

Appendix 1



Welsh Language Standards

Annual Monitoring Report

2021-22

No Draft Status

Annual Welsh Language Report 2021 – 2022

1. Introduction

The Council is committed to the provision of an excellent service to Welsh speakers in the area and strives year on year to improve on its provision.

During 2015 we were issued with a legal Compliance Notice by the Welsh Commissioner specifying which Standards apply to the Council.

To achieve the 174 standards within the notice, the Council developed an Action Plan which is published on our website. We monitor progress on a regular basis and have included a summary within this report.

We also published a 5-year Promotion Strategy for 2022-27 as part of the compliance process. This is available on our website. Details of progress are included in Appendix 2.

2. Main achievements 2021 – 2022

- **Website**

The website editor prompts to a Welsh translation before English pages can be updated, ensuring the website is fully bilingual. A system has also been devised which generates reports and identifies pages where the English and Welsh content does not match. This enables an audit to be carried out annually to ensure content is fully bilingual. Progress continues to be made with the Digital Strategy

- **Social Media accounts**

The Council's main social media accounts as well as all other Twitter, Facebook and Instagram accounts are fully bilingual.

- **Internal communications**

As well as Staffnet on corporate computers, Staffnet+ was made available to staff on personal devices allowing access to information on internal news items, payslips, internal job vacancies, and some policies. This has been well used and is also available bilingually.

We also send all staff a weekly message and round-up of news from the Managing Director at the end of every week, which is sent in both Welsh and English.

- **Contact Centre and Main Reception Areas**

The Council continues to offer all callers an option to undertake their enquiries through the medium of Welsh. The total number of callers to the contact centre who used this option during 2021/22 was 1074, which is a slight increase from 2020/21 (1013). Calls in Welsh during 2021/22 represent approximately 8% of the total calls made (134,373).

The number of bilingual staff at the contact centre has varied throughout 2021/22, but on average there have been 5 bilingual members of staff, representing 13% of the contact centre workforce. Recruitment of bilingual staff has been difficult. As a result of these resource issues, Chatbot and Webchat services were suspended during this period.

Wait times for all calls, including Welsh language calls, increased in this period. This is partly due to resource and staff issues. On average callers using the Welsh language option in 2021/22 waited for 304 seconds, compared to an overall average of 334 seconds across the call centre. This has increased from the average wait time in 2020/21 (169 seconds).

Face to face services have fully resumed and the main reception is manned daily by Welsh speaking customer service representatives.

- **Welsh Language training**

The Council has continued to support Welsh language training for staff. All Council staff are entitled to access courses provided by Learn Welsh the Vale free of charge and during working hours.

There are currently 44 members of staff enrolled in courses with Learn Welsh the Vale. This is made up of 12 Entry level/Mynediad, 7 Foundation level/Sylfaen, 15 Intermediate/Canolradd, 5 Higher/Uwch, and 4 Proficiency/Gloywi. Courses are provided in person, on Zoom, and blended.

Learn Welsh the Vale runs a full programme of events and additional learning opportunities including Saturday schools, Christmas and Easter family events, St David's Day lunch, online social groups, and in-person coffee groups.

- **Welsh language awareness module**

Online Welsh awareness training via iDev is due to be rolled out in Summer 2022 for all staff. We will be using a module developed and successfully rolled out by Cardiff Council, which has been adapted for the Vale.

- **Work Welsh and Welsh learners**

The National Centre for Learning Welsh continue to offer free Work Welsh courses for all staff online via their website, including courses for specific sectors like health and social care, sport and leisure, and tourism.

140 learners from the Vale of Glamorgan Council are currently enrolled in Welcome and Welcome Back courses with the National Centre for Learning Welsh.

A new grant has been awarded to Learning and Skills but the National Centre for Learning Welsh to employ a full-time Work Welsh co-ordinator for the Council. This post is due to be appointed by the end of June 2022 for an initial twelve months.

- **Agreement with Menter Bro Morgannwg**

The Council provides funding for Menter Bro Morgannwg to offer opportunities for Welsh speakers in the Vale of Glamorgan to enjoy social activities as well as supplementing pre-school and after-school activities for young people. This has involved liaison with youth, adult education, and schools' teams. Some activities and workshops are held online whilst others have moved back to in-person as covid restrictions are lifted. The agreement with Menter Bro Morgannwg has been refreshed in 2022.

Menter Bro Morgannwg use various digital platforms to share, promote and encourage residents to take part in a range of Welsh language activities in the Vale. They also provide daily/weekly information on the organisation's Bwrlwm holiday playscheme in Penarth, Barry and Llantwit Major; after-school activities; Welsh learner events; and adult activities. They also use their digital platform to advertise events and projects by partner organisations including the Urdd and Learn Welsh the Vale.

Menter Bro Morgannwg staff worked with Menter Caerdydd to produce a digital / limited crowd Tafwyl in June 2021. This was very well received and was viewed by over 45,000 viewers on various digital platforms and social media.

Menter Bro Morgannwg has a good relationship with the Urdd to deliver a range of sporting activities on a weekly basis throughout the year, including swimming in Penarth Leisure Centre, and football and rugby sessions throughout the Vale.

Amser Stori sessions take place regularly in Penarth, Barry and Llantwit Major libraries throughout the year, attracting children and parents wanting to hear and improve their Welsh language skills, and a chance to meet other parents.

- **Learn Welsh the Vale**

Learn Welsh the Vale works in partnership with Menter Bro Morgannwg and supports the Adult Community Learning team to provide Welsh-medium adult education. Vale of Glamorgan Adult Community Learning runs Coffi Cymraeg at Barry Library on Saturday mornings and a Welsh-medium Digital Workshop at Palmerston Centre on Wednesdays during termtime.

Learn Welsh the Vale supports the Cynllun Siarad scheme, coffee groups in towns across the Vale as well as partnership events including Gwyl Fach y Fro and Welsh-medium adult learning such as cookery and pilates.

The grant which supported the Welsh homework club for families with children in Welsh-medium schools, Clwb Ni, ended after the pandemic and the club no longer runs. Learn Welsh the Vale are investigating other sources of funding to restart and promote this facility.

- **Translation agreement with Cardiff Council**

The Council signed a contract in 2017 with Cardiff Council for all Welsh translation work following a successful period with a Service Level Agreement. The contract was renewed in September 2021 for a further three years. During 2021/22, 3,765 documents were translated for the Vale of Glamorgan Council. A total of 2,719,763 words were translated, which is an increase of 44% on the previous year and indicates the volume of work that is produced bilingually.

- **Linguistic Skills Assessment**

A Council-wide linguistic skills assessment is planned for 2022 to update the picture of the numbers and level of proficiency in Welsh of staff in all areas of the Council,

including school staff. It is anticipated the new Welsh Language Co-ordinator will assist with this and following actions.

- **Welsh speaking spellchecker and email footers**

All Council staff have received a copy of 'Cysgair' on their computers. The latest version of this software has been installed on all council computers enabling staff to communicate more easily in Welsh and to feel confident about their grammar.

We have arranged for all council staff to have bilingual footers with their job titles and to have bilingual out-of-office messages. A prominent logo has also been added to the names of those who speak Welsh fluently and a separate logo to indicate members of staff who are learning Welsh. This has proved particularly helpful during the current period of working from home. In addition, Welsh speaking staff and learners can wear lanyards to indicate their skills when in the office.

- **Page on Staffnet for Welsh speakers**

There is a dedicated page on our Staffnet that provides useful information for Welsh speakers and learners as well as setting out their rights regarding internal documentation and standards. Staff are also directed to suitable Welsh courses.

- **Mwy Na Geiriau**

This regional group which was originally set up to implement the Welsh Government action plan has started to meet again. Those involved include representatives from Cardiff Council Social Services and the Vale Social Services as well as a representative of the Health Board. The purpose is to share good practice and to jointly develop ideas for increasing the use of the language. Several initiatives have been progressed including a pilot project for recruitment of Welsh speakers. Future plans include raising awareness via attendance at joint jobs fairs and promoting the Welsh language offer on a new staff social media channel (YAMA).

3. Summary of the Council's Action Plan with progress

	Action	Areas covered	Standard Ref. No.	Comment/ update
1	Provide a briefing note for senior managers/elected members to be cascaded via CMT/DMT/team meetings	Correspondence Telephone calls Meetings/appointments Public Events Publishing docs for the public Social Media responses Policies/strategies available to the public Licences/certificates Official notices Promotion of the Welsh language Public address systems	1-5 19/20/21 24-26b, 27a-d,30-34,65-66 35-38 43-50 58-59 44 42 69-70 81-82 87	A briefing note was issued via Staffnet and via core brief. An FAQ page is available on Staffnet. Departmental team meetings were addressed during May/June 16. Advice continues to be sought from the corporate lead officers.
2	Provide a briefing for Business Cabinet/senior managers/other elected members	Correspondence Telephone calls Meetings/appointments	1-5 19/20/21 24-26b, 27a-d,30-34,65-66	Cabinet members were briefed in February 16. Fresh sessions were held for newly elected members in 2017 and 2019.

		Public Events Publishing docs for the public Social Media responses Policies/strategies available to the public Licences/certificates Official notices Promotion of the Welsh language Public address systems	35-38 43-50 58-59 44 42 69-70 81-82 87	Further sessions will be held for new elected members in 2022.
3	Compile a page on the Council's Staffnet to inform staff of their responsibilities.	As above.	As above.	A list of FAQ's is on Staffnet. A page for Welsh speakers is available.
4	Inform staff via core brief and other methods.	As above.	As above.	Staff were informed in February 16 via core brief and updates have continued.
5	Ensure that all letter templates and emails as well as responses to the press indicate the availability of a Welsh language service and ensure that all staff use them.	Correspondence (refers also to some Operational Standards)	7 Also relates to Operational Standards 134/135	Templates have been issued to all staff. Translated job titles appear on all emails as well as a prominent logo for Welsh speakers and learners.

6	Provide 'Meet and Greet ' training to frontline staff	Tel calls/meetings	19,20,21,24-27	Training for staff took place in 2016/17 and awareness training took place in early 2018. A Welsh Welcome module is available on Staffnet as part of the WorkWelsh Welcome initiative. A Welsh language co-ordinator is due to start in Summer 2022 to assess Welsh skills.
7	Ensure that all staff use bilingual out-of office messages. Provide footers to indicate if members of staff speak Welsh.	Correspondence (refers also to operational standards)	7, Also relates to Operational Standards 134/138	Part of Staffnet and on core brief. Out-of-office messages have been provided to all staff. Also an indicator of Welsh speakers and learners.
8	Ensure that all statements to the press are bilingual where possible.	Publishing Docs and forms	46	This has taken place from 1 st April 2016.
9	Ensure that all leaflets, documents, statements and press releases, where issued in English include reference to the fact that a Welsh language version is available on request.	Publishing Docs and forms	46	This has taken place from 1 st April 2016.
10	Arrange for support to begin process of making the whole website bilingual.	Website and on-line services	52-56	The website is fully bilingual.
11	Arrange for pre-entry of forms to be bilingual	Website and online services	51	Internal applications are all translated - external applications are in the process of getting organised as part of the Digital Strategy.

12	Ensure that all new or replacement signs and/or notices are bilingual with Welsh first.	Signs/notices	61-63	All staff have been reminded of this.
13	Ensure that main reception areas provide a Welsh service with signage advising of the availability of that service.	Reception areas	64,67,68	Main reception areas are now bilingual.
14	Invitations for grants must state that submissions can be made in Welsh and interviews must be offered if requested. There must be no delay if Welsh is used. Invitations to tender for contracts must be bilingual and must state that Welsh tenders are welcome. There must be no delay if Welsh is used.	Grants/Tenders	72-75,76-77a	This information has been cascaded within the Finance department. A new Grants policy is in progress.
15	Assess every new education course offered to the public to evaluate the need to provide it in Welsh <u>and keep a record of the assessment.</u>	Education	84-86	Adult Education and Youth Service have been informed about this.
16	Translate agendas of all Council, Cabinet and Committee meetings.	Democratic	41	This has taken place from 1 st April 16.
17	Translate minutes of Council, Cabinet and Committee meetings	Democratic	41	Agendas are bilingual, decision notices and minutes are published bilingually.
18	Impact assessment, including consideration for Welsh language, to	Policies & research	88-97	To be achieved by reference in relevant cabinet/ committee reports

	be completed on all new or amended policies.			
19	Establish project group to organise questionnaire for all staff	Linguistic skills and language preferences for forms and procedures	104, 127,100,101-103	A second audit took place in 2018 of all computer-based staff. Further skills audit planned for 2022/2023.
20	Translate all HR policies	All HR policies	105 – 111	All policies have been translated.
21	Raise awareness of staff in relation to offering Welsh language provision in relation to new contracts, complaints and disciplinary situations.	Briefing	99,114,118	A list has been compiled of those users requesting Welsh. A page on Staffnet lists the specific items that we are obliged to provide in Welsh.
22	Prepare page on Staffnet & core brief article informing Welsh speaking staff of their rights & providing support for learners.	HR procedures	112 – 125,141-143	This is available.
23	Provide Welsh speaking staff with software for spelling & grammar checks & Welsh language interfaces where available.	ICT software	120	‘Cysgeir’ has been installed on the computers of all staff.
24	Provide opportunities for basic Welsh language training for all staff and also for managers if required in	Training	130 -131	Taster courses take place on a regular basis and this has helped to increase the number of learners on full-time courses. All Welsh language courses

	their role. Further training should be free of charge to the employee.			are free of charge and in work time. A reminder will be sent prior to the new term.
25	Provide Welsh language awareness training	Training	132	An online Welsh Awareness module will be available on iDev in 2022.
26	Include Welsh language information in Corporate Induction	Training	133	Welsh information is included and presented at induction.
27	Assess all new and vacant posts for required level of Welsh and record as appropriate.- Essential/Needs to be learnt/Desirable/Not necessary.	Review of procedures	136	All managers have been informed. All posts are now categorised as Welsh either 'Essential' or 'Desirable'
28	All relevant material relating to recruitment is available in Welsh and English.	Recruitment/selection procedures	137	All relevant material has been translated and is sent out as required.
29	Prepare a policy on the use of Welsh internally.	Awareness	98	A copy is available.
30	Intranet should be available in Welsh – homepage, new/amended pages and menus.	ICT/Communications team	122-126	Bilingual pages are available on Staffnet.
31	Specific HR courses to be provided in Welsh-	HR training	128	Courses include – Violence Against Women online training

	<ul style="list-style-type: none"> - Recruitment and Interviewing - Performance Management - Complaints and Disciplinary procedures - Induction - Dealing with the public - Health and Safety 			
32	Provide training on effective use of Welsh in HR meetings.	Training	129	Further training to be considered.
33	Identify a member of staff in each department to act as a champion.			This has been done and a list is available.

4. Information on performance

The Council collects and reports information on all measures that are national statutory measures and sets targets for them. We have adopted a limited number of local indicators which assist in measuring progress against this scheme. This information is publicly available via the Council's Improvement Plan and service plans, which are published annually and is available on the Council's website www.valeofglamorgan.gov.uk or www.bromorgannwg.gov.uk

In addition to this, the Council published this report on the Equalities section of the Council website along with other data on language matters.

Information below relates to indicators requested by the Welsh Commissioner.

Standard 158 (2) 164 (2) 170 (2d) Number of complaints about implementation of the Welsh Language Scheme. This performance indicator will be measured on the basis of the number of those complaints about the content or implementation of the Welsh language Standards.	We have received a number of informal comments from members of the public and have also received one complaint via the Welsh Commissioner which relates to third-party applications on the website. The investigation has been completed and we are awaiting the Commissioner's comments.
Standard 170 (2a) Number of staff with Welsh skills in the Council.	A linguistic skills survey took place at the end of 2018 of all computer users. This indicated that

<p>This indicator has been measured as part of the Linguistic Skills Survey in September 2018.</p>	<p>122 members of staff consider themselves 'good' or 'fluent' of 1572 responses. This represents a percentage of 6%.</p> <p>A further skills audit is planned for 2022/2023 and will also include school staff.</p>												
<p>Standard 170 (2b)</p> <p>Number of staff undertaking training and to what level/degree of proficiency.</p> <p>This will be based on the number of staff undertaking Welsh language training provided by the Council. This measure will be reported as a number under each of the categories: Entry and Foundation; Intermediate; Advanced; Advanced/Mastering.</p>	<p><u>2021-2022</u></p> <table> <tr> <td>Entry Level</td><td>12</td></tr> <tr> <td>Foundation</td><td>8</td></tr> <tr> <td>Intermediate</td><td>15</td></tr> <tr> <td>Higher</td><td>5</td></tr> <tr> <td>Proficiency</td><td>4</td></tr> <tr> <td>Total</td><td>44</td></tr> </table>	Entry Level	12	Foundation	8	Intermediate	15	Higher	5	Proficiency	4	Total	44
Entry Level	12												
Foundation	8												
Intermediate	15												
Higher	5												
Proficiency	4												
Total	44												
<p>Standards 154,170 ch)</p> <p>The number of new and vacant posts which were categorised as Welsh essential and desirable.</p>	<p>April 2021 – March 2022 - 944 adverts were logged:</p> <ul style="list-style-type: none"> • Welsh language skills essential = 3 • Welsh language skills desirable = 920 • Welsh language skills to be learnt when appointed to post = 21 <p>All advertisements are either Welsh essential or Welsh desirable.</p>												

The Council's continued priority for 2021/22 is to increase the number of Welsh speakers in the workforce, to encourage and support more members of staff to learn or update their Welsh language skills, and to promote the use of the Welsh language in the Vale.