

228 respondents accessed the campaign

Step 1:1.00-1:

Are you able to speak, read, write or understand any Welsh at all?

This single response question was answered by 228 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	206	90.35%
No	22	9.65%

Step 1:2.00-1:Which of the following best describes your Welsh language skills? (Understand Welsh)

This single response question was answered by 199 respondents.

Response	Number of Respondents	Percentage of Respondents
A little	29	14.57%
Some	22	11.06%
Most	24	12.06%
Fluent	124	62.31%

Step 1:2.00-2:Which of the following best describes your Welsh language skills? (Speak Welsh)

This single response question was answered by 199 respondents.

Response	Number of Respondents	Percentage of Respondents
A little	35	17.59%
Some	22	11.06%
Most	20	10.05%
Fluent	122	61.31%

Step 1:2.00-3:Which of the following best describes your Welsh language skills? (Read Welsh)

This single response question was answered by 199 respondents.

Response	Number of Respondents	Percentage of Respondents
A little	36	18.09%
Some	23	11.56%
Most	27	13.57%
Fluent	113	56.78%

Step 1:2.00-4:Which of the following best describes your Welsh language skills? (Write Welsh)

This single response question was answered by 199 respondents.

Response	Number of Respondents	Percentage of Respondents
A little	41	20.60%
Some	22	11.06%
Most	35	17.59%
Fluent	101	50.75%

Step 1:3.00-1:What language do you mainly speak in the following situations? (At home)

This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	40	20.94%
Mainly Welsh	14	7.33%

Roughly equal use of English and Welsh	39	20.42%
Mainly English	40	20.94%
Always / Almost always English	57	29.84%
Other		
Not applicable	1	0.52%

Step 1:3.00-2:What language do you mainly speak in the following situations? (At school, college or university)

This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	34	17.80%
Mainly Welsh	15	7.85%
Roughly equal use of English and Welsh	9	4.71%
Mainly English	14	7.33%
Always / Almost always English	35	18.32%
Other		
Not applicable	84	43.98%

Step 1:3.00-3:What language do you mainly speak in the following situations? (With friends)

This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	18	9.42%
Mainly Welsh	25	13.09%
Roughly equal use of English and Welsh	59	30.89%
Mainly English	34	17.80%
Always / Almost always English	54	28.27%
Other	1	0.52%
Not applicable		

Step 1:3.00-4:What language do you mainly speak in the following situations? (With your nearest neighbour)

This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	10	5.24%
Mainly Welsh	7	3.66%
Roughly equal use of English and Welsh	15	7.85%
Mainly English	53	27.75%
Always / Almost always English	97	50.79%
Other	1	0.52%
Not applicable	8	4.19%

Step 1:3.00-5:What language do you mainly speak in the following situations? (In work)

This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	31	16.23%
Mainly Welsh	11	5.76%
Roughly equal use of English and Welsh	19	9.95%
Mainly English	57	29.84%
Always / Almost always English	54	28.27%
Other	1	0.52%
Not applicable	18	9.42%

Step 1:3.00-6:What language do you mainly speak in the following situations? (For day to day activities such as shopping or taking the bus)  
This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	5	2.62%
Mainly Welsh	11	5.76%
Roughly equal use of English and Welsh	27	14.14%
Mainly English	76	39.79%
Always / Almost always English	72	37.70%
Other		
Not applicable		

Step 1:4.00-1:How often do you speak Welsh?  
This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Daily	131	68.59%
Weekly	26	13.61%
Less often	15	7.85%
Never	19	9.95%

Step 1:5.00-1:Have you ever contacted the Council through the medium of Welsh?  
This single response question was answered by 191 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	84	43.98%
No	107	56.02%

Step 1:6.00-1:If no, why not?  
This single response question was answered by 106 respondents.

Response	Number of Respondents	Percentage of Respondents
Can't speak enough Welsh	31	29.25%
Don't expect to get a Welsh language service	8	7.55%
Tried in the past and didnt receive a Welsh language service	4	3.77%
Prefer to conduct my business through the medium of English	30	28.30%

I didn't realise that the Council offered services bilingually	3	2.83%
Other	30	28.30%
Step 1:7.00-1:		
Did you receive the service you required in Welsh? This single response question was answered by 84 respondents.		
Response	Number of Respondents	Percentage of Respondents
Yes	50	59.52%
No	34	40.48%
Step 1:8.00-1:If no, please provide details. This open response (Free text) question was answered by 25 respondents.		

Response	Number of Respondents
Cyfarchiad Cymraeg ond dim hyder gan weithiwr y Cyngor i fynd ymhellach	1
Did not have a welsh speaker to hand - it was to report a problem with the refuse collection	1
Dim siaradwyr Cymraeg ar gael i ddelio a'r ymholiad	1
Doedd neb ar gael i ddelio Æ'r fater yn Gymraeg.	1
Doedd neb ar gael yn yr adran yn siarad Cymraeg!!!	1
Doedd neb yn yr adran berthnasol yn gallu siarad Cymraeg.	1
Enghraifft ddiweddar yw - gwnes gais am arian o Gronfa Eglwys drwy'r Gymraeg ar ran Capel lleol. Cefais ateb uniaith Saesneg gan adran ariannol y Cyngor.	1
Er bod y neges ar y ffôn yn gallu bod yn Gymraeg yn ôl y dewis sydd ar gael, dywâ€™r person syâ€™n ateb y ffôn ddim wedyn yn gallu siarad Cymraeg i barhau Ær sgwrs. Er mwyn cyfleustra, byddaf yn parhau yn Saesneg am fy mod yn ffonio ar yr adeg syâ€™n gyfleus i mi. Dwi ddim eisiau gorfod aros am alwad ffôn yn ôl ar ryw adeg amhenodol.	1

<p>gofynais os oedd y derbynnydd yn siarad Cymraeg, na, meddai. Nid oedd neb ar gael heddiw, meddai. Dyma'r neges arferol.pan byddaf yn cysylltu.??</p>	<p>1</p>
<p>I have pressed the Welsh option every time I have phoned the council but have yet to be transferred to a Welsh speaking advisor. If you can't run a consistent bilingual service then it would be easier for you just not to provide the 'press 1 for Welsh' option. I relay what I want to say in my head in Welsh after pressing the Welsh option only to end up stumbling over my words and struggling to express myself when the person on the 'Welsh line' ends up not being able to speak Welsh.</p>	<p>1</p>
<p>I went through to the Welsh Language line and spoke to an operator who spoke Welsh, However was then told that no one in the department I wanted to speak to could speak Welsh</p>	<p>1</p>
<p>Lack of Welsh speakers / Welsh learners with incorrect Welsh terms</p>	<p>1</p>
<p>Llais otomateg yn gwrthod derbyn ateb yn y Gymraeg, ond yn deall y Saesneg</p>	<p>1</p>
<p>Methu a chael siaradwr Cymraeg i ddelio a'r cais</p>	<p>1</p>

Nid bob tro, ond yn sicr y mwyafrif o adegau byddaf yn delio gyda'r cyngor fel aelod o'r cyhoedd (h.y. dros y ffôn) bydd y gwasanaeth yn uniaith Saesneg gan nad oes siaradwr Cymraeg ar gael. Mae'n rhoi'r argraff mae dim ond nifer bychan o siaradwyr Cymraeg sydd ar gael mewn sawl adran felly rhaid delio gyda'r mater yn Saesneg. Wedi dweud hynny rhaid canmol staff ar y desg blaen yn Neuadd y Sir, maent bron yn ddieithriad yn siarad Cymraeg a dylid eu canmol am hyn.	1
No one available to communicate through the medium of Welsh.	1
No welsh speaker available in public protection department	1
No Welsh speaking staff available when I've contacted the council.	1
Person on phone unable to use Welsh beyond greeting	1
Person ar y ffon ddim yn deall cymraeg	1
Plaid peiriant yn gwrthod adnabod yr ateb yn y Gymraeg	1
Staff y Cyngor yn methu siarad Cymraeg	1
there are very few staff within the authority who speak Welsh but If I was willing to wait they could get someone to ring me back.	1
They had no welsh speaker available.	1
Wedi gofyn am ffurflen gais ar gyfer fy mam - roedd hi eisiau adnewyddu bathodyn glas ar gyfer y car. Dim ond yn Saesneg oedd y daflen ar gael a'r person ar y dderbynfa ddim yn siarad Cymraeg chwaith.	1

Step 1:9.00-1:What language do you usually use to do each of the following: (Send a text message)  
This single response question was answered by 182 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	13	7.14%
Mainly Welsh	27	14.84%

Roughly equal use of Welsh and English	48	26.37%
Mainly English	38	20.88%
Always / Almost always English	49	26.92%
Other		
Not Applicable	7	3.85%

Step 1:9.00-2:What language do you usually use to do each of the following: (Send an email to a friend)  
This single response question was answered by 181 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	16	8.84%
Mainly Welsh	18	9.94%
Roughly equal use of Welsh and English	52	28.73%
Mainly English	34	18.78%
Always / Almost always English	55	30.39%
Other	1	0.55%
Not Applicable	5	2.76%

Step 1:9.00-3:What language do you usually use to do each of the following: (Post on Facebook)  
This single response question was answered by 182 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	11	6.04%
Mainly Welsh	14	7.69%
Roughly equal use of Welsh and English	34	18.68%
Mainly English	35	19.23%
Always / Almost always English	41	22.53%
Other		
Not Applicable	47	25.82%

Step 1:9.00-4:What language do you usually use to do each of the following: (Tweet)  
This single response question was answered by 182 respondents.

Response	Number of Respondents	Percentage of Respondents
Always / Almost always Welsh	8	4.40%
Mainly Welsh	10	5.49%
Roughly equal use of Welsh and English	18	9.89%
Mainly English	21	11.54%
Always / Almost always English	38	20.88%
Other		
Not Applicable	87	47.80%

Step 1:10.00-1:

Do you use any of these methods in order to get information about the Council or to interact/transact with the Council? (Facebook)

This single response question was answered by 181 respondents.

Response	Number of Respondents	Percentage of Respondents
Always	13	7.18%
Sometimes	58	32.04%
Seldom	28	15.47%
Never	82	45.30%

Step 1:10.00-2:

Do you use any of these methods in order to get information about the Council or to interact/transact with the Council? (Twitter)

This single response question was answered by 181 respondents.

Response	Number of Respondents	Percentage of Respondents
Always	8	4.42%
Sometimes	34	18.78%
Seldom	27	14.92%
Never	112	61.88%

Step 1:10.00-3:

Do you use any of these methods in order to get information about the Council or to interact/transact with the Council? (Website)

This single response question was answered by 181 respondents.

Response	Number of Respondents	Percentage of Respondents
Always	60	33.15%
Sometimes	91	50.28%
Seldom	13	7.18%
Never	17	9.39%

Step 1:11.00-1:

Would any of the following encourage you to communicate with us in Welsh?

This multiple response question was answered by 155 respondents.

Response	Number of Respondents	Percentage of Respondents
Bilingual signs in all of our reception areas telling you that you are welcome to speak Welsh and English	113	72.90%
All of our bilingual staff wearing a badge to identify themselves as a Welsh speaker	125	80.65%
All bilingual staff having auto signatures which identify themselves as Welsh speakers	92	59.35%
Welsh speaking staff available at the Contact Centre to deal with you face to face and over the phone at all times	107	69.03%
Being greeted bilingually at all times when you phone and visit the Council	100	64.52%



Knowing that all staff who take telephone calls know the procedures to follow which will enable your call to be dealt with in Welsh	94	60.65%
Receiving Welsh language responses to all communication you have submitted in Welsh within the same timescales as English communication	104	67.10%
Seeing more posts being advertised as 'Welsh essential'	96	61.94%
Offering simultaneous translation facilities at all Council meetings, not just Full Council, where a request to do so has been made	72	46.45%
Continue to invest in providing free Welsh language training for our staff	116	74.84%
The Council taking more of a role to increase the use of the Welsh language within the wider community	117	75.48%
Other	14	9.03%
Step 1:11.01-1:Please State This open response (Free text) question was answered by 14 respondents.		

Response	Number of Respondents
As a local authority offer free or reduced Welsh language courses	1
Communication methods e.g. website, being seen simultaneously in Welsh and English rather than either/or. My understanding of the language is ok however I get lost when it is technical so I tend to opt for the English option. If it were available in both languages I would be more encouraged to use it and also I would learn as I go as I would see comparative translations	1
Dydw i ddim yn siwr os yw y cwestiynau yn briodol i mi - er i mi weithio i CBSW, dydw i ddim yn byw yn Wrecsam felly mae brin angen arna i gysylltu a nhw.	1

For Welsh to be the norm, it is a shame that effort has to be put into the use of the language, we should be in a situation that both languages can be used equally, however this should not prejudice english only speakers neither as we are a border authority.	1
Free welsh courses in the community	1
having the ability in welsh should be included in the job description and think about paying an allowance	1
I am an employee of the Council and do not access Council services as I do not live in the area	1
I live in Denbighshire and rarely, if ever, have cause to contact Wrexham council.	1
I'm not sure this is relevant here but although I am an employee of WCBC, I do not reside in Wrexham and would rarely, if at all, need to communicate with WCBC regarding its services.	1
Learning more Welsh making Welsh lessons freely available	1
Mae siaradwyr Cymraeg wedi hen arfer derbyn gwasanaeth uniaith Saesneg yn unig - mi fydd yn cymryd amser hir i bobl dechrau defnyddio gwasanaethau Cymraeg. Angen addysgu plant ysgol mor bwysig ydy hi iddyn nhw ddefnyddio gwasanaethau Cymraeg cyn iddyn nhw ddod yn oedolion.	1
More promotion of Welsh speaking activities for children in the community. More Welsh speakers in services for children, e.g. library, sports etc	1
Mynnwch bod cymnïau sy'n weithio i'r Cyngor weithio i safonau'r Cyngor ar gyfer Cymraeg.	1

None of the above I do not want to use Welsh at all although I do understand a little.	1
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Step 5:12.00-1:

**Do you wish to answer the questions in this section?**

This single response question was answered by 169 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	129	76.33%
No	40	23.67%

Step 5:13.00-1:

What is your age?

This single response question was answered by 128 respondents.

Response	Number of Respondents	Percentage of Respondents
0-15 years		
16-24 years	5	3.91%
0-24 years	1	0.78%
25-44 years	49	38.28%
45-64 years	58	45.31%
65-74 years	15	11.72%
75+		

Step 5:14.00-1:

**What is your gender?**

This single response question was answered by 128 respondents.

Response	Number of Respondents	Percentage of Respondents
Male	48	37.50%
Female	79	61.72%
Other		
Prefer not to say	1	0.78%

Step 5:15.00-1:

Is your gender identity the same as the gender you were assigned at birth?

This single response question was answered by 128 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	126	98.44%
No		
Prefer not to say	2	1.56%

Step 5:16.00-1:

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

This single response question was answered by 125 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	11	8.80%
No	112	89.60%
Prefer not to say	2	1.60%

Step 5:17.00-1:

Do you look after, give help to or support others because of long term physical or mental ill health/disability; or problems related to old age?

This single response question was answered by 128 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	15	11.72%
No	112	87.50%
Prefer not to say	1	0.78%

Step 5:18.00-1:

What is your preferred language?

This single response question was answered by 125 respondents.

Response	Number of Respondents	Percentage of Respondents
English	51	40.80%
Welsh	69	55.20%
Other	2	1.60%
Prefer not to say	3	2.40%

Step 5:18.01-1:Please Specify

This open response (Free text) question was answered by 2 respondents.

Response	Number of Respondents
Both as I am learning welsh	1
Comfortable with both	1

Step 5:19.00-1:

What is your ethnic group? Choose the option that best describes your ethnic group or background.

This single response question was answered by 128 respondents.

Response	Number of Respondents	Percentage of Respondents
White	128	100%
Mixed/multiple ethnic groups		
Asian/Asian British		
Black/African/Carribbean/Black British		
Other ethnic group		

Step 5:20.00-1:

What is your ethnic group?

This single response question was answered by 125 respondents.

Response	Number of Respondents	Percentage of Respondents
Welsh / English / Scottish / Northern Irish / British Irish	125	100%
Irish		
Gypsy or Irish Traveller		
Any other White background		

Step 5:20.01-1:Please Specify  
This open response (Free text) question was answered by respondents.

Response	Number of Respondents
Step 5:21.00-1:  What is your ethnic group? This single response question was answered by respondents.	

Response	Number of Respondents
Step 5:21.01-1:Please Specify This open response (Free text) question was answered by respondents.	

Response	Number of Respondents
Step 5:22.00-1:  What is your ethnic group? This single response question was answered by respondents.	

Response	Number of Respondents
Step 5:22.01-1:Please Specify This open response (Free text) question was answered by respondents.	

Response	Number of Respondents
Step 5:23.00-1:  What is your Ethnic group? This single response question was answered by respondents.	

Response	Number of Respondents
Step 5:23.01-1:Please Specify This open response (Free text) question was answered by respondents.	

Response	Number of Respondents
Step 5:24.00-1:	

What is your ethnic group?

This single response question was answered by respondents.

Response	Number of Respondents
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Step 5:24.01-1:Please Specify

This open response (Free text) question was answered by respondents.

Response	Number of Respondents
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Step 5:25.00-1:

What is your religion?

This single response question was answered by 125 respondents.

Response	Number of Respondents	Percentage of Respondents
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No religion	50	40%
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Christian (all denominations)	75	60%
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Buddhist		
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Hindu		
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Jewish		
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Muslim		
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Sikh		
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Any other religion		
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Step 5:25.01-1:Please Specify

This open response (Free text) question was answered by respondents.

Response	Number of Respondents
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Step 5:26.00-1:

What is your legal marital or same-sex civil partnership status?

This single response question was answered by 126 respondents.

Response	Number of Respondents	Percentage of Respondents
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Single, that is never married and never registered in a same-sex civil partnership	31	24.60%
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Married and living with husband / wife	80	63.49%
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Separated, but still legally married	2	1.59%
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Divorced	10	7.94%
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Widowed	3	2.38%
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In a registered same-sex civil partnership and living with your partner		
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Separated, but still legally in a same-sex civil partnership		
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Formally in a same-sex civil partnership which is now legally dissolved		
Surviving partner of a same-sex civil partnership		
Step 5:27.00-1:		
Are you currently pregnant or have you been pregnant, or taken maternity leave in the last year? This single response question was answered by 126 respondents.		
Response	Number of Respondents	Percentage of Respondents
Yes	7	5.56%
No	117	92.86%
Prefer not to say	2	1.59%
Step 5:28.00-1:		
<b>Which of the following best describes how you think of yourself?</b> This single response question was answered by 126 respondents.		
Response	Number of Respondents	Percentage of Respondents
Heterosexual or Straight	114	90.48%
Gay or Lesbian	2	1.59%
Bisexual	3	2.38%
Other	1	0.79%
Prefer not to say	6	4.76%
Step 5:29.00-1:Which of these activities best describes what you are doing at present? This single response question was answered by 125 respondents.		
Response	Number of Respondents	Percentage of Respondents
Employed in full-time job (30 hours plus a week)	69	55.20%
Employed in a part-time job (under 30 hours per week)	22	17.60%
Self-employed full or part time	7	5.60%
Full time education at school, college or university	1	0.80%
Government supported training scheme (e.g. Modern Apprenticeship)		
Unemployed and available for work	2	1.60%
Permanently sick/disabled	2	1.60%
Wholly retired from work	15	12%
Looking after the home	3	2.40%
Doing something else	2	1.60%
Prefer not to say	2	1.60%
Step 5:29.01-1:(please describe) This open response (Free text) question was answered by 2 respondents.		

Response	Number of Respondents
Carer for disabled family member	1
Maternity leave	1

Step 5:30.00-1:

If you or your household received any financial support, please indicate what type.  
This single response question was answered by 29 respondents.

Response	Number of Respondents	Percentage of Respondents
Housing Benefit		
Job Seekers' Allowance	1	3.45%
Income Support	3	10.34%
Council Tax Benefit		
Working Tax Credit	6	20.69%
Disability Allowance	2	6.90%
Carers Allowance	1	3.45%
Pension Credits	2	6.90%
Other	4	13.79%
Prefer not to say	10	34.48%

[Step 5:31.00-1:Please tell us which County Borough Electoral Division you live in \(if you are unsure you can follow this link to tell you who your local Councillor is and which division they represent http://www.writetothem.com/\):](http://www.writetothem.com/)

This single response question was answered by 123 respondents.

Response	Number of Respondents	Percentage of Respondents
Acton	7	5.69%
Borras Park	1	0.81%
Bronington	1	0.81%
Brymbo	5	4.07%
Bryn Cefn	1	0.81%
Brynyffynnon	1	0.81%
Cartrefle		
Cefn	2	1.63%
Ceiriog Valley	1	0.81%
Chirk North	1	0.81%
Chirk South	3	2.44%
Coedpoeth	7	5.69%
Erddig	1	0.81%
Esclusham	2	1.63%
Garden Village	2	1.63%
Gresford East/West		
Grosvenor	1	0.81%
Gwenfro		
Gwersyllt East/South	4	3.25%



Gwersyllt North	4	3.25%
Gwersyllt West	2	1.63%
Hermitage	1	0.81%
Holt	2	1.63%
Johnstown	2	1.63%
Little Acton	2	1.63%
Llangollen Rural	2	1.63%
Llay	2	1.63%
Maesydre		
Marchwiell	2	1.63%
Marford and Hoseley	3	2.44%
Minera	4	3.25%
New Broughton	2	1.63%
Offa	10	8.13%
Overton		
Pant	3	2.44%
Penycae	1	0.81%
Penycae and Ruabon South	1	0.81%
Plas Madoc		
Ponciau	4	3.25%
Queensway	1	0.81%
Rhosnesni	2	1.63%
Rossett	3	2.44%
Ruabon	2	1.63%
Smithfield		
Stansty		
Whitegate		
Wynnstay		
I do not live in Wrexham	28	22.76%

Which of the following best describes your Welsh language skills? ( <b>Understand</b> Welsh)		
Response	2016	2017
A little	10.34%	14.57%
Some	12.07%	11.06%
Most	8.19%	12.06%
Fluent	69.40%	62.31%
Which of the following best describes your Welsh language skills? ( <b>Speak</b> Welsh)		
Response	2016	2017
A little	13.79%	17.59%
Some	11.21%	11.06%
Most	6.90%	10.05%
Fluent	68.10%	61.31%
Which of the following best describes your Welsh language skills? ( <b>Read</b> Welsh)		
Response	2016	2017
A little	12.50%	18.09%
Some	12.50%	11.56%
Most	7.76%	13.57%
Fluent	67.24%	56.78%
Which of the following best describes your Welsh language skills? ( <b>Write</b> Welsh)		
Response	2016	2017
A little	17.24%	20.60%
Some	11.21%	11.06%
Most	7.76%	17.59%
Fluent	63.79%	50.75%

What language do you mainly speak in the following situations? (At <b>home</b> )		
Response	2016	2017
Always / Almost always Welsh	28.77%	20.94%
Mainly Welsh	10.50%	7.33%
Roughly equal use of English and Welsh	14.16%	20.42%
Mainly English	15.98%	20.94%
Always / Almost always English	27.85%	29.84%
Other	0.46%	
Not applicable	2.28%	0.52%
What language do you mainly speak in the following situations? (At <b>school, college or university</b> )		
Response	2016	2017
Always / Almost always Welsh	13.70%	17.80%
Mainly Welsh	5.94%	7.85%
Roughly equal use of English and Welsh	4.57%	4.71%
Mainly English	7.31%	7.33%
Always / Almost always English	19.18%	18.32%
Other	0.91%	
Not applicable	48.40%	43.98%
What language do you mainly speak in the following situations? (With <b>friends</b> )		
Response	2016	2017
Always / Almost always Welsh	13.70%	9.42%
Mainly Welsh	15.98%	13.09%
Roughly equal use of English and Welsh	28.77%	30.89%
Mainly English	12.79%	17.80%
Always / Almost always English	24.66%	28.27%
Other	0.91%	0.52%
Not applicable	3.20%	
What language do you mainly speak in the following situations? (With your <b>nearest neighbour</b> )		
Response	2016	2017
Always / Almost always Welsh	11.42%	5.24%
Mainly Welsh	4.11%	3.66%
Roughly equal use of English and Welsh	12.79%	7.85%
Mainly English	19.63%	27.75%
Always / Almost always English	46.12%	50.79%
Other	0.46%	0.52%
Not applicable	5.48%	4.19%
What language do you mainly speak in the following situations? (In <b>work</b> )		
Response	2016	2017
Always / Almost always Welsh	15.07%	16.23%
Mainly Welsh	5.94%	5.76%
Roughly equal use of English and Welsh	14.16%	9.95%
Mainly English	26.03%	29.84%
Always / Almost always English	26.48%	28.27%
Other	1.37%	0.52%
Not applicable	10.96%	9.42%

Response	2016	2017
Always / Almost always Welsh	3.65%	2.62%
Mainly Welsh	4.57%	5.76%
Roughly equal use of English and Welsh	19.63%	14.14%
Mainly English	28.77%	39.79%
Always / Almost always English	39.27%	37.70%
Other	0.91%	
Not applicable	3.20%	

What language do you mainly speak in the following situations? (For **day to day activities** such as shopping or taking the bus)

How often do you speak Welsh?		
Response	2016	2017
Daily	71.23%	68.59%
Weekly	13.24%	13.61%
Less often	10.05%	7.85%
Never	5.48%	9.95%

Have you ever contacted the Council through the medium of Welsh?		
Response	2016	2017
Yes	47.95%	43.98%
No	52.05%	56.02%
If no, why not?		
Response	2016	2017
Can't speak enough Welsh	11.61%	29.25%
Don't expect to get a Welsh language service	16.96%	7.55%
Tried in the past and didnt receive a Welsh language service	8.04%	3.77%
Prefer to conduct my business through the medium of English	20.54%	28.30%
I didn't realise that the Council offered services bilingually	32.14%	2.83%
Other	10.71%	28.30%
Did you receive the service you required in Welsh?		
Response	2016	2017
Yes	33.68%	59.52%
No	66.32%	40.48%
If no, please provide details.		
2016 Response	2017 Response	
I am a Welsh learner and don't have the confidence to access a service in Welsh	Cyfarchiad Cymraeg ond dim hyder gan weithiwr y Cyngor i fynd ymhellach	
The person who answered the phone did so using the standard response for the council but was unable to communicate in Welsh	Did not have a welsh speaker to hand - it was to report a problem with the refuse collection	
Trying to use Welsh in the library the librarians at the information counter did not understand Welsh, causing embarrassment all round. On other occasions I have (in English) asked for information about Welsh language books/DVDs etc but the librarian didn't know anything about them and couldn't help. I have also tried to use Welsh in the museum and Contact Centre on Lord St but found I wasn't able to. I'm only a Welsh learner but these experiences are enough to put people off, and perhaps cause embarrassment for council staff.	Dim siaradwyr Cymraeg ar gael i ddelio a'r ymholiad	

Rarely contact the council directly. The few times I have the impression I have received is that the staff don't understand Welsh or aren't fluent enough to hold a full conversation through the medium of Welsh	Doedd neb ar gael i ddelio Ãƒƒ'r fater yn Gymraeg.	
Dydy'r cwestiwn ddim yn gwneud synwyr gan nrad ydw i wedi cysylltu a'r cyngor o gwbl	Doedd neb ar gael yn yr adran yn siarad Cymraeg!!!	
n/a	Doedd neb yn yr adran berthnasol yn gallu siarad Cymraeg.	
I don't speak Welsh	Enghraifft ddiweddar yw - gwnes gais am arian o Gronfa Eglwys drwy'r Gymraeg ar ran Capel lleol. Cefais ateb uniaith Saesneg gan adran ariannol y Cyngor.	
Not confident enough to engage with staff in Cymraeg	Er bod y neges ar y ffÃƒƒ'n yn gallu bod yn Gymraeg yn Ãƒƒ'l y dewis sydd ar gael, dywÃƒƒ™r person syÃƒƒ™n ateb y ffÃƒƒ'n ddim wedyn yn gallu siarad Cymraeg i barhau Ãƒƒ™r sgwrs. Er mwyn cyfleustra, byddaf yn parhau yn Saesneg am fy mod yn ffonio ar yr adeg syÃƒƒ™n gyfleus i mi. Dwi ddim eisiau gorfod aros am alwad ffÃƒƒ'n yn Ãƒƒ'l ar ryw adeg amhenodol.	
Talu treth y cyngor	gofynais os oedd y derbynnydd yn siarad Cymraeg, na, meddai. Nid oedd neb ar gael heddiw, meddai. Dyma'r neges arferol.pan byddaf yn cysylltu.??	
I'm not confident with speaking Welsh outside my family environment, therefore, I don't use Welsh with people I don't know. When contacting the council I always communicate in English so I wouldn't have expected to receive any service in Welsh as I didn't ask for it - my choice.	I have pressed the Welsh option every time I have phoned the council but have yet to be transferred to a Welsh speaking advisor. If you can't run a consistent bilingual service then it would be easier for you just not to provide the 'press 1 for Welsh' option. I relay what I want to say in my head in Welsh after pressing the Welsh option only to end up stumbling over my words and struggling to express myself when the person on the 'Welsh line' ends up not being able to speak Welsh.	

I'm testing the site!	I went through to the Welsh Language line and spoke to an operator who spoke Welsh, However was then told that no one in the department I wanted to speak to could speak Welsh	
Ymateb Saesneg yn ol (ebost) yn dilyn cais am wybodaeth am Addysg blynyddoedd cynnar. Yna holiadur uniaith Saesneg yn cael ei anfon allan am farn ar wasanaeth gwybodaeth i deuluoedd rtecsam.	Lack of Welsh speakers / Welsh learners with incorrect Welsh terms	
No Welsh speaker available.	Llais otomateg yn gwrthod derbyn ateb yn y Gymraeg, ond yn deall y Saesneg	
No Welsh speaker available.	Methu a chael siaradwr Cymraeg i ddelio a'r cais	
Council Employee not able to communicate in welsh	Nid bob tro, ond yn sicr y mwyafrif o adegau byddaf yn delio gyda'r cyngor fel aelod o'r cyhoedd (h.y. dros y ffôn) bydd y gwasanaeth yn uniaith Saesneg gan nad oes siaradwr Cymraeg ar gael. Mae'n rhoi'r argraff mae dim ond nifer bychan o siaradwyr Cymraeg sydd ar gael mewn sawl adran felly rhaid delio gyda'r mater yn Saesneg. Wedi dweud hynny rhaid canmol staff ar y desg blaen yn Neuadd y Sir, maent bron yn ddieithriad yn siarad Cymraeg a dylid eu canmol am hyn.	
I rang admissions to speak to some one in regards to Welsh Schools, however there was no one who could speak Welsh there.	No one available to communicate through the medium of Welsh.	
Doedd dim aelod staff ar gael roedd ar gallu i ddelio gyda fy ymholiad drwy gyfrwng y Gymraeg	No welsh speaker available in public protection department	
Un waith anfonais llythyr at y Cyngor yn y Gymraeg ond derbyn ateb yn Saesneg.	No Welsh speaking staff available when I've contacted the council.	
Letters sent in English only.	Person on phone unable to use Welsh beyond greeting	
No one available to deal with my query in welsh so had to use english.	Person ar y ffon ddim yn deall cymraeg	
Rhai o staff y gyngor dim y siarad Cymraeg - well siarad gyda nyw na aros am staff sy'n siarad Cymarag.	Plaid peiriant yn gwrthod adnabod yr ateb yn y Gymraeg	



<p>Gofyn yn Gymraeg ar y switsfwrdd, derbynnydd yn hanner deall ond yn methu soarad Cymraeg felly parhau yn Saesneg Neb yn yr adran gwasanaethau stryd yn abl i siarad Cymraeg am yr hyn yr oeddwn eisiau ei drafod. Cael fy nhrosglwyddo i soaradwr cynraeg oedd unai yn gallu cynryd neges ir person cywir neu fy nhrosglwyddo i siarad saesneg efor person cywir.</p>	<p>Staff y Cyngor yn methu siarad Cymraeg</p>	
<p>Da chi byth yn ymateb i drydar cyfrwng y Gymraeg. Dwi wedi galw Wrecsam ac wedi bod i mewn i ddefnyddio'r gwasanaeth, ac rydych wedi methu sawl tro i roi gwasanaeth trwy gyfrwng y Gymraeg i mi. Gwasanaeth eilradd, ble mae anghenion y siaradwyr Cymraeg yn cal ei diystyru. Pam dylw'n ddefnyddio gwasanewth mor sal!</p>	<p>there are very few staff within the authority who speak Welsh but If I was willing to wait they could get someone to ring me back.</p>	
<p>Siambls cysylltu gyda Galw Wrecsam, dim siaradwyr cymraeg ar y ffon ac ddim wrth y ddesg!</p>	<p>They had no welsh speaker available.</p>	
<p>No Welsh speaking member of staff available</p>	<p>Wedi gofyn am ffurflen gais ar gyfer fy mam - roedd hi eisiau adnewyddu bathodyn glas ar gyfer y car. Dim ond yn Saesneg oedd y daflen ar gael a'r person ar y dderbynfa ddim yn siarad Cymraeg chwaith.</p>	
<p>Doedd neb ar gael i ateb fy nghwestiynau/siarad gydag yn Gymraeg er bod yr opsiwn yn cael eu cynnig ar y cychwyn yr alwad ffôn.</p>		
<p>Doedd neb ar gael yn y adran oedd yn medru'r Gymraeg</p>		
<p>Ar Ŷl gwasgu botwm ar y ffôn yn nodi mod i'n dewis cael gwasanaeth Cymraeg daeth person uniaith Saesneg i siarad gyda mi. Rwy'n defnyddio'r Gymraeg wrth fynd i ganolfanau chwaraeon a llyfrgelloedd y sir ac nid wyf yn derbyn gwasanaeth cyfrwng Gymraeg yn aml.</p>		
<p>Wedi anfon llythyr ers 26 Hydref, dal heb ateb! Wedi bod at y cyngor yn holi, dim ymateb eto. Llythyr ar rhan Capel y Groes oedd hwn ynglyn Ŷc'r tir gerllaw sy'n perthyn i'r cyngor.</p>		
<p>fsgfsgfshfs fg sgfghfshfs</p>		

<p>Request for a Welsh speaker resulted in no person being available at the time and/or quality of Welsh speaking was less than satisfactory, for example, lack of a working knowledge of Welsh vocabulary and frequent use of English words in place of readily available Welsh words.</p>		
<p>Yn aml iawn mae rhywun yn ateb y ffon yn ddwyieithog ond pan rwyf yn mynd ymlaen i siarad yn Gymraeg nid yw'r person ar y ffon yn siarad Cymraeg ac weithiau nid ydynt yn ceisio ffeindio rhywun i siarad Cymraeg efo fi</p>		
<p>Drist i adrodd fy mod i wedi siomi sawl tro heblaw un a wahanol amserau y dydd a fwy nac un adran. Nid yw eich gwasanaeth yn adlewyrchu y cyfanswm sy'n siarad y iaith yn ardaloedd yn Wrecsam.</p>		
<p>Rwyf yn amlach na pheidio yn gorfod siarad Æc rhywun yn Saesneg gan nad oes siaradwr Cymraeg ar gael. Mae neges ffÃ´n y cyngor yn camarweiniol dros ben gan roi'r argraff bod gwasanaeth dwyieithog ar gael, ond er dewis y Gymraeg mae'r galwad yn mynd i rywun di-gymraeg. Maent yn cyfarch yn ddwyieithog ond yna, yn aml wedi i chi esbonio eich rheswm am alw, maent yn dweud nad ydyn nhw'n deall Cymraeg. Mae hyn yn rhoi galwadwyr Cymraeg mewn sefyllfa anghyforddus. Er mwyn osgoi'r teimlad o fod yn drafferthus, rwyf i ac eraill yn defnyddio'r Saesneg yn lle. Mae diffyg siaradwyr Cymraeg y cyngor felly yn cael effaith negyddol ar ddefnydd a dyfodol y Gymraeg yn yr ardal.</p>		
<p>Nid oedd siaradwr Cymraeg ar gael i ddelio gyda'r mater</p>		
<p>Wedi dewis opsiwn Cymraeg ar y ffÃ´n a mynd trwodd ar unwaith i siaradwr uniaith Saesneg. Er gofyn eto am wasanaeth Cymraeg nid oedd siaradwr Cymraeg ar gael.</p>		
<p>There was no Welsh speaker available</p>		

What language do you usually use to do each of the following: (Send a <b>text message</b> )		
Response	2016	2017
Always / Almost always Welsh	9.06%	7.14%
Mainly Welsh	10.03%	14.84%
Roughly equal use of Welsh and English	19.09%	26.37%
Mainly English	11.33%	20.88%
Always / Almost always English	44.34%	26.92%
Other	1.29%	
Not Applicable	4.85%	3.85%
What language do you usually use to do each of the following: (Send an email to a friend)		
Response		Percentage of Respondents
Always / Almost always Welsh	7.77%	8.84%
Mainly Welsh	9.06%	9.94%
Roughly equal use of Welsh and English	20.71%	28.73%
Mainly English	11.65%	18.78%
Always / Almost always English	46.28%	30.39%
Other	1.29%	0.55%
Not Applicable	3.24%	2.76%
What language do you usually use to do each of the following: (Post on Facebook)		
Response		Percentage of Respondents
Always / Almost always Welsh	5.50%	6.04%
Mainly Welsh	7.12%	7.69%
Roughly equal use of Welsh and English	17.48%	18.68%
Mainly English	10.36%	19.23%
Always / Almost always English	35.28%	22.53%
Other	0.65%	
Not Applicable	23.62%	25.82%
What language do you usually use to do each of the following: (Tweet)		
Response		Percentage of Respondents
Always / Almost always Welsh	4.21%	4.40%
Mainly Welsh	4.53%	5.49%
Roughly equal use of Welsh and English	9.06%	9.89%
Mainly English	7.12%	11.54%
Always / Almost always English	31.72%	20.88%
Other	0.32%	
Not Applicable	43.04%	47.80%

Do you use any of these methods in order to get information about the Council or to interact/transact with the Council? <b>(Facebook)</b>		
Response	2016	2017
Always	7.69%	7.18%
Sometimes	24.92%	32.04%
Seldom	24.92%	15.47%
Never	42.46%	45.30%
Do you use any of these methods in order to get information about the Council or to interact/transact with the Council? <b>(Twitter)</b>		
Response	2016	2017
Always	7.67%	4.42%
Sometimes	17.77%	18.78%
Seldom	12.89%	14.92%
Never	61.67%	61.88%
Do you use any of these methods in order to get information about the Council or to interact/transact with the Council? <b>(Website)</b>		
Response	2016	2017
Always	38.33%	33.15%
Sometimes	45.99%	50.28%
Seldom	7.67%	7.18%
Never	8.01%	9.39%

Would any of the following encourage you to communicate with us in Welsh?		
Response	2016	2017
Bilingual signs in all of our reception areas telling you that you are welcome to speak Welsh and English	70.10%	72.90%
All of our bilingual staff wearing a badge to identify themselves as a Welsh speaker	75.49%	80.65%
All bilingual staff having auto signatures which identify themselves as Welsh speakers	61.76%	59.35%
Welsh speaking staff available at the Contact Centre to deal with you face to face and over the phone at all times	69.61%	69.03%
Being greeted bilingually at all times when you phone and visit the Council	63.73%	64.52%
Knowing that all staff who take telephone calls know the procedures to follow which will enable your call to be dealt with in Welsh	64.71%	60.65%
Receiving Welsh language responses to all communication you have submitted in Welsh within the same timescales as English communication	67.65%	67.10%
Seeing more posts being advertised as 'Welsh essential'	68.63%	61.94%
Offering simultaneous translation facilities at all Council meetings, not just Full Council, where a request to do so has been made	53.43%	46.45%
Continue to invest in providing free Welsh language training for our staff	74.51%	74.84%
The Council taking more of a role to increase the use of the Welsh language within the wider community	75.00%	75.48%
Other	16.67%	9.03%
If other, please state		
	2016	2017
Although I'm Welsh I have no intention of communicating in Welsh.	As a local authority offer free or reduced Welsh language courses	
angen sicrhau bod is adrannau allanol hefyd yn gyson ac yn defnyddio'r Gymraeg, ee Destination Wrecsam ayb. angen sicrhau bod dogfennau ar y wefan ar gael yn y ddey iaith yr un pryd. cysondeb plis	Communication methods e.g. website, being seen simultaneously in Welsh and English rather than either/or. My understanding of the language is ok however I get lost when it is technical so I tend to opt for the English option. If it were available in both languages I would be more encouraged to use it and also I would learn as I go as I would see comparative translations	
Better access to Welsh courses.	Dydw i ddim yn siwr os yw y cwestiynau yn briodol i mi - er i mi weithio i CBSW, dydw i ddim yn byw yn Wrecsam felly mae brin angen arna i gysylltu a nhw.	
Better training - I have been laughed at for asking one of your members of staff if their service can be provided in Welsh (in the trading standards department)	For Welsh to be the norm, it is a shame that effort has to be put into the use of the language, we should be in a situation that both languages can be used equally, however this should not prejudice english only speakers neither as we are a border authority.	
Bod staff yn gallu delio gydag ymholiadau yn y Gymraeg yn hytrach na dim ond ateb y ffôn gyda chyfarfodiad Cymraeg maent wedi ei ddysgu.	Free welsh courses in the community	
Cael gwared o eiriau fel 'thanks' wrth siarad Saesneg. Mae PAWB yn deall DIOLCH.	having the ability in welsh should be included in the job description and think about paying an allowance	
Cydymffurfio'n llawn gyda lefel uchaf Safonau'r Gymraeg newydd	I am an employee of the Council and do not access Council services as I do not live in the area	
Cymraeg cywir!	I live in Denbighshire and rarely, if ever, have cause to contact Wrexham council.	
Cynnig rhagweithiol. Gwasanaethau o ansawdd cydradd yn y gymraeg a Saesneg pob amser.	I'm not sure this is relevant here but although I am an employee of WCBC, I do not reside in Wrexham and would rarely, if at all, need to communicate with WCBC regarding its services.	

DO NOT SPEAK WELSH	Learning more Welsh making Welsh lessons freely available	
English should be the main language. Welsh is very little used. hear more European languages spoken	Mae siaradwyr Cymraeg wedi hen arfer derbyn gwasanaeth uniaith Saesneg yn unig - mi fydd yn cymryd amser hir i bobl dechrau defnyddio gwasanaethau Cymraeg. Angen addysgu plant ysgol mor bwysig ydy hi iddyn nhw ddefnyddio gwasanaethau Cymraeg cyn iddyn nhw ddod yn oedolion.	
ensuring "bilingual" staff have enough knowledge of the language to actually be classed as bilingual. knowing how to say the basics is not enough!	More promotion of Welsh speaking activities for children in the community. More Welsh speakers in services for children, e.g. library, sports etc	
Everybody I know who can speak Welsh prefers to do their administration in English because the meaning is clearer.	Mynnwch bod cymnau sy'n weithio i'r Cyngor weithio i safonau'r Cyngor ar gyfer Cymraeg.	
fghfhfghjkhjkh	None of the above I do not want to use Welsh at all although I do understand a little.	
Greater investment in encouraging children and young people to communicate bilingually and to make them aware of the advantages of the language		
I am proud to be an English speaking Welsh person, please stop forcing the Welsh language on us.		
I don't want any more exposure to Welsh, it's a nuisance.		
i was born and live in wrexham for the last 47 years. I have met and made friends with a lot of people over that time and not one of them can speak more than 20 words in Welsh. I'm moving my family over the border because I fear Wrexham is trying so hard to be Welsh, it's overlooking some far more important issues.		
I was born in Wrexham and have lived here all my life. I don't speak Welsh and don;t want to be forced to communicate in a language I don't understand well enough to enable me to hold meaningfull conversations in.		
I wouldn't bother with it anymore		
I'm not overly fussed about speaking Welsh when conducting my business		
k		
None of the above, personally I find staff answering the phone bilingually takes time and 9 times out of ten offers a service they personnaly can't provide		
Nothing really, I'm happy to communicate in English but respond in Welsh to people who speak in Welsh unless I have something "technical" to explain. I always use English for preference because it's my first/home language. Welsh is just from school.		
Opsiwn Cymraeg clir wrth gysylltu ĀC gwasanaeth		
Peidio creu delwedd bod y Gymraeg yn bwrddn drud ar y Cyngor fel cyhoeddiadau diweddar yng nghyfarfod y Bwrdd Gweithredol "money will have to be found from savings elsewhere". Mae hynny'n neud i'r Gymraeg edrych fel ei fod yn mynd i olygu toriadau i bobl y Sir. Dim yn ddelwedd bositif.		
Please moderate the large amount of effort used in trying to persuade people to use the welsh langua		
Pob deunydd ysgrifenedig yn ddwyieithog		
Receiving Welsh language responcees at all, let alone in a time frame.		
Staff welsh language workshops,		
The Council should endeavour to have at least one person in each department/ifficespeaking welsh and posts such as receptionists, advisors should be Welsh essential.		
Trio gael pobol i gynnig gwasanaethau yn Gymraeg i mi. Profiad blaenorol o swyddogion yn bod yn anghynnes ac yn gwneud i mi deimlo yn niwsans wrth ofyn am wasanaeth Cymraeg.		
Waste of money providing a Welsh option for such a few users		
Welsh is a waste of time and money		