



*Valuing Your Views*  
*Yn Gwerthfawrogi Eich Barn*

## **Evaluation of the Impact of the Estyn Llaw Project Annexes**

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**Prepared for:** The Welsh Language Board

## Appendices

Section	Title	Page
1	Questionnaires	3
2	All data collected	9

## **Annex 1 Questionnaires**

### **Estyn Llaw - Impact Evaluation - Script for Scoping Interviews with Staff**

1. What do you see as the main purpose of this evaluation?
2. What would you like to know about the impact of your work?
3. What are the main aims and priorities of the project, in your view? (Think of the period since the project began).
4. In view of these priorities and aims, can you tell me about what has actually been delivered as part of the project?
5. What do you think are the strengths and weaknesses of the project in your view?
  - Strengths (e.g. Notable successes)
  - Weaknesses (such as operational or strategic challenges)
6. Are you succeeding in meeting the objectives and performance indicators agreed between yourselves and the Welsh Language Board? Explain how?
7. What sort of systems are in place to gauge the impact of the work that you do?
8. Do you have any evidence about beneficiary outcomes or satisfaction with the service?
9. In what ways would you like to see the service develop in the future?
10. Do you have any further comments to make about this evaluation or the project?

**Impact Evaluation of Estyn Llaw – interview Script for Voluntary and Community  
Groups**

1. What is the name and purpose of your group or organisation and its main activities?
2. Does your organisation work:

Only on a local basis (such as an estate, village or town)	
On a county basis only (such as Carmarthenshire, Ceredigion or Powys).	
All over Mid-Wales only	
All over Wales only	
All over the UK	
Internationally	

3. Which is the main field in which your organisation works?

Sports and recreation	
Community development	
Health and social care	
Children and families	
Faith Communities	
Young People	
BME communities	
Specific gender groups	
The natural or built environment	
People with physical, sensory or learning disability	
Arts, culture or heritage	
Other specify	

4. Roughly, what proportion of your staff or volunteers (working in Wales) are able to communicate in Welsh?

Less than 10%	
Between 11 and 20%	
Between 21 and 30%	
Between 31 and 40%	
Between 41 and 50%	
More than 50%	

5. At the moment, how would you describe the ability of your group to undertake its business bilingually?

6. Do you feel that having bilingual staff or volunteers is, or would be, an advantage?

Yes / No

7. Explain your answer:

8. Does your group have a Welsh language scheme?

Yes / No

9. Do you feel that having such a scheme is, or would be, an advantage?

Yes / No

10. Explain your answer

11. Are you aware of Estyn Llaw, which is a project to promote bilingualism in the voluntary sector? If no, go to question 23.

Yes / No

12. How did you come to hear about Estyn Llaw and its activities?

Word of mouth	
They contacted me	
Leaflet	
Poster	
Through my local CVC	
Through another agency (specify)	
At a Community Event	
Estyn Llaw website	
Local newspaper	
Other (specify)	

13. Have you received any services from Estyn Llaw (such as advice, support, training) in the past five years? If no, go to question 23.

Yes / No

14. Thinking back to the period before you had any contact with Estyn Llaw, how would you describe the ability of your organisation to conduct its business bilingually?

15. Again, prior to your contact with Estyn Llaw, what were the main challenges facing you as an organisation, in terms of bilingualism specifically?

16. What sort of support or training did you receive from Estyn Llaw? (Tick any that apply)

Training in Language awareness	
Training in Recruiting Bilingual Volunteers	
Training: Language and Care	
Training: Developing Bilingualism	
Dealing with the media bilingually	
Chairing bilingual meetings	
Working with Welsh communities	
Bilingual volunteering	
Support to develop a Welsh Language Scheme	
Bilingual Design and Corporate Identity	
Working with Translators	

Organising bilingual events	
IT and the Welsh language	
Communities First	
Bilingualism in the Workplace	
Conducting a Welsh Language Skills audit	
Briefing Sessions	
Developing a bilingual Website	
Other (specify)	

17. How would you rate the following aspects of the support or training you received:

	Very good	Good	Average	Poor	Very Poor	Don't know
Quality						
Usefulness to my organisation						
Appropriateness						

18. Do you have any further comments on any of the above answers:

19. Generally speaking, what has been the effect on your organisation of the support or training you received through Estyn Llaw?

20. How has it affected your ability to do any of the following:

- (i) Deliver your services bilingually
- (ii) Expand your client group or volunteer base
- (iii) Raise awareness of bilingual issues
- (iv) Be more responsive to your community or client groups
- (v) Recruit bilingual volunteers or staff
- (vi) Develop the bilingual skills of your existing staff or volunteer
- (vii) In what other ways has the Estyn Llaw support or training had an impact on your organisation or group.

21. Has the support or training you have received helped you to develop?

22. Are there any barriers that would stop you seeking advice, support or training from Estyn Llaw?

23. What further services or training would you like to see offered that would help your organisation develop its bilingual capacity?

24. What are the major challenges facing you as an organisation in the next few years?
25. In what ways do you think that being a bilingual organisation can help you develop in future?
26. Do you have anything to add about this evaluation, Estyn Llaw or bilingualism in the voluntary sector?

## **Annex 2**

### **All data collected**

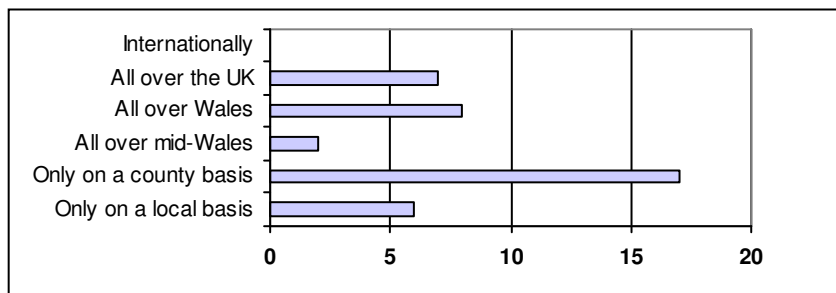
## Impact Evaluation of Estyn Llaw – interview Script for Voluntary and Community Groups

### 1. What is the purpose of your group or organisation and its main activities?

- "Arts activities for disadvantaged people"
- "Asiantaeth laith ac adfywio cymunedol ydyn ni."
- "Campaigning on Older People's concerns in Carmarthenshire and throughout Wales."
- "Cefnogi a hybu gwrifoddoli yn y sir."
- "Ein nod yw hybu'r laith Gymraeg yn y sir a'l chynhyddu yn y sectorau preifat, cyhoeddus a gwirfoddol."
- "I gefnogi'r sector gwrifoddol yn y Sir"
- "I hybu'r Gymraeg yn lleol"
- "One of the main aims of Carmarthen MDF Self-Help Group is to offer help, information and support for people with manic depression (bi-polar affective disorder). The Group is made up of people with similar problems who meet together to share their experiences and knowledge on ways of coping. The group also provides support and the opportunity for people to meet in a non-threatening atmosphere"
- "Promote and manage the social, cultural and recreational use of the Pencader Pavilion and the associated playing field. The Pencader Pavilion can be hired by local people for private functions or by voluntary organisations for a wide variety of uses. The playing field incorporates a football pitch which is used by the senior, junior and ladies football teams. Pencader Carnival Week and the 5th November firework display also take place there."
- "Rydym ni'n gweithio er mwyn meithrin mentergarwch yng Nghymru, trwy'r gyfrwng Gymraeg."
- "Rydym yn elusen annibynnol sy'n gwneud ymchwil polisi, ymgyrchu a ceisio dylanwadu polisi sy'n perthyn l bobl hyn."
- "Rydym ni'n darparu gwasanaethau l'r gymuned ym meusydd gofal plant, addysg a social enterprise."
- "The welfare of Disabled drivers"
- "To advance, promote and further the conservation, maintenance and protection of terrestrial and marine habitats and their wildlife, places of natural beauty. To advance the education of the public in the principles and practice of sustainable development and biodiversity conservation."
- "To support families and carers of children aged 0-4 years old. Sure start recognised Pencader as an area of deprivation and brought the bus down here and eventually set up the health centre."
- "To support victims and witnesses of crime and also as an organisation in Wales we act as an umbrella body for all of the victim support charities in Wales"
- "To support voluntary action in the county - we serve over 600 voluntary groups."
- "Training in basic agricultural and horticultural skills as a means of increasing self confidence & independence in a working situation, for people with learning disabilities."
- "Training people and taking them out around the bay; Cruiser sailing, 31 foot catamaran."
- "We are a multi-agency group which addresses issues of domestic abuse. Our activities include raising awareness around domestic abuse in the public, in schools, in agencies and we also offer training"
- "We are a registered charity and a Limited company who provide free support services to older people in Carmarthen, our only criteria for eligibility is over 55 years old"
- "we are a residential rehabilitation centre for drug and alcohol users."
- "We are a support group for people with ME and similar illnesses and also their families and carers. We provide a newsletter every month, a listening ear service which provides information on relevant topics, a postal library which has books and video tapes and also we have meetings held in different venues"

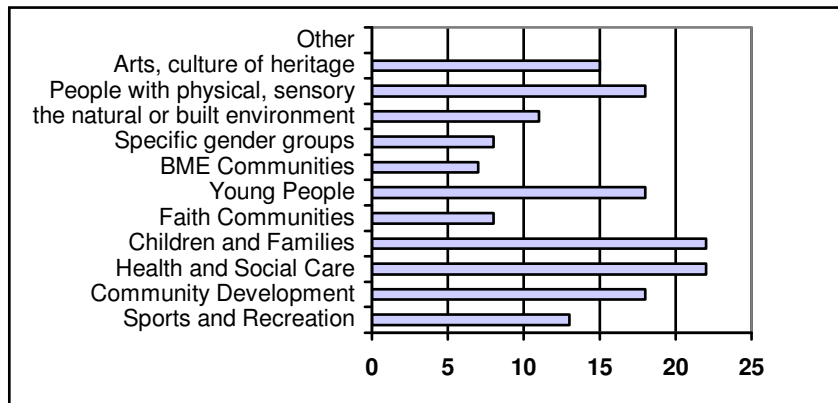
- "We are a support organisation for lone parent families. We hold support groups, give information, support and raise awareness of issues facing lone parents."
- "We are an OAP group that meets once a month in order to socialise, go on theatre trips, we get speakers in to talk on relevant topics such as health etc; we are a very social group"
- "We are the CVC for Pembrokeshire and I run the volunteer bureau project."
- "We are the principal organisation in Wales which delivers support to people with severe mental illnesses such as schizophrenia etc. We are a charity run by our members- i.e. the people we support and we cover all 22 Local Health Boards across Wales. Our principal aims are to: empower people with mental health problems to achieve a better quality of life, to fulfil their ambitions for recovery, to fight discrimination and to help them gain equal access to housing, education, social care, health care, employment etc"
- "We are working to achieve equality in all aspects of life for people with cerebral palsy."
- "We cater for pre-school age children and their parents / carers. The centre has a friendly safe environment, with a variety of toys, music, crafts and books to explore. We offer educational and communicational skills and promote child development. For adults, there is a chance to meet and chat with others, and have time out in our quiet room and quality time with their child."
- "We deal with people who are bereaved by death of other people"
- "We deliver children's services from support, domiciliary care, short-breaks for children, and support for young carers."
- "We help to deliver the Communities First Support Network."
- "We look at the services for domestic abuse in the county and work with training agencies to provide courses for individuals and organisations on confidence building, personal safety, safety equipment, and we provide information, give talks to relevant organisations, and we also put campaigns together relating to domestic abuse"
- "We offer drop in facilities for parents of pre-school children, we offer support, workshops, training, activities and after school clubs and also a holiday play scheme"
- "We provide housing support to homeless and disadvantaged people."
- "We provide support services for people with mental health issues, like depression, from bipolar to schizophrenia."
- "We support families with children when they are going through a particularly stressful time . We recruit and train volunteers and them refer them to the families needing support"
- "We support the voluntary sector in the county."
- "We work with and support families with children under 5 years old."
- "We're a charitable organisation supporting vulnerable women and families."

**2. Does your organisation work: (40)**



(Source: Wavehill's interviews 2006)

**3. Which is the main field in which your organisation works? (42)**

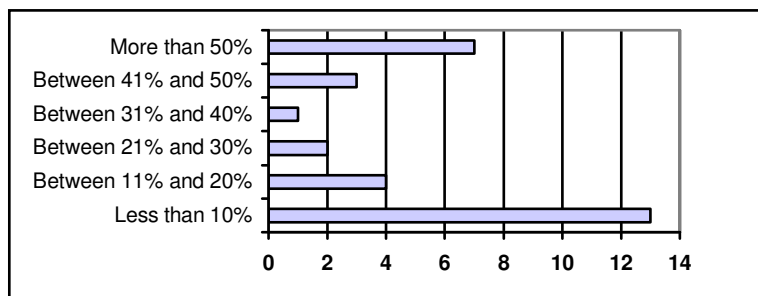


(Source: Wavehill's interviews 2006)

**Other:**

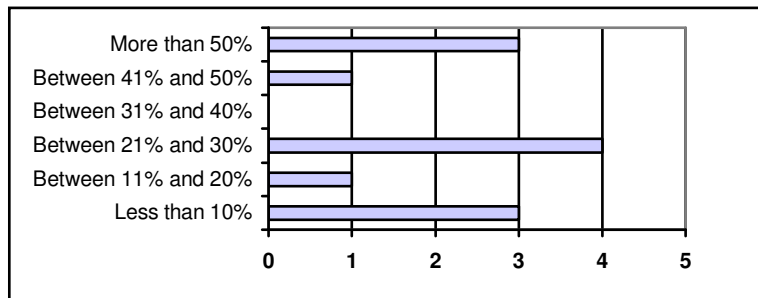
- "Families"
- "Criminal Justice"
- "People with manic depression and similar illnesses"
- "Domestic abuse"
- "All things which concern elderly people"
- "Regeneration, through our links with the Pencader and District regeneration group"
- "Bereavement"
- "Datblygu economiadd."
- "Pobl hyn"
- "Communities First."
- "Housing"

**4. BENEFICIARIES: Roughly, what proportion of your staff or volunteers (working in Wales) are able to communicate in Welsh? (30)**



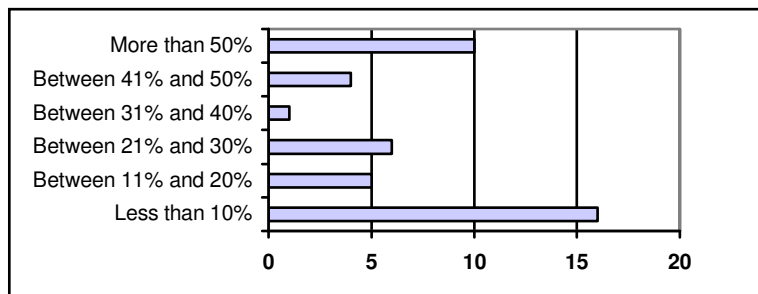
(Source: Wavehill's interviews 2006)

**4. NON-BENEFICIARIES: Roughly, what proportion of your staff or volunteers (working in Wales) are able to communicate in Welsh? (12)**



(Source: Wavehill's interviews 2006)

**4. OVERALL: Roughly, what proportion of your staff or volunteers (working in Wales) are able to communicate in Welsh? (42)**



(Source: Wavehill's interviews 2006)

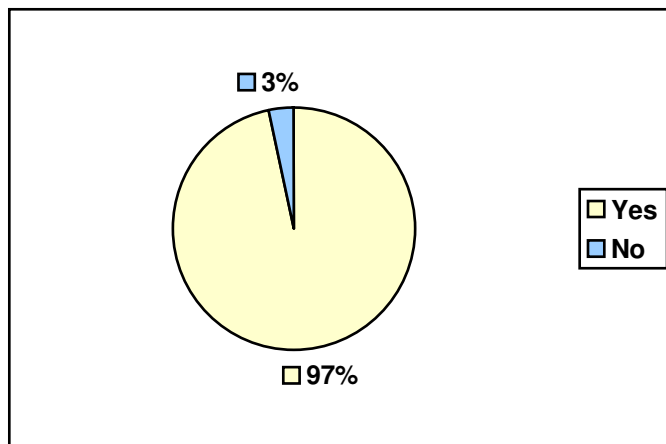
**5. At the moment, how would you describe the ability of your group to undertake its business bilingually?**

- "2 of our staff speak Welsh with the children, we answer the phone bilingually. We do not have any fluent Welsh speakers but we do have a few service users who are Welsh 1st language. Our confidence in our ability is a barrier and possibly the time it takes to learn the language. Bilingualism is definitely a priority"
- "All of our information and material that we give to the public and agencies is bilingual and we also go into schools to raise awareness and that we do with another agency and they have a person who is bilingual and can support us in doing that bilingually"
- "All our resources are bilingual so if someone does request a service in Welsh we do aspire to provide that in Welsh to our best capability"
- "Every aspect of service is bilingual but not in every area of Wales, all of our staff are spread across Wales and based in different areas. So we can arrange for bilingual support but if someone calls up the victim support line they will not necessarily get a Welsh speaking person on the other end of the line. We do see bilingualism as a priority in the organisation but we try to target our resources to ensure that our bilingual support is prioritised to the layers of civic support, in courts etc first where the victims need it most"
- "Everything is conducted bilingually, from our meetings, to trip bookings, to administration etc the only thing that is not bilingual is the minutes from meetings as the person who writes them is not comfortable writing them in Welsh-we try to accommodate everyone's preferences"
- "Fair: not good or bad. We have a certain number of bereavement councillors and support workers who are bilingual so we try to match them with the people who are 1st language Welsh"

- "I'd say fairly strong; we are able to offer all our services bilingually and it is definitely a priority"
- "It's a predominantly Welsh-speaking area, so our staff are Welsh-speaking and most meetings are bilingual."
- "It's getting better. We've just launched a Welsh Language scheme. We do try - all our literature is bilingual and we have a database of clients and organisations and their language preference. We can't cover all our delivery in Welsh at the moment though."
- "It's limited at the moment to be honest. We need to build it up as we're working in mid- and north-Wales more. We have some Welsh-speaking members and we try to get them to use the language and engage others."
- "It's limited. We have a lack of Welsh-speaking staff."
- "It's quite good I think."
- "It's very difficult - the costs associated with translation. Getting bilingual staff is an issue."
- "Mae adran gyda ni sy'n gyfrifol am 'diversity'. Ond mae llenyddiaeth yn cael ei ddanfôn allan yn uniaith Sasneg weithiau."
- "Neither me or my wife speak Welsh"
- "Of volunteers, a third of them speak Welsh so we try to match the people who ask for Welsh services to the Welsh speaking volunteers. However, a lot of volunteers are people who have moved into the county after retirement so they often do not speak Welsh. Of our staff only two of us speak Welsh"
- "Quite a few of our members are bilingual and if we do get a request to provide our service in Welsh we can do so but we do not find that we are requested for Welsh very often-most of the services are given in English"
- "Rydym ni yn gallu cynnig popeth - cyfieithu ar y pryd, cofnodion, staff gweinyddol. Popeth."
- "Some bits are very good. The formal structures are very good - we have a bilingual helpline, all our publications are bilingual, we have simultaneous translation for big events, forms. The distribution of Welsh-speakers in delivery is not possible everywhere however. Some parts are strong, some are weak."
- "Sometimes we have to use our Welsh speaking volunteers to translate as our trainers are not Welsh speaking, we do have a small number of Welsh speaking volunteers"
- "To be honest all of our meetings are conducted in English so I am not fully sure to be honest. I know that it is only a very small amount of leaders speak Welsh"
- "Very limited; our leaflets are bilingual and our website is almost fully bilingual-we are still developing that. If someone calls up and specifically asks for someone to speak to in Welsh we can arrange for a Welsh speaker to call them and provide support. In North Ceredigion our meetings are bilingual, but the monthly newsletter that sent out is only in English"
- "Very poorly and very difficult to do"
- "Very poorly, we are based in Pembrokeshire and it is predominantly an English speaking county. We do not hear much Welsh here"
- "We can conduct most of our business bilingually, for example the Pencader Regeneration group publish a magazine every month to which we contribute and all our articles are bilingual"
- "We can deliver certain aspects of our service bilingually, however, we have an unusual setup as we have professional artists to come in to work with the various groups so these change regularly; some of these artists are bilingual but these are only a small percentage, it's a very mixed picture. It is a priority of ours and we are striving to be more bilingual. But we do find that finding bilingual staff and artists is a hurdle that we face"
- "We can deliver certain things bilingually - but not all. We are aiming towards this in future."

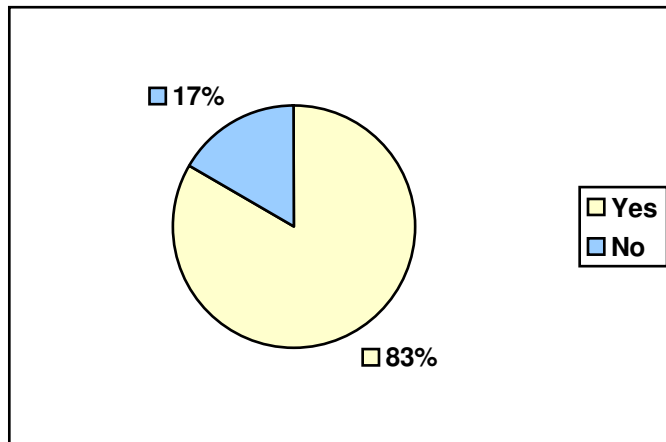
- "We can offer a bilingual service for some parts of our support programme, but we don't have the capacity to deliver everything bilingually at the moment."
- "We find it very difficult, despite our best efforts. It is especially hard to recruit staff who are bilingual and qualified to do the job."
- "Well our meetings are all held in English but we often find that people will talk among themselves in Welsh and that is no problem"
- "Well, most of our staff have been on courses and are still learning Welsh, but when working with the younger children we can get away with it. However, we cannot all fully converse with the parents in fluent Welsh"
- "We're not really well-placed to be honest. There is a difference between producing policy documents where you can buy in translation and delivering all support services in Welsh."
- "Yn gwbl dwyieithog - fel mater o bolisi."
- "25% of our service is delivered bilingually; that is the children's activities and parent's support. The administration is all done by myself so that is all in English as my Welsh is not good enough for admin. We are in the process of arranging a basic language course in Welsh, but all the staff definitely need further training and support in Welsh."
- "At the minute, all our literature is bilingual, but that's about all we can guarantee. I'd say our ability is low: some of the office staff can speak or understand Welsh, but not much of the assessment process or support service can be guaranteed through Welsh."
- "Not a problem"

6. **BENEFICIARIES: Do you feel that having bilingual staff or volunteers is, or would be, an advantage? (30)**



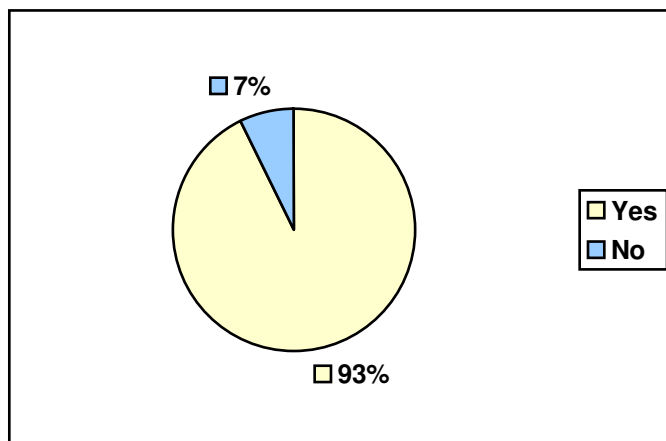
(Source: Wavehill's interviews 2006)

6. **NON-BENEFICIARIES: Do you feel that having bilingual staff or volunteers is, or would be, an advantage? (12)**



(Source: Wavehill's interviews 2006)

6. **OVERALL: Do you feel that having bilingual staff or volunteers is, or would be, an advantage? (42)**



(Source: Wavehill's interviews 2006)

7. **BENEFICIARIES: Explain your answer:**

- "Although the majority of the families that we help are English speaking, we do have some that are Welsh speaking and it would be nice if we could offer a more comprehensive service in Welsh and so that they can express themselves better in Welsh"
- "Because we are trying to meet the needs of the of the bilingual community; for the people who are 1st language Welsh it means they can open up properly and express how they feel in their own language"
- "Because we deliver to quite a few Welsh speaking beneficiaries"
- "In Ceredigion especially 50% of the population is Welsh speaking, if we had bilingual staff it would allow us to do more work in communities directly, as yet we have not been able to do that as I am the only member of staff directly employed by the Forum and I do not speak Welsh, so I have not been able to go into the communities to work with them directly"

- "In the north of the county, it would certainly help us. We've been struggling to work there and engage with volunteers. Historically, it is close-knit community with its own social infrastructure and is difficult to engage without having the ability to conduct your business in Welsh."
- "It is an advantage but merely because we can provide that as a choice, but as mentioned we do not have many requests for Welsh services and I do not see it as a priority in our group as language is not the only way of communication, there are other ways of communication and all are equally important-I am over 60 and I will not learn Welsh because I believe my time would be better spent doing my bit in the organisation rather than learning Welsh at my age"
- "It makes us more accessible."
- "It offers customers a choice in a language they prefer."
- "It reflects that part of the population and is about increasing accessibility and reaching our audience."
- "Mae diffyg dwyieithrwydd yn broblem mawr o ran cyrraedd y gymuned."
- "Mae prinder ofnadwy o staff a gwirfoddolowyr dywieithog yn enwedig ym mesuydd gwasanaethau plant, henoed a gofal. Mae hyn yn achosi problemau o ran dewis a chydaddoldeb."
- "Mae'n adlewyrchu gofynion y gymuned."
- "Mae'n bwysig iawn i ddarparu yn ddwyieithog, ond mae cael gafael yn staff sy'n ddwyieithog yn broblem. Mae cael staff sy'n gallu gwneud y job yn ddigon o her."
- "Mae'n hanfodol i siaradwyr Cymraeg i fod yn rhan o'r gymuned ac mae rhaid bod mudiadau yn deall diwylliant yr ardal."
- "Mainly because we work with children ages 0-4 who feed into primary school which is bilingual so we can give them a head start here and for the reason that we should be able to offer a bilingual service as a better quality service"
- "None of the people who we support each week, so we do not have a need for it"
- "Oherwydd ethos y sector. Ni'n darparu gwasanaethu i bobl sydd o dan anfantais ac mae cyfathrebu gyda nhw yn eu hiaith gyntaf yn hanfodol."
- "Practically, it makes a big difference - understanding and appreciating the place of the language."
- "Some kids that come here are 1st language Welsh so our staff do need to communicate in Welsh with them and it is also nice for the children who are 1st language English to be able to get a grasp of the rudimentary vocabulary of Welsh before they go to primary school to give them a head start."
- "Up in North Wales, we were unable to start up a group partly because we didn't have any Welsh-speakers to help us with engaging and promoting ourselves bilingually."
- "We are an inclusive organisation and want to offer a more inclusive service by being bilingual."
- "We are seen as an English organisation, but have started to deliver bilingually where we can and are trying to challenge that perception."
- "Well, it does depend on which area we happen to be covering; if we are in Cardiff it does not really prove an advantage, but if we are around Carmarthen then it is often an advantage"
- "Working where we do, it would encourage Welsh-speakers to use the service."
- "Yes it would help on occasion but there is not a huge demand for it"
- "When people are victims of crime they are stressed, emotional etc and they are in most need to communicate in the language they feel is the most comfortable for them."
- "Working in Carmarthenshire, it's such as Welsh-speaking area. We have carers whose first language is Welsh and it would be good if we could offer them support in their language. But recruiting staff is such a problem, generally. Recruiting bilingual staff is harder again."

**7. NON-BENEFICIARIES: Explain your answer:**

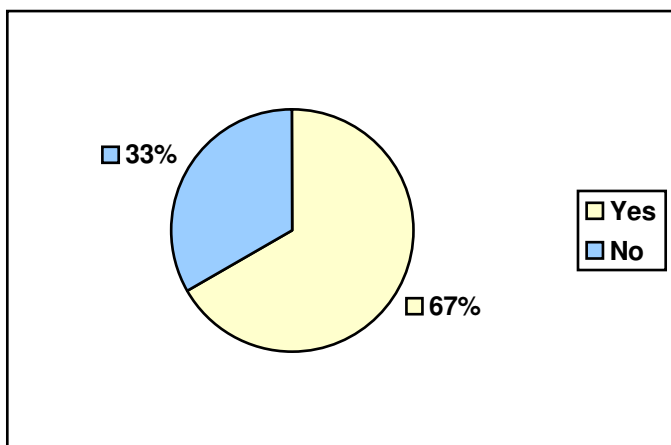
- "It is most people's first language in the group"
- "A large proportion of people we help are Welsh speaking so it allows them to better express themselves if the volunteer is a Welsh speaker"
- "As most leaders are English speaking and all our meetings are English it would only be a small percentage that would understand Welsh."
- "Can converse bilingually if required"
- "It promotes equality of service"
- "It would and does allow welsh speakers to feel welcomed by the organisation"
- "More than 70% of the local population is Welsh speaking, the elderly people especially prefer to speak in Welsh"
- "Most of our things are in English and everyone speaks amongst themselves in the language they choose, it wouldn't make any difference as most of them are anyway"
- "We do try to offer our service to everyone in the language they prefer, and if we have bilingual staff they are better equipped to do so"
- "We have written a position statement and would like to adhere to that and it is important in communication with our local community"
- "We work in Welsh-speaking communities with first-language speakers. When discussing sensitive issues, people want to be addressed in their language of choice."

**7. OVERALL: Explain your answer:**

- "Some kids that come here are 1st language Welsh so our staff do need to communicate in Welsh with them and it is also nice for the children who are 1st language English to be able to get a grasp of the rudimentary vocabulary of Welsh before they go to primary school to give them a head start."
- "Because we deliver to quite a few Welsh speaking beneficiaries"
- "It is most people's first language in the group"
- "It would and does allow welsh speakers to feel welcomed by the organisation"
- "Although the majority of the families that we help are English speaking, we do have some that are Welsh speaking and it would be nice if we could offer a more comprehensive service in Welsh and so that they can express themselves better in Welsh"
- "It promotes equality of service"
- "Mainly because we work with children ages 0-4 who feed into primary school which is bilingual so we can give them a head start here and for the reason that we should be able to offer a bilingual service as a better quality service"
- "When people are victims of crime they are stressed, emotional etc and they are in most need to communicate in the language they feel is the most comfortable for them."
- "Well, it does depend on which area we happen to be covering; if we are in Cardiff it does not really prove an advantage, but if we are around Carmarthen then it is often an advantage"
- "It is an advantage but merely because we can provide that as a choice, but as mentioned we do not have many requests for Welsh services and I do not see it as a priority in our group as language is not the only way of communication, there are other ways of communication and all are equally important-I am over 60 and I will not learn Welsh because I believe my time would be better spent doing my bit in the organisation rather than learning Welsh at my age"
- "As most leaders are English speaking and all our meetings are English it would only be a small percentage that would understand Welsh."
- "None of the people who we support each week, so we do not have a need for it"

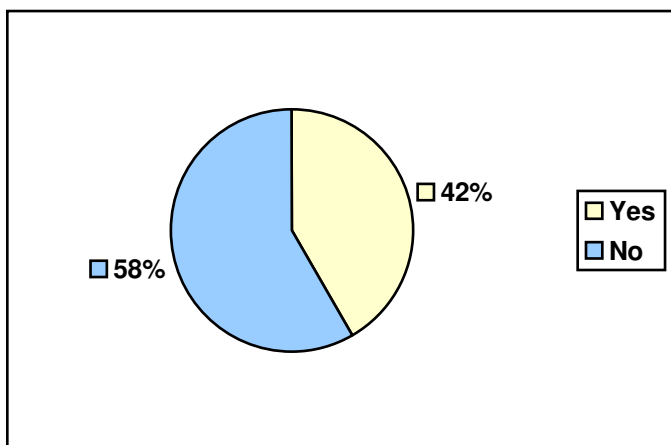
- "In Ceredigion especially 50% of the population is Welsh speaking, if we had bilingual staff it would allow us to do more work in communities directly, as yet we have not been able to do that as I am the only member of staff directly employed by the Forum and I do not speak Welsh, so I have not been able to go into the communities to work with them directly"
- "We do try to offer our service to everyone in the language they prefer, and if we have bilingual staff they are better equipped to do so"
- "Most of our things are in English and everyone speaks amongst themselves in the language they choose, it wouldn't make any difference as most of them are anyway"
- "A large proportion of people we help are Welsh speaking so it allows them to better express themselves if the volunteer is a Welsh speaker"
- "More than 70% of the local population is Welsh speaking, the elderly people especially prefer to speak in Welsh"
- "We have written a position statement and would like to adhere to that and it is important in communication with our local community"
- "Yes it would help on occasion but there is not a huge demand for it"
- "Because we are trying to meet the needs of the of the bilingual community; for the people who are 1st language Welsh it means they can open up properly and express how they feel in their own language"
- Working in Carmarthenshire, it's such as Welsh-speaking area. We have carers whose first language is Welsh and it would be good if we could offer them support in their language. But recruiting staff is such a problem, generally. Recruiting bilingual staff is harder again.'
- "In the north of the county, it would certainly help us. We've been struggling to work there and engage with volunteers. Historically, it is close-knit community with it's own social infrastructure and is difficult to engage without having the ability to conduct your business in Welsh."
- "Up in North Wales, we were unable to start up a group partly because we didn't have any Welsh-speakers to help us with engaging and promoting ourselves bilingually."
- "Practically, it makes a big difference - understanding and appreciating the place of the language."
- "It reflects that part of the population and is about increasing accessibility and reaching our audience."
- "We work in Welsh-speaking communities with first-language speakers. When discussing sensitive issues, people want to address in their language of choice."
- "It offers customers a choice in a language they prefer."
- "Mae prinder ofnadwy o staff a gwirfoddolwyr dywieithog yn enwedig ym mesuydd gwasanaethau plant, henoed a gofal. Mae hyn yn achosi problemau o ran dewis a chydaddoldeb."
- "Mae'n hanfodol i siaradwyr Cymraeg i fod yn rhan o'r gymuned ac mae rhaid bod mudiadau yn deall diwylliant yr ardal."
- "Mae'n bwysig iawn i ddarparu yn ddwyieithog, ond mae cael gafael yn staff sy'n ddwyieithog yn broblem. Mae cael staff sy'n gallu gwneud y job yn ddigon o her."
- "We are an inclusive organisation and want to offer a more inclusive service by being bilingual."
- "Oherwydd ethos y sector. Ni'n darparu gwasanaethu i bobl sydd o dan anfantais ac mae cyfathrebu gyda nhw yn eu hiaith gyntaf yn hanfodol."
- "Working where we do, it would encourage Welsh-speakers to use the service."
- "Mae'n adlewyrchu gofynion y gymuned."
- "Mae diffyg dwyieithrwydd yn broblem mawr o ran cyrraedd y gymuned."
- "It makes us more accessible."
- "We are seen as an English organisation, but have started to deliver bilingually where we can and are trying to challenge that perception."
- "Can converse bilingually if required"

8. **BENEFICIARIES: Does your group have a Welsh language scheme? (30)**



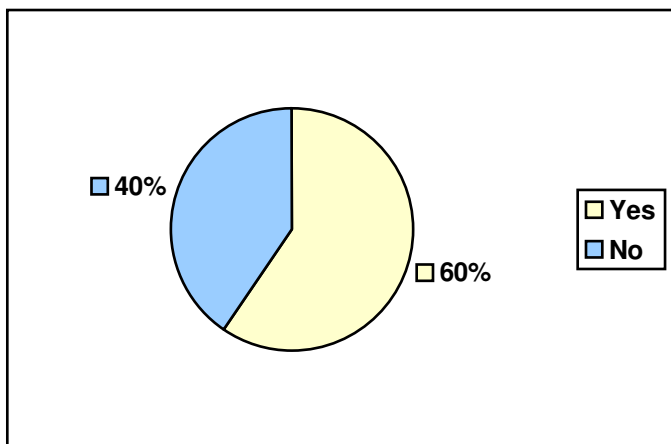
(Source: Wavehill's interviews 2006)

8. **NON-BENEFICIARIES: Does your group have a Welsh language scheme? (12)**



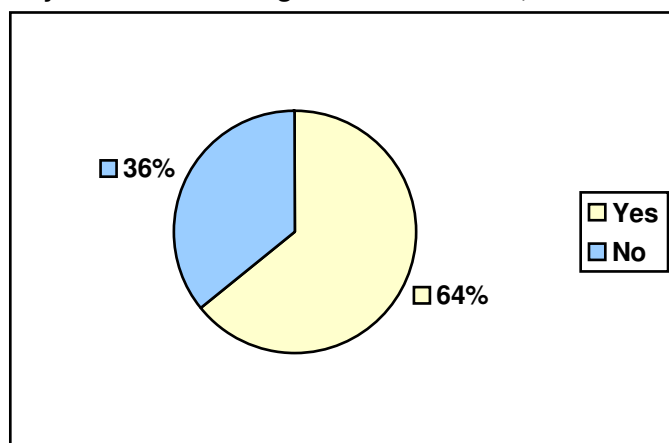
(Source: Wavehill's interviews 2006)

8. **OVERALL: Does your group have a Welsh language scheme? (42)**



(Source: Wavehill's interviews 2006)

9. Do you feel that having such a scheme is, or would be, an advantage? (42)



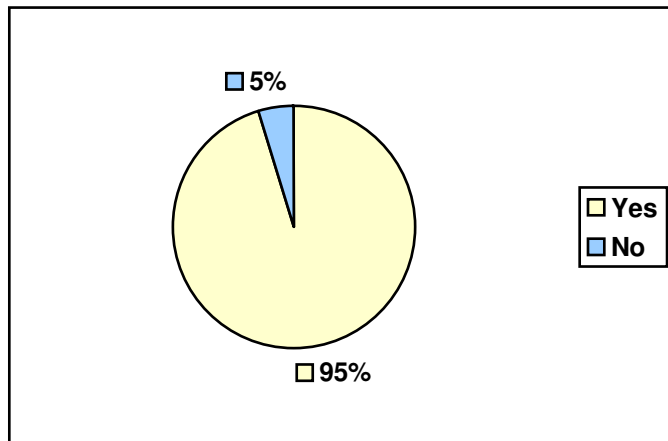
(Source: Wavehill's interviews 2006)

10. Please explain your answer:

- "Although we have one, I'm not sure what advantages there are; all our literature is printed bilingually and I suppose if we did not have the policy we may not necessarily keep all of it bilingually"
- "As mentioned we have already got people who are bilingual, even so we do not have many people who request support in Welsh and if we did have a plan I do not think it would influence the way we would do anything"
- "Bydde polisi yn sicrhau ansawdd a chynhwysedd. Ond stim eisiau cael polisi er mwyn sicrhau'r pethe 'ma - ymwybyddiaeth yw'r broblem."
- "Hyd yn oed os nad yw pobl yn cyymffurfio gyda pppeth sydd ynddo, mae'n 'na I atgoffa pobl. Mae'n codi ymwybyddiaeth hefyd."
- "I'm glad it's there, even if it's not always observed to the letter, people know they have a responsibility."
- "It ensure equality; it is an active policy"
- "It gives us procedures to follow and we try hard to observe it - we follow the procedure for dealing with calls and letters in Welsh and it's made us more aware of why it's important to be bilingual where we can be."
- "It has laid out expectations and procedure that might not be carried out if we did not now have our bilingual policy and it reinforces our wish to be bilingual"
- "It keeps bilingualism at the forefront of our mind. Although we need a driver to facilitate its full implementation."
- "It played a huge part in Wales in getting every body of Victim support Wales to have a standard translation of our name so that it can be recognised by everyone, and the same applied to our slogan as well"
- "It will be. We will be able to reach out to a section of the population in Wales that we are not able to reach at the moment."
- "It would not make any difference as we do try to provide everything in Welsh"
- "It wouldn't make any difference"
- "It's not fully implemented and is very much the starting point for development. But is currently looks like a mountain to climb and we need to break it down into achievable goals."
- "Its making people aware of the Welsh Language and valuing it as a language and also the culture and heritage that comes with it. It has made the staff, volunteers, customers and people we work with more aware of the language and aware that we are trying our best to offer a bilingual service and respect the language"
- "Mae'n bolisi greddfodol a dweud y gwir - ma popeth yn ddwyieithog."

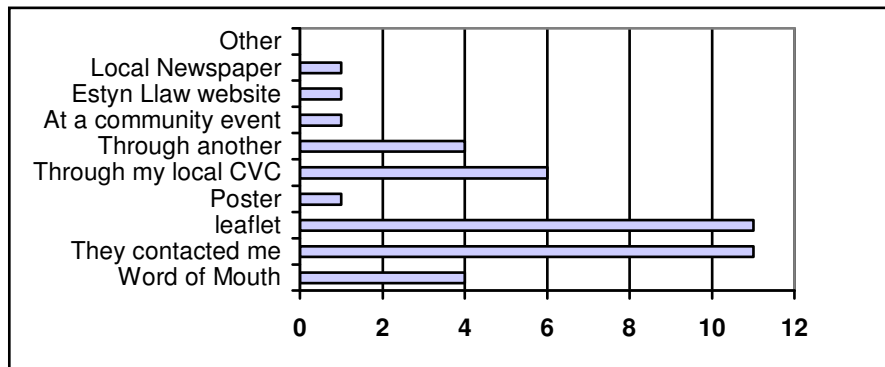
- "No because everything is already bilingual, we do live in a primarily Welsh community but there are families who are first language English and we do not want to exclude them or create tensions in any way-we feel that a bilingual policy could cause tensions, it is already hard enough to try to get people to volunteer as it is and that is not what we want to do at all, our group is open to anyone who's interested, regardless of their 1st language"
- "No because we have incorporated that into our equal opportunities policy so that is covered there"
- "None of the people who we support each week, so we do not have a need for it"
- "Not really as we are all pretty bilingual and laid back about it, everyone speaks in the language they want to and if we had one it would probably make no difference"
- "On the whole, yes, it another tool to help people remember what is and isn't required. It's system with guidance and people know what is expected. But the policy doesn't deal with the fuzzy detail of delivery on a day-to-day basis. I mean, it can't cover all eventualities can it?"
- "We are a small branch and we can only do as much as we can do, the organisation that we are a branch of, CRUSE CYMRU does have a bilingual policy so all material from them is bilingual etc but for us as a branch who has to find its own funding, having everything bilingual as translated or published costs money and that is sometimes very limited"
- "We are in the process of developing one; I have drafted a plan and gave it to Estyn Llaw a while ago but they have yet to get back to me. I only think the plan would be an advantage though if it is a realistic one which takes account of our capacity. It is our aim to provide equal opportunities and to give people the choice to access our service in their first language would be giving them an equal opportunity"
- "We do not have the capacity or the volunteers to provide such a service, so it would not be realistic anyway"
- "We do say that we will try to be bilingual but because of the nature of the illness and part of the brain that it affects-it happens to affect the part that controls language and speech quite severely on occasion so it is very difficult to have such a policy or any policies in place as we have to be flexible depending on the severeness of the condition and how each person is managing or feeling each day-any policy would not be appropriate as it's a very debilitating disease"
- "We have adopted the policy and we provide all written material bilingually-however, it is very costly. For example, we spent £2500-£3000 on bilingual booklets recently, but most of the elderly people still read the English version as the Welsh is too difficult-its the correct or 'book' Welsh and not the Welsh they speak in their community-therefore our costs are doubled by the need for Welsh material but it is not then used to its full by the clients"
- "We just do not have the demand for Welsh or bilingual services/groups, we did get the beaver scout handbook translated but the take-up on the Welsh version was minute and given the cost of it outweighs the benefit. If the groups are in English it is also more useful to have the material in English"
- "We need to communicate with the local communities in either language"
- "We were trying before we had a policy, so nothing really changed with the policy."
- "Welsh people, especially children would feel more at home speaking in their own language."
- "We're working on one at the moment. It will help us formalise the things we're trying to do at the moment."
- The policy is a bit out of date and needs to be smartened up, but it is useful.
- "Members are already bilingual"

11. Are you aware of Estyn Llaw, which is a project to promote bilingualism in the voluntary sector? (42) If no, go to question 23.



(Source: Wavehill's interviews 2006)

12. How did you come to hear about Estyn Llaw and its activities?(42)

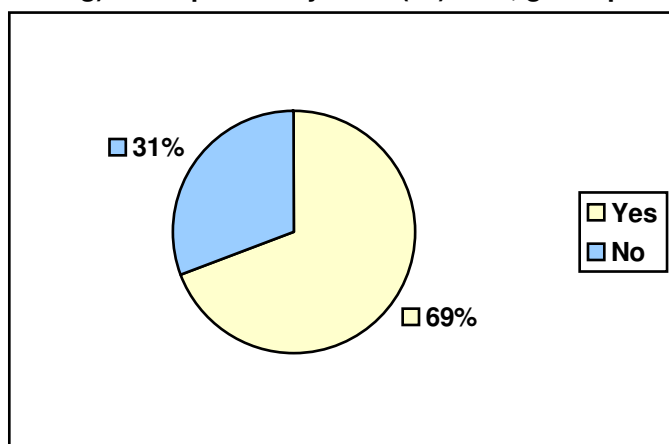


(Source: Wavehill's interviews 2006)

**Other:**

- "The Eisteddfod 2004"
- "Trwy Cwmni Iaith." X 2
- "Through the local Welsh language partnership."
- "We contacted them."

13. **Have you received any services from Estyn Llaw (such as advice, support, training) in the past five years? (42) If no, go to question 23.**



(Source: Wavehill's interviews 2006)

14. **Thinking back to the period before you had any contact with Estyn Llaw, how would you describe the ability of your organisation to conduct its business bilingually?**

- "A ffaith bod 'na ddim arian ychwanegol I hysbysebu a chyhoeddi yn ddwyieithog. Mae angen trial perswadio pobl tro ar ol tro o'l gwerth."
- "Fair; but the main difference is that Estyn Llaw made us more aware of the Welsh language and how to reach more Welsh speaking people, e.g. the secretary and I did not realise that if an advertisement is not in Welsh it may put people off as they think that the service cannot be bilingual; our attitudes to Welsh have been changed"
- "It was a bit more limited. Now we are much more bilingual aware and aware of the value of providing that service"
- "It was always difficult and still is."
- "It was difficult. Trying to convince people within the organisation was an uphill struggle. The training gave me the ability to re-enforce the argument with colleagues and staff about attitudes towards bilingualism."
- "It was extremely difficult to recruit staff that were bilingual or Welsh first language. I mean recruiting in our sector is difficult anyway as we often find it hard to recruit people with the relevant skills, so recruiting people who speak Welsh is a problem. We do know that other agencies have said the same, it is a big issue as its difficult to recruit staff full stop"
- "It's not much different in terms of delivery, but we are much more aware of bilingualism now."
- "Lots of our employees didn't know why Welsh was important and it helped re-enforce what we should know anyway."
- "More or less the same as now but the difference being that we are now striving towards a more bilingual service and we still face a lot of hurdles but are trying to overcome them"
- "Nothing has changed as yet"
- "Ro'n ni eisiau paratoi pobl ar lawr gwlad."
- "To be perfectly honest it made no difference to our organisation, we had a lot more help from the Welsh Language Board who were very good"
- "Virtually non-existent"
- "We couldn't deliver anything in Welsh really. Welsh-speaking people had to speak English all the time - even to other Welsh-speakers."

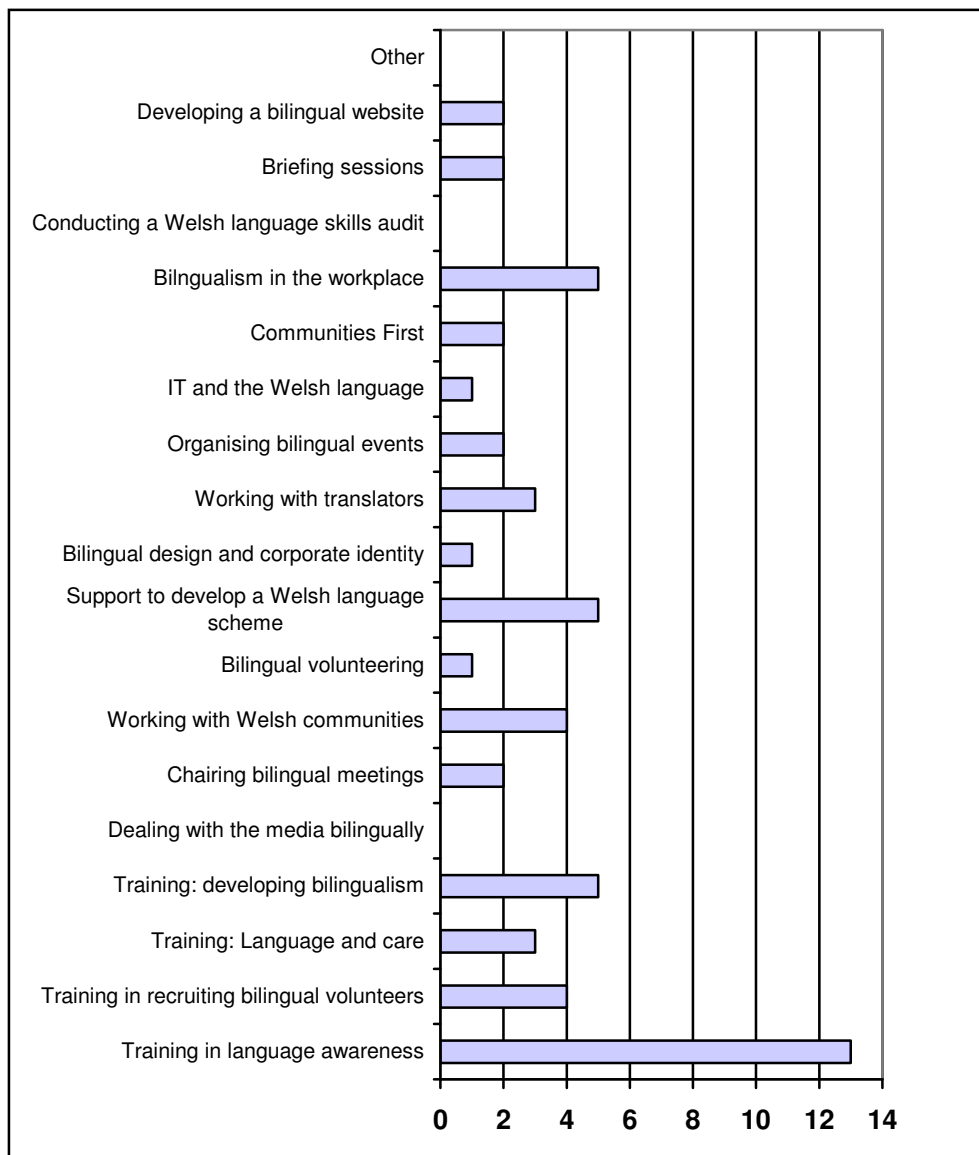
- "We couldn't, It hadn't been considered until I came into post, then I was looking through our constitution and came across the section on equal opportunities and realised that we were not fully addressing that in relation to the Welsh language."
- "We did not have a Welsh version of our publicity leaflet"
- "We recognised the importance of Welsh for this project from the start - we had a policy covering bilingualism, but working with them helped us achieve it practically."
- "We were struggling for direction and thinking where should we go next in trying to develop bilingually."
- Prior to the course we were using a translation company - the procedures for making sure our literature was bilingual was already in place.'

**15. Again, prior to your contact with Estyn Llaw, what were the main challenges facing you as an organisation, in terms of bilingualism specifically?**

- "Expanding our main client and volunteer base and meeting the needs of the bilingual community. Also the statutory concerns were there as well that we were providing a sufficient bilingual service. Also we had not made much progress with networking with Welsh organisations as I'm the one that normally goes to networking sessions and I do not speak Welsh"
- "For all of the reasons listed really, we wanted to expand our client base, present a corporate bilingual image, develop a Welsh language policy, and of course out of statutory concern. Another main challenge of ours is when we work with government in Westminster they have no understanding or awareness of the requirements involved in providing a bilingual service and how much it costs"
- "It was about being inclusive, of covering the Welsh-speaking communities in our area and leading by example."
- "Not being able to always provide Welsh speaking volunteers to families so the service is in their mother tongue"
- "Our main challenge was delivery and the associated costs. And getting staff!"
- "Our ultimate aim is to achieve full bilingualism and trying to explain this to people was difficult - making the case."
- "The cost of producing material bilingually"
- "The major challenge is that I'm the only member of staff in Wales, and I'm not bilingual. The other thing is influencing our London office to recognise why this is important."
- "The recruitment of more practitioners who can deliver through the medium of Welsh and the staff proficiency in the language"
- "There was tension in the meetings as English had to be spoken at all times."
- "Mae 'na wahaniaeth mawr diwylliannol rhwng y grwpiau tradoddiadol Cymraeg fel y capeli, Merched y Wawr ac ati, a, fel, sefydliadau Prydeinig. A does 'na ddim llawer o ymwybyddiaeth o'u gilydd neu gydweithio. Mae hefyd gwahaniaeth rhwng y gwirfoddoli anffurfiol sy'n cymryd lle yng ngefn gwlad – ti'n gwybod mae 'na rhwydweithiau cymdeithasol cryf yma lle mae pobl yn gwirfoddoli heb fod e'n rhywbeth ffurfiol, ti'n gwybod. Wedyn mae'r diwylliant o wirfoddoli yn swyddogol. Mae llawer o'r bobl sy'n gwirfoddoli gyda grwpiau swyddogol wedi symud mewn i'r ardal ac efallai oherwydd bod y rhwydweithiau anffurfiol dim yn bodoli iddyn nhw, mae nhw' fwy . . . tebygol o ymaelodi a grwpiau. Mae hwnna'n achosi dau sialens – denu siaradwyr Cymraeg i'r sector a chodi ymwybyddiaeth am y Gymraeg mewn sector lle nad oes 'na lwer o Gymry."
- "There were Welsh speaking families that came to the centre regularly before but we wanted to create a more bilingual image of the centre too as there was a rumour that went around that the centre was against Welsh-so we have made a conscious effort to dispell this rumour and to show the community that we are open to everyone and that were making an effort to promote Welsh in the centre"

- "Trying to encourage Welsh in the workplace was the main challenge."
- "We did want to expand our client base and be able to reach more people in the community, also we wanted to promote a bilingual corporate image to the public and other agencies, and then also we wanted to create a Welsh language policy"
- "We were trying to promote ourselves in the north of the county. We try to meet the diversity agenda and Welsh is a part of that of course."
- "Well we had nobody to talk to regarding the translation and even my bilingual friends could not come up with an agreed translation of the name of the organisation-each one translated it differently."
- "yr her oedd I godi ymwybyddiaeth am bwysicrwydd y Gymraeg ymhlith grwpiau yn yr ardal."
- "Our major challenge is recruiting Welsh speaking staff"
- ""Mae e wedi darparu ffocws i ni i ddod at ein gilydd i drafod materion Cymraeg. Doedd 'na ddim fforwm penodol i wneud hynny o blaen, oherwydd, yn eironig iawn, bod y Gymraeg I fod yn ystyriaeth crai sy'n torri ar draws materion eraill i'r rhan fwy' o bartneriaid."
- Roedd yr her ar ddau lefel a dweud y gwir. Diffyg ymwybyddiaeth o'r bwysicrwydd na'r galw oedd un sialens. Ac wedyn sut I fynd o gwmpas cynnwys siaradwyr Cymraeg a darparu yn ddwyieithog.
- We are the point of contact for clients and groups and it was important that we were able to use as much Welsh as we could. Even if we can do everything, an acknowledgement of the language is better than staying ignorant about it.'
- "Both; we became aware of them just as we realised our need for more Welsh speaking volunteers"
- "I contacted them due to our need to discuss the translation and get our brochure translated properly"
- "I replied to a query of theirs actually"
- "I think we contacted them due to the need we identified that we needed to create a Welsh language policy. It was also useful to have got information from them about how to get our message across in a bilingual manner into the communities"
- "Probably just because the course was available and it interested me"
- "Support was available"
- "They contacted us and we took it on as the support was available"
- "They sent us a leaflet and we followed it up to see what was on offer"
- "We needed support and information."

17. What sort of support or training did you receive from Estyn Llaw? (Tick any that apply) (30)

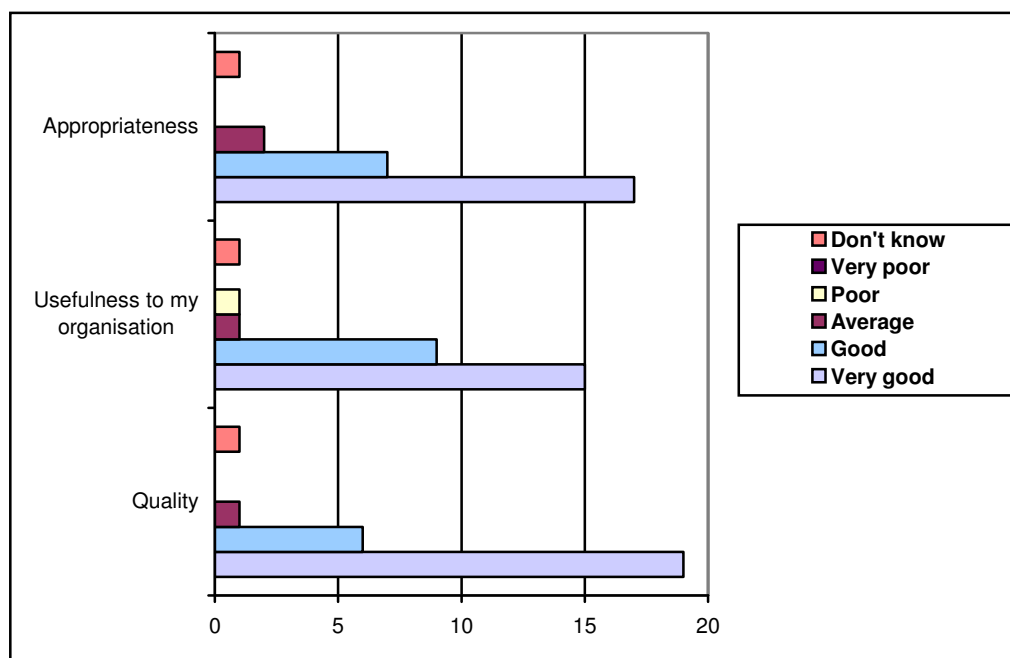


(Source: Wavehill's interviews 2006)

**Other:**

- "The officer that we met with talked me through our bilingual needs and she then went on to write us a report on developing our bilingual capabilities and that went to the Trustees and from there we developed our bilingual policy"
- "A visit and general chat and assessment of our needs."
- "Cydweithio ar y fforwm iaith sirol."
- "Cyd-weithio ar y partneriaeth iaith lleol."
- "Cymmorth wrth I ni llunio pecyn gwybodaeth."
- "Getting something translated is the biggest issue for us."
- "Mae nhw'n cydlynnu a hwysulso'r fforwm iaith lleol."
- "Sut i wneud proffeil cymunedol"

18. How would you rate the following aspects of the support or training you received:



(Source: Wavehill's interviews 2006)

19. Do you have any further comments on any of the above answers:

- "Byddai fe wedi bod yn well tasai fe wedi cael ei darparu gan rhywun oedd a phrofiad yn y sector penodol o dan sylw."
- "Dim ond codi'r ffon sydd eisiau I gael cymmorth."
- "I went on a course a long time ago, I think it was with Estyn Llaw but am not sure"
- "I would not say it was very good, but good because it served the reason it was being held and it fulfilled its aims"
- "In relation To Estyn Llaw we felt that they were not as helpful as the Welsh language Board have been. In actual fact what happened was that we featured on a programme about whether courts should have Welsh speaking juries or not. Based on our research and work with our beneficiaries we gave the reasons for the impracticalities and hindrance of getting together a Welsh speaking jury. Following that programme Estyn law basically wrote to us outlining the ways in which they disagreed with the points we had put forward in the programme-even though our findings were based on facts and experiences our workers have lived through-the comment we made in the programme was not intended as a political opinion at all. However, the individual in Estyn Llaw who wrote to me evidently took it as so and I feel that he/she was overstepping their role within the project-I understood Estyn Llaw to be a supportive service helping bilingual organisations in the voluntary sector, not an organisation that involves themselves in unnecessary and uncalled for political discussions of the Welsh language"
- "In relation to the training, the simultaneous translation was brilliant and people were encouraged to talk about any concerns or odes-it was a day well spent. In relation to Ewstyn Llaw in general, they have extended the referral secretary and my awareness of bilingualism greatly and the possibilities it can bring."
- "It was well-delivered. They were pro-active beforehand about what we wanted and what would fit and work for us."
- "It was well-organised, but the feedback from our organisation was that it could have been a bit more interactive."
- "It wasn't completely clear at all times though."

- "Just that we are still waiting to hear back from Estyn Llaw on our policy that we sent them a while ago; that's the only negative remark really, it has had to take a back seat now"
- "Mae Estyn Llaw wedi helpu rhoi'r Gymraeg ar yr agenda yn lleol."
- "Mae nhw'n deall profiadau siaradwyr Cymraeg a phwysicrwydd yr iaith I gwasanaethau."
- "Roedd y cymmorth ac adborth gawsom ni gan Estyn Llaw yn seiledig ar ffeithiau a thystiolaeth bob tro. Felly, roedd yn gymaint haws I mi fynd at fy rheolwraig I ddweud 'Wel dylwn ni ysytyried diwigio'r ddogfen yn sgil y wybodaeth 'ma.'"
- "Roedd y profiad addas gyda nhw. Darparon nhw'r hyffoddiant o fewn amser a phris ac roedd ansawdd y deunydd yn uchel."
- "The basics of the language were covered and the history bit was interesting. The important thing was that the message came across that little goes a long way."
- "The historical stuff was interesting but a bit long."
- "The impact on staff was noticeable. It's been two years since the course and people still refer to it. And it re-enforced what I'd been banging on about for ages!"
- "The training gave us direction."
- "They were very supportive, professional and we got down to basics."
- "Well considering I just walked in at the last minute and asked them to translate something for us and they got it done within a few days it was very good"
- "We've been able to contact them again and again. They've given us practical help and advice. They are open, responsive, approachable and, well, great really. Working with them has given me confidence to ask basic questions about bilingualism I wouldn't have dared ask before and set small realisable goals."
- "When we've asked for support, they have always come through. They are willing to adapt and easy to work with. And what they've done for us is appropriate to where we are as an organisation at the moment."
- It's important that they are able to carry on as a hand-holding body, to help us implement what we have learned, especially as small organisation without the expertise.

**20. Generally speaking, what has been the effect on your organisation of the support or training you received through Estyn Llaw?**

- "All our literature is now bilingual; which we would not have been thought about before. We now have a page on the Dyfed-Powys website which is all bilingual"
- "Better delivery of bilingual services, awareness of bilingual issues and a responsibility to the community and the people that use the centre to offer a bilingual service"
- "Building awareness mainly - of the need to be bilingual. And just realising the impact on our clients of small steps we can take towards bilingualism."
- "Estyn Llaw gave us a list of translators which was very helpful and we have used them already"
- "Gwnaethon ni ddiwigio'r ddogfen ar sail y wybodaeth. Gwnaeth e gryfhau y rhesymau dros darparu yn ddwyieithog."
- "Hmm, it hasn't really had an effect as such. My role doesn't give me the opportunity to practice or disseminate what I learned."
- "I don't know to be honest; I suppose when we went to a triathlon in Pembrokeshire and had a stall there recently, someone saw that it was bilingual and commented on the fact-which I found quite surprising and I was pleased that it had been noticed as well"
- "It broadened our understanding of bilingual issues certainly."
- "It raised awareness about things like the number of Welsh-speakers in south Wales. People didn't realise that there were so many."
- "It raised our awareness of why it's important: it's part of the equal opportunities agenda which we support and it's important that people are comfortable speaking in their mother tongue."

- "Mae e wedi atgyfnerthu'r neges bod y Gymraeg yn bwysig, a pam mae'n bwysig o safbwynt ein cwsmeriaid."
- "Mae e wedi codi ymwybyddiaeth yn y grwp ar lawr gwlad ynglyn a beth dylai fod yn digwydd."
- "Mae e wedi codi ymwybyddiaeth, nodi dylwetswyddau a chyfrifoldebau."
- "Mae e wedi helpu ni I wneud cysylltiadau ac I gyfeirio grwpiau atynt."
- "None"
- "The main impact that it has had is the development of our bilingual policy which has started the process off for us to progress"
- "Then tension has gone and staff skills keep improving. It's raised our profile locally too."
- "To be honest it hasn't really as I have not put the training into effect as yet. But, it is on my agenda and we are hoping to arrange some confidence building classes for myself and the staff in basic Welsh"
- "We are in the process of arranging support from Estyn Llaw but that has not been set up or provided as yet so I do not feel able to answer this question, nor questions 21 or 22"
- "We're certainly more aware of why it's important to deliver services bilingually, but it's down to resources. We are starting from a low base. We now know what we need to do, but we lack the resources to do it really."
- "We're now working on a Welsh-language policy and making our London office realise how important this is."
- "With their help, we put on an event in June to raise awareness of volunteering opportunities for Welsh-speakers. It helped us engage with communities where we've had no reach before."

**21. How has it affected your ability to do any of the following:**

**(i) Deliver your services bilingually**

- "For us, it has raised our awareness. They've encouraged us to change our culture and endorsed the work we have done."
- "I'm not sure if that is any further forward than before"
- "It has been very helpful"
- "It has not"
- "Mae e wedi arwain at rhai grwpiau yn darparu yn ddywieithog yn sicr. Dw I wedi gweld y newid yna."
- "No"
- "Not had much of a difference"
- "Only the information/written materials which are bilingual and the school visits we do in conjunction with another agency who speak Welsh"
- "The Estyn Llaw team reminded them what was in the Welsh Language policy and made them more confident about using what Welsh they have. Some were a bit nervous about bilingual issues beforehand and that leads to people ignoring them. Estyn Llaw gave us a safe space to discuss it - for people to ask the basic questions and look at their own assumptions."
- "We have a better understanding of bilingualism and the skills of our staff have improved immensely."
- "We have a bit more confidence and knowledge about Welsh culture and we try to value the language through making the effort to speak in Welsh, even if we make mistakes, which is better and more respected than not making an effort at all to recognise the language"
- n/a
- Not really. It would be very difficult to do that in the current recruitment climate."

**(ii) Expand your client group or volunteer base**

- "Definitely at a development level in getting people to understand and be more confident about facing bilingual issues."
- "I don't think so"
- "It has not"
- "It's given us more confidence in going out to Welsh-speaking communities and using our Welsh-speaking members and building up the local communities confidence to link up."
- "Mae e wedi helpu ein aelodau I gyrraedd pobl Cymraeg eu hiaith."
- "No"
- "Not really, not been a noted increase"
- "Well we do have more bilingual volunteers now than when I started 5 years ago"
- "We've seen the need to have Welsh-speakers represented on our Board."

**(iii) Raise awareness of bilingual issues**

- "Attitudes have changed for the better certainly - people now expect documents to be bilingual and know why it's important."
- "Definitely-the staff are more aware and we make a conscious effort to make all posters and displays bilingual, and the Welsh version always comes first."
- "I suppose so, but not in the correct way-we understand they feel strongly about the Welsh Language as we do but it was addressed inappropriately"
- "Ie, roedde'n dda I weld ffeithiau am y Gymraeg a defnydd yr iaith o'm malen I. Ces I'r ffeithiau I frwydro dros yr iaith!"
- "It has raised awareness in the agencies we work with, in the schools that we visit and I am constantly aware of the need for bilingual materials and thinking about how it can be done"
- "The referral secretary and I have a better awareness of the requirements and issues of bilingualism"
- "We realised it was important beforehand, but working with parents in Welsh-speaking has raised awareness about us in these areas."
- "Yes definitely-especially among the board of trustees who needed bringing up to speed with things"
- "Yes, it has raised our awareness"
- "Yes, the staff use Welsh more now"
- "Yn bendant mae'r gwaith wedi creu ymwybyddiaeth am, wel, pam dyle grwpiau fod yn agored."
- "It's got people on board with our Welsh Language Scheme - people support the aims. Without the training, it would be another document on the shelf. The training put the document into context."

**(iv) Be more responsive to your community or client groups**

- "It has not"
- "People are now more aware of why it's important. People in the organisation, whether they speak Welsh or not, are now taking responsibility for bilingualism and ensuring our clients and partners get a bilingual service where we can provide it."
- "Roedd y seminar ar gyfer recriwtio gwirfoddolwyr Cymraeg yn ddefnyddiol I godi ymwybyddiaeth ond roedd e ddim yn llwyddiant o ran canlyniadau. Ond nid berniadaeth o'u gwaith nhw yw hyn, rhaid dweud, jyst yn dangos pa mor anodd yw'r sefyllfa."
- "Thanks to increased numbers of bilingual volunteers we can provide a more bilingual service to the community"
- "Well only in the case of visiting the schools, but we often find that when we get things translated, the translations are often in book Welsh, and are quite different to spoken Welsh; it would be nice to have translations that are closer to the Welsh spoken in the local area"
- "Yes through the help with the Bilingual version of our publicity leaflet"
- "Yes, as a result of our efforts to help our bilingual image we worked with the local schools and helped out with concerts etc in Welsh"
- "Yes, this is important - people are aware of why this important now."
- "Yes, through the fact that the staff are now aware of the needs of the community"
- "Yes-we are now seeking to address those issues and we shall do that through organising the course I mentioned"

**(v) Recruit boilingual volunteers or staff**

- "For us, the caring role is the most important thing. Language is important, but it is secondary to the care itself."
- "I'm not sure - we've had no volunteering opportunities registered specifying Welsh-speakers, but that doesn't mean recruitment is not happening at community level."
- "It has not"
- "It hasn't as such; we have sent out bilingual adverts now but it has not helped to find more bilingual staff as yet"
- "Mae angen strategaeth er mwyn recriwtio gwirfoddolwyr a gweithwyr dywieithog yn y sector."
- "Mae hwn y anodd iawn mewn ardal fel hyn - ac mae dal angen gwaith yma."
- "No change"
- "No"
- "Not as such, but it has enabled us to use the Welsh-speakers we have to greater effect - getting them involved in boards and steering group."
- "We do have more bilingual volunteers now than 5yrs ago but don't know if that's direct result of our support from Estyn Llaw"
- "We're more aware of this now, but it's not happening yet. There is a shortage of appropriately qualified people who are bilingual."
- "When people apply for jobs here not, Welsh-language skills are the first thing we look for."

**(vi) Develop the bilingual skills of your existing staff or volunteers**

- "We put on staff classes, which were well-received, but there wasn't enough time for people to commit long-term."
- "As a result of the work with Estyn Llaw our HR people were going to commission Welsh in the workplace to roll out across the organisation. I don't where that is at the moment, but the intention is there."
- "Dyw e ddim wedi gwneud hwn yn uniongyrchol, ond mae e wedi codi'r awydd ymhlith rhai gwirfoddolwyr I ddysgu Cymraeg."
- "Estyn Llaw have been very supportive of us - whenever we've asked them to do something, they've been responsive."
- "It has not."
- "No it hasn't impacted on that as yet"
- "One member of staff has taken it on and is almost fluent by now. Not as a direct result of Estyn Llaw, but the work they have done has strengthened our ethos and helped us spread the message that it is important."
- "We are currently looking at that and do need to do that"
- "Well I am the only employee of the forum and there are no volunteers but I have been on a couple of Welsh courses to help me speak a little bit of Welsh in the workplace, but the course was not run by Estyn Llaw and I am nowhere near bilingual."
- "We're looking into providing Welsh lessons in-house now. It's on the agenda for next year."
- "Yes, the course helped develop mine and my colleagues as a knock on effect"

**(vii) In what other ways has the Estyn Llaw support or training had an impact on your organisation or group**

- "Can't think of any more"
- "Have already mentioned all of the impacts"
- "It has not"
- "It has raised awareness of what can be done in the workplace"
- "It's raised the awareness of the Welsh language and its needs in Wales."
- "Mae offer cyfieithu yn cael eu darparu yng nghyfarfodydd cymunedol nawr, sy'n gam ymlaen."
- "We have raised the awareness of the trustees that there is a need for bilingualism in the organisation and we are hoping to organise courses for staff to learn Welsh"
- "We're much more aware now of not being seen as an English organisation operating in Wales. We want to be part of the community and one of the ways we can prove that is by being bilingual."
- "Mae'n od. Mae yna wahanol lefelau o ymwybyddiaeth ymhlith ein staff – mae rhai yn cyfeirio pobl at Estyn Llaw, ac mae rhai sy'n fwy debygol o gyfeirio at y Menter Iaith lleol. Mae eisiau egluro pwy sy'n gyfrifol am beth ac at pwy dylai pobl fynd am gyngor ar wahanol bethe"

**22. Has the support or training you have received helped you to develop?**

- "It's helped us to help the sector locally."
- "Not in terms of delivery as yet, but it has driven us in the right direction"
- "Not necessarily"
- "Not that I'm aware of"
- "Only in terms of bilingual awareness"
- "The support we have had had made us consider constantly the impact of the Welsh language on our materials/information etc, we are constantly thinking about how things can be bilingual"
- "We did not have a Welsh version of our publicity leaflet"
- "We have along way to go before we are perceived as a bilingual organisation, but we know what we need to do and that is the foundation."

**23. Are there any barriers that would stop you seeking advice, support or training from Estyn Llaw?**

- "Arian a blaenoriaethu yw'r broblem. Does dim arian I gael I sicrhau darpariaeth trwy'r Gymraeg, felly dyw e ddim ar yr agenda I rhai grwpiau."
- "Because of the nature of the illness we are often stretched in running the groups we do run locally, we very rarely can participate in things outside of this as it is too tasking, given that illness. Any activity or engagement outside the group really stretches us"
- "Cael y person iawn I fynd ar y cwrs yw'r broblem. Mae eisiau dylanwadu ar uwch-rheolwyr sy' ddim yn meddwl bod y Gymraeg yn bwysig - ac mae'n nhw'n llai tebygol o fynd oherwydd amswer ac weithiau achos agweddau negyddol."
- "Dyw rhai grwpiau jyst dim yn gweld y Gymraeg yn bwysig - dim ymhlith eu blaneoriaethau."
- "Mae amser yn brin iawn yn y sector."
- "No I don't think so; but we tend to manage with what we have, and cope like that. For example if new staff do not speak much Welsh then we offer them courses to do during work hours. We also have a retired headteacher on our committee and she often helps us with any translations or if anything has to be facilitated in Welsh then she does it for us. We have quite a network of resources that we can draw from when we need extra help with bilingual issues such as the Family Centre Network which has recently been setup for family centres all over Carms so that we can meet up ad discuss issues that affect family centres and brainstorm on how to deal with such issues"
- "No I think such a project is a good thing, but the only reason we didn't take part was that we weren't contacted. Translation is something we do have difficulty with and when we do find someone to translate it it often costs us extremely highly-we would appreciate an organisation that can provide us with translation services for a better rate"
- "No not as such, but it's a question of the willingness of the volunteers to learn Welsh"
- "No" X 11
- "No, as we are already very much bilingual so we do not have a need for such services"
- "Not really, but I think after our experience with the Welsh Language Board we would probably go to them first as we have found them to be extremely helpful, understanding, and flexible with us"
- "Not really, It is difficult to get people to become leaders or volunteer, and especially to get people that are comfortable writing in Welsh, but we do not want to appear too pro-Welsh as it could antagonise things in the community."
- "Only if there was financial implications"

- "People might think that they have to speak to Estyn Llaw in Welsh - people's lack of confidence in dealing with bilingualism is the biggest barrier."
- "People not knowing about it is the biggest barrier in my view."
- "Staffing - we don't have the capacity to lose a day for training."
- "Time and funding might stop us implementing everything we've learned."
- "Time and funding, especially for our front-line workers."
- "Time! There is always too much to do in such limited time, that when dealing with volunteers especially you have to draw a line somewhere"
- "Time. We don't have the time to attend everything we would like to."
- "We have so few leaders that speak Welsh that it would not be of any use; its hard enough to get leaders to volunteer let alone ones that speak Welsh. There's not really any scope for bilingualism"
- "Y ffaith bod nhw ddim yn lleol I ni. Mae hwnna'n broblem."
- "Y her mwyaf yw'r perception sy' mas 'na bod yr iaith dim yn berthnasol I rhai gymunedau."
- "Yes, merely the fact that we do not need to use their services, we have sufficient capacity to meet our demand"

**24. What further services or training would you like to see offered that would help your organisation develop its bilingual capacity?**

- "At the moment we do not have a need to develop our bilingual capacity"
- "Basic Welsh for volunteers would be useful. Many have basic Welsh or would like to, but no confidence to use it."
- "Bydde gwasanaeth adolygu a monitro cylluniau a pholisiau Cymraeg yn ddefnuddiol."
- "Bydde rhyw fath o 'Ymwybyddiaeth Iaith Plus, fel petai, yn ddefnyddiol - hyfforiant penodol am ddyletswyddau, cyfrifoldebau ac sut I wedithredu. A fel 'tester sessions Cymraeg'."
- "Ensuring our position statement is achievable and with recruitment, because I do not speak Welsh I have no way of knowing how fluent that person is and how good their written Welsh is either"
- "Hands-on practical support would be useful - we need to move from being aware of the importance of bilingualism to implementing practical measures that will develop our capacity."
- "Hyfforddiant am faterion dwyieithog sy'n berthyn I bobl hyn."
- "Hyfforddiant mewn meysydd arbennigol fel iechyd a lles ond o safbwynt rhywun sy'n darparu'r gwasanaethau."
- "I cannot think of anything that we would need, we are happy bunnies as we are"
- "I don't know, it's not a question of whether to speak Welsh or not, it's a case of actually getting the leaders in the first place-that is hard enough. Then as a uniformed leader it is so time-consuming planning each meeting and group and all the activities"
- "I don't think there is anything specific that we need to be honest; we have got local and Wales wide provision for training and good networks all over Wales so that we have all that we need currently"
- "I helpu ni I gael gwirfoddolowyr Cymraeg."
- "I'm not sure if I can answer this question until we have had some of the support/training from Estyn Llaw as I don't know fully as yet what the support will entail-after we have met up with them and established our training/support programme I think I would then be better placed to comment on what further elements we would like to see offered. My only concern is that if we do go into the more Welsh speaking communities and we manage to recruit volunteers that are 1st language welsh that they might ask for their training to be delivered in Welsh. We do not have the capacity to deliver the training in welsh, we would be happy to, but it would just be far too outside our budget."

- "I'm not sure, access to appropriate training for staff would be good, awareness of what is already available and possibly how we can attract more Welsh speaking artists- we have tried but it does not seem to be working-maybe we are not following the correct channels"
- "Implementation support for Welsh-language plans and policies."
- "It would be nice if there was an intensive Welsh course that could be delivered in the workplace, or a course that was nearby that I could go to in my lunch hour each day"
- "It would be nice if Welsh courses could be held in the Centre itself that the staff, parents and children can benefit from it"
- "It would be nice to see short courses run locally during the week; there are courses in Carmarthen, but they are often in Carmarthen or even further away in Llanelli-which is not good as we are quite isolated here"
- "Maybe a helpline where we can call them and ask for a translation where they would have a pool of people to draw on who are not as expensive as some of the private companies we have had to use. Another issue we came across was the difference of valley interpretations; I had a friend of mine from Cardiff translate a children's work pack, but when we compared it we realised that she used different words and different ways of saying certain things that were commonly used in Cardiff but that we said differently here in Carmarthen-and specifically for young children it is very important that the person translating is aware of those differences and variations in the language according to the area"
- "More help with the translation side of things is what we need."
- "More information and a face-to face meeting to discuss all they have to offer would be good."
- "Mwy o gwersiau ymwybyddiaeth iaith yn ogystal a sesiynnau blasu. Mae eisiau agor llygiad pobl yn yr ardal o hyd. Megis dechrau mae'r gwaith!"
- "No, up until now we have not thought about widening the meeting to be in Welsh"
- "None-I'm not sure we need any"
- "Not applicable"
- "Periodical awareness building sessions would be useful - keeping us up to date in developments. And helping us to implement our Welsh language policy."
- "Policy and strategy development would be useful and the possibility of staff learning the language."
- "Refreshing what Welsh we have would be useful. We have lots of people who understand Welsh but not many with the confidence to use it in a professional place."
- "Resources such as money; producing bilingual material is very expensive and it has to come out of our core pot of money-that's if it gets done. We also find that government bodies in Westminster do not understand the requirements of the Welsh language or sometimes are not even aware of them, this can often lead to huge translation costs and even then it is not as good quality information as we could be giving: i.e. often young children need support and if we have leaflets which are one copy in Welsh or one copy in English it is not always as clear as it could be, for example children who go to bilingual schools often speak fluent Welsh but are not so comfortable writing in Welsh or would prefer to read things in English then discuss them in Welsh-which is why we feel it's important to have bilingual material rather than a piece of information in one language or the other"
- "Sut I recriwtio staff a gwirfoddolwr Cymraeg."
- "The cost of translation is our biggest challenge. It would be good if there was a cheap translation service for the voluntary sector."
- "We would like to eventually do a bilingual assessment and plan but we have to look into a risk assessment at the moment-CRUSE used to be a very laid back organisation but we have had to be dragged into the 21st century and all the bureaucracy that comes with it so that's our main aim at present."
- "Well having Estyn Llaw as a resource is great, especially since we have now got an agency where we can go where we know that the translation will be correct; not local Welsh or dialect in any way; we are very grateful for that"

- "Well the problem we have with Welsh language training is the fact that often if we get a volunteer that does not speak Welsh and we ask them to learn it, they may turn around and say goodbye and not want to help anymore as they do not want to be learning such a hard language at their age. The other thing would be the cost of translation and having to purchase bilingual publications at twice the cost-even when we get lumbered with all the Welsh publications at the end because the Welsh is too difficult for people to read"
- "Welsh taster sessions would be useful for our clients."
- "None required at present"

**25. What are the major challenges facing you as an organisation in the next few years?**

- "Cash flow and continuous funding"
- "Continuation of funding and development of new services"
- "Cyfarwyddyd a rheolua newydd o ran yr iaith Gymraeg."
- "Developing our capacity"
- "Funding - as simple as that!"
- "Funding - for the sector generally. It's getting harder to access funding, more competitive. Continuation funding is huge issue, so you have to spend wisely."
- "Funding and a change of role for the sector - we're moving more in the direction of being delivery bodies."
- "Funding and Community interaction-we do have bonfire night that brings a lot of families out but we do have quite a task in getting people in the community to join in"
- "Funding and for me, My age, as I am not going to be around forever to do my role in the org"
- "Funding and fundraising."
- "Funding as our services will always be needed"
- "Funding from the Local Authority, if that were to change"
- "Funding has to be our main challenge. We could say that we have not got many Welsh speaking volunteers but that could also be as a result of us not targeting directly the more Welsh speaking parts of the community because of the concern I have about the training being delivered in Welsh- but that is what Estyn Llaw will be supporting us in soon-so we are addressing that challenge as we speak"
- "Funding, just as any other voluntary organisation, recruitment as mentioned earlier and developing our bilingualism. In the community the majority of people who use the centre are first language speaking, but we have found that often Welsh speakers or 1st language welsh speakers often have their own support networks and mechanisms, presently only about 2 out of 8 people that use the centre are Welsh speaking, but we would like to make the family centre more welcoming to people who are first language Welsh"
- "Funding, staff retention and then consequently staff recruitment with the right skills and qualifications"
- "Funding. I ymestyn ein cymorth I sicrhau digon o trustees ac I gael mwy o wrifoddolwyr Cymraeg."
- "Funding; it has an effect on finding administration staff, and bilingual ones at that! And also finding premises-which also depends on money. We are supposed to be supported by the Local Health Board but they have run out of money. Another thing worth mentioning is that you can always find volunteers but then we have to find the money to train them and put up publicity to raise awareness that we exist"
- "I sicrhau adnoddau ar gyfer harwyddo and some help with translation costs."
- "Increasing numbers of young people that are on a waiting list to join, we cannot get the leaders to cover the amount of young people we have wanting to come along each week; the main problem being that it is so time consuming being a leader, and the non-uniformed helpers are not able to help with the planning or preparation of materials so we spend a lot of our time on that"

- "Mae arian amcan un yn dod I ben ac mae llawer o grwpiau yn mynd I stopio darparu dros nos. Mae hwn yn fgythiad mawr I'r sector."
- "Managing expansion."
- "Newid cymunedol a chymdeithasol. Mae mewnfudo yn gynnoig heriau newydd am sut I gyrraedd pobl a hybu'r Gymraeg."
- "Raising awareness of our service is the big issue - letting people know what we do."
- "Recruiting carers and volunteers is a major issue for us."
- "Recruiting qualified staff in our sector, i.e. childcare who are also bilingual-we can not get people with the both attributes"
- "Simply to keep going and to maintain the level of support that we are currently providing. It is difficult to get trustees and committee members as it proves difficult in the voluntayr sector anyway, but in our group the people who often are affected by this illness and want to help are usually unable to do so or very limited in how much they can help"
- "Surviving! Funding cuts are coming, so we will have to rely on SLAs in future."
- "The population of Carms is an ageing one, and we do get an awful lot of retired people come into the county as well-we have the second highest elderly population in the county out of all the counties in Wales-so we are under constant and increasing pressure to provide our service and at the same time trying to meet that need/demand in a cost effective way"
- "We are soon to become one charity covering all Wales and we have to ensure that while working with government in Westminster that they understand the requirements of the Welsh language policy on our resources"
- "We have to rely on other agencies to allow us to do the visits to schools in Welsh, if that agency did not support us in doing that we could not deliver that service in Welsh at all. Another challenge I would worry about is if I were to leave this post the next employee I believe should be bilingual, it is essential in Ceredigion and when working with the public that the person in my role should be able to offer support to the public in the language of their choice, I did question it when I went for this job as I think it should be a requirement. The challenge may be when recruiting from a relatively small area like Ceredigion, getting someone who is bilingual and has a background knowledge in this sector-maybe the training side of things needs to be looked at and planned in"
- "Mae eisiau terms of reference ar y partnership a dweud y gwir. Ni gyd yn gwybod beth yw'r amcanion, ond byddai rhywbeth ffurfiol yn gwneud yn siwr bod pawb yn gwybod beth yw'r cyfrifoldebau"
- "We know that our main need is to increase our numbers, although we do have 60 on our books not all are able to attend each month due to illness or disability on occasion, none of us are getting any younger and as the numbers dwindle wwe need to get more people interested. The good thing is that we do have a really nice balance of men and women in the group"
- "Well our remit is campaigning for concerns of the elderly so those in themselves are challenges"
- "New members"

**26. In what ways do you think that being a bilingual organisation can help you develop in future?**

- "As we work with the County Council we do have to be bilingual and also its important that we give people the choice of which language they prefer to have this service"
- "At present I do not think it would make any difference"
- "Because we are part of the tourism operation it is central place that the tourist board is trying to build links with local communities etc"
- "I don't know if it would help really."
- "I suppose that by being a bilingual institution, we could attract more people from Welsh-speaking backgrounds. The fact that we acknowledge Welsh is a start and hopefully people will be attracted to us by that."
- "If the sector wants to win government contracts and SLAs, this will help drive bilingualism forward in the sector."
- "If we can be identified as a bilingual organisation, we have more chance of winning contracts and SLAs."
- "If we can keep up what we do now and can help put Welsh speakers in touch with others in the community it would mean that we can be that little bit closer to the mainstream and the provision provided by Health and Social care in Wales"
- "If we have a bilingual service, we can increase own stature in the community."
- "If we were bilingual I suppose we could encourage more Welsh speaking young people to come along, we do find that in places near welsh speaking schools we do have less numbers attending there; but we also find that the things they do with the URDD etc are so time consuming that they often do not have time to participate in our activities as well. In the past when we have handed out information in Welsh schools we have had to have things translated, and its hard to find someone to do that and then it costs a lot; and even then we find that some parents still go ahead and read the English version as they may speak welsh but that is not quite as formal as written welsh so they prefer to read the information in English"
- "I'm not sure to be honest, we are already bilingual and everyone seems perfectly happy with the way it is run at the moment"
- "It gives victims of crime a choice to talk in the language they feel most comfortable in and could potentially widen our volunteer base"
- "It is important for us to be part of the community and the Welsh language is central to that."
- "It should help us to meet the needs of our bilingual county; with more bilingual staff we could have more of an impact"
- "It will help us reach clients that we are currently unable to reach. We've had comments from north Wales that people would get involved if we were bilingual."
- "It will help us to increase our profile amongst Welsh-speakers and will help with funding applications.2"
- "It would help us to do lots of things we can not do now, at present we cannot deliver solely within schools, we have rely on an other agency."
- "It would make us more accessible to people in Wales. The more you can do in terms of bilingualism, the more people you can reach."
- "It would make us more effective in providing a service to certain groups and individuals-a better quality of service"
- "It would not make a very big difference as we are almost fully bilingual already"
- "Mae darparu yn ddwyieithog yn golygu bod grwpiau nyn gallu cyrraedd mwy o bobl."
- "Ni'n cael ein gwled fel sefydliad Saenseg yng Nghymru dwi'n teimlo. Mae angen I ni gael mwy o glientiaid a gwirfoddolwyr Cymraeg."
- "None"
- "The more we do, the stronger the relationship with the sector generally becomes. We can also set an example to the sector."

- "To attract more bilingual people and 1st language people to us"
- "To promote equality and getting rid of the stigma to reach the wider audience"
- "To provide an excellent service for local people in the community and also to provide the pre-school children with a head start"
- "We are already a bilingual organisation therefore it would not help us develop any more than the point that we are now"
- "We will be more user friendly"
- "Well, if we can get more Welsh speaking volunteers then being able to refer Welsh language families to volunteers who can deliver support in their language can only help our organisation to grow"
- "What we need is more educational opportunities in our sector to produce more qualified staff that are also bilingual-it needs to start at school or college level, not in later life"
- "We have no problem with bilingualism"

**27. Do you have anything to add about this evaluation, Estyn Llaw or bilingualism in the voluntary sector?**

- "Equality is the main thrust of what we do and without being bilingual we're not being fully accessible."
- "Estyn Llaw have been very helpful and I'm glad we've worked with them."
- "I am impressed by the support from Estyn Llaw, I must admit it has opened my eyes-when I started volunteering 5 years ago I did not realise the extent of the bilingualism in the community"
- "I do know it is difficult for voluntary organisations but I feel that if you have local people working in them that speak Welsh you can deliver a full and equal service, when you do not have the capacity to deliver bilingually it defeats the purpose of equal opportunities and that service. I know that when we have our Welsh language policy, it will be very limited due to my language constraints but we will endeavour to provide as much as our capacity will allow us to in Welsh"
- "I don't think so. I did find the fact that you sent through a copy of the questions to me beforehand very useful and enabled me to better prepare my answers"
- "I have seen an awful lot of money go towards the Welsh language and I would not like to say that's it's a good or bad thing but if we have funds I prefer if they go to more direct services than Welsh language"
- "It is nice to see people taking interest in the Welsh language and pushing it, people here like the Welsh culture and if we do not keep the language alive the culture will die with it"
- "It would be nice if there was a specific agency funded by the government to translate, print and publish bilingual material for the community and voluntary sector at a much reduced cost; say maybe an office in each county to provide that service, where you could have the linkup as well, so if two organisations happen to want something published at the same time and its of a similar nature they could put the two orders together in order to make it more cost effective for all parties concerned-publishing in more bulk. I know the national assembly give grants for this type of thing-so why not scrap that and put that money into such an office in each county?"
- "It would be nice to have a specific one off grant or pot of money dedicated to the cost of providing bilingual materials in the voluntary sector as this is often forgotten about and would have to come out of core funds-because of this fact organisations often opt out of providing bilingual material as they are often stretched for money to provide their services anyway"
- "It would be useful to have a network of service providers who are looking at the same thing. Why do it in isolation? We all have limited budgets and could pool resources."
- "It's mainly the cost of producing materials in Welsh that causes a barrier"
- "No" X 2

- "Mae angen help ychwanegol yn y sector, lle mae'r Gymraeg yn y cwestiwn achos bod arian yn brin. Er bod nhw eisiau bod yn ddwyieithog, dyw e ddim yn flaenoriaeth oherwydd bod arain am gyfieithu ac yn y blaen yn dod allan o'u nawdd crai."
- "Mae e'n sicr wedi bod o fudd I ni."
- "Mae Estyn Llaw wedi bod yn broffesiynol, cyfeillgar ac mae'r gwaith mae nhw wedi gwneud wedi codi ymwybyddiaeth o bwysicrwydd y Gymraeg."
- "Mae'n dalcen caled. Mae 'na gymaint o waith I wneud er mwyn codi ymwybyddiaeth."
- "No, only that I support the voluntary sector"
- "Only that it has been 5 years since Estyn Llaw gave that support and that it would be nice to re-engage with the project help take things forward"
- "Our two sons are bilingual, so if ever we do need any help with Welsh we can easily ask them for help. If in the future we do need further support with bilingualism we know the support is there, we would go to CAVS as a starting point and they could point us in the right direction"
- "The county still has a long way to go in terms of bilingualism. Half of the county still doesn't appreciate the needs of the other half and we need to sell the reasons to all groups and sectors."
- "The statutory sector has to be bilingual, whereas the voluntary sector often chooses to do it, because we appreciate the importance. It's therefore vital to recognise that we're doing it to be responsive and inclusive. Enforcement won't work in the voluntary sector, but incentives would."
- "There is a lot of good will in the voluntary sector towards the Welsh language. We just need to empower people to exercise that good will."
- "There's nothing wrong with it, we are not against it, its just that we have not thought of widening it to Welsh that's all"
- "True bilingualism is aspirational in the voluntary sector at the moment. We need to look at practical measures that will build our capacity to deliver bilingually."
- "We are doing our best, but we don't seem to have a lot of bilingual service users. We deal mainly with people who have moved into the area."
- "We find that the difference is that everyone who comes along can and does speak English and you have to really push the Welsh language if you want it spoken. The other problem is the cost of translation, which is often not then fully utilised or cost effective"
- "We went to the Welsh Language Board first and they didn't tell us about Estyn Llaw. They need to do this! As it is, we just happened to hear about it from others. I don't think this is good enough."
- "Well in the first leaflet we received from Estyn Llaw in Jan 2004 it stated on it that any organisations who receive funding should conform to certain language requirements-now we have never been advised on these requirements-what are they? We receive funding and have had grants and have never been told about any language requirements-It would be nice if someone could explain what they are so that we can make sure that we are conforming to them"
- "Ychydig iawn o wirfoddolwyr sy'n Gymry Cymraeg - mae gwirfoddoli yn rhywbeth anffurfiol I Gymry ac mae 'na falcher sydd y eu stopio nhw iwsio gwasanaethau. Mae rhaid wneud rhywbeth am hyn."
- "Ydy Estyn Llaw yn cyrraedd y pobl cywir? Y rhai sydd a'r dylanwad i newid pethe ac I adeiladu capacity o fewn eu cymunedau a grwpiau."
- "Does 'na ddim system yn bodoli ar hyn o bryd sy'n gwneud yn siwr bod gwirfoddolwyr sy'n dod atom ni sy' wedi cael eu cyfeiro gan Estyn Llaw yn cael eu nodi fel beneficiaries Estyn Llaw."
- "I am aware that Estyn llaw is more for workplace based training but I also think its important that projects like that recognise centres like us as well situated venues for the delivery of Welsh classes. We would like to be seen as equally welcoming to Welsh speakers as we are to English speakers; it has definitely shown us and provided us with more Welsh language opportunities"