



# **APPENDIX A**

## **Welsh Language Scheme Monitoring Report 2011-12**

**August 2012**

## **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 Council's Welsh Language Scheme, which was prepared under the Welsh Language Act 1993, sets out how the Council will give effect to that principle when providing services to the public in Wales, and in the conduct of its internal business. The Welsh Language Scheme is both a statutory Scheme and a corporate policy document on bilingualism.
- 1.2 The Council has made a public commitment to monitor and review the implementation of its Welsh Language Scheme and to report annually to the Council's Executive and to the Welsh Language Board on its performance. This report focuses on the period 1 April 2011 to 31 March 2012.
- 1.3 For the purpose of preparing this report the Council's has adhered to the Welsh Language Board's reporting framework.
- 1.4 The Chief Executive has overall responsibility for putting the Scheme into practice and for ensuring compliance with it.

**Colin Everett**  
Chief Executive  
Flintshire County Council  
County Hall  
MOLD  
Flintshire  
CH7 6NG

Telephone: (01352) 702101  
E-mail: [chief\\_executive@flintshire.gov.uk](mailto:chief_executive@flintshire.gov.uk)

## **2. Compliance with Welsh Language Scheme targets and timetable**

See Appendix 1.

The Council approved a revised Welsh Language Scheme Implementation Plan in March 2012, which was subsequently formally approved by the Welsh Language Board (Appendix 2). Appendix 1 indicates the original actions included in the new Implementation Plan and the relevant target dates.

## **3. Welsh language front line services**

### *3.1 Youth Support Services*

The Welsh Language Board has asked Local Authorities to respond to the following questions in this monitoring report:

*Welsh language / bilingual provision:*

*To what extent does the Welsh-medium provision meet the needs of young people? What shortcomings and further needs have been identified? To what extent does the work of bodies such as the Urdd, Mentrau Iaith and Young Farmers Clubs where appropriate meet the needs within the authority?*

We have no specific Welsh Language Youth Support provision; however, we have a very positive partnership arrangement with Menter Iaith Sir y Flint (MISFf) and Urdd Gobaith Cymru (the Urdd) who work closely with the Children and Young People's Partnership (CYPP) to widen opportunities. This has included the successful application by the Urdd and MISFf to the Youth Support Revenue Grant fund once again in 2012 which has just been appointed to in July 2012. The previous post holder has moved on to train as a Welsh Language teacher for secondary schools.

The Children and Young People's (CYP) Coordinator was invited on to the panel for the interview for this post and was fully engaged with the recruitment and the ongoing monitoring of the activity and the outcomes for the post. The new member of staff is a graduate and it will be their first post. They have an interest in research of languages. The very good news for the Welsh Language is that all applicants would have been appointable and the quality of applicant was very high. There is a very positive and visible presence of the Urdd and Menter within all our work with young people now.

*Opportunities for Collaboration with partners:*

*Explain the exact nature of any collaboration between the authority and Welsh language organisations, e.g. mentrau iaith, Yr Urdd and YFC where appropriate.*

The collaboration has involved encouraging MISFf and the Urdd to become much more engaged to support opportunities and systems available for all third sector organisations. This has resulted in skills sharing and has encouraged awareness of language issues within the wider sector. The strong links with the Health and Social Care Facilitator and the Youth Support Voluntary sector officer have enhanced this positive engagement. The Youth Forum are now working in Partnership for the next year with Urdd and have arranged the youth conference together, this is a huge improvement locally! The 2011 conference had young people attending from MISFf and Urdd.

*Development of Staff Skills:*

*How is the youth service workforce planned for the future to meet the needs of young Welsh speakers? Give details of recruitment processes, present numbers of staff and their linguistic skills, any initiatives to develop skills and training.*

*Menter iaith have also been very pro active in supporting the Flintshire Families First commissioning process.*

The Youth Service is engaging in a language awareness training course. However, there are no formal plans to target the recruitment of bilingual Youth Workers in to the main Youth Service Staffing. There is, however, very positive partnership working to encourage this approach within the wider third sector organisations. The Regional Officer for the Urdd and the Director of MISFf are

working with the Children and Young People's Partnership coordinators to ensure that this area of development remains on the wider partnership agenda. The CYPP Plan has embedded the need to recognise language and cultural issues within all of the planning and delivery. The CYPP Co coordinator is exploring the possibility of a Welsh Language apprentice post for young people.

*Budget and Finance:*

*What are the financial arrangements to support the development of Welsh-medium services for young people within the authority?*

The Youth Support Revenue Grant has allocated funding for a specific post (12 months contract) and there is a budget allocation within the main core Youth Service budget to support Welsh Language Skills and awareness. However, as with all Council budgets, the Youth Service Budget is under pressure to make efficiencies savings and there is no guarantee of continued support for any area within the service. Menter Iaith and Urdd are exploring Families First funding opportunities.

*Engagement and Consultation:*

*What processes are used to consult with children and young people to identify Welsh-medium priority areas for the service? Give specific examples.*

- Urdd Gobaith Cymru have joined the Young People's Partnership Board sub groups (2010 – 2011)
- Menter Iaith and Urdd Gobaith Cymru have joined and fully engaged with and enriched the membership of the information and involvement sub group. Darren Morris from the Urdd has shared with the CYPP specific expertise and knowledge around cyber safety and has fully engaged with the learning in this area. (2010 – 2011)
- A Welsh Language social group is being developed for young people to socialise in Welsh. Meetings are held every Tuesday, 7pm at the Cross Keys in Sychdyn. A Welsh newsletter and Youth Forum are also in development.
- Fflic - The Urdd, WCVA, FLVC, Flintshire County Council and Menter Iaith are running a competition and inviting young people aged between 14 and 25 to organise a Welsh theme event. Interested groups need to register and present a 'Dragon's Den' style pitch to a panel; of judges on their idea. The winning group will be awarded £600 to turn their idea in to a reality.

The CYPP is developing its plan for 2011 – 2014 using a results based accountability approach. Within this approach we have opened up consultation sessions to young people. Within these sessions we have listened to views around needs and unmet needs on a language and cultural basis. We held a session within the Young People's Partnership and invited Darren Morris from the Urdd to ensure that the views of the young people that Darren is in contact with had an appropriate channel to be recorded and heard. We have also formed links with the 14 – 19 network and the Children and Young People Coordinator has taken a lead on completing some areas of work for the 14 – 19 network area inspection. The Inspection is now complete and the feedback for the bilingual provision was recognised and valued by the Estyn inspector's team. The CYPP Coordinator was able to input bilingually to the discussions and was able to bring real current examples of good practice to light. We have ensured

that we work closely with the newly appointed Head Teacher of Ysgol Maes Garmon (Welsh medium secondary school) within the 14 – 19 network preparation meetings. We have developed links with the Forum at Ysgol Maes Garmon via the Urdd development officer and the head pupils of the sixth form. This has enabled us to explore and collate information around needs and unmet needs. One particular example of identified unmet need has been the gap in opportunities for pupils in year 10 and 11 to have work experience placement in a bilingual environment. Menter a Busnes and MISFf will work with us to look at possible ways of developing these areas of work experience opportunities. Some local shops have listened to these concerns and have been able to respond to specific requests. The need and the unmet need are always dealing with very small numbers of young people; however, we still recognise the importance of specific provision for each individual. Therefore, we need to be open to innovative approaches to meet the needs of the few in creative and appropriate ways.

There has been some concern about the lack of choices for A level study in a Welsh Medium setting. However, collaborative approaches with schools from neighbouring Authorities have been a positive solution to part of this unmet need. e.g. A level Drama and media is taught in Wrexham Ysgol Morgan Llwyd for Ysgol Maes Garmon pupils. Direct pupil follow up this year (i.e. current university students) has fed back that the move to another schools was a good preparation for university life as it helped with meeting others from other schools/areas. (Quoted by an Aberystwyth University student 2011)

Welsh Rugby songs night regularly held by Menter Iaith /Urdd which was a real success for all our young people attending, i.e. Welsh speakers and several non Welsh speakers who appreciated being a part of the inclusive and fun event.

All activities advertised on Young Flintshire are made totally accessible and the CYPP and Menter Iaith have developed excellent links to enable this to continue to happen.

3.2 *Performance Indicator WLI 2: Number and percentage of main reception, call centres or one stop shop posts that have been denoted as 'Welsh Essential' and have been filled by bilingual staff.*

Over the past 4 years the Council has been identifying the posts that are relevant to this performance indicator and meeting with the Service Managers, HR Officers and Policy Officer Welsh Language to assess all of the skills including Welsh language that are required for posts.

Details of all posts that have been identified and denoted as 'Welsh Essential' can be found in Appendix 3.

The Council has stated in previous reports that it takes every opportunity to recruit Welsh speakers to such posts when vacancies arise. However, Appendix 2 shows that several opportunities are

missed. In 2011-12 there were seven recruitment opportunities:

1. Receptionist - Holywell Area Office
2. Receptionist – Connah’s Quay Area Office
3. Switchboard Operator – Customer Services
4. Receptionist - Greenfield Valley
5. Buckley Leisure Centre
6. Holywell Leisure Centre
7. Flint Pavilion Leisure Centre

In relation to recruitment opportunity 1, the Council advertised the post twice. The post was re-advertised and it attracted Welsh speaking applicants but they lacked the other essential skills and knowledge for the post. The post has since been filled temporarily by three non Welsh speaking people through recruitment agencies. During the next monitoring period the Council will examine the implementation of the Welsh Language Scheme in relation to the temporary engagement of personnel through recruitment agencies.

In relation to recruitment opportunity 2, a service restructure left a vacancy in Connah’s Quay. A receptionist from another location within the service was transferred to Connah’s Quay to fill the vacant position. The post holder does not speak Welsh. In relation to recruitment opportunities 3 and 4, Welsh language skills were a stated as essential requirements, and the Council recruited Welsh speakers.

In relation to recruitment opportunities 5 and 6, Welsh language skills were not stated as essential requirements due to the fact that 50% of the team in each location can speak Welsh. In relation to recruitment opportunity 7, Welsh language skills were not deemed essential due to the fact that one team member can speak Welsh. As only one receptionist is on duty at any one time, it could be argued that all posts require Welsh language skills in order to ensure a bilingual service at all times.

3.3 *Performance Indicator WLI 6: Number of complaints received in relation to the operation of the Welsh Language Scheme and the percentage dealt with in accordance with the Council’s corporate standards.*

*Number of complaints*

In the period 1<sup>st</sup> April 2011 – 31<sup>st</sup> March 2012 the Council received **8 complaints** and **1 comment** relating to the operation of the Welsh Language Scheme. No compliments were received.

**Nature of Complaints Received**

<b>Complaint / Comment Number</b>	<b>Nature of Complaint / Comment</b>
1	<b>Complaint</b> about the Council’s website: a link on the Welsh complaints page which provides customers with

	the opportunity to present their complaint in Welsh was not working. The complainant had to use the corresponding English page to make the complaint.
2	<b>Complaint</b> about receiving English-only correspondence from the Council Tax department.
3	<b>Comment</b> about the cost of issuing bilingual correspondence. In order to reduce costs, the customer suggested conducting a poll to ascertain which single language version could be issued in the future.
4	<b>Complaint</b> about the implementation of the Council's street-naming policy
5	<b>Complaint</b> about receiving English-only correspondence and information concerning schools admissions from the Education department.
6	<b>Complaint</b> about receiving English-only correspondence and information concerning schools admissions from the Education department.
7	<b>Complaint</b> about the Welsh Automated Telephone Payments line not working.
8	<b>Complaint</b> about the Welsh Automated Telephone Payments line not working.
9	<b>Complaint</b> about the Council's Flintshire Business Week website being in English only

### Complaints by Directorate:

Directorate	Service	Complaint / Comment Number	Number and % of complaints
Corporate Services	ICT and Customer Services	1	<b>4</b> <b>44.44%</b>
	Finance	2 7 8	
	Streetscene	3	
Environment	Public Protection	4	<b>3</b> <b>33.33%</b>
	Regeneration	9	
	Schools Services	5 6	
Lifelong Learning			<b>2</b> <b>22.22%</b>

Community Services	N/A	N/A	<b>0</b> <b>0%</b>
--------------------	-----	-----	-----------------------

**Percentage of complaints / comments dealt with in accordance with the Council's corporate standards.**

The Council's corporate standards for responding to complaints, compliments and comments are as follows:

- Acknowledgement letter within 5 days
- Full response within 10 working days
- If full response is not possible within 10 working days, then there should be a holding letter/Email or phone call on the 9<sup>th</sup> working day.

**Here are the details of compliance:**

<b>Complaint / Comment Number</b>	<b>Acknowledgement</b>	<b>Full Response</b>	<b>Holding</b>
1	Same day	8 working days	None required
2	Same day	Same day	None required
3	3 working days	16 working days	None issued
4	None issued	7 working days	None required
5	Same day	7 working days	None required
6	Same day	10 working days	None required
7	Same day	8 working days	None required
8	Same day	10 working days	4 days
9*	1 working day	15 working days	None required

\* It should be noted that in relation to Complaint 9, the Council received the complaint via the Welsh Language Board (WLB). The correspondence set a 15 working days deadline for a full response to the complaints, including an action plan. This target was met.

**Number and Percentage of complaints dealt with in accordance with the Council's corporate standards:**

<b>Type of Response</b>	<b>Number</b>	<b>Percentage</b>
Acknowledgements	8	89%
Full Responses	7	78%
Holding Responses	8	89%

**Conclusion - Performance Indicator WLI 6:**

The Council met all of the corporate standards in relation to seven of the nine complaints / comments (78%).

**2011-12 Performance compared to 2010-11 Performance**

The Council received more complaints / comments in 2011-12 (9) compared to the previous monitoring period (3).



The number and percentage of complaints dealt with in accordance with the corporate standards was higher in 2011-12, both in terms of type of response and overall.

<b>Element of Comparison</b>	<b>2010-11</b>	<b>2011-12</b>
Number of complaints / comments that met all corporate standards	1 out of 3	7 out of 9
Percentage of complaints / comments that met all corporate standards	33.33%	78%

<b>Type of Response</b>	<b>2010-11</b>	<b>2011-12</b>
Acknowledgements	67%	89%
Full Responses	33%	78%
Holding Responses	33%	89%

#### **4. Scheme management and administration**

##### **4.1 Welsh Language Board Risk Assessment 2007- Staffing Arrangements**

The Welsh Language Board visited the Council in 2007 to conduct a Risk Assessment of the Council's staffing arrangements. The purpose of the assessment was to determine the Council's capacity to:

- maintain full and current information on bilingual skill levels;
- report annually to the Welsh Language Board on bilingual skill levels within the Council.

Following the assessment the Welsh Language Board provided the Council with a report of its findings, and made eight recommendations for improvement. Most of the recommendations reflected the commitments made previously in the Council's Welsh Language Scheme and/or Welsh Language Skills Strategy.

The Council published a Welsh Language Skills Improvement Plan comprising 32 actions to implement the Welsh Language Board's recommendations. In the 2008-09 report the Council reported the need for further action in relation to most of the agreed actions. Following a meeting with the Welsh Language Board in October 2009 to discuss fundamental weaknesses in the implementation of the Council's Welsh Language Scheme, eight improvement areas were agreed, including the review and revision of the Welsh Language Skills Strategy. As a result of that meeting, HR included the following actions in the Council's People Strategy Action Plan:

	<b>Actions</b>	<b>Target Date</b>
1	Set up working group to review and revise (where appropriate) the Welsh Language Skills Strategy, and develop a revised action plan / timetable	June 2010
2	Identify what our Welsh Language skills requirements	March

	are for each post	2011
3	Identify what our current Welsh Language skills levels are across the workforce	December 2010
4	Review and develop action plan relating to Welsh Language skills of employees and post requirements held on Trent	March 2010
5	Skills gap analysis prioritising those roles where Welsh Language is essential	December 2011
6	Workforce planning to address the skills gap	March 2012

### **Progress to date**

**Action 1:** A revised strategy was presented to the Corporate Management Team in April 2011, and proposals for developing an implementation plan were endorsed. The Task and Finish Group has been meeting regularly to identify the specific tasks needed to achieve all of the objectives. This work is now nearing completion.

**Actions 2 - 6:** As reported last year, the target dates were not met. Revised target dates will be identified in the Welsh Language Skills Strategy Implementation Plan.

#### 4.2 *Welsh Language Board Risk Assessment 2008*

The Welsh Language Board visited the Council on 16 December 2008 to conduct a Risk Assessment of the Council's processes for recording and dealing with complaints about the implementation of the Welsh Language Scheme.

Following the assessment the Council received a short report based on the Welsh Language Board's findings. Taking all aspects of the Council's processes into account, the report gave the General Compliance Level Judgement as 'Full Compliance'. However, the report made four recommendations to ensure full compliance with the Welsh Language Scheme. The Council prepared Complaints Improvement Plan to implement these recommendations; this was published as part of the Monitoring Report last year.

One of the agreed actions, with a target date of July 2009, was to include more content pertaining to the Welsh language in the guidance notes for employees who deal with complaints. The guidance notes were due to be reviewed, updated and circulated during 2009 as a part of a wider review of compliments, comments and complaints. However, as the Welsh Government was soon to publish complaints policy and procedures, the Council delayed its own review with the intention of incorporating the government's guidance. The Council's own policy and procedures were updated in January 2012 and new guidance issued to employees, which includes more content pertaining to the Welsh language.

The Council is making progress with the development of a Customer Relationship management system (CRM). The new CRM will be the central

database for recording complaints and will also include a revised electronic system for recording complaints. The intention is to start using this system later in 2012. New guidance notes relating to complaints will be issued to staff and users of the system, which will include relevant content pertaining to the Welsh language.

4.3 *Performance Indicator WLI 1: the percentage of a sample of contracts with third parties monitored which comply with the requirements of the Welsh Language Scheme.*

4.3.1 In 2008 the Council highlighted procurement as an area where there is a fundamental weakness and risk in relation to the implementation of the Welsh Language Scheme. In a meeting between the Council and the Welsh Language Board (WLB) in October 2009, the Council agreed to take action to improve performance in relation to procurement. A Task and Finish Group was established with the aim of ensuring improvement in this area. However, given the work being undertaken on a regional basis to improve procurement efficiency, and the impact of this work on the Council's Procurement Unit and on other procurement arrangements within the authority, the Task and Finish group was suspended until there is more clarity on the future direction of procurement.

4.3.2 Until the Task and Finish group is reconvened, arrangements have been put in place by the Procurement Unit that require service managers to seek advice from the Welsh Language Policy Officer concerning appropriate Welsh language Scheme requirements. Tender documentation has also been reviewed and the section concerning the Welsh Language Scheme has been amended. From April 2012, all tender documents will include the following wording:

**Welsh Language Scheme Requirements**

*In accordance with the Welsh Language Act 1993 Flintshire County Council is implementing a Welsh Language Scheme [Policy]. The Scheme prescribes how the Council - and any third parties acting on its behalf - will provide services in Welsh or English in accordance with customer preference, and how it will promote the use of the Welsh language. The Welsh Language Scheme requirements with which contractors must comply are stated in the 'Specification' section.*

*The Council is keen to encourage other parties to adopt bilingual practices. It is committed, therefore, to offering support and guidance to third parties on the planning and provision of bilingual services. Please contact: Caren Prys Jones Policy Officer (Welsh Language): 01352 702426*

4.3.3 Pre-Qualification Questionnaires now include questions relating the Welsh language. For example:

**Short break residential provision for children / young people with a range of disability needs**

**Q1** *Does your company have past experience of delivering a care service in Welsh?*

*If YES, please provide evidence*

*If NO, please describe what measures you will take to ensure that a quality seamless Welsh service is offered and delivered should a Welsh language service be required by a customer / client.*

**Q2** *Would your company use any sub-contractors to deliver any of the Welsh language elements of the service?*

*If YES, what are the capabilities of those contractors to deliver Welsh-medium services and the measures that both they and your company would employ to ensure that a quality service is maintained?*

**Q3** *Has your company ever failed to ensure that it meets any Welsh language obligations?*

*If YES, please provide information*

- 4.3.4 At the end of the 2011-12 monitoring period a sample of 12 contracts with third parties was examined in order to ascertain whether they complied with the requirements of the Welsh Language Scheme. Of the 12 contract examined, 7 (58%) complied with the requirements of the Council's Welsh Language Scheme. The Council's assessment of compliance is detailed in Appendix 4.

## **5. Linguistic skills: comparing service needs and capacity**

### **5.1 Human Resources: Skills**

- 5.1.1 *Performance Indicator WLI 4(a): The number and percentage of employees who have received training in Welsh to a specific qualification level.*

Please note: Text in brackets represent figures for 2010-11 for comparison purposes

<b>Level</b>	<b>In-house Course</b>	<b>Community Course</b>	<b>Total</b>
<b>Entry</b>	24 (26)	28 (35)	<b>52 (61)</b>
<b>Foundation</b>	15 (7)	19 (23)	<b>34 (30)</b>
<b>Intermediate</b>	6 (4)	6 (7)	<b>12 (11)</b>
<b>Advanced</b>	0 (0)	9 (13)	<b>9 (13)</b>
<b>Proficiency</b>	5 (9)	3 (0)	<b>8 (9)</b>
<b>TOTAL</b>	<b>50 (46)</b>	<b>65 (78)</b>	<b>115 (124)</b>

In total, 114 employees and 1 Member enrolled to learn Welsh with the Council's support in the 2011-12 academic year.

Learners are continuously assessed throughout their courses (Open College Network Units). With the exception of staff attending the *Sgwrs a Stori* course, every learner is encouraged to sit the appropriate WJEC examination.

A number of employees attended Welsh Summer Schools in June and July 2011 with the financial support of their own Directorates.

The Chief Executive, Directors and Heads of Service are required under the terms of their employment contracts to learn Welsh to Entry Level within 24 months. Their progress is as follows:

- The Chief Executive received one-to-one tuition for 6 months in 2007-08 but has not yet reached Entry level.
- Two Directors have achieved Entry level; the third Director is currently learning Welsh on one of the Council's in-house classes.
- There are currently 16 Heads of Service. Of these, 4 speak Welsh fluently and 1 has Welsh language skills above Entry level; 4 achieved Entry level in 2011; 1 started a course in 2009, withdrew due to family circumstances then re-started in September 2011; 4 joined a class in 2009 and withdrew within the first term; a Head of Service who was appointed in 2011 is currently learning Welsh; a Head of Service who was appointed in 2012 will commence learning Welsh in September 2012.

It should be noted that the Council does not at present take a strategic approach to Welsh language training. Welsh language training is not currently targeted at the posts / post holders that require Welsh language skills. The majority of employees coming forward to learn Welsh do so because of their interest in learning Welsh, rather than as a result of an identified service need or training needs analysis. One of the aims of the Welsh Language Skills Strategy will be to ensure a more strategic and targeted approach to Welsh language training.

5.1.2 *Performance Indicator WLI 4(b): The number and percentage of employees who have received language awareness training.*

The Council has made a commitment in its Welsh Language Scheme to introduce a programme of Language Awareness Training (LAT) from April 2007 and it will be a requirement for all employees and Members to attend this training. The Council's *People Strategy Action Plan* includes a commitment to develop this programme. The Corporate Training Unit was assigned responsibility for LAT in August 2006.

The previous monitoring report details the successful series of LAT sessions delivered in 2010-2011. There was no LAT provision in 2011-2012.

LAT is one of the eight Welsh language improvement priorities agreed with the Welsh Language Board. Future LAT provision is one of the objectives of the Welsh Language Skills Strategy which is currently under review.

**Conclusion WLI 4(b): 0 employees received language awareness training in 2011-12.**

## 5.2 *Human Resources: Equality and Diversity*

*Performance Indicator WLI 5: Number and percentage of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff) by:*

- *Service division*
- *Post grade*
- *Workplace*

The review and revision of the Welsh Language Skills Strategy is one of the Council's eight Welsh Language Scheme improvement areas, and this has been included in the People Strategy draft action plan. Mapping the bilingual skills of Council employees is one of the key actions of that action plan. The agreed target date for the completion of this action was December 2010. The Council did not meet this target date. However, as part of the review of the Welsh Language Skills Strategy, planning for the survey is underway, and although not confirmed at this stage, it is hoped that the survey will be undertaken between October and December 2012.

## 6. **Mainstreaming**

### 6.1 *Policies, Plans and Initiatives*

Section 2.2 of the Welsh Language Scheme states that the Council will:

**'develop a formal procedure for undertaking a detailed and thorough assessment of the impact of any new or revised policy, plan or initiative on the Welsh language and the Welsh Language Scheme.'**

The Council has outlined in previous reports the actions it has taken with regard to the development of a Welsh Language Impact Assessment Tool. The Council has identified that this is an area that requires prioritised action. A draft WLIA tool has been piloted and this identified that further amendment is required in order to reflect the Welsh Language Measure (Wales) 2012. Governance arrangements and guidance for its use will be developed when the tool is finalised.

- 6.1.2 In previous monitoring reports the Council described the steps it has taken in relation to assessing the Welsh language skill requirements of its posts. We explained that we are taking a phased approach to the introduction of Welsh Language Skills Assessments (WLSA); Phase 1 (complete, started January 2007) – posts relating to Welsh Language Indicator 2, i.e. reception/counter posts, etc.; Phase 2 (ongoing since July 2008) brand new posts; Phase 3 (not yet started) all vacant posts going through the recruitment process; Phase 4 (not yet started) – all existing posts not going through the recruitment process. The Welsh Language Skills Strategy is under revision; the related Implementation Plan will identify the target dates for beginning Phases 3 and 4.

Although the Council has made some progress since last year in relation to assessing the language requirements of its new posts, its approach is inconsistent in that many new posts have not been subject to a Welsh Language Skills Assessment. Details of WLSA undertaken are as follows:

Number of new posts created in 2011-12	63
Number and % of WLSA undertaken	47 (70%)
Number and % of WLSA not undertaken	16 (30%)

The figures demonstrate that the Council has some way to go to achieve a 100% completion rate in respect of Welsh Language Skills Assessments for new posts.

The Head of HR and OD has committed to ensuring that within the HR team there will now be a focus from HR Managers and Senior HR Advisors to ensure the requirement to undertake Welsh Language Assessment for new jobs continues to be improved to meet a target of 100%. This will form part of the monthly agenda for the HR Managers and Advisers to ensure this receives the attention required.

- 6.1.3 The Council introduced two new services during the monitoring period, i.e. Streetscene and Flintshire Connects. Welsh language skills were essential requirements for a proportion of the posts advertised and both services successfully recruited Welsh speakers.

## 6.2 *Use of Welsh within the community and workplace*

- 6.2.1 The Council uses the Welsh language in the community in line with the commitments made in its Welsh Language Scheme.

In its Welsh Language Scheme the Council states that it recognises its responsibility and duty as a community leader to promote, support and safeguard the Welsh language for the benefit of present and future generations. The Council makes the following commitments to strengthen the position of the Welsh language in Flintshire:

To work with its partners in the community to develop and implement a Welsh Language Action Plan with the aim of increasing and encouraging awareness, visibility and the use of the Welsh language in economic, social and cultural situations in Flintshire.

In 2011 the Council contributed to the development of a Menter Iaith Sir y Fflint Strategic Plan. The Plan includes several actions which involve close working with the County Council to strengthen the position of the Welsh language in Flintshire.

- 6.2.2 The Council has taken a very positive step forward in relation to the use of Welsh within the workplace by including a new section relating to this issue in its revised Welsh Language Scheme. We are committed to raising the profile and status of the Welsh language internally; this includes increasing bilingual

working within the Council, creating a working environment that is positive and supportive towards the Welsh language, and being sensitive and responsive to the linguistic needs and preferences of individual employees. We will develop an action plan and timetable to achieve this.

6.2.3 Flintshire County Council has supported Menter Iaith Sir y Fflint (MISFf) both financially and in kind since 1998. In 2008 the Council agreed a 3-year Core Funding Agreement with MISFf amounting to £13,223 per annum. The purpose of this resource was to support the core management and administrative functions of the organisation and will allow it to oversee and develop projects and services to achieve its mission. This funding continued into 2011-12 and 2012-13 and is currently subject to review as part of the wider Voluntary Sector Grants Funding Review.

6.2.4 The development of services for very young children across Wales is promoted by the Welsh Assembly Government and supported by grant funding which is channelled via local authorities. The grants are also catalysts for ensuring that a mixed economy of statutory, voluntary and independent services are supported. In order to promote the use of the Welsh language in early years and childcare provision there is a strong partnership with Mudiad Meithrin (MM). The development officers from MM are involved in the following sub-groups of the Children and Young People's Partnership:

Childcare Development Group  
Childcare Grants Group

In addition MM is provided with grants to deliver the following:

- Welsh medium childcare for the Flying Start Project through a grant
- Welsh medium childcare for children in high level social need such as Communities First areas.
- Childcare budget Welsh medium early years education in the non-maintained sector
- Families First grant to provide assisted places in Welsh medium childcare

The county association of MM are also awarded grants from the Flintshire County Council Childcare budget to deliver training to workers/volunteers in the *Cylchoedd Meithrin* and *Ti a Fi* groups.

### 6.3 *Increasing the numbers of Welsh speakers*

In order to strengthen the Council's ability to deliver services in Welsh in accordance with the commitments made in its Welsh Language Scheme, the Council sets aside an annual budget for the provision of Welsh language training to Council staff. Information about the number of Council staff learning Welsh with the Council's support is provided in section 5.1.1 of this report.



## **7. Analysis of performance by priority and target**

The Welsh Language Scheme makes a commitment to ensure that the annual Monitoring Report:

- **identifies any fundamental weaknesses and risks, and**
- **includes an action plan of corrective measures**

Section 2 of this report (Appendix 1) reports on the Council's compliance / non-compliance with all of the Welsh Language Scheme's targets and the timetable for implementing the targets.

In 2009 the Council agreed 8 improvement areas with the Welsh Language Board. These areas reflected what the Council itself considered to be some of the more fundamental weaknesses and risks in relation to the implementation of the Welsh Language Scheme, and which give the Council cause for concern. These 8 areas continue to be the Council's Welsh Language Scheme priorities:

- Welsh Language Impact Assessments to assess positive and negative impacts on the Welsh language
- Welsh Language Skills Strategy to address shortages of bilingual employees
- Fully embed the WLS into the Council's Business Planning approach
- Formal Monitoring Plan for monitoring/verifying the implementation of the WLS at service and corporate level.
- Language Awareness Training sessions for all new recruits, existing members of staff and Councillors.
- Integrate WLS requirements within the Council's funding arrangements with third parties (contracts).
- Integrate WLS requirements within the Council's grant arrangements.
- IT systems audit - look at the compatibility of national systems to inform longer term plans.

## **8. Publishing information on performance**

This Monitoring Report has been prepared and considered in accordance with the commitments set out in section 7 of the Council's Welsh Language Scheme.

The Report was considered by the Council's Cabinet on 18 September 2012 and approved its submission to the Welsh Language Commissioner.

This report will be available for the public to access on the Council's website and in libraries throughout the county.

## APPENDIX 1

# WELSH LANGUAGE SCHEME TARGETS AND TIMETABLE

### Targets Met

Review guidance for staff regarding the Council's translation services and amend as necessary (section 3.2)
Review guidance for staff on how to meet the Council's commitments with regard to Welsh correspondence and amend as necessary (section 3.2)
Review guidance on handling telephone calls from Welsh speaking members of the public, and amend as necessary (section 3.3)
Provide bilingual receptionists, counter and front of office staff with Welsh Language Board <i>Iaith Gwaith</i> badges (section 3.4)
Set out procedures for establishing language preference in advance of one to one and public meetings (section 3.4 and 3.5)
Review and revise written guidance available to staff responsible for arranging and chairing meetings (section 3.5)
Review guidance for staff, designers and others who reproduce or use the Council's corporate identity, and amend as appropriate (section 4.2)
Agree and implement procedures and protocols for the preparation / production of signs and issue guidance to staff and others involved in this activity (section 4.3)
Establish arrangements for identifying the preferred language of the public when receiving requests for Council minutes, and for publicising the availability of Welsh translations (section 4.5)
Review guidance for staff, designers and others who are involved in the preparation, printing and display of public materials and revise as necessary (section 4.5 / 4.6)
Review written guidance for staff and others involved in designing and producing forms and revise as necessary (section 4.6)
Ascertain the preferred language of media organisations in Wales and issue press releases accordingly (section 4.11)
Review and revise leaflet which explains the provisions of the Scheme and the role of staff in its implementation (section 6.1)
Make arrangements to retain a record of all complaints or suggestions received regarding this Scheme and its implementation, together with officers' responses to those complaints / suggestions (section 7.5)
Invite all English medium schools in Flintshire to express a preference to receive bilingual or English written correspondence from the Council, and record their language preference in accordance with the Council's arrangements (section 3.2)
Review current written guidance for Council staff regarding third party compliance and revise as appropriate (section 2.4)
Review all IT systems used to generate correspondence and prepare a report on their ability to comply with the requirements of this Scheme (section 3.2)
Review the arrangements for updating the Council's internal directory of Welsh speaking staff (section 3.3)
Prepare an action plan setting out how the Council will mainstream the Welsh language in the field of ICT and meet the Welsh Language Board's IT Standards

(section 6.2)
Denote switchboard, reception, counter, front of office, contact office and similar posts as 'Welsh Essential', amend job descriptions, and ascertain language skills of current post holders (section 3.3/3.4)
Undertake a detailed and thorough review of the Translation Unit (section 6.2)
Develop and issue a 'Street Names' leaflet which explains the Council's preferences regarding the names of housing developments and the streets within them (section 4.4)
Include a commitment in the Council's ICT Strategy to implement the Welsh Language Board's IT Standards (section 6.2).
Prepare detailed guidance for staff regarding the purchase and development of ICT systems and software to meet the Council's needs, based on the requirements of this Scheme and the Welsh Language Board's IT Standards (section 6.2).

## Targets Requiring Further Action

### Service Planning and Delivery

KEY ACTION	PROGRESS
Integrate an annual Welsh Language Scheme (WLS) compliance assessment within the Council's Performance Management, Improvement Assessment, and Wales Programme for Improvement arrangements (section 2.3)	Fully embedding the WLS into the Council's Business Planning approach is one of the Council's 8 WLS priority improvement areas, which were agreed with the Welsh Language Board. A proposed approach was developed and was shared with the Corporate Management Team in June 2011. Since then every service has undertaken a baseline assessment of compliance against the Scheme's requirements. These assessments will be analysed in due course and a report will be presented to the Corporate Management Team. Where improvements are required, services will include actions in their service plans. Progress against identified improvement actions will be reported in quarterly performance reports, for consideration by the Council's Cabinet, from April 2013
Develop formal procedures and written guidance for undertaking a detailed and thorough assessment of the impact of any new or revised policy, plan or initiative on the Welsh language	This is one of the Council's 8 WLS priority improvement areas, which were agreed with the Welsh Language Board. The Council has outlined in previous reports the actions it has taken with regard to the development of a Welsh Language Impact Assessment Tool (WLIA). The Council has identified that this is an area that requires prioritised action. A draft WLIA

	<p>tool has been piloted and this identified that further amendment is required in order to reflect the Welsh Language Measure (Wales) 2012. Governance arrangements and guidance for its use will be developed when the tool is finalised.</p> <p>WL Implementation Plan target - services will be required to implement the new arrangements from January 2013</p>
Develop a structured programme for mainstreaming the Welsh language in the Council's main policies and initiatives	<p>A structured programme will be developed and agreed as part of the targets mentioned above.</p> <p>WL Implementation Plan target - services will be required to implement the new arrangements from January 2013</p>
Review arrangements for ascertaining and recording the preferred language of individuals and organisations (section 2.3)	<p>The Language Preference Database has been deleted as it is not an effective tool for recording / checking language preference. The Council is developing a Contact Centre solution, which will record customers' personal details. Customer's language preference details will be recorded on their customer record.</p> <p>As part of Equality monitoring, services are required to record whether service users speak Welsh. However, this information does not necessarily identify their preferred language.</p> <p>WL Implementation Plan target - September 2012</p>
Review current written guidance for third parties on the requirements of the Scheme and revise as appropriate (section 2.4)	<p>Guidance revised but not yet published. Procurement is one of the Council's 8 Welsh Language Scheme improvement priorities and the best use / dissemination of the revised guidance will be considered as part of the improvement action planning for this area.</p> <p>Development of Action Plan is a WL Implementation Plan target for October 2012. This will be included in the action plan.</p>
Integrate Welsh Language considerations within the Council's	<p>See section 4.3</p> <p>Development of Action Plan is a WL</p>

Procurement arrangements (section 2.4)	Implementation Plan target for October 2012
Review and revise the arrangements for encouraging and supporting other organisations to adopt practices which promote equality between the Welsh and English languages (section 2.5)	Target not met. Existing arrangements are still in force. Guidance to be prepared to support arrangements to meet proposed Welsh language standards  WL Implementation Plan target for January 2014
Review and revise the arrangements and criteria for funding voluntary organisations to reflect the requirements of this Scheme (section 2.6)	This is one of the Council's 8 WLS priority improvement areas. Corporate Policy is developing arrangements to embed policy requirements (Welsh language, Equality, Sustainable Development, Community Cohesion) in the Council's funding arrangements  WL Implementation Plan target for December 2013 – services to implement new arrangements for funding and awarding grants to third parties.
Prepare guidance on implementing the WLS to those who administer funding schemes (section 2.6)	Guidance will be prepared as part of the work of the above mentioned project.
Review partnership working arrangements and revise to reflect the requirements of this WLS (section 2.7)	All strategic partnerships undertake annual self-assessments of their governance arrangements. The opportunity to reflect the WLS requirements within this assessment could be explored.  The Council is currently reviewing its use of the Welsh language in meetings of the County Forum, which comprises representatives from town and community councils and the county council. The agenda for the meeting to be held in June included an item on the Welsh language, and a draft Welsh Language Policy template for Town and Community Councils has since been developed.
Prepare guidance for officers who are involved in partnership working on the requirements of this WLS (section 2.7)	The Principal Partnerships Officer has received the WLB publication 'Partnerships and the Welsh Language'.

## Communicating with the Public

\* All services have been asked to assess their compliance against Scheme requirements and to include mitigation measures in their 2012-13 service plans where they fall short of full compliance.

KEY ACTION	PROGRESS
Review all Council stationery to ascertain whether all items are fully bilingual, and amend as necessary (section 3.2)	*
Ensure that all standard text on e-mail, 'auto-signatures', disclaimers, and 'out of office' replies are bilingual, and provide guidance / support to staff to achieve this (section 3.2)	Instruction / guidance note issued. *  WL Implementation Plan target August 2012
Greet all external telephone calls bilingually (section 3.3)	Original instruction / guidance issued in 2005 as part of the Council's Customer Care Policy / Standards. Further guidance issued in 2006 under the revised Welsh Language Scheme. *  WL Implementation Plan target July 2012
Main switchboard and any service centres / points using an automated answering service or answer phone will record bilingual messages (section 3.3)	Guidance note issued in 2006 with regard to telephone calls, which included guidance on the use of automated answering services. *  WL Implementation Plan target July 2012
Staff using answer-phones will begin their recorded messages by giving a bilingual greeting, record English or bilingual messages as appropriate, and invite callers to leave Welsh or English messages (section 3.3)	Guidance / instruction issued in accordance with the WLS. *  WL Implementation Plan target July 2012
Provide training for receptionists / counter and front of office staff to greet members of the public bilingually (section 3.4)	All Directorates have instructed receptionists / counter and front of office staff to greet members of the public bilingually. The Council contracted Bangor University's Department of Lifelong Learning to provide a 10-week 'Telephone and Reception' course for employees in January 2009. This course was attended by 8 employees. The Welsh Language Board's 'Swnio'n Dda - Sounds Good'

KEY ACTION	PROGRESS
	<p>audio resource was loaded onto the Council's intranet in April 2008; every employee with access to a PC is able to use this resource.</p> <p>WL Implementation Plan target for January 2013</p> <p>Additional WL Implementation Plan target for April 2013 – provide training for receptionists / counter and front office staff to deliver a bilingual service</p>
<p>Audit of standard letters and translate where they are English only (section 3.2)</p>	<p>*</p> <p>WL Implementation Plan target July 2012</p>
<p>Ensure that help-lines, automated telephone services and call centres set up by the Council provide an equal service in Welsh and English and ensure that arrangements are in place to make callers are aware of this option (section 3.3)</p>	<p>*</p> <p>WL Implementation Plan target for September 2012 to identify all posts in relation to help-lines, call centres and similar services and undertake Welsh Language Skills Assessments on these posts.</p> <p>WL Implementation Plan target for March 2013 – make arrangements (including training) to ensure that posts in relation to help-lines, call centres and similar services provide an equal service in Welsh and English</p> <p>WL Implementation Plan target for April 2013 to ensure that callers are aware of the language options for such services.</p>
<p>Produce and display bilingual notices that inform the public that a Welsh and English service is available (section 3.5)</p>	<p>Welsh Language Board notices have been circulated in the past, however not all locations display these signs</p> <p>WL Implementation Plan target for March 2013</p>

## The Council's Public Face

KEY ACTION	PROGRESS
Conduct an audit of all Council items bearing the Council's name/logo and ensure that all such items are bilingual (section 4.2)	* WL Implementation Plan target for December 2012
Conduct an audit of all signs – permanent, temporary, fixed and portable – for which the Council or a party acting on its behalf is responsible, and ensure that monolingual signs are made bilingual (sections 3.5 / 4.3)	*
Develop and issue a 'Design Guidelines' leaflet to relevant planning permission applicants which encourages them to erect bilingual signs and includes guidance on bilingual design (section 4.3)	Target not met. Initial discussions have taken place between the Policy Officer (Welsh Language) and the Council's Head of Planning Control to discuss the potential content and recipients of such a leaflet.  WL Implementation Plan target for September 2012
Establish and implement procedures for ensuring that the Council or agents acting on its behalf produces material for public use in accordance with the requirements of this Scheme (section 4.5 and 4.6)	*
Undertake an audit of all Council forms with a view to verifying that their format, language content, terminology and diction style comply with this Scheme, and implement a programme to revise these forms where necessary (section 4.6)	*  WL Implementation Plan target September 2012
Develop a corporate involvement and consultation strategy, and maintain a database of Welsh-speaking individuals and Welsh medium local groups and organisations who are willing to participate in surveys and consultation exercises (section 4.8)	The Welsh Government published a set National Principles of Public Engagement in March 2011 (developed by Participation Cymru). The Council has pledged its support to these principles and work will recommence on the development of a more localised strategy / framework which will sit below these 10 core principles.  A Consultation and Engagement Directory of Groups and Organisations, which includes a number of Welsh language groups is available via the Infonet system.
Identify the options available for targeting Welsh-speakers as part of recruitment campaigns in relation to 'Welsh essential'	Target partially met. Recommendations have been to Human Resources in relation to



<b>KEY ACTION</b>	<b>PROGRESS</b>
posts and present a report to the Corporate Equalities Review Board (section 4.10)	targeting Welsh speakers. The Corporate Equalities Review Board has been disbanded.  WL Implementation Plan target December 2012
Review all displays, information boards, exhibitions and ensure that they meet the requirements of the Scheme (section 4.7)	* WL Implementation Plan target July 2012
Establish 'control points' to ensure that those who are responsible for producing and displaying public and official notices comply with this Scheme (section 4.9)	* WL Implementation Plan target for December 2012

### **Implementing and Monitoring the Scheme**

<b>KEY ACTION</b>	<b>PROGRESS</b>
Ensure that all staff are aware of the specific requirements of this Scheme and how they impact on their individual roles (section 6.1)	* WL Implementation Plan target September 2012
Undertake an audit of the Council's ICT systems in order to ascertain whether they are able to, and do, meet the commitments given in this Scheme, and present a report to the Executive (section 6.2)	WL Implementation Plan target October 2012 - Update the audit previously undertaken
Identify options for facilitating the use of Welsh by bilingual staff when using the Council's IT systems (section 6.2)	There is a commitment in IT to develop a promotional document for staff to highlight the ICT tools and facilities available to support the use of Welsh in the workplace. The Council reported last year that the work was to be scheduled but would be available from January 2012. This target has not been met.  This is now a WL Implementation Plan target for October 2012
Review the Welsh Language Skills Strategy, revise the timetable for its implementation, and implement accordingly (section 6.2)	See section 4.1 of this Monitoring Report.  WL Implementation Plan target September 2012
Review all aspects of the Council's Recruitment and Selection procedures and ensure that they meet the requirements of this Scheme (section 6.2)	A new Recruitment and Selection Policy was developed and the relevant content pertaining to the WLS was included. A review all aspects of the Council's Recruitment

KEY ACTION	PROGRESS
	<p>and Selection procedures is ongoing.</p> <p>WL Implementation Plan target December 2012</p>
<p>Ensure that an assessment of the need for specific medium of Welsh, and for vocational training to facilitate the implementation of the Scheme is an integral part of the staff appraisal process (section 6.2)</p>	<p>Target not met</p> <p>WL Implementation Plan target from April 2013</p>
<p>Establish procedures for ensuring that training courses for Council staff and elected include content pertaining to the WLS where appropriate (section 6.2)</p>	<p>Target not met</p> <p>WL Implementation Plan target from April 2013</p>
<p>Implement a programme of compulsory Language Awareness Training (LAT) sessions for new recruits, existing members of staff and Councillors (section 6.1)</p>	<p>A LAT programme commenced in October 2010. A Welsh Language Skills Strategy Task and Finish Group will take this work forward.</p> <p>WL Implementation Plan target for September 2012</p>
<p>Develop formal 'learning agreements' for Welsh Language training (section 6.2)</p>	<p>These will be developed and applied when the Council begins to advertise 'Welsh Essential' posts, and the Welsh language training programme has been reviewed.</p> <p>WL Implementation Plan target from April 2013</p>
<p>Develop a Welsh language training programme to meet the Council's needs in terms of implementing this Scheme and allocate the necessary resources in accordance with the requirements of the Welsh Language Skills Strategy (section 6.2)</p>	<p>The Council is currently running a Welsh language Training programme as described in section 5.1.1. The training programme and the budget for its implementation will be reviewed in the light of the revised Welsh Language Skills Strategy.</p> <p>WL Implementation Plan target April 2013</p>

## APPENDIX 2



# Welsh Language Scheme: Implementation Plan 2012 – 2014

March 2012

Action Number	WLS Section	WL Priority	Key Action	Target Date	Primary Lead
<b>GENERAL</b>					
1	Foreword		To support the aims of the Welsh Government's strategy for the Welsh language 'A Living Language – A Language for Living', work with partners in the community to develop and implement a Welsh Language Action Plan with the aim of increasing and encouraging awareness, visibility and the use of the Welsh language in economic, social and cultural situations in Flintshire. The Flintshire Welsh Language Action Plan will reflect local circumstances and needs, Council priorities and capacity.	March 2014	Flintshire CC / Menter Iaith Sir y Fflint
<b>SERVICE PLANNING AND DELIVERY</b>					
2	2.2	WLP 1	Develop a formal and structured procedure for undertaking a detailed and thorough assessment of the impact of any new or revised policy, plan, project, initiative on the Welsh language and the Welsh Language Scheme.	September 2012	Corporate Policy
3	7	WLP 4	Implement new procedure	January 2013	Heads of Service
4	2.3	WLP 3	Fully embed Welsh Language Scheme implementation management and monitoring within the Council's Business Planning approach	April 2013	Heads of Service

<b>Action Number</b>	<b>WLS Section</b>	<b>WL Priority</b>	<b>Key Action</b>	<b>Target Date</b>	<b>Primary Lead</b>
5	2.3		Review arrangements for ascertaining and recording the preferred language of individuals and organisations in contact with the council	From September 2012	Head of ICT and Customer Services
6	2.4	WLP 6	Develop action plan to Implement the requirements of the Welsh Language Scheme in relation to all procurement matters.	September 2012	Procurement Unit
7			Implement action plan	From October 2012	Heads of Service
8	2.5		Statutory and regulatory functions : identify opportunities to encourage and support others to adopt practices which promote equality between the Welsh and English languages, and develop action plan(s)	December 2013	Heads of Service
9			Implement action plan(s)	From January 2014	
10	2.6	WLP 7	Review and revise the arrangements and criteria for funding and awarding grants to third parties, e.g. voluntary organisations, community groups, individuals, etc. to reflect the requirements of this Scheme	September 2013	Corporate Policy
11			Implement new arrangements	December 2013	Heads of Service
12	2.7		Review partnership working arrangements and revise to reflect the requirements of this WLS	March 2013	Corporate Policy
13			Implement new arrangements	From April 2013	Heads of Service

Action Number	WLS Section	WL Priority	Key Action	Target Date	Primary Lead
<b>COMMUNICATING WITH THE PUBLIC</b>					
14	3.2		Review Council stationery to ascertain whether all items are fully bilingual, and amend as necessary	From December 2012	Corporate Communications Manager
15	3.2		Ensure implementation of guidance for employees on creating bilingual standard text on e-mail, 'auto-signatures', disclaimers, and 'out of office' replies	August 2012	Heads of Service
16	3.2		Audit of standard letters and translate where they are English only	July 2012	Heads of Service
17	3.3		Ensure that employees greet all external telephone calls bilingually	June 2012	Heads of Service
18	3.3		Service centres / points using an automated answering service or answer phone will provide bilingual messages	June 2012	Heads of Service
19	3.3		Ensure that employees using answer-phones / voicemail begin their recorded messages by giving a bilingual greeting, record English or bilingual messages as appropriate, and invite callers to leave Welsh or English messages	June 2012	Heads of Service
20	3.3		Identify posts in relation to help-lines, call centres and similar services	September 2012	Head of ICT and Customer Services
21			Undertake Welsh language skills assessments on these posts	September 2012	Head of HR and OD

<b>Action Number</b>	<b>WLS Section</b>	<b>WL Priority</b>	<b>Key Action</b>	<b>Target Date</b>	<b>Primary Lead</b>
22			Make arrangements (including training) to ensure that they provide an equal service in Welsh and English	March 2013	Heads of Service
23			Ensure that callers are aware of the option to receive a service in Welsh	September 2012	Heads of Service
24	3.4		Provide training for all receptionists / counter and front of office staff to greet members of the public bilingually	Ongoing – Next stage from December 2012	Head of ICT and Customer Services Head of HR and OD
25	3.5.3		Provide training for receptionists / counter and front of office staff to deliver a bilingual service	Ongoing – Next stage from March 2013	Head of ICT and Customer Services Head of HR and OD
26	3.5.3		Produce and display bilingual notices that inform the public that a Welsh and English service is available	Ongoing – Next stage from March 2013	Head of ICT and Customer Services Corporate Communications Manager
<b>The Council's Public Image</b>					
27	4.2		Conduct an audit – including identification - of all relevant Council items bearing the Council's name / logo and ensure that all such items are bilingual	From December 2012	Corporate Communications Manager Heads of Service

<b>Action Number</b>	<b>WLS Section</b>	<b>WL Priority</b>	<b>Key Action</b>	<b>Target Date</b>	<b>Primary Lead</b>
28	3.5 / 4.3		Conduct an audit of all signs (initially within public buildings) – permanent, temporary, fixed and portable – for which the Council or a party acting on its behalf is responsible, and ensure that monolingual signs are made bilingual	From December 2012	Corporate Communications Manager
29	4.3		Develop and issue a 'Design Guidelines' leaflet to relevant planning permission applicants which encourages them to erect bilingual signs and includes guidance on bilingual design	September 2012	Head of Planning
30	4.4		Implement a Place Names Project	March 2014	Director of Environment
31	4.6		Undertake an audit of all Council forms with a view to verifying that their format, language content, terminology and diction style comply with this Scheme, and implement a programme to revise these forms where necessary	September 2012	Heads of Service
32	4.7		Review all displays, information boards, exhibitions and ensure that they meet the requirements of the Scheme	July 2012	Heads of Service
33	4.9		Maintain a directory of Welsh medium local groups and organisations who are willing to participate in surveys and consultation exercises	Ongoing	Corporate Communications Manager
34	4.10		Establish 'control points' to ensure that those who are responsible for producing, publishing and displaying public and official notices comply with this Scheme	From December 2012	Corporate Communications / Heads of Service



<b>Action Number</b>	<b>WLS Section</b>	<b>WL Priority</b>	<b>Key Action</b>	<b>Target Date</b>	<b>Primary Lead</b>
35	4.10	WLP 2	Identify the options available for targeting Welsh-speakers as part of recruitment campaigns in relation to 'Welsh essential' posts and present a report to the Corporate Management Team.	December 2012	Head of HR and OD
<b>Implementing the Scheme</b>					
36	6.1.1	WLP 4	Establish arrangements to oversee the implementation and monitoring of the Welsh Language Scheme / new standards regime under the Welsh Language Measure at a corporate level	July 2012	Chief Executive
37	6.1.2	WLP 3	Directorate and Service Plans to include Improvement actions to ensure compliance with the Scheme	December 2012	Heads of Service
38	6.1.3		Ensure that all Members are aware of the specific requirements of the Scheme and how they impact on their individual roles	Ongoing – Next stage from June 2012	Head of Legal and Democratic Services
39	6.1.4 2.3	WLP 5	Ensure that all employees are aware of the specific requirements of the Scheme and how they impact on their individual roles	September 2012	Heads of Service
40	6.1	WLP 5	Implement a programme of compulsory Language Awareness Training sessions for new recruits, existing employees and Councillors	From September 2012	Head of HR and OD
41	6.2 3.2	WL 8	Undertake an audit of the Council's 'in-house developed' and 'supplied' ICT systems in	October 2012	Head of ICT and Customer Services

<b>Action Number</b>	<b>WLS Section</b>	<b>WL Priority</b>	<b>Key Action</b>	<b>Target Date</b>	<b>Primary Lead</b>
			order to ascertain whether they are able to, and do, meet the commitments given in the Scheme, and present a report to the Executive (via ICT Panel or reporting on ICT Strategy)		
42	6.2	WLP 8	Identify options for facilitating and promoting the use of Welsh by bilingual staff when using the Council's IT systems, and provide training	December 2012	Head of ICT and Customer Services
43	6.2		Conduct a detailed and thorough review of the Translation Unit to meet changing organisational requirements	December 2013	Head of ICT and Customer Service
44	6.2	WLP 2	Review the Welsh Language Skills Strategy	September 2012	Corporate Policy
45			Implement the revised strategy	From October 2012	Head of HR and OD
46	6.2	WLP 2	Review all aspects of the Council's Recruitment and Selection procedures and ensure that they meet the requirements of this Scheme	December 2012	Head of HR and OD
47	6.2		Ensure that Job Application Packs are fully bilingual, including Job descriptions and Person Specification	March 2013	Head of HR and OD
48	6.2	WLP 2	Ensure that an assessment of the need for Welsh language training, vocational training through the medium of Welsh, and training to facilitate the implementation of the Scheme is an integral part of the staff appraisal process	From April 2013	Head of HR and OD

<b>Action Number</b>	<b>WLS Section</b>	<b>WL Priority</b>	<b>Key Action</b>	<b>Target Date</b>	<b>Primary Lead</b>
49	6.2	WLP 2 / 5	Establish procedures for ensuring that training courses for Council employees and elected members include content pertaining to the WLS where appropriate	From April 2013	Head of HR and OD
50	6.2	WLP 2	Develop formal 'learning agreements' for employees who are required or wish to learn Welsh	From April 2013	Head of HR and OD
51	6.2	WLP 2	Develop a Welsh language training programme to meet the Council's needs in terms of implementing this Scheme and allocate the necessary resources in accordance with the requirements of the Welsh Language Skills Strategy	April 2013	Head of HR and OD
52	6.3		Develop and implement a structured marketing campaign with the aim of promoting our Welsh medium services to the public and encouraging them to deal with the Council in Welsh.	December 2013	Corporate Policy Team Service Heads
<b>Monitoring the Scheme and Reporting on the Council's Performance</b>					
53	7.1	WLP 4	Develop and agree a formal Monitoring Plan for monitoring/verifying the implementation of the WLS at service and corporate level.	December 2012	Corporate Policy
54			Implement Monitoring Plan	From January 2013	Heads of Service

Action Number	WLS Section	WL Priority	Key Action	Target Date	Primary Lead
55	2.3 6.1.2 7.1 7.3	WLP 4	Report progress against identified improvement actions in directorate quarterly performance reports, for consideration by the Council's Executive	April 2013	Heads of Service

## APPENDIX 3

### Corporate Services

Service	Post Title	Location/ Workplace	Number of Positions	Postholder(s) Welsh Speaking?	Recruitment To This Post In 2011/12?	Welsh Language Requirement?	Did We Appoint A Welsh speaker?	Condition Of Employment To Learn Welsh?
Clwyd Theatr Cymru	Senior Box Office Assistant	Clwyd Theatr Cymru	1	No	No			
	Box Office Assistant		5	Learning x 1 Yes x 1 No x 3	No			
	Relief Box Office Assistant		2	No x 2	No			
	Receptionist / Shop Assistant		4	No x 2 Yes x 2 one prefers not to speak Welsh	No			
	Relief Receptionist / Shop Assistant		2	Learning x 1 No x 1	No			

Service	Post Title	Location/ Workplace	Number of Positions	Postholder(s) Welsh Speaking?	Recruitment To This Post In 2011/12?	Welsh Language Requirement?	Did We Appoint A Welsh speaker?	Condition Of Employment To Learn Welsh?
Benefits & Advisory Services (BAS)	BAS Assistant	Mold, County Hall	4	Yes x 1 No x 3	No			
Revenues	Assistant Caller / Cash	Mold, County Hall	3	Yes x 3	No			
		Mold, County Hall	2.7	Yes x 1 No x 1.7	No			
		Buckley Town Hall	1	No	No			
		Connah's Quay County Offices	1	No	No			
		Flint, County Offices	1	No	No			
Customer Services (CS)	CS Assistant (Switchboard / Reception)	Mold, County Hall	6	Yes x 3 No x 2 Learning x 1	Yes	Essential	Yes	
	CS Assistant Public Information	Mold, County Hall	3	No x 3	No			

## Environment Directorate

Service	Post Title	Location/ Workplace	Number of Positions	Postholder( s) Welsh Speaking?	Recruitme nt To This Post In 2011/12?	Welsh Language Requirement ?	Did We Appoint A Welsh speaker ?	Condition Of Employment To Learn Welsh?
Management Support & Performance	Senior Administration Assistant	General Office, County Hall, Mold	1	No	No			
	Administration Assistant		3	Yes x 1 No x 2	No			
Highways & Transportation	Senior Administration Officer	Alltami Depot	1	No	No			
	Administration Officer		2	No x 1 Learning x 1	No			
	Enquiry Assistant	Mold bus Station	1	No	No			
Countryside Services	Weekend Receptionist	Connah's Quay, Wepre Park	1	No	No			
	Administration Officer		1	No	No			

### Community Services Directorate

Service	Post Title	Location/ Workplace	Number of Positions	Postholder(s) Welsh Speaking?	Recruitment To This Post In 2011/12?	Welsh Language Requirement ?	Did We Appoint A Welsh speaker?	Condition Of Employment To Learn Welsh?
Administration	Receptionist	Flint, County Offices	1	No	No			
		Holywell Area Office	2	No	Yes	Essential	No	
		Connah's Quay Area Office	3	Yes x 1 No x 2	Yes	No Requirement	No	No
		Mold, County Hall	1	No	No			
		Mold, Town Hall	2	Yes x 1 No x 1	No			



### Lifelong Learning Directorate

Service	Post Title	Location/ Workplace	Number of Positions	Postholder(s) Welsh Speaking?	Recruitment To This Post In 2011/12?	Welsh Language Requirement ?	Did We Appoint A Welsh speaker?	Condition Of Employment To Learn Welsh?
Libraries, Culture and Heritage	Receptionist	Greenfield Valley	2	Yes x 2	Yes	Essential	Yes	No
Leisure Services	Connah's Quay Swimming Pool	Receptionist	3	Yes x 1 No x 2	No			
	Buckley Leisure Centre		4	Yes x 2 No x 2	Yes	No Requirement	No	
	Deeside Leisure Centre		12	Yes x 1 No x 11	No			
	Flint Pavillion Leisure Centre		4	Yes x 1 No x 3	Yes	No Requirement	No	
	Mold Leisure Centre		4	Yes x 3 No x 1	No			
	Holywell Lesiure Centre		6	Yes x 3 No x 3	Yes	No Requirement	No	No

## APPENDIX 4

**Performance Indicator WLI 1: the percentage of a sample of contracts with third parties monitored which comply with the requirements of the Welsh Language Scheme.**

<b>Community Services Directorate</b>	
<b>Contract</b>	<b>Comments</b>
<p><b>Young People Floating Support Service</b> To provide low level support to young people aged 16-25 (both genders) who need support to maintain independent accommodation / tenancy and may have complex support needs.</p>	<p>Contract content <b>complies</b> with the Welsh Language Scheme (WLS). Although there is no reference to the Welsh language in the section entitled 'Specification' which details to service to be provided, the draft 'Form of Agreement' includes a requirement to deliver any services in Welsh or English according to customer preference, and for all standard letters and circulars to be bilingual. It is also stated elsewhere in the tender documentation that the provider will be required to comply with the Council's Welsh Language Scheme. In addition, those who are invited to tender are invited to detail their experience of meeting the Council's Welsh Language Scheme.</p>
<p><b>Advocacy Support Service</b> For adults aged 19+ with learning disabilities</p>	<p>Contract content <b>does not comply</b> with the WLS. There is no reference to the Welsh language in the section entitled 'Specification'. The 'Form of Tender' document does include a section entitled 'Welsh Language Requirements', however, the stated requirements do not appear to relate to the service to be delivered. This section also states a requirement to comply with the Welsh Government's Welsh Language Scheme, rather than the Council's Welsh Language Scheme. This wording is also used in the Supported Living Schemes, and Provision of Maintenance Crews for Pre-Surface Dressing Patching contracts below</p>
<p><b>Provision of 50+ Forum Development Worker in Flintshire</b> To work with community groups, local forums and the 50+</p>	<p>Contract content <b>does not comply</b> with the WLS as neither of the sections entitled 'Specification' and 'Flintshire County Council Policies' include content regarding the WLS. The tender documentation bundle includes a Job Description / Person Specification which states that the ability to communicate in Welsh is desirable rather than essential.</p>

<p>Advisory Group to develop effective and sustainable means to involve, consult and communicate with older people</p>	
<p><b>Supported Living Schemes</b> Provision of direct care and support across two supported living properties. 3 people will live in each property. It is likely that tenants in each of the properties will have autism.</p>	<p>Contract content <b>does not comply</b> with the WLS. There is no reference to the Welsh language in the section entitled ‘Specification’. The ‘Form of Tender’ document does include a section entitled ‘Welsh Language Requirements’. However, the stated requirements do not appear to relate to the service to be delivered. This section also states a requirement to comply with the Welsh Government’s Welsh Language Scheme, rather than the Council’s Welsh Language Scheme. This wording is also used in the Advocacy Support Contract above.</p>
<p><b>Homecare Monitoring</b> Provision of a new Homecare Electronic Call Monitoring System.</p>	<p>The Welsh Language Scheme does not apply to this contract. It is therefore deemed that contract content <b>complies</b> with the Welsh Language Scheme.</p> <p>However, the contract includes two clauses which state (i) tenders must be submitted in English, and (ii) any tender that fails to use the English language will be rejected. Bearing in mind the Council’s commitment to treat the Welsh and English languages on a basis of equality, and our commitments and existing arrangements with regard to document translation, the aforementioned clauses appear to conflict with the commitments mentioned above. It should also be noted that the Welsh language now has official status in Wales.</p>
<p><b>Supporting People Options Appraisal</b> Provision of an Options Appraisal for the North Wales Regional Supporting People Planning Group.</p>	<p>Contract content <b>complies</b> with the WLS. A clause in the section entitled ‘Specification’ states a requirement to consult service users, and to make arrangements to consult in Welsh. However, it should be noted that an earlier section entitled ‘Flintshire County Council Policies’ includes a Welsh Language Scheme sub-section which states that there are no Welsh language requirements in relation to the contract.</p>

<b>Environment Directorate</b>	
<b>Contract</b>	<b>Comments</b>
<p><b>Traffic Signal Maintenance</b> Covering the six North Wales Local Authorities</p>	<p>Contract content <b>complies</b> with the WLS in that it specifies a requirement for bilingual signs.</p> <p>However, whilst a Welsh Language section refers to the need to comply with the Welsh Language Act 1993, it does not include any reference to the Council's Welsh Language Scheme.</p> <p>It should be noted that the tender invitation states that tenders and supporting documents may be written in Welsh or English.</p>
<p><b>Carriageway Resurfacing</b></p>	<p>Contract content <b>complies</b> in that it specifies a requirement for bilingual signs.</p>
<p><b>Provision of Maintenance Crews for Pre Surface Dressing Patching at various sites throughout the County of Flintshire.</b></p>	<p>Contract content <b>does not comply</b> with the WLS.</p> <p>There is no reference to the Welsh language in the section entitled 'Specification'. The 'Form of Tender' document does include a section entitled 'Welsh Language Requirements' and this makes reference to the Welsh Language Act 1993 and Flintshire County Council's Welsh Language Scheme [Policy]. However it also states a requirement to comply with the Welsh Government's Welsh Language Scheme, rather than the Council's Welsh Language Scheme. This wording is also used in the Supported Living Schemes and Advocacy Support Service Contracts above.</p>
<p><b>Cycle Training</b> Provision of a National Standards Cycle Training Scheme for Flintshire and Wrexham Primary School Pupils and other that may be interested, e.g. Scout Groups</p>	<p>Contract content <b>complies</b> in that it specifies the relevant requirements of the WLS.</p>
<p><b>Shotton Primary School</b></p>	<p>Contract content <b>complies</b> with the WLS in that there is a specific requirement for the erection of bilingual signs.</p>

<b>Clwyd Theatr Cymru</b>	
<b>Contract</b>	<b>Comments</b>
<b>Clwyd Theatr Cymru Consultancy</b> Undertake a feasibility study for the refurbishment of Clwyd Theatr Cymru	Contract content <b>does not comply</b> with the WLS.  Whilst the tender document includes references to the Welsh Language Act 1993 and the Council's Welsh Language Scheme, it does not specify a requirement to comply with them.  The contract involves close liaison with relevant stakeholders, but there is no requirement to consult in Welsh.

Of the twelve contracts monitored:

- 7 (58%) comply with the Welsh Language Scheme. This figure includes the contract to which the Welsh Language Scheme did not apply.
- 5 (42%) do not comply with the Welsh Language Scheme