Vale of Glamorgan Council
Cyngor Bro Morgannwg

Welsh Language Standards

Annual Monitoring Report

2018-19

This document is available in Welsh
Mae'r ddogfen hon ar gael yn Gymraeg

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.

In order to achieve the 174 standards within the notice the Council developed a comprehensive Action Plan which is published on our website. Progress is monitored on a regular basis and a summary is included within this report.

We also published a 5 year Promotion Strategy as part of the compliance process which is widely available in hard copy as well as on our website. Details of progress have been included as Appendix 2.

2. Main achievements 2018/19

- **Website**

During 2018/19 the Council continued to review the content of its website. We have now devised a system which will generate reports and identify any pages where the English and Welsh content does not match. This will allow us to undertake an audit of the website annually to ensure that the content is fully bilingual. Progress with the Digital Strategy and the procurement of third party applications continues.

- **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 who used this option during 2018/19 was 699. Calls through the medium of both Welsh and English are showing a reducing pattern as the Council implements its digital strategy of offering

an increasing number of self-service options via its website and mobile app. These services are and continue to be offered in both Welsh and English.

On average callers using the Welsh language option in 2018/19 waited for 141 seconds to have their call answered while callers using the English language option waited for 198 seconds. Wait time performance was impacted to an extent by a relatively high staff turnover during the year and reflects the fact that recruitment and retention of Welsh speaking staff for customer services roles is becoming increasingly difficult.

At the end of the reporting period the percentage of bilingual staff at the contact centre increased slightly from 21% to 23%. Training plans are in place to increase the range of enquiries that the bilingual staff cohort can resolve at the first point of contact. The service continues to provide a face-to-face Welsh language service at main corporate receptions.

During the year the Council procured a new contact centre platform that will enhance operational efficiency and offer additional contact channels for customers, including web chat, which will be offered through the medium of Welsh. The new functionality is due to be implemented in July 2019 and is expected to deliver a significant improvement in both online and contact customer experience.

- **Welsh language training**

The Council has continued to support formal Welsh language classes for staff in the workplace as well as providing regular 'Blasu' sessions in various locations. This has helped to sustain the number of staff enrolments this year at 67. In addition we have continued to allow staff to attend classes during worktime with courses being paid for by the Equalities team and the Adult Education team. Welsh speaking staff are also able to attend a weekly evening in Barry where various activities are available through the medium of Welsh.

The Work Welsh programme funded by the Welsh Government includes a 'Welsh Welcome' course which can be accessed on workstations via our internal Staffnet.

- **Agreement with Menter Bro Morgannwg**

A framework for partnership working was agreed in 2016/2017 for three years. The aim is to provide opportunities for local residents, including children, young people, families and adult learners to take part in activities through the medium of Welsh. A significant proportion of this work contributes to our 5-year strategy plans – see Appendix 2.

- **Translation agreement with Cardiff Council**

The Council signed a contract with Cardiff Council for all Welsh translation work in September 2017 following a successful period with a Service Level Agreement. During 2018/19 a total of 2,473 documents were translated (1,829,783 words)

- **Linguistic Skills Assessment**

The Council carried out a further Linguistic Skills Audit in September 2018. Computer users provided information on their Welsh language skills. This was rolled out by means of Metacompliance software. A further exercise needs to take place to collect information from manual staff. However we have been able to update details of nearly 1600 staff and this enables us to target information at Welsh speakers as well as providing an updated list for internal use.

- **Welsh speaking spellchecker/email footers etc**

All Welsh speaking staff have received a copy of 'Cysgair' on their computers. We have arranged for all council staff to have bilingual footers with their job titles and to have bilingual out-of-office messages. In a recent development a prominent logo has been added to the names of those who speak Welsh fluently and a separate logo to

indicate members of staff who are learning Welsh. In addition Welsh speaking staff and learners are able to wear lanyards to indicate their skills.

- **Page on Staffnet for Welsh speakers**

A dedicated page on our Staffnet provides useful information for Welsh speakers as well as setting out their rights regarding internal documentation.

- **Work with Learners and Welsh Speakers in the Vale**

During the year many events have taken place to encourage learners including trips to St Fagan's, entertainment evenings and singing events as well as workshops for the family.

These events were organised by the LearnWelsh team and they have also held celebrations at Christmas, Mid Winter and St David's Day. Regular events also include revision classes for learners, coffee mornings and 'Sadwrn Siarad' which can attract up to 40 people.

Classes have also been held in Welsh teaching Digital Skills as well as reading classes for learners and fluent speakers.

A new podcast will be broadcast in April in partnership with Bro Radio.

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	1-5 19/20/21 24-26b, 27a-d,30- 34,65-66	A briefing note was issued via Staffnet and via core brief. An FAQ page is available on Staffnet.
		Public Events	35-38	Departmental team meetings were addressed during May/June 16. Advice continues to be sought from the corporate lead officers.
		Publishing docs for the public	43-50	
		Social Media responses	58-59	
		Policies/strategies available to the public	44	
		Licences/certificates		
		Official notices	42	
		Promotion of the Welsh language	69-70	
		Public address systems	81-82	
			87	

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 new elected members in 2017.
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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 has also been developed.

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 tom 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.
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 1st 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 1st 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 now 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.
15	Assess every new education course offered to the public to evaluate the need to provide it in Welsh and keep a record of the assessment.	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 1st April 16.
17	Translate minutes of Council, Cabinet and Committee meetings	Democratic	41	Agendas are bilingual.
18	Impact assessment, including consideration for Welsh language, to be completed on all new or amended policies.	Policies & research	88-97	To be achieved by reference in relevant cabinet/ committee reports

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 and the results are now available.
20	Translate all HR policies	All HR policies	105 – 111	All policies now 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 now available.
23	Provide Welsh speaking staff with software for spelling & grammar checks & Welsh language interfaces where available.	ICT software	120	'Cysgair' has been installed on the computers of all Welsh speaking staff.
24	Provide opportunities for basic Welsh language training for all staff and also for managers if required in their role. Further training should be free of charge to the employee.	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 are free of charge and in work time.
25	Provide Welsh language awareness training	Training	132	Four sessions have been held to date and more are planned for 2019.The first four were provided via the WorkWelsh initiative.
26	Include Welsh language information in Corporate Induction	Training	133	Is included and presented.

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	Has been translated and is being sent out
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- - Recruitment and Interviewing - Performance Management - Complaints and Disciplinary procedures - Induction - Dealing with the public - Health and Safety	HR training	128	Following have taken place – Digital workshop Saturday Café Big Conversation Online courses include- Safeguarding Domestic Violence Prevent
32	Provide training on effective use of Welsh in HR meetings	Training	129	This training will be arranged in 2019.
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 also 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 publishes 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 received notice of 10 investigations this year – 3 of which were terminated by the Welsh Commissioner. We are awaiting the results of 4 investigations, two are in the process of being resolved and one is being contested.
Standard 170 (2a) **Number of staff with Welsh skills in the Council.** This indicator has been measured as part of the Linguistic Skills Survey in September 2018.	A linguistic skills survey took place at the end of 2018 of all computer users. This indicated that 122 members of staff consider themselves 'good' or 'fluent' of 1572 responses. This represents a percentage of 6%. There remains a few hundred users who did not answer the survey and these are in the process of being followed up. In addition a further exercise will take place to review the information on manual staff.

Standard 170 (2b) **Number of staff undertaking training and to what level/degree of proficiency.** 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.	Entry Level 26 Foundation 30 Intermediate 7 Advanced/Mastering 5 Total **68**
Standards 154,170 ch) **The number of new and vacant posts which were categorised as Welsh essential and desirable**.	April 2018 – March 2019 - 595 adverts were logged: • 20 Welsh essential • 575 Welsh desirable All advertisements are either Welsh essential or Welsh desirable.

The Council's priority for 2019/20 is to increase the number of Welsh speakers in the workforce and to continue to promote the use of the language in the Vale.