Vale of Glamorgan Council
Cyngor Bro Morgannwg

Welsh Language Standards

Annual Monitoring Report

2017-18

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 2017/18

- **Website**

During 2017/18 the Council undertook a thorough review and update of its website. As part of this process every webpage on the website was 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 was put in place. There remain a small number of applications that are not available in Welsh but the procurement of bilingual alternatives is being progressed as part of the Council's Digital Strategy.

- **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 2017/18 was 988. Calls through the medium of both Welsh and English are expected to show 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.

The contact centre continues to offer a service in Welsh to Shared Regulatory Services customers from Bridgend and Cardiff council areas.

On average callers using the Welsh language option in 2017/18 waited for 78 seconds to have their call answered, while callers using the English language option waited for 124 seconds.

At the end of the reporting period 21% of staff at the contact centre were Welsh speakers.

The service continues to provide a face-to-face Welsh language service at main corporate receptions.

- **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 80. 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.

In addition the Council provided a number of Welsh Awareness sessions as part of the Work Welsh programme funded by the Welsh Government. These were targeted at managers and the purpose was to explain the thinking behind the Standards and the reasons why we are committed to providing a bilingual service. Staff were also able to access the range of intensive courses available as part of this programme. This 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. A detailed procurement process took place involving several companies. During 2017/18 a total of 2,425 documents were translated.

- **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. Last year's figures include forms which were completed manually by non-office based staff. Plans are underway to do a further audit in 2019.

- **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.

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.
		Public Events	35-38	
		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	
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. 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 <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 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	The group met on a regular basis at the outset. A survey took place of computer users and. A further exercise took place to contact manual staff. A new audit will take place in 2019.
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 have taken place 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 2018. These have been 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	Extra resources were obtained when the Standards were issued and there is bilingual content on Staffnet. However the priority has been the external website.
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	Recent courses have been offered on First Aid and Food Hygiene.
32	Provide training on effective use of Welsh in HR meetings	Training	129	This training will be arranged in 2018.
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.	The Council received 1 complaint from a member of the public about the website which was escalated to the Commissioner and resulted in an investigation. Procedures for translation of webpages have been tightened as a result. There was also an outstanding requirement to provide an action plan for swimming lessons. An action plan was prepared by the Council and this has been has been accepted by the Commissioner.
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 April 2016. A further survey will take place in	There are 151 members of staff who have identified themselves as being 'good' or 'fluent' in either reading, writing or speaking Welsh (5.5% of those who

2019.	responded). This relates to 2745 responses to the recent linguistic survey. and includes manual staff as well as office-based employees.
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.	<u>2017/18</u> Entry Level 57 Foundation 14 Intermediate 3 Advanced/Mastering 6 Total **80**
Standards 154,170 ch) **The number of new and vacant posts which were categorised as Welsh essential and desirable**.	April 2017 – March 2018 -554 adverts were logged: • 20 Welsh essential • 534 Welsh desirable All advertisements are either Welsh essential or Welsh desirable.

The Council's priority for 2018/19 is to increase the number of Welsh speakers in the workforce and to continue to promote the use of the language in the Vale.