Flintshire County Council Welsh Language Annual Report
April 2018 - March 2019

We can provide this information in alternative formats or in your own language
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Mae'r cyhoeddiad hwn ar gael yn Gymraeg

Welsh Language Annual Report

2018/2019

Monitoring Report 2018 - 2019

Executive Summary

Executive Summary

The Welsh Language Standards came into force on 30 March 2016 and the Council was required to comply with 146 Standards by this date. Further Standards came into force at a later date; totalling 171 in all. Many of the Standards that apply to the Council reflect the commitments in our previous Welsh Language Scheme and reflect our existing practice and commitments to Welsh language.

This is the third Welsh Language Annual Monitoring Report, following the implementation of the Welsh Language Standards Compliance Notice and covers the period April 2018 to March 2019. It shows actions we have been taking to comply with the Standards and includes data we are required to publish.

An area of improvement is the increased number of employees who have completed the Welsh language skills assessment. Other notable areas of success include the achievement of Silver status of Siarter Iaith by all Welsh medium schools, and one Welsh medium primary school has achieved Gold status. The award is in recognition of their work to encourage the use of Welsh outside school. Services have also been active promoting the Welsh language, in particular Theatr Clwyd. The theatre has been active in raising the profile of Welsh language throughout all their activities, producing and co-producing Welsh language shows. It delivered, for the very first time in its history, a Welsh language Christmas show "Llew the Shoemaker".

We recognise that we are making progress but there are still improvements to be made. We will strengthen the links between Welsh language and the Council's Council Plan to contribute towards mainstreaming Welsh language throughout the Council's functions.

Colin Everett	Councillor Billy Mullin
Chief Executive	Cabinet Member for Corporate Management

Welsh Language Standards Annual Monitoring Report 2018-19

1. Introduction

1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The introduction of the Welsh Language Standards builds on this commitment.

1.2 The aim of the Standards is to

➤ improve the services Welsh speakers can expect to receive from organisations in Welsh.

➤ increase the use people make of Welsh language services.

➤ make it clear to organisations what they need to do in terms of the Welsh language.

➤ ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.

1.3 The Welsh Language Commissioner (WLC) served Compliance Notices on the Council identifying the 171 Standards to which we must comply. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the Standards. The WLC has the powers to investigate and take action against those organisations who fail to comply with the Standards. This includes imposing financial penalties for non-compliance.

1.4 The Council is required to publish an annual report by 30 June as set out in the Standards 158, 164 and 170. The full list of Standards with which we are required to comply is available here. This report is also received annually by the Council's Cabinet on performance in relation to the Standards. A mid-year report on areas of improvement will also be reported to Cabinet.
This report focuses on the period 1st April 2018 to 31st March 2019.

1.5 We have published a list of actions we have taken to comply with the Standards on our website.

1.6 The Chief Executive has overall responsibility for ensuring compliance with the Standards.

2. Compliance with Service Delivery Standards

2.1 To ensure that all employees are aware of the Service Delivery Standards we have been circulating information to managers and employees on a regular basis. Managers were asked to ensure their Services were compliant.

2.2 Specific guidance has been issued to employees for:
   - Arranging meetings and events
   - Corporate Branding
   - Consultation and research
   - Dealing with telephone calls
   - Dealing with correspondence
   - Producing documents, certificates for the public
   - Public address systems
   - Reception services
   - Setting up email signatures
   - Signage
   - Social media, websites, self - service machines
   - Tenders and contracts
   - Using Welsh at work
   - Website

2.3 Standard statements offering customers the opportunity to correspond in Welsh have been provided to employees, these are included on letter heads and documents. A standard statement welcoming correspondence in Welsh has now been included as a footer on emails which are sent externally.

2.4 Iaith Gwaith posters are on display in all reception areas, Welsh speaking employees and Welsh learners wear the Iaith Gwaith lanyards and/or badges. New employees who are Welsh speaking or Welsh learners are asked about their skill level when they have their photographs taken for their ID (Identification) cards. Welsh speakers and Welsh learners are then provided with Iaith Gwaith badges and lanyards.

2.5 The Council's website, Apps and self-service machines are bilingual as is the Council's Twitter page. The Council's Social Media Policy includes a requirement to comply with the Welsh Language Standards.

2.6 Members of the public who apply for courses run by the Council are asked their preferred language (Welsh or English) to assess the need for lessons to be provided through the medium of Welsh.

2.7 The Council's Contract Procedure Rules incorporates the Welsh Language Standards, this reminds commissioning officers of what they need to do to ensure compliance with the Standards. Sample clauses for contracts are published on the intranet.

2.8 A Complaints Procedure is already in place and has been amended to ensure it is compliant with the Welsh Language Standards. Complaints about Welsh language are set out in section six.

2.9 A Welsh language delegated leads network, with membership comprising representatives from each of the Council's portfolios, has been established. The aim of this group is to champion Welsh language across the Council, promote the use of Welsh by employees, share good practice within their service and contribute to initiatives to increase the use of Welsh. This network is chaired by the Chief Officer for Education and Youth.

2.10 We have developed a Welsh in the Workplace policy to increase the visibility and audibility of Welsh at work, encouraging employees to use Welsh with colleagues as well as with customers.

2.11 Agendas and minutes from Committee meetings are available in Welsh.

3. Compliance with Policy Making Standards

3.1 An electronic Integrated Impact Assessment framework which includes Welsh language has been developed. This is now included within the corporate performance management system to ensure that progress in completing integrated impact assessments can be monitored more effectively.

3.2 Menter Iaith Fflint a Wrecsam attend the Integrated Impact Assessment Stakeholder Group in which representatives of people with protected characteristics and Welsh speakers contribute to the impact assessments as they are being undertaken.

3.3 Guidance on consultation and research, including Welsh language is available on the intranet. This has been promoted to employees, as has the requirement to comply with the Policy Making Standards.

3.4 A Directory of Groups managers should consult when they develop new and update existing policies is available on the intranet. This Directory includes a list of organisations representing Welsh speakers.

4. Compliance with Operational Standards

4.1 A Welsh in the Workplace Policy has been agreed and published on the intranet- this is the Council's policy for using Welsh and encouraging the use of Welsh internally.

4.2 New signage and updated signage is in Welsh and English - Welsh positioned above or to the left of English signage. All signage in the Council's new building "Tŷ Dewi Sant" is fully bilingual - Welsh positioned so that it is read before the English. A review of Council buildings is in progress to ensure all signage in Council buildings is fully bilingual.

4.3 The front page of the Council's intranet is now available in Welsh, and employees are welcomed by the splash page to view the front page in either English or Welsh.   A designated page is available on the intranet to support Welsh speakers.

4.4   Employees and managers have been informed of the Operational Standards and the rights of employees.

4.5   Employees have been informed of their rights to receive personally addressed business through the medium of Welsh. This information is recorded on iTrent (human resource management system) and by managers. This is printed on employees' payslips ensuring the message reaches all employees and is included in the Induction checklist.

4.6   New employees are asked in which language they would like their contract to be issued.

4.7   Appraisal documentation is published on the intranet in Welsh. Employees have the option of disciplinary and grievance interviews/meetings being held in Welsh.

4.8   Cysgliad (Welsh grammar, spellchecker and dictionary) is available for employees. This is promoted at induction and employees are regularly reminded, through workforce news items, that they can request Cysgliad.

4.9   Resources to support Welsh learners and Welsh speakers are available on the intranet on a dedicated page for Welsh learners. Activities to support learners which take place in the community are promoted to employees to encourage them to participate.

4.10 Instructions on how to set up Iaith Gwaith on email signatures, bilingual email addresses and bilingual out of office messages have been circulated to employees. Employees can also request to have the words "Siaradwr Cymraeg" or "Dysgwr Cymraeg" after their name on their email address, to show they are Welsh speakers or Welsh learners. Iaith Gwaith lanyards and badges for Welsh speakers are available and Welsh learners have been provided with "Dysgwr" lanyards and badges.

4.11 The Induction checklist includes the Welsh Language Standards and prompts managers to ensure that employees:

> complete the Welsh language skills assessment;
> identify the need for any Welsh language training;
> complete the Welsh language awareness e-learning module;
> can access Cysgliad;
> are provided with the Iaith Gwaith badge and lanyard if they are Welsh speaking or a Welsh learner;
> set up their "out of office message" bilingually; and
> set up a bilingual email address.

4.12 The following policies are published in Welsh:

- Attendance Management Policy
- Benefits of Working at Flintshire County Council
- Capability Policy
- Corporate Safeguarding Policy

- Disclosure and Barring Service Policy
- Dignity at Work Policy
- Diversity and Equality Policy
- Flexible Working application form
- Flexible Working Hours Policy
- Foster for Flintshire Policy
- Health and Safety Policy
- Welsh in the Workplace Policy

Requests for annual leave and sickness absence are made electronically, a Welsh version of request forms are available.

All information from Occupational Health is bilingual.

4.13 A process to assess the linguistic skills required for new posts is in place. A method to record the number of posts that have been assessed as desirable or essential has been developed. The Council is required to report the number of new and vacant posts which were categorised as posts where:

i)   Welsh language skills were essential
ii) Welsh needed to be learnt when appointed
iii) Welsh desirable
iv) Welsh language skills were not necessary

The data for 2018/2019 is set out below.

Category	Number		
	2016/17	2017/18	2018/19
i) Welsh language essential	17	8	14
ii) Welsh needed to be learnt when appointed	0	0	0
iii) Welsh desirable	9	40	42
iv) Welsh language skills not essential	277	185	207
TOTAL	294	233	263

4.14 Application forms for posts have been altered for job applicants to indicate whether they wish to use Welsh at interview.

4.15 We have assessed the Welsh language skills of employees (excluding those employed by schools). The results of the assessment show that 88.84% of employees have completed the audit. We will continue to take action to increase the number of employees who complete this audit. The breakdown of employees who have completed the audit is shown in Table 1.

Table 1: Number and percentage of employees who have completed the Welsh language skills audit as at 31st March 2017, 31st March 2018 and 31st March 2019.

Portfolio	2017 %	2018 %	2019 %
Chief Executives	100.00%	93.18%	100.00%
Community and Enterprise	83.66%	88.55%	88.13%
Education and Youth	81.41%	82.81%	88.06%
Governance	100.00%	98.21%	97.43%
Org Change 1	82.78%	86.36%	100.00%
Org Change 2	75.97%	94.74%	92.30%
People and Resources	100.00%	98.20%	100.00%
Planning and Environment	85.31%	90.53%	94.41%
Social Services	78.77%	91.42%	89.47%
Streetscene and Transportation	72.55%	75.00%	80.26%
FCC ACTUAL	82.43%	87.62%	88.84%

4.16 The results from Tables 2 and 3 set out the levels of employees' Welsh language skills. It shows that

Table 2: The number and percentage of employees and level of Welsh language Skills at 31 March 2019.

Portfolio	Level 0 (None)		Level 1 (Entry)		Level 2 (Foundation)		Level 3 (Intermediate)		Level 4 (Advanced)		Level 5 (Fully proficient)	
	No	%	No.	%	No.	%	No.	%	No	%	No	%
Chief Executives	7	16%	15	35%	9	21%	4	9%	3	7%	5	12%
Community and Enterprise	134	38%	131	38%	40	11%	17	5%	14	4%	13	3%
Education and Youth	55	25%	85	39%	40	19%	12	6%	12	6%	12	6%
Governance	40	35%	48	42%	16	14%	3	3%	4	4%	3	3%
Org Change 1	0	0%	5	56%	2	22%	0	0%	1	11%	1	11%
Org Change 2	13	37%	16	46%	4	11%	1	3%	1	3%	0	0%
People and Resources	40	24%	74	45%	30	18%	8	5%	10	6%	4	2%
Planning and Environment	48	31%	63	41%	16	10%	6	4%	14	9%	6	4%
Social Services	359	41%	303	34%	132	15%	30	3%	26	3%	30	3%
Streetscene and Transportation	199	47%	156	37%	40	9%	10	2%	10	2%	10	2%
Total	895	37%	896	37%	329	14%	91	4%	95	4%	84	4%

Table 3: Trend of Welsh language skills of employees as at 31st March 2016, 2017, 2018 and 2019.
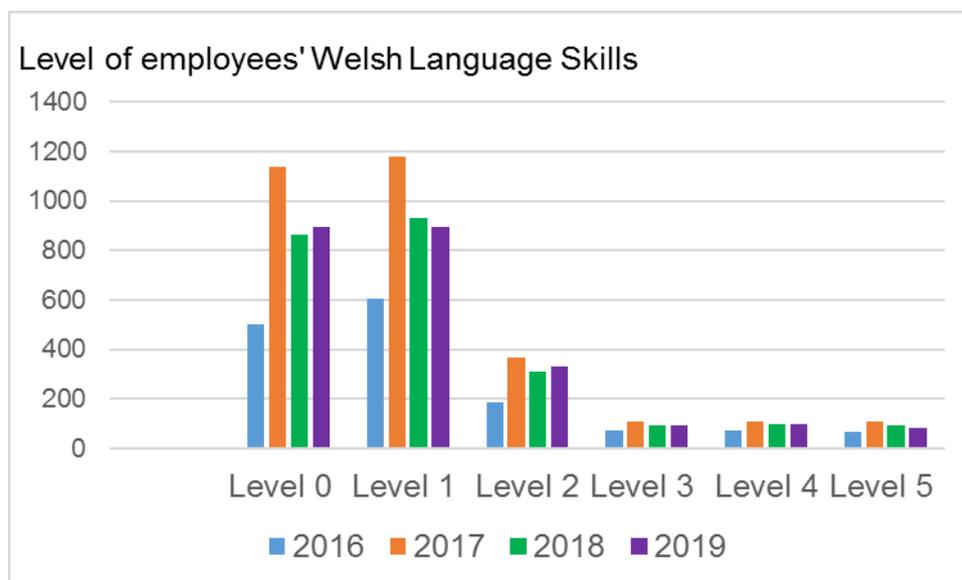
5. Training

5.1   The Council provides Welsh language awareness training for employees. This is provided as an e-learning module. During 2018/19, 283 employees completed this training. Welsh language awareness training was also provided to elected members, this was delivered by Iaith - the Welsh Centre for language planning. In addition Welsh language skills training is available for employees. This is set out in Section 5.3.

5.2   We are required to report:
i) the number of employees who attended courses through the medium of Welsh.

ii) if a Welsh version of a course was offered – the number and % of employees who attended the Welsh version.

There is information on the Council's intranet pages to inform employees that if they wish to do any of the courses in Welsh to contact the Corporate Learning and Development Team. The Council has an informal agreement with Gwynedd County Council which means that employees can attend their Welsh medium courses.

The number of employees who attended specific courses in Welsh is set out below:

Title of course	Number of employees who attended training in Welsh
Recruitment and interviewing	0
Performance Management	0
Grievance and Disciplinary Procedures	0
Induction	0
Dealing with the public	0
Health and Safety	0

5.3 **Welsh language skills training**
A variety of Welsh language skills training courses are provided, these include short courses for employees who have no knowledge of Welsh, to help them learn some basic expressions through to opportunities for fluent Welsh speakers to develop confidence and writing skills. There was a decrease in the number of employees who attended Welsh language skills training during 2018/19; 64 employees are now attending training.

Table 4: Number of employees attending Welsh language skills training

Level	2016/17	2017/18	2018/19
	Number	Number	Number
Basic Language Skills	62	48	1
Entry	34	50	34
Foundation	20	7	12
Intermediate	12	23	3
Advanced	2	1	9
Proficient	3	10	5
Total	133	139	64

5.4 All apprentices, who are not Welsh speakers, are required to complete National Vocational Qualification (NVQ) level 2 Welsh during their first year and will progress to NVQ level 3 during their second year of their apprenticeship.

5.5 To encourage the use of Welsh in the workplace:
  ➤ employees who attend Welsh lessons also receive a dictionary in addition to access to Cysgliad
  ➤ external training providers have been asked to provide bilingual slides within their presentations such as Croeso/Welcome, Diolch/Thank you.
  ➤ managers are being provided with book marks with a sample of expressions to use in meetings.

> expressions to use in shops and cafes in Council premises are promoted during Su'mae Day.

> Managers started and finished all meetings on Su'mae Day.

> "Welsh on the Wall" posters have been distributed to Council offices and placed on walls above photocopiers to encourage employees to learn useful phrases.

> Panad a sgwrs conversation sessions are held monthly for Welsh learners in different locations; these are facilitated and supported by Welsh speaking employees.

5.6   Moving forward the Council has now registered for the "Work Welsh" Welsh language e-learning modules "Taster" course and "Welcome Back".

6.   Complaints

6.1   During 2018/19 we received six complaints, compared to four complaints during 2017/18. The breakdown of complaints is set out below

Class of Standard	Number of complaints
Operational	0
Service Delivery	6
Policy making	0
Promotion	0

The complaints for 2018/19 are set out below and relate to the Service Delivery Standards.

Complaints Service Delivery	Outcome
Welsh not equal to English on information published by contractor	Welsh Language Commissioner investigation in progress. Information corrected
Customer's call to the Welsh telephone line transferred to English speaker who did not offer to take caller's details in order for a Welsh speaker to return the call. Enquiry page on website was not fully in Welsh.	Apology provided and Welsh speaker contacted the customer to deal with their enquiry. Contact Centre employees reminded to offer Welsh speakers options if Welsh speaking employees are not available. Website has now been changed
Reply sent in English to correspondence sent in Welsh (2 complaints)	Welsh Language Commissioner investigated one complaint. Currently investigating second complaint. Employees

	reminded of complying with the Standards
A letter sent in Welsh was not fully in Welsh	Services reminded to use Welsh addresses on Welsh correspondence
English placed above the Welsh on a new sign	Sign changed

7. Welsh language Promotion

7.1　We have developed and published a strategy to promote Welsh language across the county and to set targets for increasing the number of Welsh speakers. We will support an **increase** of the current level of Welsh speakers from (13.2%/ 19,343) within the county to 21,891 (15%) during this period. This equates to an increase of approximately 2548 Welsh speakers (over the age of three years) over the next five years. This takes into account the increase in children attending Welsh medium education as identified in the Welsh in Education Strategic Plan as well as an increase in the number of adults learning Welsh. Our longer term vision, post 2024, is to increase the number of Welsh speakers to create a bilingual county where Welsh language is a natural part of everyday life.

The Welsh in Education Strategic Plan and The More than just Words Framework are key strategies supporting our work to promote the Welsh language.

7.2　The Welsh in Education Strategic Plan aims to:

➢　increase the number of pupils accessing Welsh medium education including early years education;

➢ raise standards for all learners in the Welsh-medium sector (Welsh First Language and subjects taught through the medium of Welsh across the curriculum) and in the English-medium sector (where Welsh is taught and promoted as a second language).

7.3　All Welsh medium schools have achieved the Silver award of "Siarter Iaith" and Ysgol Gwenffrwd has achieved the Gold award. Six English medium schools to date have gained the Bronze award of 'Cymraeg Campus' – Sealand, Bryn Pennant, Y Llan, Yr Esgob, Licswm and Rhos Helyg primary schools. Siarter Iaith is the initiative to promote and increase the enjoyment and use of Welsh by children and creating a strong Welsh ethos in schools. The "Cymraeg Campus" is a charter to develop Welsh in English medium schools. Consisting of three awards - bronze, silver and gold, schools attempt to complete these awards over a three year period - one each year. Each award comprises of ten targets and these targets become more challenging at the different levels.

7.4　Social Services are embedding Welsh language services and the Active Offer within their work. They delivered Welsh Awareness sessions with external

partners to help them understand the importance of the Welsh culture and the legislation supporting the delivery of Social Services in Wales.

7.5   Social Services arranged a Welsh for Beginners training course specifically for the Social Care workforce (both local authority and the independent sector) through Coleg Cambria. This free 100 hours of learning started in March 2019 and will be complete by end of June 2019. 18 individuals enrolled on the course, a similar course will be provided in September 2019.

7.6   Promoting Welsh to local businesses and in the community
      Menter Iaith has been provided with funding to support the development of a Welsh Language Forum. We also provided financial support to hold an event in Flint to celebrate St David's Day with the local community. The local schools participated in this event. Local offices and the local library decorated public facing areas with daffodils and bunting. Local shops participated by entering a St David's Day window dressing competition. Tweets were posted on the Council twitter page encouraging people to learn Welsh.

7.7   On Su'mae day we displayed posters on the television screens in Flintshire Connects and in Leisure Centres to encourage people to say something in Welsh. This was supported by messages being posted on Twitter.

7.8   Theatr Clwyd offer a variety of activities which raise the visibility and audibility of Welsh:
- Introduced a bilingual playlist for Front of House music. Special music events were held on "Welsh Music Day" and "Shw'mae Su'mae Day" which also included playing Welsh language music all day in the café.
- Introducing a range of Welsh language newspapers and reading materials – available in the Gift Shop and café and bar areas.
- Delivered a 10 week course for young people to learn the Ukulele through the medium of Welsh.
- Have commissioned a bilingual play on the "Mold Riots" to be delivered in Autumn 2019.
- Delivered for the first time in the theatre's history a Welsh language Christmas show "Llew the Shoemaker"
- Increased the number of Welsh language cinema events and Welsh language music events.
- Developing a newly accredited course for bilingual facilitators- the first ever bilingual course for facilitators.

8.   Future Actions

8.1   Moving forward during 2019/20 we will continue to remind and support employees and managers about their responsibilities to meet the Welsh Language Standards.
      We will work with our partners to encourage them to promote the Welsh language, thereby increasing the visibility and audibility of Welsh.

8.2   During the next 12 months we will continue to focus on:
- ensuring 100% employees complete the Welsh language skills audit;

- increasing the number of employees who complete the Welsh language awareness e-learning module;
- reviewing the recruitment and selection process to increase the number of Welsh speaking job applicants and ensure all applicants and new employees understand the Council's commitment to the Welsh language and providing bilingual services;
- increasing the number of employees who have some basic Welsh language skills and increasing the number of employees who report that their language skills are at level 3; and
- raising the profile of Welsh language in the workplace and the community.

For further information please contact us on:

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Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
LEVEL 0	● No appreciable ability	● No appreciable ability	● No appreciable ability
LEVEL 1	**I Can:** ● Pronounce Welsh words, place names, department names, etc. ● Greet and understand a greeting. ● Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. ● Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to…'. ● State simple requests and follow up with extra questions / requests in a limited way	**I Can:** ● Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.	**I Can:** ● Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.
LEVEL 2	**I Can:** ● Understand the gist of Welsh conversations in work ● Respond to simple job-related requests and requests for factual information ● Ask simple questions and understand simple responses ● Express opinions in a limited way as long as the topic is familiar ● Understand instructions when simple language is used	**I Can:** ● Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area , e.g. in standard letters, leaflets, etc.	**I Can:** ● Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area
LEVEL 3	**I Can:** ● Understand much of what is said in an office, meeting, etc. ● Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information ● Answer predictable or factual questions ● Take and pass on most messages that are likely to require attention ● Offer advice on simple job-related matters	**I Can:** ● Scan texts for relevant information ● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.	**I Can:** ● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker ● Make reasonably accurate notes while someone is talking
LEVEL 4	**I Can:** ● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case	**I Can:** ● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved	**I Can:** ● Prepare formal letters of many familiar types such as enquiry, complaint, request and application ● Take reasonably accurate notes in meetings or straightforward dictation ● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker
LEVEL 5	**I Can:** ● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences ● Give a presentation/demonstration ● Deal confidently with hostile or unpredictable questions ● Carry out negotiations using complex / technical terms ● Give media interviews	**I Can:** ● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.	**I Can:** ● Write letters on any subject ● Write full / accurate notes of meetings while continuing to follow discussions and participate in them ● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar