last occasion than their counterparts. For example, in South and Mid Wales 44% of those contacting their local authority by telephone and 71% of those dealing with their local authority face to face, used English on the last occasion despite having a preference for Welsh.

- Although a slight majority of fluent Welsh speakers in South and Mid Wales felt it was reasonable to expect Welsh speakers to be available in all departments of their local authority in their area of Wales, fluent Welsh speakers in this region on the whole were significantly less likely to hold this view than their counterparts in North and West Wales.
- Nonetheless, a majority rated the quality of their local authorities' Welsh language services highly (four or five out of five).
- However large regional variations existed here as well, with fewer in South and Mid Wales rating their local authorities' Welsh language services highly. Almost half of all fluent Welsh speakers in this region also felt that their local authority did not do enough to cater for Welsh speakers.
- A lack of availability of Welsh language services was the main spontaneously mentioned barrier to using more Welsh with their local authority (particularly in South/Mid Wales).

### **Barriers to using Welsh language local authority services**

- In addition to lack of availability, it appears that the 'visibility' of Welsh language options and services offered by local authorities is a key factor suppressing take-up. Three quarters said they would always deal with their LA in Welsh if they knew they could and were more likely to use a Welsh language service if it was offered up front.
- Again, this was a particular issue in South & Mid Wales, where almost three in five believed the availability of Welsh language services were not advertised or promoted enough.
- Other barriers include- (a perception) that formal/technical language was used, which was off-putting for some (and more so for those in West & South Wales). A significant minority also: perceived the quality of services delivered in English to be better than the Welsh language equivalent, were worried that asking for a Welsh language service would make the process a longer one, or that they would be perceived as making a fuss unnecessarily.
- Taking these three barriers mentioned above (formal/technical language, perception of inferior quality of service in Welsh and fear of being perceived as making a fuss) in combination reveals that at least one of these factors is identified as a barrier by more than half of all fluent Welsh speakers. Once again highlighting regional challenges, one or more of these were a barrier for as many as seven in ten of those in South and Mid Wales.

## **Appendix: Survey Questionnaire**

**B01503**  
**Welsh Language Commissioner**  
**Local Authority Welsh Language Services**  
**FINAL Questionnaire - 13.02.15**

READ OUT

Bore da / good morning. Ydych chi'n siarad Cymraeg?

1. Ydw / yes → CONTINUE
2. Nac ydw / no → THANK AND CLOSE (EXPLAIN THAT WE ARE LOOKING TO SPEAK TO WELSH SPEAKERS ABOUT COUNTY COUNCIL/LOCAL AUTHORITY SERVICES)

CONTINUE IN WELSH UNLESS THE RESPONDENT REQUESTS OTHERWISE – ENGLISH SCRIPT WILL BE AVAILABLE FOR THOSE REQUESTING ENGLISH INTERVIEW

We are conducting a short survey amongst Welsh speakers about local authority or county council contact services in Wales. It should only take around 10 minutes or so to complete the interview and all of your answers will be treated with the strictest confidence.

Is it convenient for me to speak to you now?

REASSURE AS NECESSARY:

- The survey will take around 10 minutes to complete.
- There is no selling involved.
- The interview is confidential: individual details will not be passed on to anyone else.
- The research is conducted in accordance with the Market Research Society Code of Conduct.
- Respondents may telephone the Market Research Society's Freephone number 0500 39 69 99 to confirm that Beaufort Research is a genuine market research company.
- The survey is taking place on behalf of the Welsh Language Commissioner

CODE TO CONTINUE IN WELSH OR ENGLISH

Welsh  
English

**Q1. Which of these best describes your ability in spoken Welsh?**

READ OUT – SINGLE CODE

- |                                       |                 |
|---------------------------------------|-----------------|
| 1. I'm fluent in Welsh                | → Continue      |
| <hr/>                                 |                 |
| 2. I can speak a fair amount of Welsh | → Thank & Close |
| 3. I can speak a little Welsh         |                 |
| 4. I can just say a few words         |                 |

**Q2. (REGION & LA FROM SAMPLE)**

West Wales

- Ceredigion
- Pembrokeshire
- Carmarthenshire

North Wales

- Anglesey
- Gwynedd
- Conwy
- Denbighshire
- Flintshire
- Wrexham

South & Mid Wales

- Powys
- Swansea
- Neath Port Talbot
- Bridgend
- The Vale of Glamorgan
- Cardiff, Rhondda Cynon Taf
- Merthyr Tydfil
- Caerphilly
- Blaenau Gwent
- Torfaen
- Monmouthshire
- Newport



**Q4. Just to make sure that we interview a range of people; can I ask how old are you?**

1. 15 or younger

→ THANK AND CLOSE

---

2. 16 - 24

→ CHECK QUOTAS AND CONTINUE

3. 25 - 34

---

4. 35 - 44

→ CHECK QUOTAS AND CONTINUE

---

5. 45 - 54

6. 55 - 59

7. 60 - 64

8. 65 - 74

→ CHECK QUOTAS AND CONTINUE

9. 75 - 84

10. 85 or older

**Q5. RECORD GENDER**

Male

Female

→ CHECK QUOTAS

## ASK ALL

**Q6. Firstly, how important is it to you personally that you can access services in Welsh and obtain information in the Welsh language from your county council or local authority? Is it...?**

READ OUT

1. Very important
2. Important
3. Not very important
4. Not at all important
  
5. Don't know
6. Refused

## ASK ALL

**Q7. And how important is it that you can use Welsh when dealing with your local authority or county council in each of the following ways...?**

**If you don't ever use a particular method of contact, please let me know and I can record your answer accordingly.**

**Firstly...**

READ OUT (ORDER RANDOMISED)

- a) ...when making contact by **telephone**
- b) ...when speaking with staff **face to face** at local authority offices, hubs or one stop shops
- c) ...when visiting their **website** or completing an online form
- d) ...when using **social media** such as Twitter or Facebook
- e) ...when receiving a **letter or printed materials** such as a newsletter or council tax bill through the post
- f) ...sending or receiving **emails**

**Scale:**

1. Very important
2. Important
3. Not very important
4. Not at all important
  
5. Don't know
6. Refused
7. Not applicable / never contact them in this way



**ASK ALL**

**Q8. Generally, when dealing with your local authority, do you...?**

READ OUT

1. Always try to use Welsh
2. Usually try to use Welsh
3. Sometimes try to use Welsh
4. Never try to use Welsh
  
5. Depends on the service (DO NOT READ OUT)
6. Don't know
7. Refused
8. Never contact the local authority → GO TO Q12

**ASK ALL**

**Q9. What, if anything, stops you from using Welsh more in your dealings with your local authority?**

WRITE IN

---

---

Don't know  
Refused

**ASK ALL**

**Q10. Which, if any, of the following prevent you from using Welsh more in your dealings with your local authority?**

READ OUT - CODE ALL MENTIONED (ORDER RANDOMISED)

1. A Welsh service isn't easily available
2. The language used can be too formal or technical
3. I don't know if a Welsh service is available
4. It takes too long and is too much hassle to get a Welsh service
5. I don't really think about accessing services in Welsh
6. It's difficult in the area that I live in
7. A Welsh language option isn't offered up-front
  
8. None of these

**ASK Q11 IF Q8 = 'ALWAYS' OR 'USUALLY'**

**Q11. Why do you try to use Welsh in your dealings with your local authority?**

**Please tell me which of the following reasons apply...?**

READ OUT - CODE ALL MENTIONED (ORDER RANSOMISED)

1. I can explain or express myself better in Welsh
2. Welsh is my first language
3. It's my right
4. To support the language
5. Other (please specify)
  
6. None of the above

**ASK ALL**

**Q12 Have you had contact with your local authority in any of the following ways in the last 6 months or so?**

READ OUT (ORDER RANDOMISED)

		<b>Yes</b>	<b>No</b>
a)	By <b>telephone</b> , for example if you've contacted them with a query or for information	1	2
b)	<b>Face to face</b> with staff at a local authority office, hub or one stop shop	1	2
c)	Visited their <b>website</b> or filled in an online form	1	2
d)	Via <b>social media</b> for example following your local authority on Twitter or visiting their Facebook page	1	2
e)	Received a <b>letter or printed material</b> such as a newsletter or council tax bill through the post	1	2
f)	Received an <b>email</b>	1	2

**ASK IF 'YES' TO a, b, or f AT Q12**

**Q13. When you last contacted the local authority, was this contact through a central contact centre or one stop shop, or was it directly with a local authority department or both?**

MULTICODE

1. Through central contact centre / one stop shop
2. Directly with local authority department
3. Don't know
4. Refused

**ASK IF TELEPHONE USED AT Q12**

**Q14a. What was the language of your conversation when you last contacted your local authority by telephone?**

DO NOT PROMPT

1. English
2. Welsh
3. A mix of Welsh and English with different staff during the enquiry
4. Don't know / can't remember

**Q14b. What is your preferred language when speaking to your local authority by telephone?**

DO NOT PROMPT

1. Prefer English
2. Prefer Welsh
3. Don't mind which language I use
4. Don't know

**ASK IF CONTACTED FACE TO FACE AT Q12**

**Q15a. What was the language of your conversation when you last spoke to local authority staff face to face?**

DO NOT PROMPT

1. English
2. Welsh
3. A mix of Welsh and English with different staff during the enquiry
4. Don't know / can't remember

**Q15b. What is your preferred language when speaking to local authority staff face to face?**

DO NOT PROMPT

1. Prefer English
2. Prefer Welsh
3. Don't mind which language I use
4. Don't know

**ASK IF VISITED WEBSITE AT Q12**

**Q16a. When you last visited your local authority's website, did you use the Welsh or English language pages?**

DO NOT PROMPT

1. English language version
2. Welsh language version
3. A mix of Welsh and English pages
4. Don't know / can't remember

**Q16b. When using your local authority website, what language would you prefer to use?**

DO NOT PROMPT

1. Prefer English
2. Prefer Welsh
3. Don't mind which language I use
4. Don't know

**ASK IF USED SOCIAL MEDIA AT Q12**

**Q17a. The last time you had contact with your local authority on social media, was that in English or Welsh?**

**By contact we mean for example following the local authority on Twitter, tweeting them, or looking at a Facebook page.**

DO NOT PROMPT

1. English
2. Welsh
  
3. A mix of Welsh and English at different stages
4. Don't know / can't remember

**Q17b. What is your preferred language when having contact with your local authority on social media?**

DO NOT PROMPT

1. Prefer English
2. Prefer Welsh
3. Don't mind which language I use
  
4. Don't know

**ASK IF RECEIVED A LETTER OR PRINTED MATERIAL AT Q12**

**Q18a. Thinking about the last time you received a letter or printed material (such as a newsletter or council tax bill through the post) from your local authority, what language was it in?**

DO NOT PROMPT

1. English
2. Welsh
3. Bilingual - Both Welsh and English
  
4. Don't know / can't remember

**Q18b. In what language do you prefer to receive letters or printed material from your local authority?**

DO NOT PROMPT

1. Prefer English
2. Prefer Welsh
3. Prefer to receive Bilingually - Both Welsh and English
4. Don't mind which language I receive



5. Don't know

**ASK IF EMAILED AT Q12**

**Q19a. Thinking about the last time you had email contact from your local authority, what language was it in?**

DO NOT PROMPT

1. English
2. Welsh
3. Bilingual - Both Welsh and English
4. A mix of Welsh and English at different stages of the enquiry
  
5. Don't know / can't remember

**Q19b. What is your preferred language when receiving emails from your local authority?**

DO NOT PROMPT

1. Prefer English
2. Prefer Welsh
3. Prefer to receive Bilingually - Both Welsh and English
4. Don't mind which language I receive
  
5. Don't know

**ASK ALL**

**Q21. How good or bad generally do you think the Welsh language service provided by your local authority is?**

**Please give me a number between 1 and 5 where 1 is very poor and 5 is excellent.**

READ OUT

1. 1 = Very poor
2. 2
3. 3
4. 4
5. 5 = Excellent
  
6. Don't know
7. Refused

**ASK ALL**

**Q22. Why do you say that?**

WRITE IN

---

---

Don't know  
Refused

**ASK ALL WHO HAVE USED ANY SERVICES AT Q12**

**Q23. Is there anything you'd like to be able to do through the medium of Welsh with your local authority that you can't do at the moment? If so, what is it?**

1. Yes (please specify)
2. No
  
3. Don't know
4. Refused

**ASK ALL WHO HAVE USED ANY SERVICES AT Q12**

**Q24. In your dealings with your local authority, have you found their Welsh language services to be...?**

READ OUT (ORDER RANDOMISED)

1. Worse than expected
2. The same as expected
3. Better than expected
  
4. Don't know
5. Not applicable



## ASK ALL

**Q25. To what extent do you agree or disagree with the following.**

READ OUT (ORDER RANDOMISED)

**Please tell me, if you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.**

*Scale: Strongly agree/ Agree/ Neither agree nor disagree/ Disagree/ Strongly disagree/ Don't know*

- a) If I ask for a Welsh language service when dealing with my local authority I worry that people will think I'm making a fuss unnecessarily
- b) If I ask for a Welsh language service when dealing with my local authority I worry that it would make the process a longer one.
- c) I find it easier discussing issues or queries with my local authority in Welsh rather than English.
- d) Welsh speakers are disadvantaged if they're not able to express themselves in the language they're most comfortable using
- e) My local authority doesn't do enough to cater for Welsh speakers
- f) The quality of the service you get when dealing with the local authority in English is better than when you deal with them in Welsh
- g) The availability of a Welsh language service at my local authority isn't advertised or promoted enough
- h) If I know that I can deal with the relevant local authority department in Welsh I always do
- i) I'm more likely to use a Welsh language service if it's offered up front, as opposed to having to ask for it
- j) If the Welsh used by my local authority is too formal or technical, it puts me off dealing with them in Welsh
- k) It's not reasonable to expect Welsh speakers to be available in in all local authority departments in my area of Wales

**ASK ALL**

READ OUT:

**Finally, some questions about you and your home**

**Q26. How often do you speak Welsh?**

1. Every day
2. Every week
3. Less often
4. Never

**ASK ALL**

**Q27. Where did you mainly learn to speak Welsh?**

READ OUT

1. Home, as a child
  2. In the nursery (age 3-4)
  3. In primary school (age 5-10)
  4. In secondary school (age 11 and over)
  5. In College or University (full time)
  6. Somewhere else (including Welsh for Adults) – give details
- 

**ASK ALL**

**Q28. SOCIAL GRADE**

Can I ask, what is the work of the chief income earner in the household? (The Chief Income Earner is the member of the household with the largest income, whether from employment, pensions, state benefits)

NOTE: IF THEY HAVE RETIRED, ASK WHAT WAS THEIR OCCUPATION BEFORE RETIRING

1. AB
2. C1
3. C2
4. DE

**ASK ALL**

**Q29. Do you have any children? CAN MULTICODE**

1. Yes - under the age of 16
2. Yes – age 16 +
3. No

## ASK ALL

**Q30. Can you tell me in which Local Authority you live in?**

READ OUT IF NEEDED

1. Isle of Anglesey
2. Blaenau Gwent
3. Bridgend
4. Caerphilly
5. Cardiff
6. Carmarthen
7. Ceredigion
8. Conwy
9. Denbighshire
10. Flintshire
11. Gwynedd
12. Merthyr Tydfil
13. Monmouthshire
14. Neath Port Talbot
15. Newport
16. Pembrokeshire
17. Powys
18. Rhondda Cynon Taf
19. Swansea
20. Torfaen
21. The Vale of Glamorgan
22. Wrexham

## ASK ALL

**Q31. And can I ask what's your post code?**

REASSURE IF NECESSARY: **We won't transfer this information on to anyone else.**

NOTE THE POST CODE IN CAPITALS e.g. "CF10 3BG"

## ASK ALL

**Q32. It's possible that the Welsh Language Commissioner, or an organisation working on their behalf, may wish to invite individuals taking part in this survey to take part in further research, based on some of the responses you have given today.. This would involve Beaufort Research passing your details to the Welsh Language Commissioner together with your responses to the survey. If you are re-contacted, there would be no obligation to take part. Would you be willing to be re-contacted?**

1. Yes → IF YES, COLLECT NAME & TELEPHONE NUMBER
2. No





**THANK AND CLOSE THE INTERVIEW:**

**Thanks for giving up your time, to confirm, my name is.... And I'm ringing from Beaufort Research and the survey was conducted as a part of the MRS Code of Conduct for market research. If you would like to check our eligibility, you can call the MRS free on 0500 39 69 99. Thank you very much and goodbye.**

Code language of the interview:

1. All or mostly in Welsh
2. All or mostly in English
3. Mixture of Welsh and English

Any notes:

[enquiries@beaufortresearch.co.uk](mailto:enquiries@beaufortresearch.co.uk)

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