



Llywodraeth Cymru
Welsh Government

17 March 2021

Annwyl / Dear

Complaint in respect of ATISN 14784 – Cost of Bilingualism

Thank you for your email which was received on 17 February 2021. I have considered your complaint in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet.

In relation to information held by the Welsh Government, Welsh councils and other public bodies, I would like to reiterate that we are only able to provide information in relation to the Welsh Government. We do not hold any information that relates to Welsh councils and / or other public bodies. We don't ask for breakdown for LA and you would need to approach them individually for this information.

The Welsh Government's response on 17 February 2021 stated that the Welsh language is mainstreamed into all Welsh Government policy areas – it is an intrinsic part of all that we do, in line with our Welsh Language Strategy (Cymraeg 2050) and the Welsh Language Standards.

Here is a link to our most recent Annual Report for Cymraeg 2050:

<https://gov.wales/welsh-language-strategy-annual-report-2019-2020>

Here is our most recent annual report for the Welsh Language Standards which details how we have worked to comply with the Standards. This should provide useful context to all of the questions that you pose in your request for information:

https://gov.wales/welsh-language-standards-annual-report-2019-to-2020?_ga=2.149580149.2101114330.1614857479-169590369.1611053822

I have now completed an internal review into the responses you received to your initial Freedom of Information requests. I will deal with each of your questions separately.

Firstly, you asked for:

- a) *The amount of public money spent in 2020 by the Welsh Government, Welsh councils and other public bodies on providing correspondence IN WELSH to residents homes, eg the invitations to attend for a covid vaccine*

The Welsh Government's response on 17 February 2021 stated that the Welsh language is mainstreamed into all Welsh Government policy areas – it is an intrinsic part of all that we do. It is therefore not possible to calculate the amount of money spent by the Welsh Government during 2020 in providing correspondence in Welsh to residential addresses as any such correspondence drafted by Welsh Government would be shared bilingually.

I have considered the question and response. The response is accurate in that it is not possible to quantify the total cost as each Division across Government will ensure that it's Public Communication is delivered bilingually and therefore contained within Policy budgets and not ring fenced as a separate quantum.

As the Welsh language is mainstreamed across Welsh Government, the cost is not disaggregated. As machine translation becomes more sophisticated, the need for translation will reduce year on year.

All Welsh Ministers are expected to consider the Welsh language as part of their policy development work in line with the Welsh Language Standards, the Government of Wales Act 2006 and the Welsh language strategy. We also have statutory duties under the Welsh Language Standards to communicate bilingually with the public in Wales.

Secondly, you asked for:

- b) *The amount of public money spent from 2015 - 2020 by the Welsh Government, Welsh councils and other public bodies on the development and amendment of IT systems to cater for the Welsh language*

The Welsh Government's response on 17 February 2021 stated that the Welsh language is an integral part of everything that the Welsh Government does. Therefore, when it develops or amends its IT systems, the Welsh language is fundamental part of such projects. As opposed to creating separate Welsh language systems, they are developed bilingually and therefore there is no separate cost to create Welsh versions of IT systems.

Having considered the response to this question, I can confirm that we do not hold cost data on the amount of public money spent between 2015-2020 by the Welsh Government, Welsh councils and other public bodies on developing and amending IT systems to cater for the Welsh language.

You also asked for:

- c) *The amount of public money spent in 2020 by the Welsh Government, Welsh councils and other public bodies on promoting the Welsh language*

The Welsh Government's response on 17 February 2021 stated that All Welsh Ministers are expected to consider the Welsh language as part of their policy development work in line with the Welsh Language Standards, the Government of Wales Act 2006 and the Welsh language strategy, *Cymraeg 2050: A million Welsh speakers*. Some projects will concentrate wholly on the Welsh language and others will include reference to the language for example the *Parenting. Give it Time* campaign. It is therefore impossible to calculate how much money in total was spent on promoting the language during 2020.

I can confirm that The Welsh language Division had a budget of £141,000 to support promotion and marketing campaigns during 2020. I can also confirm that we do not hold information on local Authorities or other public bodies.

Finally, you asked for:

- d) *The amount of public money spent in 2020 by the Welsh Government, Welsh councils and other public bodies on producing road and pedestrian signs to include the Welsh language*

The Welsh Government's response on 17 February 2021 stated that all road and pedestrian signs created by the Welsh Government have been created bilingually for many years, in compliance with the Welsh Language Standards and before that, in line with the Government's Welsh Language Scheme. It is therefore not possible to calculate the cost of ensuring that the Welsh language is included on all such signs, in comparison with English only signs.

I have considered the response to your question. As it is law to provide signs in both Welsh and English for compliance with the Welsh Language standards, I can confirm that it is not possible to compare the cost of bilingual signs with mono-lingual English signs.

If you remain dissatisfied with this response you also have the right to complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Fax: 01625 524 510
Email: casework@ico.gsi.gov.uk

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0845 6010987 (local rate)
Email: ask@ombudsman-wales.org.uk

Yours sincerely

Bethan Webb
Deputy Director
Welsh Language Division