

## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

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| <b>Date of Meeting</b> | Thursday, 17 <sup>th</sup> October 2019            |
| <b>Report Subject</b>  | Welsh Language Annual Monitoring Report 2018/19    |
| <b>Cabinet Member</b>  | Cabinet Member for Corporate Management and Assets |
| <b>Report Author</b>   | Chief Executive                                    |
| <b>Type of Report</b>  | Operational  |

### EXECUTIVE SUMMARY

The purpose of this report is to present the Welsh Language Annual Monitoring Report 2018/19 (Appendix 1).

The Council has a statutory duty to publish an annual report setting out how it has met the Welsh Language Standards (WLS). The Standards which we have to comply with are set out in a Compliance Notice. These are unique to each organisation and specify what is expected and by when they are required to comply.

This report provides an overview of progress of compliance with the Welsh Language Standards and identifies areas for improvement.

### RECOMMENDATIONS

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| 1 | To approve the content of the annual report.   |
| 2 | To be assured that the Council has been making progress to meeting the statutory requirements of the Welsh Language Compliance Notice. |

## REPORT DETAILS

| 1.00 | EXPLAINING THE WELSH LANGUAGE STANDARDS  |
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| 1.01 | <p>The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify Standards relating to the Welsh language. The aim of the Standards is to continue and develop the work of the former Welsh Language Schemes:</p> <ul style="list-style-type: none"><li>• improving the services Welsh speakers can expect to receive from organisations in Welsh</li><li>• increasing the use people make of Welsh language services</li><li>• making it clear to organisations what they need to do in terms of the Welsh language</li><li>• ensuring that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.</li></ul>   |
| 1.02 | <p>The Welsh Language Commissioner (WLC) served Compliance Notices on each of the 22 local authorities in Wales in September 2015 identifying the Standards with which they must comply.</p> <p>The Welsh Standards Compliance Notice for us lists 171 Standards, relating to service delivery, policy making, operational matters, promotion and record keeping. The Standards have been in place since March 2016 and require us to publish an annual report setting out how the standards have been met.</p>  |
| 1.03 | <p>The Welsh Language Annual Report sets out what we have done to meet the Standards and showcase exemplars of good practice. There have been some outstanding areas of achievement:</p> <ul style="list-style-type: none"><li>• Social Services arranged a “Welsh for beginners” course specifically for the social care workforce (including the independent sector), and provided Welsh language awareness sessions to their partners to help them understand the importance of Welsh in the delivery of care services.</li><li>• Ysgol Gwenffrwd achieved the Siarter Iaith Gold award for their increased use of Welsh in social settings. Six English medium primary schools have achieved the Bronze award of “Cymraeg Campus” for their work to develop Welsh in the school.</li><li>• The Welsh in Education Strategic Plan is being updated and is an important strategy for increasing the number of pupils learning through the medium of Welsh and, over time, the pool of potential Welsh speaking employees.</li><li>• Theatr Clwyd produced, for the first time in its history, a Welsh language Christmas show “Llew the Shoemaker”.</li><li>• The theatre is also developing a newly accredited course for bilingual facilitators - the first ever course of its kind.</li><li>• Theatr Clwyd also increased the number of Welsh language cinema and music events.</li></ul> |

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| 1.04 | <p>Although there are positive areas of progress, issues remain as areas for improvement:</p> <ul style="list-style-type: none"> <li>• More employees need to complete the Welsh language awareness training. This shows the link between Welsh language, good customer care and high quality services. During the period 2018/19, 283 employees completed this training;</li> <li>• The Welsh language skills audit shows that 4% of employees are fluent Welsh speakers and approximately 37% employees have no Welsh skills. This remains the same as last year. This profile needs to improve by increasing the number of Welsh speaking employees and reducing the number of employees without any knowledge of the Welsh language. This will support the Council to deliver bilingual services and meet the needs of Welsh speaking customers.</li> </ul> |
| 1.05 | <p>Complaints</p> <p>There have been six complaints relating to Welsh language during 2018/19, compared to four complaints received during 2017/18. These related to telephone calls, the website, signage, information and correspondence. Three of these complaints were referred to the Welsh Language Commissioner of which two were determined that we breached Standard 1:</p> <p style="padding-left: 40px;">“If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.”</p> <p>The Commissioner is still investigating the third complaint. Various methods of communication are being considered to continually remind managers and employees of their responsibilities.</p>   |
| 1.06 | <p>Next Steps</p> <ul style="list-style-type: none"> <li>• Workforce communications will be published to increase the number of employees who complete the Welsh language awareness e-learning module.</li> <li>• Increased awareness and support for Welsh language training courses to encourage managers and employees to improve take-up.</li> <li>• Regular communications regarding compliance with and celebration of the Welsh Language Standards will be shared with the workforce.</li> </ul>   |

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| <b>2.00</b> | <b>RESOURCE IMPLICATIONS</b>  |
| 2.01        | <p><b>Revenue:</b> there are no revenue implications.</p> <p><b>Capital:</b> there are no capital implications.</p> |

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|  | <p><b>Human Resources:</b> An effective training programme is required to ensure employees have the skills and knowledge to meet these statutory duties. A budget for Welsh language training is held by the Learning and Development Team.</p> |
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| <b>3.00</b> | <b>CONSULTATIONS REQUIRED / CARRIED OUT</b>  |
| 3.01        | Officers were consulted to provide information for the annual monitoring report and consideration was given by Chief Officers. |

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| <b>4.00</b> | <b>RISK MANAGEMENT</b>  |
| 4.01        | <p>An integrated impact assessment is not required for this report as no change to service or policy is proposed.</p> <p>Complying with the Welsh Language Standards will have a positive impact on the Welsh language and Welsh speakers and learners through increased opportunities to use Welsh in the workplace and community and when using services.</p> <p>Risks associated with Welsh Language Standards compliance are managed through our risk management processes.</p> |

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| <b>5.00</b> | <b>APPENDICES</b>   |
| 5.01        | Appendix 1: Welsh Language Annual Monitoring Report 2018/19 |

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| <b>6.00</b> | <b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>  |
| 6.01        | <p><a href="#">Welsh Language Standards Compliance Notice</a></p> <p><b>Contact Officer:</b> Fiona Mocko Strategic Policy Advisor<br/> <b>Telephone:</b> 01352 702122<br/> <b>E-mail:</b> fiona.mocko@flintshire.gov.uk</p> |

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| <b>7.00</b> | <b>GLOSSARY OF TERMS</b>  |
| 7.01        | <p><b>Compliance Notice:</b> specifies the exact Welsh Language Standards that each organisation should have to comply with and also the date by which they are required to comply with a standard.</p> <p><b>Cymraeg Campus:</b> Welsh Government initiative to develop the use of Welsh in English medium schools. This consist of three awards –bronze, silver and gold which schools aim to achieve by meeting set targets.</p> |

**Siarter Iaith:** Welsh Government initiative to promote and increase the use of Welsh in Welsh medium schools.

**Welsh In Education Strategic Plan:** the Council's plan setting out how it will support, expand and promote Welsh-medium education within the whole community, increasing the number and percentage of pupils receiving Welsh-medium education in compliance with the Welsh Government's 'Welsh-Medium Education Strategy' of developing learners who are fully bilingual.

**Welsh Language Measure: Welsh Language (Wales) Measure 2011:** confirms the official status of Welsh, creates a new system of placing duties on bodies to provide services through the medium of Welsh and creating the post of Language Commissioner with enforcement powers.

**Welsh Language Standards:** specific standards of conduct in relation to the Welsh language.