

Welsh Language Use Survey

QUESTIONNAIRE FOR ADULTS AGED 16+



Interviewer to write in:

REFERENCE NO:

PERSON NO:

Questionnaire to be completed by

This questionnaire is about the Welsh language. We would like to know whether you speak Welsh, and if so, how often, where and when you use Welsh. The information you give will be used to monitor and develop policies to support the Welsh language.

Your answers will be kept confidential and used for research purposes only. They will be passed on to the Welsh Government who will analyse and publish the results of this survey. It will not be possible to identify you in any publication of the results.

For more information about how we process your information please visit:

www.gov.wales/WelshLanguageUseSurvey

If you have any questions about this survey, please contact the Welsh Government on 03000 256682 or WelshLanguageData@gov.wales

Please return this questionnaire in the freepost envelope provided or to the freepost address shown at the end of the questionnaire.

Thank you very much in advance for your help.

Yours faithfully,



Glyn Jones
Chief Statistician for the Welsh Government

HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

- The questionnaire should be completed by the person whose name appears on the front page.
- Please read each question and tick or put a cross in a box to indicate your answer.
- In most cases you will only have to select one box, but please read the questions carefully as sometimes you will need to select more than one box.
- If you make a mistake or change your mind, completely block out the box you have ticked or crossed [] and then put a tick or cross in your preferred answer box.
- Once you have finished, please take a minute to check you have answered all the questions that applied to you.
- The survey consists of 12 pages and shouldn't take any more than 15 minutes to complete.

Welsh language ability

- Q1. Can you **understand spoken** Welsh? Yes No
- Q2. Can you **speak** Welsh? Yes No
- Q3. Can you **read** Welsh? Yes No
- Q4. Can you **write** Welsh? Yes No

If you have ticked 'no' to '**speak Welsh**' then there are no further questions to answer.
Thank you for taking part. Please now return the questionnaire in the envelope provided

IF YOU CAN SPEAK WELSH:

Q5. Which of the following best describes your ability to speak Welsh?

Tick one box only

- I'm fluent in Welsh
- I can speak a fair amount of Welsh
- I can only speak a little Welsh
- I can say just a few words

Q6. Which of the following best describes your ability to read in Welsh?

Tick one box only

- I can read and understand . . .
- most things written in Welsh
- a fair amount of things written in Welsh
- simple sentences on everyday topics
- some basic written words and phrases only
- I can't read in Welsh

Q7. Which of the following best describes your ability to write in Welsh?

Tick one box only

- I can write . . .
- in Welsh for most situations
- a fair amount in Welsh
- simple sentences on everyday topics
- some basic words and phrases only
- I can't write in Welsh

Q8. How confident do you usually feel when speaking Welsh?

Tick one box only

- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- I never speak Welsh

Q9. Which language do you feel most comfortable using?

Tick one box only

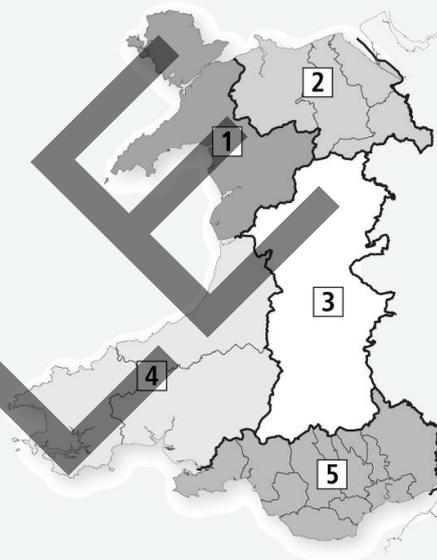
- Welsh
- English
- Equally comfortable in both
- Other language

Early experiences

Q10. In which area of Wales did you live when you were a child?

Tick one box only - if there was more than one, select the area you spent most of your childhood

- 1. Gwynedd or Anglesey
- 2. Conwy or north east Wales
- 3. Powys
- 4. Carmarthenshire, Ceredigion or Pembrokeshire
- 5. Swansea, Neath Port Talbot or south east Wales
- Didn't live in Wales as a child



Q11. When did you start learning to speak Welsh?

Tick one box only

- At home, as a young child
 - At nursery school or childcare provision (aged 0-4)
 - At primary school (aged 5-11)
 - At secondary school (aged 11-18)
 - As an adult
 - Other
- } → Go to Q13
 }
 }
 }
 → Go to Q12
 → Go to Q13

Q12. If you learned to speak Welsh as an adult, how did you learn?

Tick all that apply

- On a Welsh language course I arranged for myself
- On a Welsh Language course arranged through my workplace
- On-line (e.g. through 'Duolingo' or 'Say Something in Welsh')
- On a full/part-time university/college course
- With the help of friends and/or family
- In another way

Q13. Are you currently learning to speak Welsh? (i.e. through formal or informal study)

Tick one box only

- Yes
- No

Using Welsh

Q18. Thinking about the people you usually speak with, how many of the following can speak Welsh?

*Tick **one** box for each of a) to e)*

	All / most of these speak Welsh	More can speak Welsh than can't speak Welsh	Roughly half can speak Welsh	More can't speak Welsh than can speak Welsh	None / very few can speak Welsh	Not applicable
a) Those you live with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Family you don't live with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Friends (excluding any you may live with)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) People in your local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Work colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19. And what language do you usually speak with...?

*Tick **one** box for each of a) to e)*

	Always / almost always in Welsh	Mainly Welsh	Roughly equal use of Welsh and English	Mainly English	Always / almost always in English	Another language	Not applicable
a) Those you live with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Family you don't live with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Friends (excluding any you may live with)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) People in your local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Work colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20. How often do you speak Welsh?

*Tick **one** box only*

- Daily.....
- Weekly.....
- Less often.....
- Never.....

Social events and activities

Q24. In the past 12 months, have you attended any of the following organised events or activities, held in either Welsh or English?

Tick all that apply on each row from a) to i)

	Yes - event held in <u>Welsh</u>	Yes - event held using both <u>Welsh</u> and English	Yes - event held in <u>English</u>	No
a) A play, theatre show or pantomime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Choir concert, gig or live band	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Festival / Eisteddfod (e.g. arts, literature, food festival or agricultural show)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Comedy evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Community event (e.g. pub quiz, treasure hunt, dinner, dancing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Religious group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Sports / recreation class, group or course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Community group (e.g. parent and child group, choir, book club)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Public meeting or forum (e.g. council / residents society meetings)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25. How do you find out about organised events or activities held in Welsh in your area?

Tick all that apply

- Local paper
- Posters
- Social media (e.g. Facebook / Twitter)
- Someone tells me
- Newsletters
- Announcements (e.g. at chapel, other community groups or events)
- Email
- I don't find out
- Other (please write in)

Using Welsh with services

Q26. Thinking about the last 12 months, how did you contact the following services, if at all?

(Please exclude only browsing on their website)

Tick **one** box for each of a) to e)

If there was more than one contact, please think about your most recent experience only

	Face to face	Telephone	By e-mail, letter or online form	Haven't contacted this service in the past year
a) Local authority (your council)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) GP surgery or hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Telephone / internet / mobile phone provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Gas, electricity or water provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Bank / building society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27. Thinking of the last time you contacted the service, did you receive their customer service in Welsh?

Tick **one** box for each of a) to e)

	Yes, I was offered it	Yes, but I had to ask for it	No, but I was offered it	No, I wasn't offered it	Haven't contacted this service
a) Local authority (your council)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) GP surgery or hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Telephone / internet / mobile phone provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Gas, electricity or water provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Bank / building society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28. This orange logo is sometimes worn by Welsh speaking staff to make it known to their customers and others that they can speak Welsh.

Were you aware of this logo and its meaning before today?

Tick **one** box only



Yes

I have seen the logo before but wasn't sure what it meant

No

Q29. For each of the following services, when they are available in both Welsh and English which do you usually choose?

Tick one box for each of a) to e)

	Always / almost always in Welsh	Mainly Welsh	Roughly equal use of Welsh and English	Mainly English	Always / almost always in English	Another language	I don't use / do this
a) at a cashpoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) on public service websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) at self-service checkout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) to complete official forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) to speak with staff who make it known that they can speak Welsh (e.g. they wear the orange badge)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30. In your response to Q29 above, did you tick 'Mainly English' or 'Always / almost always in English' for any of your responses?

Tick one box only

- Yes → Go to Q31
- No → Go to Q32

Q31. What is your reason for using this service in English?

Tick all that apply

- Welsh can be too formal or technical
- I'm worried my Welsh isn't good enough
- I've had a bad experience using Welsh in the past
- It saves work for everyone if I use English
- Others I'm with don't speak Welsh
- I worry the service will not be as fast
- I'd prefer to use English for these services
- Other (please write in)

Welsh language at work

Q32. Do you currently work?

Tick **one** box only

- Yes → Go to **Q33**
- No → Go to **Q42**

Q33. How many people work at the place where you work, including at any other branches or locations?

If unsure, please estimate from the choices below

Tick **one** box only

- 1 - 10
- 11 - 49
- 50 - 249
- 250 +

Q34. In which sector do you work?

Tick **one** box only

- Public sector
- Private sector
- Voluntary / third sector
- Don't know

Q35. At work, do you....?

Tick **one** box for each of a) to e)

	Yes, always	Yes, usually	Yes, sometimes	No	Not applicable
a) Speak Welsh with colleagues about work related matters	<input type="checkbox"/>				
b) Speak Welsh with colleagues about issues not related to work (chatting informally)	<input type="checkbox"/>				
c) Speak Welsh with customers or people outside your company / organisation	<input type="checkbox"/>				
d) Read anything in Welsh	<input type="checkbox"/>				
e) Write anything in Welsh	<input type="checkbox"/>				

Q36. In work, do you have any of the following IT software available to you, whether you use them or not?

Tick **one** box for each of a) to c)

	Yes	No	Don't know / don't use IT at work
a) Welsh spelling / grammar check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Welsh translation tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) A Welsh interface (i.e. Microsoft Office / Windows menus etc. in Welsh)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q37. Has your employer offered you anything to wear to indicate that you can speak Welsh?
(e.g. a badge with the orange Cymraeg logo)

Tick one box only

- Yes
- No
- Don't know

Q38. Does your employer offer training or support for you to do any of the following?

Tick one box for a) and b)

	Yes	No	Don't know / not applicable
a) Improve your Welsh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Develop special skills in Welsh (e.g. answering telephone, translation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q39. Does your job description or job specification note that you need any skills in the Welsh language?

Tick one box only

- Yes - as 'essential'
- Yes - as 'desirable'
- No
- Don't know

Q40. Which of these statements best describes your employer's attitude towards the Welsh language?

Remember, your answers will be treated in strictest confidence

Tick one box only

- Supportive of the use of Welsh in formal and informal aspects of the business
- Supportive of the use of Welsh informally but not in formal business matters
- Not supportive of the use of Welsh
- None of these
- I am self-employed
- Don't know

Q41. In your opinion, how many of the people you usually work with are supportive of the use of Welsh in the workplace?

Tick one box only

- All or almost all are supportive
- Most of them are supportive
- Roughly half are supportive, half are not
- Most of them are not supportive
- All or almost all are not supportive
- Don't know/Not applicable

Thoughts and views about the language

Q42. Below are some statements some people may say about the Welsh language. How much do you agree or disagree with each statement?

*Tick **one** box for each statement*

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Speaking Welsh is an important part of who I am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I have plenty of opportunities to speak Welsh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I wouldn't go out of my way to ask for a service in Welsh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Welsh speakers should pass on the language to their children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If goods have names or branding in Welsh, I am more likely to buy them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

End of questionnaire

Thank you for completing the questionnaire

Please now return it in the freepost envelope provided or to:

Freepost RTKS-SKES-LXEL
Office for National Statistics
Government Buildings
Cardiff Road
NEWPORT
NP10 8XG