REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS 2016/17

GWYNEDD COUNCIL

FOREWORD

It is my pleasure to introduce Gwynedd Council's annual report on the implementation of the Welsh Language Standards for the year just passed.

As an authority that serves a population where 65.4% have the ability to speak Welsh, the Council takes it's responsibility to protect and promote the Welsh language very seriously, and have shown a clear commitment to the language over many years.

We are in a fortunate position, due to our strong and progressive language plan in the past, and a recruitment policy that has ensured that so many of our staff are able to speak Welsh, in that we are able to provide services in both Welsh and English, almost completely naturally. At the same time, we are not blind to the challenges that face the Welsh language, and especially so that peoples' habits and confidence in regards to language use are changing constantly. This is just as true for Council staff as it is for the public that use the services. We are not, therefore going to rest on our laurels, but rather work to improve all the time and to always look for opportunities to develop.

The culture being promoted within the Council at the moment, and is a part of the Chief Executive's vision for the future of the Council, is one where unnecessary processes and bureaucracy are simplified in favour of what gives the best value and what put's the needs of the population first. By following he principal of putting the people of Gwynedd at the heart of everything we do, we are always looking for new ways to work and provide services. With regards to providing services in Welsh, and our commitment to the Welsh Language Standards, the biggest challenge is how we ensure compliance with the standards without the need to record and create systems working against our efforts and aspiration to normalise the use of the Welsh language and offering bilingual services in a proactive manner.

Cynghorydd Mair Rowlands

Deputy Leader and Cabinet Member with responsibility for the Welsh Language

INTRODUCTION

Gwynedd Council has adopted the principle that both Welsh and English languages are treated equally, giving both languages the same status and validity, with the aim of ensuring that all the county's residents can use the Council's services through the medium of Welsh and English.

The Welsh Language (Wales) Measure 2011 establishes a legal framework that places a duty on the Council to comply with the standards in relationship to the Welsh language. A standard explains how organisations are expected to use the language in different situations.

The duties that derive from the standards mean that the Council should not treat the Welsh language less favourably than the English language in Wales, and the Council should promote and facilitate the use of the Welsh language (namely making it easier for people to use it in their everyday lives).

The purpose of the standards are:

- to make it clear to organisations what their duties are regarding the Welsh language
- to make it clearer to Welsh speakers what services they can expect to receive in Welsh
- ensure more consistency in terms of Welsh language services and improve their quality

The Measure notes that Welsh Ministers can specify standards in the following areas:

- service delivery
- policy making
- operational
- promotion
- record keeping

This Council received a compliance notice from The Welsh Language Commissioner under Section 4 of the Welsh Language (Wales) Measure 2011, on 30 September 2015. This notice specified the precise standards the Council is required to comply with and on 30 March 2016 a 147 standards came into effect, with four further standards coming into effect on 30 March 2017.

As a result of the Council's historical commitment to the Welsh language, it had already been complying with a significant number of the standards set through the implementation of its Language Plan and indeed, this plan went further than the Welsh language standards in several areas.

It was considered that the Council's current commitment to the Welsh language should not be weakened by limiting its commitment to simply complying with the Welsh language standards only, and consequently a new Language Policy was developed.

This Language Policy is a combination of the previous Language Plan, the Welsh language Standards that the Council has a duty to comply with, together with the Council's commitment to promoting and facilitating the Welsh language. This Language Policy was adopted by the Full Council on 3 March 2016, and came into effect on 1 April 2016.

This has been approved by the Council's Deputy Leader (with a responsibility for the Welsh language). In addition, the report was submitted to the Council's Language Committee on 4 July 2017, in accordance with the fact that the Committee's specific functions are as follows:

- supervise the implementation of Language Plan 1[1] Gwynedd Council

- Specify the strategic direction and compliance in response to the Language Standards set by the Welsh language Commissioner giving due attention to the Council's work and any partnership work or collaboration.

- Receive information on matters dealing with the Welsh language as required

- Act as a consultative body on strategies promoting the Welsh language within the county by making recommendations to the Cabinet as required.

This report will be published on the Council's website, and will be available in each of Siopau Gwynedd at Caernarfon, Pwllheli and Dolgellau.

[1] Language Policy

SERVICE DELIVERY STANDARDS

Gwynedd Council has a duty to comply with 70 service delivery standards and six additional service delivery standards. As a result of the Council's historical commitment to the Welsh language, it was already operating in accordance with or going beyond the requirements of many of these standards when they were imposed on the Council by the Welsh language Commissioner.

STANDARD	CONTENTS OF THE STANDARD	ACTION
1+4+5+6+30+31+72+72A+75+ 77A+80	Service Delivery Standards regarding correspondence and invitations	Gwynedd Council already operating in accordance with these Standards.
8+9+10+12+13+ 15+16+17+18+20+22	Service Delivery Standards regarding the telephone	Gwynedd Council already operating in accordance with these Standards.
7+14+21+30+32	Service Delivery Standards that involve asking about language choice and declaring that we welcome correspondence/contact in Welsh	As a result of the Language Policy and the Council's historical commitment to the Welsh language, the use of Welsh has been normalised and there is high awareness amongst the public that they can access services and correspond with the Council in Welsh. Consequently, there is no need for the Council to state or ask a person if they wish to use the Welsh language, as this occurs naturally.
23+25+27A+27CH+28+33+73+ 78+	Service Delivery Standards dealing with holding meetings and interviews	Gwynedd Council already operatings in accordance with these Standards.
34+37+38+69+70+76+77+81 +82+87	Service Delivery Standards dealing with display, publicity, promotion and advertising materials and publications	Gwynedd Council already operating in accordance with these Standards.
35+36	Service Delivery Standards regarding public events	Gwynedd Council already operating in accordance with these Standards. Developmental work has also been undertaken in this field.
40+48+49+50+50A+50B+51+71	Service Delivery Standards dealing with documents and forms	Gwynedd Council already operating in accordance with these Standards.

52+55+56+57+58+59+60	Service Delivery Standards dealing with the website, apps, social media and self-service machines	Gwynedd Council already operating in accordance with these Standards. However, Gwynedd Council faces some barriers beyond its control in the context of apps as the companies have not planned and developed apps in a way that can easily be transferred to be bilingual. Consequently, we are dealing with each case with apps individually, trying to influence companies, conveying the business case, that every Local Authority is subject to the Welsh language Standards. Despite these efforts, it is not always possible to influence, and although the Council is doing everything it can to ensure bilingual services for the public, it is recognised that this is not always possible with apps and therefore those services have to be provided and promoted through the Council's website.
61+62+63	Service Delivery Standards regarding signs	Gwynedd Council already operating in accordance with these Standards.
64+67+68+	Service Delivery Standards regarding the reception	Gwynedd Council already operating in accordance with these Standards.
83	Service Delivery Standards regarding corporate identity	Gwynedd Council already operating in accordance with these Standards.
84	Service Delivery Standards regarding offering an educational course	Gwynedd Council already operating in accordance with these Standards.

SUPPLEMENTARY 155+156+157+158+159+160	Service Delivery Standards dealing with the compliance arrangements for complying with the Service Delivery Standards	Gwynedd Council already operating in accordance with these Standards. The corporate complaints procedure is followed when dealing with language complaints, and this procedure is on the Council's website. The Council publishes an annual report in accordance with the Welsh language Standards.

POLICY MAKING STANDARDS

Gwynedd Council has a duty to comply with 10 policy making standards, and 6 supplementary policy making standards. Again, the Council is already operating in accordance with or beyond the requirements of many of these standards when they were imposed on the Council by the Welsh language Commissioner.

STANDARD	CONTENTS OF THE STANDARD	ACTION
88+89+90+94	Policy Making Standards dealing with considering the impact on the Welsh language and on Welsh speakers.	Gwynedd Council already operating in accordance with these Standards. The Welsh language is the responsibility of every Council member of staff, and there is enthusiasm in giving consideration to the Welsh language when drafting a policy - this occurs naturally, or specialist advice and opinion is sought from the Language Officer.
91+92+93	Policy Making Standards dealing with publishing a consultative document and seeking the views of Welsh speakers	Gwynedd Council already operating in accordance with these Standards. The Welsh language has been part of the Impact Assessment for new policies for years, and the process of assessing impact requires public engagement. The template and instructions for the impact assessment were updated last year in order to make the requirements under the Equality Act and the Language Measures clearer in writing.
95+96+97	Policy Making Standards dealing with commissioning or conducting research	Gwynedd Council already operating in accordance with these Standards.

OPERATIONAL STANDARDS

STANDARD	CONTENTS OF THE STANDARD	ACTION
98	Operational Standards dealing with developing a policy on the internal use of the Welsh language	Welsh is the Council's internal administrative language. The Language Policy was adopted by the Full Council on 3 March 2016, and came into effect on 1 April 2016.
105+106+107+108+109+110+111	Operational Standards dealing with the language of publishing policies	Gwynedd Council already operating in accordance with these Standards. Welsh is the Council's internal administrative language.
112+112A+113+115+116+ 116A+117+119+	Operational Standards dealing with the complaints and staff disciplinary procedure	Gwynedd Council already operating in accordance with these Standards. Welsh is the Council's internal administrative language.
120+121+124+126+134+135	Operational Standards concerning the use of Welsh on computers and the intranet	Gwynedd Council already operating in accordance with these Standards.
127+136+136A+	Operational Standards regarding assessing the language skills of our employees	The Council gathers information annually from each department to determine the number of staff who are Welsh speakers. The requirement to speak Welsh has been placed as an essential skill for each post within the Council, this means that some level of ability and understanding is required for every post. Each post is advertised bilingually, and if an individual is appointed without the necessary Welsh language skills (as occurs at times due to

		recruitment difficulties in some specialist areas) a commitment to learn Welsh is expected and a development plan is agreed with the Learning and Development team.
128+129+130+131+132+133+	Operational Standards dealing with general training, language training and language awareness	Each corporate training module is presented in Welsh.

REPORTING ON THE IMPLEMENTATION OF THE OPERATIONAL STANDARDS IN ACCORDANCE WITH THE REQUIREMENTS OF STANDARD 170

Standard 170 - (a) the number of employees that have Welsh language skills

The following data reports on the number of employees who have Welsh language skills, giving an analysis of the skills level per service:

DEPARTMENT	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Environment	Planning Service and Public Protection: • Planning (including Land Searches) • Public Protection		23 43	1	
	Transportation and the Countryside	Arfon Meirion Dwyfor	37 1 8	1	
	Property	Arfon Meirion Dwyfor	32 7 3	2	
		TOTAL	**154**	**4**	

DEPARTMENT	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Finance	Internal Audit	Arfon	6	0	0
	Investment and Treasury Management	Arfon	3	0	0
	Payroll	Arfon	10	0	0
	Finance and Accounting	Arfon	34	0	0
	Pensions	Arfon	15	1	0
	Income / Cashiers	Arfon	10	0	0
	Creditors' Payments	Arfon	5	2	0
	Rates	Arfon	18	0	0
		Meirion	5	0	0
	Benefits	Arfon	10	0	0
		Dwyfor	17	0	0
		Meirion	4	0	0
	Risk and Insurance	Arfon	2	0	0
	Management	Arfon	6	0	0
	Information Technology	Arfon	52	1	0
		TOTAL	**197**	**4**	**0**

SERVICE	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Education	Management Team Administrative	Cross County	8 1		
	ALN and Inclusion: • Administrative Staff • SENJC Administrative Staff • Cognition and Learning Team • Language Impairment Units • Autism Unit • Education for Sick Children • Minority Ethnic Achievement Services • Behaviour Support • Secondary Inclusion • Welfare Service • Safeguarding • Risk Assessment • Education Psychologists • Specialist Teachers • Counsellors • TRAC • Data Unit	Cross County	2 5 10 9 2 4 4 9 6 9 1 1 12 10 5 8 1		
	Wages and School Contracts	Arfon	5		
	Governors	Cross county	2		
	Ancillary Services: • Catering and Cleaning • Health and Safety • Information • Administrative	Cross county	6 1 1 1		
	Area Office: • Business and Services Officers	Cross county	3		
	Education Support Unit	Arfon/Dwyfor	10		
	Modernisation Team	Cross county	6		
	The Welsh Language: • Language Centres • Primary Sector Welsh Language Charter • Secondary Sector Language Strategy	Cross county	10 1 1		
		TOTAL	**154**		

DEPARTMENT	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Corporate Support	Procurement		4	0	0
	Communication and Engagement		11	0	0
	Council Business Support		19	0	0
	Customer Contact and Registration		44	0	0
	Organisational Development		3	0	0
	Learning and Development		10	0	0
	Support		31	0	0
	Democracy		14	0	0
	Human Resources Advisory Services		11	0	0
	Health, Safety and Well-being Advisory Services		13	0	0
	Welsh Language Services		11	0	0
	Information Management		5	0	0
	Research and Analysis		6	0	0
	Corporate Support (Central)		8	0	0
		TOTAL	**190**	**0**	**0**

SERVICE	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Economy and Community					
	Business Support	Arfon	5	0	0
	Economic Development Programmes	Arfon Dwyfor (½) Meirion (½)	14	0	0
	Tourism, Marketing and Events	Arfon	6	0	0
	Maritime and Country Parks	Gwynedd	20	1	1
	Community Regeneration	Gwynedd	16	0	0
	Youth	Gwynedd Arfon Dwyfor Meirion	4 54 19 37	1 4	2
	Libraries	Gwynedd	52	2	0
	Archives	Gwynedd	11	0	0
	Museums and Arts	Arfon Dwyfor Meirion Unknown	7 21 7 6	0	2 0 0 0
	Leisure Centres and Healthy Living	Arfon Dwyfor Meirion	73 17 11	1 4 5	1
	Healthy Living Programmes	Gwynedd	17	2	0
		TOTAL	**382**	**20**	**6**

DEPARTMENT	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Adults Health and Wellbeing	Central Staff Management Team and Workforce Development Staff		5		0
	Social workers and allied health services		123		0
	Staff in hospitals or clinics		5		1
	Domiciliary care service		414		69
	Care Homes - Older People Learning disabilities		 240 47		 38 1
	Day and Community Services Older People Physical Disabilities Learning Disabilities		 13 4 59		 0 0 0
		TOTAL	**1017**		**108**

DEPARTMENT	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Children and Supporting Families	Management Team		4	1	0
	Administrative (Management Team)		1	0	0
	Children's Team	Arfon Dwyfor Meirion	18 6 6	 1 3 (GC,HR,SB)	0
	Referrals Receipt Team		9	0	0
	Fostering		11	2	0
	Adoption (not including NWAS staff)		3	0	0
	16+		12	0	0
	Derwen • Council employed staff • Support Workers		 28 89	 0 2	 0 2
	Support Team		26	3	0
	Edge of Care Team		13	0	0
	Safeguarding and Quality Unit • Protection • Protection (administration) • Review (IRO) • Review (administration) • Data and performance • Complaints • Out of Hours Team • Flying Start Data		 1 2 4 2 2 1 5 1	 1	
	Youth Justice Service		16	2	1
	Gyda'n Gilydd		7	0	0
	Flying Start		58	0	0
		TOTAL	**325**	**14**	**4**

DEPARTMENT	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Highways and Municipal	Commissioning	Arfon Dwyfor Meirion Unknown	10	0	0
	Fleet	Arfon Dwyfor Meirion Unknown	9 9 7 5	0	0
	Municipal Work	Arfon Dwyfor Meirion Unknown	107 72 82 75	2 1 8 0	0 0 0 0
	Highway Works	Anglesey Arfon Dwyfor Meirion Unknown	2 20 17 25 19 25	- 1 - 3 - -	0
	Waste Treatment	Arfon Meirion Unknown	2 10 5	0 1 0	0
	Management Unit	Arfon Unknown	5	0	0
		TOTAL	**506**	**16**	**0**

DEPARTMENT	UNIT	AREA	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH	NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH
Consultancy (YGC)	Construction	Arfon Meirion Dwyfor	12		1
	Project Delivery	Arfon Dwyfor Meirion	17 1 1	2 1	
	Business Unit	Arfon Dwyfor Meirion	10	1	
	Technical Unit	Arfon Dwyfor Meirion	21 2	4	
	Building Control	Arfon Dwyfor Meirion	9 4		
	Water and Environment	Arfon Dwyfor Meirion	9 9 1	3	
	Management Unit	Arfon Dwyfor Meirion	3		
		TOTAL	**99**	**11**	**1**

Standard 170 - (b) number of members of staff who attended training courses offered in Welsh during the year (based on the records kept in accordance with standard 152);

(c) if a Welsh version of a course was offered by you during the year, the percentage of the total number of staff who attended the course and who attended the Welsh version (based on the records kept in accordance with standard 152);

All internal training titles are offered in Welsh or bilingually, with the majority of the training offered during the period in question being internal training.

The only occasion where training is offered in English only is when training is required in specialist areas where there is a lack of qualified Welsh language instructors. None of the Council's core courses are offered in English only. The Learning and Development team give every support and encouragement to external tutors to facilitate their ability to offer elements (especially written elements such as as reading materials) of the training bilingually. We will assess every individual situation and consider the best way to ensure that Council staff receive their training in Welsh or bilingually.

TOTAL NO. OF TITLES: **364**

NUMBER OF PARTICIPANTS: **3132**

PERCENTAGE WHO ATTENDED WELSH OR BILINGUAL TRAINING - **81.7%**

Period April 1st 2016 - March 31st 2017

TITLES	NUMBER	PERCENTAGE OF TITLES	ATTENDEES
Welsh	275	75.5%	2186
English	51	14.0%	571
Bilingual	38	10.4%	375

- The above figures takes that one individual has attended each event - this figure is not a reflection of the number of individual staff that could have attended more than one course during the year.
- The numbers include staff and councillors
- The numbers include all types of training - face to face, webinar sessions, IT skills development session, sessions over a period of weeks and workshops

Standard 170 - ch) the number of new jobs and empty jobs advertised by you during the year categorised as posts that require -
(i) that Welsh language skills are essential
(ii) that Welsh language skills need to be learnt when appointed to the post,
(iii) that Welsh language skills are desirable, or
(iv) that Welsh language skills are not essential (based on the records kept in accordance with standard 154);

That Welsh language skills are essential	**465**
That Welsh language skills need to be learnt when appointed to the post	**0**
That Welsh language skills are desirable	**0**
That Welsh language skills are not essential	**0**

Standard 170 - (d) number of complaints received

Two correspondences were received regarding the Council's alleged failure to comply with the Welsh language Standards. In both cases, it was confirmed that the Council had no direct responsibility in relation to the complaint.

In addition, nine complaints were received regarding the Council's compliance with its own Language Policy. These complaints can be categorised to the relevant Departments as follows:

DEPARTMENT	NUMBER OF COMPLAINTS
Environment	2
Finance	2
Economy and Community	5
Consultancy (YGC)	1

The complaints against the Council's Language Policy dealt with:

- correspondence received in English only (3),
- language medium of advertisements (2)
- signs (2)
  - (i) bilingual street names rather than Welsh only
  - (ii) English only signs
- appropriate use of Welsh (1)
- lack of use of the Welsh place names (1)
- trainer communicating in English (1)

The grounds for many of the complaints against the Council's Language Policy derived from errors and when discussing with the relevant Departments, assurance was sought that there were firm arrangements in place to ensure that those errors do not occur again.

Welsh Language Training Report 2016-2017

During this period support was provided to staff to improve their linguistic skills on all levels using the following arrangement:

- Intensive courses (a week or more - at the Universities or Nant Gwrtheyrn)
- Courses over a long period (learners to attend once or twice a week in the community)
- Occasional courses - e.g. *Welsh in the Workplace* - two days
- Language refresher courses (Gloywi Iaith) once a week over a period of 8 - 10 weeks
- Individual sessions with an internal tutor at the request of individuals

One class takes place internally: Higher Level 2 Class - one morning a week and the remainder of the provision is external.

The changes during the last year to the structure and arrangements of Welsh for Adults and the establishment of the National Centre for Learning Welsh to lead, coordinate, strengthen and establish consistency in terms of the standard of provision in the field, have greatly facilitated the work. Now discussion is only with one provider, with a few exceptions e.g. NMWTRA staff who receive training in mid-Wales and come under Aberystwyth. If staff required a course in the north east, then the provider would be Popeth Cymraeg.

Summary:

Course	Location and Date	Number of individuals
Welsh in the workplace	two days, June 2016, Bangor University	4
Aberystwyth Summer School	Aberystwyth University	1
Meirionnydd New Year School 2017	Glan –Llyn (Bangor University)	1
'Clear Welsh' - day courses x 2	Canolfan Bedwyr, Bangor March 2017	6
Language Refresher - over a period of weeks	Bangor University x 3 courses Commencement January 2017	24
Language Refresher - three-day course	Nant Gwrtheyrn, March 2017	1
Internal Course - Higher Level 2 (Mastering Class)	Wednesday mornings, Ystafell Mawddach, The Learning Centre	5
Courses and levels *Access, Foundation, Intermediate and Higher*	Various sites convenient to the learners across the county	41
Individual tutorial with individuals	At the request of individuals it is possible to	Varies

	organise tutorials with the language co-ordinator to revise a piece of work and to receive guidance on specific points that cause confusion to the individual. This is of course subject to time and room availability. This could be at any language level.	according to demand

Where are the learners? (does not include refresher courses for fluent speakers)

Department	Number of learners
Adults and Children	25
Education	2
Finance	1
Regulatory	3
Highways and Municipal	1
Consultancy	6
Trunk Roads	3
Total	***41***

Developmental elements:

Developing new courses

A new course was developed following a specific request by a Manager, and there will be four half day courses, Improving Welsh at Work, trialled with the Call Centre staff in April and May 2017.

A need has also been identified during the year to develop and provide new courses that will get to grips with the confidence of Welsh speakers and improve written skills. Therefore, during 2017-18 a new programme of language training will be developed.

Dafydd Orwig Memorial Prize 2016-2017

This award, presented as part of the Council's annual awards ceremony, has traditionally recognised the efforts of new learners, however, this was amended last year to try and reflect the importance given to promoting and encouraging the Welsh language and leading by example.

This year the award was presented to two individuals who have contributed to promoting the Welsh language within the organisation by making an intentional decision to use Welsh in the workplace, namely:

- Will Stockford – Aberdyfi Harbour (Economy and Community)
- Owen Duncan – Technical Engineer (Gwynedd Consultancy)

Both belong to a group of 'non-confident Welsh speakers' who learnt Welsh many years ago to a certain point, rather than learners who currently attend Welsh lessons. They have changed their habits and have been praised for their perseverance by their managers and co-workers.

Language Framework

A new Language Framework was developed during the year by the Workforce Development Officer / Welsh Language Co-ordinator. This coincides with the work of adapting the way the Council assesses the need for Welsh language skills when advertising jobs, and therefore an information sheet was also prepared for managers, explaining in detail what each level means and what could be expected from those levels. This should make the information on the framework more meaningful.

Additional developmental work during the year:

Language Awareness (relevant to Standards 132, 133)

A Language Awareness e-module was developed jointly with the Learning and Development Department. This module is available to all Council staff, and consistent work will be undertaken to draw attention to this and to get staff to complete.

A programme of face to face language awareness sessions has also commenced during the year, with **12** sessions of approximately **85** members of staff held thus far. These sessions are being held as part of a long-term programme and have focused on particular departments. The sessions will be rolled out across the Council in time.

Language Champion

The Language Champions Scheme is being spread across the Council, for use in departments where it is judged it would be beneficial. Thus far, the champions have been chosen in the Leisure service (re-establishing the Scheme that ran there for many years) and in the Consultancy (YGC) department.

Visibility Investigation

An investigation was conducted as part of the Language Committee's work programme looking at different elements of the language's visibility in the Council's services.

The purpose of the investigation was to consider to what degree is language visibility important -in names, signs and notices across the county - in terms of the language's status and residents' confidence using it as a natural part of everyday life. It also considered the degree of influence the Council has over that visibility, and whether there is a need for the Council to do more.

It considered several areas - from the prominence of the language within the Council itself to procurement arrangements, grant conditions and the Council's influence on roadside and street side signs. Particular attention was given to the way the Welsh language is used in leisure and recreational events funded or promoted by the Council, to see if there was anything that could be done to increase use, either by strengthening the conditions of language agreements or by working in conjunction with Council departments and events organisers. A number of recommendations were noted that are therefore relevant to **Standards 35 and 36**

4. Recommendations

A20 That the Council operates pro-actively and uses every opportunity to promote and influence on the visibility of the Welsh language and remember the Welsh language at all times, giving priority to:
*An initial conversation that occurs through a company's first contact with the Council where they could be also reminded of the economical benefit of doing this
*Events Safety Advisory Group that is chaired by the Events Manager

A21 That the Council's departments that come into contact with those who organise events, cooperate with them and give them a list of bilingual designers.

A22 Send out a document to raise awareness of the language with the entertainment licence.

A23 Use the Training Forum to raise awareness of the Welsh language.

A24 Make changes to the tourism website's presentation (Snowdonia Mountains and Coast) in order to strengthen the feeling of a sense of place.

The language unit has been working closely with the tourism team in the Economy and Community Department during 2016-17 in order to develop the relationship between both units and to strengthen their influence on public events organisers in the county. Language conditions already existed within the funding contracts, but it was felt that there was scope to have further influence, in accordance with the above recommendations, and the officers have been proactive in offering advice and guidance to organisers to ensure that any event the Council is associated with, be that via formal funding or by offering support of any type, operates bilingually.

Assessing language skills (standards 136-137)

Work is proceeding on the project by the Human Resources department to establish a new system for determining language conditions in relation to jobs. Officers have been working with four specific departments during the year on the first phase of the work, namely to identify where the existing jobs sit within the language framework developed by the Workforce Development Officer/Welsh Language Co-ordinator.

The remaining Council departments will go through the process during the first months of 2017-2018, before moving on to the second phase, which will be using the framework when recruiting to new jobs and link new appointments with training where required.

Contracts - Staff Guidance

The work of adapting contracts to reflect existing legislation is continuous, and in 2016-17 there was specific work to check and update conditions in care contracts, as different contracts were updated. This included intensive work by Council officers to try and ensure that the regional contracts reflect not only the requirements of the Councils in terms of the Standards, but also the expectations under the More than Words Strategic Framework. There was a strong element in this work of having to raise the awareness of corresponding officers in the care and commissioning field in other councils.

A guidance for managers and staff on setting language conditions in contracts was drafted during 2016-17 and it was not shared with Managers due to a delay with publishing the essential information guide by the Commissioner. The Guide Contracting Out Public Service Contracts: Welsh Language Considerations was published in January 2017, and was shared with relevant officers within the Council.

More Than Just Words

During the year the Language Unit has been collaborating with the Council's Adults and Well-being Department to coordinate the work done as a commitment to the Welsh language standards and the Strategic Framework for Welsh language Services in Health, Social Services and Social Care: More Than Just Words This work has focused specifically on trying to influence private care providers in the county to follow the principle of the proactive proposal and ensure that the requirements of the patients are satisfied. Information and advice has been shared via county forums, strengthened conditions within county and regional contracts and guidelines have been prepared to assist businesses to assess their current use of Welsh and to draft language policies.

Iaith Gwaith Lanyards and Badges

We have distributed more lanyards to staff as required and continue to encourage any front-line staff to wear them. A supply of learners' lanyards was also received and these are available for those who are less confident.