



A study by Menter Iaith Fflint a Wrecsam: A Community Translation Service in North East Wales

Menter Iaith Fflint a Wrecsam and **Menter Iaith Sir Ddinbych** are looking into the idea of establishing a new Community Translation Service in the North-East, in order to help a number of sectors not only to meet their increasing obligations under the Welsh Language Standards, but also to promote and facilitate increased use of the language in all sectors and across a range of everyday activities.

This is an initial questionnaire, designed to be as simple as possible and it should not take much time for you to complete. Face-to-face meetings will be scheduled over the summer, once the initial survey results are analysed, as those results will provide a solid foundation for the more detailed discussions to follow.

Q1) For what type of organization do you work or represent?

- 1.1) Public (e.g. staff of county, town, community councils etc.)
- 1.2) Civil/National (Welsh Government, Natural Resources Wales etc.)
- 1.3) Education (schools, colleges, both teaching and administrative staff)
- 1.4) Health (health boards, hospitals, pharmacies, GP surgeries)
- 1.5) Emergency Services (police, fire and rescue service, ambulance etc.)
- 1.6) Private (large companies, small shops, banks, self-employed etc.)
- 1.7) Voluntary (large and small charities, community groups)
- 1.8) Religious (individual churches and chapels or national religious bodies)
- 1.9) A member of the public (i.e. in terms of receiving services not providing them)
- 1.10) A translator (see also question 8 which is aimed only at you)

Q2) What is your current use of translation services?

(Please tick all answers that apply)

2.1) Daily

2.2) Weekly

2.3) Monthly

2.4) As and when needed / difficult to measure

2.5) Urgently (e.g. to provide an immediate message on social media etc.)

Q3) In what way do you use, or wish to use, translation services?

(Please tick all answers that apply)

3.1) Written

3.2) Face-to-face / By telephone

3.3) Simultaneous translation

3.4) A mixture of the above

Q4) What is the reason you use, or wish to use, translation services?

(Please tick all answers that apply)

4.1) Statutory duty

4.2) Voluntary choice

4.3) Welsh is my first language as a member of the community / employee

Q5) What, if any, are the barriers or challenges for you at the moment in terms of translation services? (Tick one choice for each option please)

None Quite low To a large extent Very high

5.1) Availability of written translation

5.2) Availability of simultaneous translation

5.3) The cost of translation services

5.4) Waiting time in terms of written work

5.5) Dealing with the demand in terms of future provision

5.6) Anything else? (Please note below)

Q6) The aim is to establish a Community Translation Unit as a not-for-profit, independent and self-sufficient company. With this in mind, please indicate whether you agree or disagree with the following statements.

	Agree	Disagree	No opinion
6.1) It is important that the service is affordable for any customer in any sector			
6.2) It is important for the new service to cooperate with current translation services			
6.3) There is insufficient written translation services available at present			
6.4) There is insufficient simultaneous translation services available at present			
6.5) This service could increase the opportunity for local people to use the Welsh language everyday			
6.6) This service could increase the opportunity for local people to develop Welsh language job skills			

Q7) Is there anything else you'd like to note with regards to the demand or the provision of translation services in general, or in respect of the creation of a Community Translation Service for the North East? (Please comment below, and on a separate sheet if necessary. Comments will be kept anonymous for any formal report and feedback.)

Q8) A question for current Translators only.

A major objective of the proposed service is to expand the local capacity to help organisations increase their use of the Welsh language to meet their obligations under the Welsh Language Standards. It is hoped that the service will receive work from a number of sectors, perhaps daily, and clearly, we would want to cooperate with you in order to meet that demand.

Would you note below your professional opinion on such a proposal, and also note any ideas that you may have regarding the possibilities, challenges and opportunities for collaboration. We want the service, should it go ahead, to be fully supportive of current translators and to promote the use of the language, and not to be in competition for translation work in the area.

(Please comment below, and on a separate sheet if necessary. Comments will be kept anonymous for any formal report and feedback.)

There are several ways that you can complete this questionnaire:

- online by following this link - <https://www.surveymonkey.co.uk/r/D8Y5F9Q>
- by printing it, completing it and posting it back
- by printing it, completing it, scanning it and emailing it back
- by completing this interactive PDF and emailing it back

By Post:



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Thank you for taking the time to complete the questionnaire. Will you please return it by 02/06/17.

This survey is also available in Welsh.