

# Welsh Language Standards

Annual Monitoring Report 2016-2017



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 has developed a comprehensive Action Plan which is published on our website. Progress is monitored on a regular basis and full details are included within this report.

## **2. Main achievements 2016/17**

- **Website**

During 2016/17 the Council undertook a thorough review and update of its website. As part of this process every webpage on the website has been translated and the content of the site is now fully bilingual. To ensure this remains the case and that all Welsh language content remains up to date a new approval process for new pages and updates to existing content has been put in place. A programme of training is also now underway to ensure that all content editors are able to maintain both the English and Welsh sections of the website. In addition to the website the Council operates both English and Welsh language social media channels and the Communications Team has identified growing the audience of the latter as a priority for 2017/18.

- **Contact Centre and Main reception areas**

The Council continues to operate a single telephone number strategy for all Council services. This number is advertised bilingually and every caller is offered the option to undertake their enquiry through the medium of Welsh. During the 2016/17

financial year 1283 callers opted to undertake their enquiry in Welsh (2015/16: 1337). Calls to the Welsh language option were answered within an average of 35 seconds over the year. This compares to 46 seconds for English language calls. Overall 68% of enquiries were resolved at the first point of contact, without having to transfer the caller to another department. For the highest volume enquiries, such as Waste Management, the first contact resolution rate is over 95%. This means the vast majority of enquiries in Welsh are resolved by a Welsh speaking member of staff at the contact centre. The number of bilingual Customer Service Representatives (CSR) employed at the corporate contact centre, remained constant at 13% of all CSR's.

CSR's are multi-skilled and can handle Welsh enquiries through all communications channels – email, SMS, face to face or social media. During the year at least one bilingual member of staff has been available at the main corporate receptions in the Civic Offices and Dock Office.

In February 2017 the contact centre began to receive enquiries from Bridgend County Borough Council residents via a new unique telephone number for Shared Regulatory Services. All callers to this service are also presented with the option to continue their enquiry in Welsh. Residents in the Cardiff Council area are expected to begin to using this telephone service during 2017.

- **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 increase the number of staff enrolments this year from 21 to 77. In addition we have continued to allow staff to attend classes during worktime with courses being paid for internally by relevant teams across the Council.

Welsh speaking staff are also able to attend a weekly evening session in Barry where several activities are available through the medium of Welsh.

We are currently in the process of organising online Welsh awareness training which will be rolled out to all staff during the summer of 2017.

- **Agreement with Menter Bro Morgannwg**

Apart from our statutory duties, a new initiative has recently been agreed with Menter Bro Morgannwg whereby the Council provides funding for Menter to offer opportunities in the Vale of Glamorgan for Welsh speakers to enjoy social activities as well as supplementing pre-school and after school activities for young people. This has involved liaison with our youth, adult education and schools teams.

- **Publication of a 5 year strategy**

The Council's Welsh language promotion strategy has recently been approved by Cabinet. This document outlines how we intend working with key partners to increase the number of Welsh speakers in the Vale of Glamorgan during the next 5 years. A copy of the strategy is available on the Council's website.

- **New Translation agreement with Cardiff Council**

As a result of the requirements of the Welsh Language Standards the Council has since July 2016 been commissioning its translation services from Cardiff Council. This has enabled staff to send translation requests directly via an online logging system. During 2016/17 approximately 1.4 million words have been translated into Welsh. This equates to an annual sum of 1.9 million words at a cost of £157,000. This has included press releases, reports and web updates in addition to documents. This is a significant increase in quantity and cost on previous years.

- **Linguistic Skills assessment**

The Council carried out an extensive audit of Welsh language abilities in May 2016. This gave us a picture of the numbers and levels of staff in all areas of the Council who have Welsh language skills. We also recorded which staff preferred to receive specific information in Welsh and whether they were willing to use their language

skills in the workplace. In addition we asked for those who had an interest in learning. This has proved useful in planning training and development. This year's figures include forms which were completed manually by non-office based staff.

- **Briefings/Communication to Staff**

Staff received information throughout 2015/16 in order to remind them of their duties under the Standards. This was done via briefing notes, a page on our Staffnet and more recently an internal I.T.( "Think Cymraeg"). We will also take the opportunity during Welsh Awareness online training to remind people of their responsibilities.

- **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.

### 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	<p>Correspondence Telephone calls Meetings/appointments</p> <p>Public Events</p> <p>Publishing docs for the public</p> <p>Social Media responses</p> <p>Policies/strategies available to the public</p> <p>Licences/certificates</p> <p>Official notices</p> <p>Promotion of the Welsh language</p> <p>Public address systems</p>	<p>1-5 19/20/21 24-26b, 27a-d,30- 34,65-66</p> <p>35-38</p> <p>43-50</p> <p>58-59</p> <p>44</p> <p>42</p> <p>69-70</p> <p>81-82</p> <p>87</p>	<p>A briefing note has been issued via staffnet and via core brief. A few questions have been raised so an FAQ page is available on staffnet.</p> <p>Departmental team meetings were addressed during May/June 16.</p>
2	Provide a briefing for Business Cabinet/senior managers/other elected members	<p>Correspondence Telephone calls Meetings/appointments</p> <p>Public Events</p> <p>Publishing docs for the public</p> <p>Social Media responses</p> <p>Policies/strategies available to the</p>	<p>1-5 19/20/21 24-26b, 27a-d,30- 34,65-66</p> <p>35-38</p> <p>43-50</p> <p>58-59</p> <p>44</p>	<p>Cabinet members were briefed in February 16. A session for all elected members was held on May 11<sup>th</sup>. New sessions will be held for new elected members.</p>

		public Licences/certificates Official notices Promotion of the Welsh language Public address systems	42 69-70 81-82 87	
3	Compile a page on the Council's Staffnet to inform staff of their responsibilities.	As above.	As above.	A list of FAQ's has been compiled and 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 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.
6	Provide 'Meet and Greet' training to frontline staff	Tel calls/meetings	19,20,21,24-27	Training for Social Services staff took place on 4 <sup>th</sup> May 16. A taster course was organised

				for 6 weeks started 10 <sup>th</sup> May 16. Also an improvers course took place in June 16. Further taster courses will take place in 2017.
7	Ensure that all staff use bilingual out-of office messages. We also need footers to show if staff are fluent or learners.	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.
8	Ensure that all statements to the press are bilingual where possible.	Publishing Docs and forms	46	This has taken place from 1 <sup>st</sup> April.
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 <sup>st</sup> April.
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 still under review.



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	All 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.	Grants/Tenders	72-75	This information has been cascaded within the Finance department.
14 a	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	76-77a	As above.
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 <sup>st</sup> 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	The group has met regularly. A survey has taken place of computer users and.

				A further exercise took place to contact manual staff.
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 extracted 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 <u>basic</u> Welsh language training for all staff <u>during working hours</u> and also for managers if required in their role. Further training should be free of charge to the employee.	Training	130 -131	Taster courses have taken place and this has helped to increase the number of learners on full-time courses.
25.	Provide Welsh language	Training	132	First

	awareness training			session was in May 16 for Social services staff. Plans are under way to provide online training to all staff.
26	Include Welsh language information in Corporate Induction	Training	133	Has already been 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	Took place from 1 <sup>st</sup> April. All managers have been informed. All posts are now categorised as '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 already.
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	Staffnet will be translated. However the priority is the external website.
31.	Specific HR courses to be provided in Welsh- <ul style="list-style-type: none"> <li>- Recruitment and Interviewing</li> <li>- Performance</li> </ul>	HR training	128	New staff who request courses in Welsh will be asked to

	<ul style="list-style-type: none"> <li>Management</li> <li>- Complaints and Disciplinary procedures</li> <li>- Induction</li> <li>- Dealing with the public</li> <li>- Health and Safety</li> </ul>			wait until several names are available in order to make the course viable.
32.	Provide training on effective use of Welsh in HR meetings	Training	129	This will be discussed in the next few months.
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](http://www.valeofglamorgan.gov.uk) or [www.bromorgannwg.gov.uk](http://www.bromorgannwg.gov.uk).

In addition to this the Council will publish 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

<p><b>Standard 158 (2) 164 (2) 170 (2d)</b></p> <p><b>Number of complaints about implementation of the Welsh Language Scheme.</b></p> <p>This performance indicator will be measured on the basis of the number of those complaints about the content or implementation of the Welsh language scheme, which will be investigated by and responded to by the Equalities Team.</p>	<p>The Council received 17 complaints from members of the public and the Commissioner. 13 of these were from the same complainant. 4 of the 17 became investigations.</p> <p>The Council was the subject of six investigations. Four were upheld and a final notice is awaited. Two were not upheld.</p>																		
<p><b>Standard 170 (2a)</b></p> <p><b>Number of staff with Welsh skills in the Council.</b></p> <p>This indicator has been measured as part of the Linguistic Skills Survey in April 2016..</p>	<p>There are 151 members of staff who have identified themselves as being 'good' or 'fluent' in either reading, writing or speaking Welsh. This relates to 2745 responses to the recent linguistic survey. (5.5%) and includes manual staff as well as office-based employees.</p>																		
<p><b>Standard 170 (2b)</b></p> <p><b>• Number of staff undertaking training and to what level/degree of proficiency.</b></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>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: center;"><u>2016/17</u></th> <th style="text-align: center;"><u>2015/16</u></th> </tr> </thead> <tbody> <tr> <td>Entry Level <b>61</b></td> <td style="text-align: center;">61</td> <td style="text-align: center;">14</td> </tr> <tr> <td>Foundation <b>6</b></td> <td style="text-align: center;">6</td> <td style="text-align: center;">6</td> </tr> <tr> <td>Intermediate <b>8</b></td> <td style="text-align: center;">8</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Advance/Mastering <b>2</b></td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> </tr> <tr> <td><b>Totals</b></td> <td style="text-align: center;"><b>77</b> 2016/17</td> <td style="text-align: center;"><b>21</b> 2015/16</td> </tr> </tbody> </table> <p>This represents a significant increase a result of a sustained campaign.</p>		<u>2016/17</u>	<u>2015/16</u>	Entry Level <b>61</b>	61	14	Foundation <b>6</b>	6	6	Intermediate <b>8</b>	8	0	Advance/Mastering <b>2</b>	2	1	<b>Totals</b>	<b>77</b> 2016/17	<b>21</b> 2015/16
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<b>Standards 154,170 ch)</b> <b>The number of new and vacant posts which were categorised as Welsh essential and desirable.</b>	April 2016 – March 2017 -501 adverts were logged: <ul style="list-style-type: none"><li>• 29 Welsh essential</li><li>• 472 Welsh desirable</li></ul> All advertisements are either Welsh essential or Welsh desirable.
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The Council's priority for 2017/18 is to increase the number of Welsh speakers in the workforce and to continue to promote the use of the language in the Vale.