

CABINET

Date of Meeting	Tuesday, 15 th June 2021
Report Subject	Welsh Language Annual Monitoring Report 2020/21
Cabinet Member	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to present the Welsh Language Annual Monitoring Report 2020/21 (Appendix 1).

The Council has a statutory duty to publish an annual report setting out how we have met the Welsh Language Standards (WLS). The Standards which we are required to meet are set out in a Compliance Notice. These are unique to each organisation and specify what each organisations is expected to implement in Welsh and the time period for compliance.

This report provides an overview of our progress in complying with the Welsh Language Standards and identifies areas for further progress and improvement.

RECOMMENDATIONS

1	Approve the Annual Monitoring Report prior to publication, noting areas for further progress and improvement.
2	The Welsh Language Annual Report is included on the forward work programme of the Corporate Resources Overview and Scrutiny Committee for consideration.
3.	Cabinet to receive a mid-year report on the progress made in-year.

REPORT DETAILS

1.00	EXPLAINING THE WELSH LANGUAGE ANNUAL REPORT 2020/21
1.01	<p>The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify Standards for the Welsh language. The aim of the Standards is to continue and develop the work of the former Welsh Language Schemes by:</p> <ul style="list-style-type: none">• improving the services Welsh speakers can expect to receive from organisations in Welsh• increasing the use people make of Welsh language services• making it clear to organisations what they need to do in terms of the Welsh language• ensuring that there is an appropriate degree of consistency of the duties placed on bodies in the same sectors.
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 by which they must comply.</p> <p>The Welsh Standards Compliance Notice for Flintshire County Council lists 171 Standards: for service delivery; policy making; operational matters, promotion and record keeping. The Standards require the Council to publish an annual report setting out how the standards have been met. This year the WLC has set out guidance on the format and content of the annual report.</p>
1.03	<p>The Welsh Language Annual Report provides an opportunity to set out what the Council has done to meet the Standards and to facilitate and promote the use of Welsh. There have been some areas of improvement and achievement:</p> <ul style="list-style-type: none">• Completion rates of our Welsh language skills assessment – increase to 98.46% from 97.18%. There are now only 43 employees who need to complete the assessment.• Reduction in number of employees who do not have any Welsh language skills from 38.18% (1096) to 35.45% (992) employees.• Celebrated St David’s Day through supporting Menter Iaith Fflint a Wrecsam to provide virtual activities, such as a virtual parade with a performance by Band Cambria, cookery recipes and providing competitions. Schools, Extra care schemes and residential homes participated in these events as well as the local community.• Participated in Welsh language rights day in which we posted videos via social media of some of our Welsh speaking employees to encourage our customers to contact us in Welsh and use our Welsh services.
1.04	<p>Although there are positive areas of progress, some issues remain as areas in which to progress and improve:</p> <ul style="list-style-type: none">• developing our employees’ Welsh language skills, particularly those in public facing posts to support services deliver bilingual services. The Learning and Development Team has been

promoting taster courses to encourage employees to start learning Welsh.

- ensuring consistent compliance with the Standards on our website, social media and public documents - Welsh needs to be equal to English.

1.05

Complaints

We received two complaints about Welsh language and a further three complaints were reported directly to the Welsh Language Commissioner. Details of these are included in the annual report and summarised below:

Complaints Service Delivery	Details
Council Tax	<p>Council Tax form not available in Welsh on the website and the complainant did not receive a call back when contacting the Welsh telephone line.</p> <p>The website was checked, forms were available in Welsh and the website -English and Welsh pages were working correctly.</p> <p>An apology was issued to the customer as an employee had not passed on the message</p>
Tweets retweeted through Gov Delivery	<p>Tweets showed incorrectly on a customer's device - misspellings and Welsh did not make sense. Potentially an issue with the complainant's device as they showed correctly on Gov Delivery.</p>
Complaints made directly to the Welsh Language Commissioner	
Complaints Service Delivery	Details
Corporate Communications	<p>Tweets published in English on Welsh Twitter site. The Welsh Language Commissioner decided not to proceed to a full investigation given the exceptional context (national pandemic) when the mistake happened.</p>

		Corporate Communications	English published on the Welsh version on Gov Delivery newsletter. The Welsh Language Commissioner decided not to proceed to a full investigation given the exceptional context (national pandemic) when the mistake happened.
		Clwyd Pension Fund	Welsh inaccurate on the website and English on some of the Welsh pages. The complainant did not receive a call back when contacting the Welsh line. The Welsh Language Commissioner is currently investigating
1.06	<p>Next Steps:</p> <ul style="list-style-type: none"> • A mid-year report on the areas for further progress and improvement will be considered by Cabinet. • The members of the Welsh Language Leads Network are undertaking a self-assessment of their Portfolio/service compliance with the Standards. This will help us to identify areas to target improvement actions. • Work with our Welsh Language Network to reduce the number of employees who report that they do not have any Welsh language skills. • Commissioned a Mystery Shopper exercise to review a sample of pages and documents on our website to ensure they comply with the Standards. 		

2.00	RESOURCE IMPLICATIONS		
2.01	<p>Human Resources: A 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> <p>Revenue/Capital: There are no revenue / capital implications.</p>		

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT	
3.01	A full integrated impact assessment is not required for this report, as it is a report on progress and compliance with the Welsh Language Standards.	
3.02	Ways of Working (Sustainable Development) Principles Impact	
	Long-term	Positive - safeguarding the Welsh language for future generations and increasing access to services through the medium of Welsh.
	Prevention	Positive- increasing the number of people using and speaking Welsh.
	Integration	No change
	Collaboration	Positive – through supporting other plans and strategies such as the Welsh in Education Strategic Plan and “More than Words” Framework which aims to increase the use of Welsh in health and social care services.
	Involvement	No change
3.03	Well-being Goals Impact	
	Prosperous Wales	No impact
	Resilient Wales	No impact
	Healthier Wales	No impact
	More equal Wales	Positive – through increasing access to bilingual services and ensuring that the Welsh language is treated no less favourably than the English language.
	Cohesive Wales	No impact
	Vibrant Wales	Positive - through promoting the Welsh language
	Globally responsible Wales	No impact

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	No formal consultations were required for this report but key officers and services have made a contribution to the content of the report.

5.00	APPENDICES
5.01	Welsh Language Annual Report 2020/21

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Welsh Language Standards Compliance Notice

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Fiona Mocko, Strategic Policy Advisor Telephone: 01352 702122 E-mail: Fiona.mocko@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Compliance Notice: 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>Menter Iaith Fflint a Wrecsam: an organisation funded by Welsh Government to support and promote the Welsh language in the county.</p> <p>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.</p> <p>Welsh Language Standards: specific standards of conduct in relation to the Welsh language.</p>