

Eluned Morgan AC/AM
Gweinidog y Gymraeg a Dysgu Gydol Oes
Minister for Welsh Language and Lifelong Learning



Llywodraeth Cymru
Welsh Government

Eich cyf/Your ref
Ein cyf/Our ref EM/00054/18

[Hepgorwyd yr wybodaeth – enw swyddog GWR]
Great Western Railways

[Hepgorwyd yr wybodaeth – cyfeiriad e-bost swyddog GWR]@GWR.com

February 2018

Dear **[Hepgorwyd yr wybodaeth – enw swyddog GWR]**,

Thank you for your letter dated 18 January. I am pleased to hear that your discussions with the Welsh Language Commissioner have been constructive and am glad that you intend to incorporate Welsh into route-based on board automated announcements. I meet with the Welsh Language Commissioner on a regular basis and will ask her to keep me updated on the progress made.

You ask in your letter for some background on the role of Welsh Government and the Commissioner on Welsh language issues. The Welsh Language Commissioner was established by the Welsh Language (Wales) Measure 2011 and replaced the Welsh Language Board that was abolished by the same legislation. The Commissioner is responsible for ensuring that the Welsh language is treated no less favourably than the English language, which she does by imposing duties on some organisations to comply with Welsh language standards. Her functions also include facilitating and promoting the use of the Welsh language, which is her primary focus for bodies such as GWR that do not yet come under the regulatory Welsh language standards system. Therefore, your primary point of contact should continue to be with the Commissioner's staff who are in the best position to advise you on how to increase the use made of the Welsh language within your business. My officials are in regular contact with the Commissioner's officials and share expertise where necessary in areas such as technology to ensure that companies receive advice that is tailored to their needs.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

I hope this clarifies the situation, and I look forward to seeing a continued improvement in GWR's use of the Welsh language.

Eluned Morgan AC/AM

Gweinidog y Gymraeg a Dysgu Gydol Oes
Minister for Welsh Language and Lifelong Learning

To: Minister for the Welsh language and lifelong learning
From: [hepgorwyd yr wybodaeth – enw swyddog 1 Llywodraeth Cymru], Welsh Language Unit
Ext: [hepgorwyd yr wybodaeth]
Date: 26 January 2018

EM/00054/18

CC:

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WLD mailbox

GREAT WESTERN RAILWAY

Issue

1. On 20 December 2017 you wrote to [Hepgorwyd yr wybodaeth – enw swyddog GWR]([Hepgorwyd yr wybodaeth – teitl swydd swyddog GWR], GWR) regarding the lack of Welsh language services on board new trains which serve the Intercity Express Programme. Your letter was instigated by complaints you had received from Cllr Phil Bale (Cardiff) and Sian Gwenllian AM.
2. On 18 January you received a reply from [Hepgorwyd yr wybodaeth – enw swyddog GWR]. He confirmed that GWR had been in discussions with the Welsh Language Commissioner and that they intend to provide a timeline to the Commissioner by the end of January to outline intended progress. He also requested information regarding the role of the Commissioner and who should be their point of contact.

Background

3. The draft response confirms that the Commissioner should be GWRs main point of contact.
4. I had discussed the issue of Welsh language services on GWR trains and the correspondence issued by you in December with the Commissioner's office before it was sent. The Commissioner's office welcomed your intervention on this matter. There is therefore no tension between Welsh Government and the Commissioner's office regarding who leads on this matter.

Advice

5. That you issue the attached draft letter.

