GWYNEDD COUNCIL'S ANNUAL REPORT

ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS

2019-20

1. Background

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

The duties that derive from the standards means 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 (which means making it easier for people to use it in their everyday lives).

The Language Standards are divided into five fields:

- service delivery
- policy making
- action
- 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, 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 fields.

A new Language Policcy was passed in 2016, to sit along side the Standards and to ensure that Gwynedd Council contiunes to answer the needs of the population by offering bilingual Services proactively, and continues to operate internally through the medium of Welsh.

2. Ensuring Compliance with the Standards

The Council's main method of ensuring compliance with the language Standards and ensuring Welsh medium services for the people of Gwynedd is the implementation of it's Language Policy. The aim of the Council's Language Policy is to ensure that all the county's residents can use the Council's services through the medium of Welsh and English. The principle that Welsh and English should be treated equally is followed, but by working proactively to ensure that Welsh is prioritised at all times.

As a result of years of setting language requirements when recruiting, and of offering training to improve skills and learning Welsh, we have ensured that the vast majority of Council staff are able to speak Welsh and are able to act in accordance with this policy, thus normalising the use of Welsh and ensuring that Welsh services are available without having to ask.

The Standards that the Council must comply with, along with a copy of the Council's current Language Policy, can be viewed by going to the Standards and Policy section of the corporate website.

https://www.gwynedd.llyw.cymru/cy/Cyngor/Strategaethau-a-pholis%C3%AFau/Cydraddoldeb-ac-iaith/Safonaur-Gymraeg-a-Pholisi-Iaith.aspx

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The Language Policy was updated in 2016, following the introduction of the Language Standards, and it has been an effective way of ensuring compliance amongst Services and staff. However, after acting under that procedure for three years, we have now identified the need to update and adapt the policy once again, in order to reflect the regular changes made to the way we provide services.

One of the greatest challenges that we face is how we adapt to use more technology and not only to ensure the language choice, but the proactive offer that encourages the residents to use the Welsh language with our services.

Therefore, updating the language policy to correspond with current work practices will be a key part of our work in order to ensure compliance over the coming year.

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In the next section of the report, we will give a summary of the developmental work in regards to compliance and promoting the use of the Welsh Language in our services during the year. We will also provide an update on some of the developmental fields referred to in the 2018-19 report and we will refer to the main steps taken in the context of the Standards over the past year.

It is important to note that these are **developmental fields**, and are not issues to which a quick fix, or overnight fix, can be found. They often relate to new work fields or fields where complex challenges are facing us.

2.1 Developmental work carried out during the year to improve compliance and ensure the best Welsh language service for the residents of Gwynedd

FIELD OF WORK	DEVELOP A BETTER UNDERSTANDING OF PEOPLE'S HABITS
Relevant standards	**Service Delivery : 7, 14, 21, 30, 32** Standards relating to **asking** an individual whether they wish to receive a Welsh service, or state that we welcome contact in Welsh.
Steps taken during the 2019-20 year	**In the 2018-19 report, it was noted:** *...we acknowledge that people's habits change, and we intended to conduct research over the coming year to look at users' attitudes, and their findings about the language medium of services, in order to ensure that this aspect of the policy is still relevant and effective.* **2019-2020 Update:** Observation work was carried out by the Language Commissioner's office at Council receptions, and we are confident that those services succeed in offering a Welsh language service, through a combination of signs that act as prompts, and a proactive offer from the staff. We started on some research work during the year to gain a better understanding of people's habits as they use our services. We have decided to focus the work on understanding the habits of users with on-line services, as this is our biggest concern at the moment, and an update will be provided on that work under the developing technology field below.
Further steps that will need to be taken over the next year	We intend to carry out observation and mystery shopper work to ensure that the proactive offer is implemented across our services and locations, but also to improve the understanding of what influences people's use of Welsh and English with face-to-face services. We will also continue with the work of mapping and understanding use of Services on-line.

Field of work	Use of technology and on-line services
Relevant standards	**Delivering Services**, specifically 52, 55, 56, 57, 58, 59 and 60
Steps taken during the 2019-20 year	**In the 2018-19 report, it was noted:** *There needs to be a consistent effort to raise the awareness of external companies of the need to develop bilingual apps from the get-go, rather than having to adapt the app further down the line. It also continues to be a challenge when the Council's websites or services need to transfer to external websites, such as on-line payment services, to ensure that everything is available through the medium of Welsh.* **2019-2020 Update:** We have given a lot of attention to this field over the year as the Council in general has moved towards making more use of technology and self-service as a way of providing services. Many new systems have been developed over the year, and some are yet to go live, which will mean that more services will be available on-line for the residents. The number of services where it is possible for residents to make on-line requests and payments is increasing. Some specific services, such as the Planning service, have also launched a new on-line applications system. This is an important field for a number of reasons: • We are concerned about our ability to comply in full with the Standards in each case as the technology and the way the systems are being developed is creating barriers in themselves. • We are concerned about how this new way of delivering services influences the language use of residents as they engage with us. By losing the face-to-face contact, we also lose the influence we have in making the proactive offer, and therefore we need to consider how we can transfer that to the digital world, in order to increase the use of Welsh in on-line services. We are continuing to assess each of these developments individually, but we are also still facing many challenges, in particular when purchasing systems that have not been developed bilingually in the first place. We have officers in the IT service, and in individual services, who have worked closely with developers to ensure that

	what is being published at the end works in accordance with the Standards, but we are still facing barriers when attempting to integrate external systems into our website. During the year, we started a discussion with the Language Commissioner about this field, asking specifically for their support and assistance to influence some of the major companies that develop apps and software. We have shared information about the types of apps we are experiencing difficulty with - from a swimming lesson app that has been in development for over two years, but that we are not yet able to release as it is not fully operational in Welsh, to an app that enables convenient contact between schools and parents - in an attempt to develop the understanding of the barriers, and to discover a way forward that will ensure compliance and the best service possible for the residents. Initial desk-top research was also carried out in order to understand people's habits as they use our non-contact services. We looked specifically at users' pathways and search and navigation habits - i.e. how they reach specific pages - in an attempt to see whether there are any patterns in how people access the information and reach the pages and forms. Obviously, all of these services are available bilingually, therefore, it is not as much of a concern regarding compliance, but more so in terms of how we influence language use and ensure that the language choice is clear and obvious and in keeping with the principle of a active offer, rather than allowing individuals to navigate the website without seeing the Welsh language at all. We have also been working on developing the ability to have a simultaneous translation service when conducting meetings on-line. At the end of the financial year, the work was given a great boost as a result of the Covid-19 situation, as a higher number of people made contact from their homes. We have reached a temporary solution by using the equipment that we currently have to ensure that those meetings being held over the period are held in both languages, despite the barriers.
Further steps over the next year	Developing the use of Welsh in technology will become one of our development priorities over the next years, with an emphasis on understanding habits, looking at how we deliver digital services and how we can use behaviour change and nudge principles in an attempt to increase the use made of the Welsh language.

	We will develop the simultaneous translation resource in on-line meetings by: • Attempting to persuade major companies to develop simultaneous translation as part of their offer • Ensuring an easy solution to simultaneous translation in on-line meetings - major developments have happened in this field over the Covid period and as we are writing this report. • Ensuring an easy solution to enable simultaneous translation at meetings where some will attend a traditional meeting room and others choose to attend remotely.

FIELD OF WORK	IMPACT ASSESSMENT
Relevant standards	88+89+90+94
Steps taken during the 2019-20 year	**In the 2018-19 report, it was noted:** *During the year, we have identified that the existing procedure does not achieve the desired outcomes in terms of ensuring that the Council takes advantage of every opportunity to promote the use of the Welsh language.* *The Commissioner's Assurance Report in summer 2018 also drew attention to the need to look at this field, and therefore the Language Unit and the Equality Officer have been collaborating to consider changes to the process, in order to ensure that we get the best out of the practice as departments assess the impact of their policy decisions on various equality and language characteristics.* **2019-2020 Update:** The work with the Equality Officer has continued during the year. One of the barriers we had to overcome was to try and gain clarity on the status of language within equality matters. We remain eager to include language as a part of equality assessments, in order to ensure that the language is integrated within broader key considerations, rather than being a separate issue. We acknowledge, nonetheless, that we also need to ensure consistency, and also ensure more detailed assessments in some cases.

	During the year, the Government published draft legislation in the field of equality and human rights, and we sincerely hope that the final document will respond to the issues raised during the consultation and provides better clarity on language status within the legislation. Work has been done on a regional level to develop an equality impact assessment template, and we have been a part of that work. One of the key considerations for us was how we include a trigger within the procedure that will lead to a more detailed language assessment if the context requires that. Alongside this work, we have been working on a detailed impact assessment template for the Council, which will be used for major decisions and strategic plans. Also during the year - in September 2019 - the Supplementary Planning Guidance for the Anglesey and Gwynedd Joint Local Development Plan was published, which means that the new requirements on developers to present Language Impact Statements or Assessments are now operational. During the first six months, the Language Unit received 18 statements and documents that looked at the linguistic impact of planning applications. These statements ensure that the correct information is submitted to Elected Members to enable them to make informed decisions on applications and their potential impact on the prosperity of the Welsh language in our communities. The staff of the Language Unit and Planning Service work together continualy, to share information and improve in-house arrangements, and a new on-line system was published by the Planning service during the year to allow the public to track and trace planning applications.
Further steps over the next year	The next step will be to raise the awareness of relevant officers and managers across the Council of the new arrangements and templates. In terms of the planning system, the emphasis will be placed on establishing effective monitoring arrangements for the language statements and assessments, so that the Council can collaborate with the developers to develop the evidence base needed for future impact assessments.

FIELD OF WORK	LANGUAGE SPECIFICATIONS - MAPPING THE LANGUAGE LEVELS OF POSTS AND STAFF SKILLS
Relevant standards	**Action** Standards relating to assessing the language skills of our employees 127+136+136A
Steps taken during the 2019-20 year	**In the 2018-19 report, it was noted:** *During 2018/19, a new procedure was established to determine linguistic requirements when appointing new posts.* *Also, during the year, the first part of the work of mapping the linguistic skills of the posts that already exist in the Council was completed. Every department within the Council has now looked at the person specification of each post within their services, and validated that the language levels are appropriately placed for the requirements of the role.* *The second phase of this work, which is already ongoing, is to identify whether the officers currently in these posts reach the language requirements or not.* **2019-2020 Update:** A more detailed report on this work can be seen below, where we report on the number of staff who are able to speak Welsh, however, substantial work was carried out on this project during 2019-20. In order for the language specifications to work effectively in the long-term, we had to look at the whole process, from the point where a manager decides to create a new post, to the point where a member of staff is appointed and training needs are identified - and then beyond that if a need to develop language skills is identified. Therefore, a new **Project Board** was established during the year, in order to coordinate the broader work and to ensure that the continuation of the project is rooted. During 2019-20, this project board focussed on targeting front-line staff and aimed to assess 1500 individuals by the end of the financial year. Alongside the work of identifying the linguistic levels, work was undertaken to identify developmental needs and arrange training for those staff who did not yet meet the language specification of the post.

	This process of assessing skills can happen in two ways - either through line manager assessment or via a self-assessment questionnaire. The ultimate goal is for every member of staff to complete the self-assessment, but it is emphasised that this is a long-term goal. This self-assessment sits within the staff self-service intranet site, which has is also neing developed. The first report created from the new electronic recording system showed us that **3034** individuals had been assessed, and that **2765 (91.1%)** of those assessed **reached or surpassed** the requirements **and 269 (8.9%) were lower** than the specification of their post. Training was arranged for those who did not meet the specification, and **7 individuals** have developed their language skills and now meet the Language Specifications for their post as a result of the support offered**.** Some of the issues discussed at the Project Board was how we highlight the need to have some level of linguistic skills to work for Gwynedd Council within the job advertisements and descriptions, how we use the term "essential" in the advertisements, and how, at the same time, we can encourage people who may not meet the language specifications at the moment to apply for jobs, by highlighting the support and training that is available. We have therefore agreed on a new standard wording for advertisements and job descriptions which will be used for any new posts from now on. The Learning and Development and IT services developed an internal system that will enable us to analyse and track the specifications, and this system will transform the way we record skills and report on them.
Further steps over the next year	We will continue to work towards obtaining the greatest number of staff to complete the self-assessment, in order to provide the most comprehensive picture as possible of the workforce's language skills. Over the last year, we have learnt that it is unlikely that we will ever be able to provide a 100% picture at any time, as the picture in terms of staff numbers changes regularly as a result of staff turnover, etc. and as the data captured at any time will date quickly. It is hoped, however, that the new system that has been developed (and that was launched during preparation of this report) will ultimately enable us to report in a more sophisticated way about the workforce's language skills and obtain a live picture of our staff's language profile.

	Examples of the data we can gather can be seen later in this report. The matters discussed by the Project Board recently, and will be developed further over the coming year, will also include how we can track the learners, in order to show their journey towards reaching the specification, and look at how we can strengthen the interview arrangements in order to be able to assess skills when appointing. We are also going to be working on analysing the data being captured within the new system in order to create meaningful reports. We also hope to be able to return to the job evaluations in time, and sample posts on various levels in order to ensure that they continue to be on the correct levels.

2.2 Transfer of the Leisure Service

In addition to the above-mentioned developmental matters, one of the major changes that happened during the year was the transfer of the Leisure service to a company limited by guarantee which implements the contract on behalf of the Council to manage the County's leisure centres and provide a range of Sports, Health and Fitness services. Although a lot of the preparation work had taken place during the previous year, the service transferred formally in April 2019, with a service level agreement agreed and established that will ensure the linguistic responsibilities of the service and with 250 staff transfering with the service. A unique Language Policy was developed for the company, which corresponds to the Council policy, but also includes additional clauses to reflect the service's specific work. They have also worked with the Learning and Development service to ensure that the language specifications for the posts are ambitious and enable the company to plan the workforce in a way that ensures that the Welsh language service responds to the need of the public.

The Service reports regularly to the Language Committee and its officers and a record of their compliance on different matters is kept via central systems. See below their training and language skills record.

Byw'n Iach training record

Number of training events within the 2019-20 year: **62**

Number of individual titles: **20**

Bear in mind that a lot of specialist training is provided in this field, therefore, it is not always possible to obtain them through the medium of Welsh.

TRAINING EVENTS	NUMBER	INDIVIDUAL ATTENDEES
Welsh	30	41
English	21	35
Bilingual	11	31

Staff Language Skills:

Number of assessments	**91**
Number of people who reach the Language Specifications	80
Number who are lower than the Language Specifications	11

Number on levels:	
Proficiency	32
Advanced	14
Intermediate	12
Foundation	5
Entry	4
No Skills	0

2.3 Welsh Language Promotion Plan for Gwynedd 2018-23

In 2018-19, the Council's new strategic plan to promote the Welsh language was published in accordance with the requirements of the Standards. Every post includes essential language requirements. ***Welsh Language Promotion Plan for Gwynedd 2018-2023*** is an attempt to identify the main challenges and opportunities that face the Welsh language in Gwynedd. The general aim is to increase the opportunities for people to use the Welsh language, via the Council's services themselves and in the community. The Council's Language Committee was a key part of drawing up this plan, and they keep an overview of its implementation by receiving regular reports on various projects and workstreams that contribute towards the vision.

A preliminary work programme was created for the Plan, and a report on it's implementation and progress, as well as a work programme for the second phase of the plan, with be published soon.

3. Report on the number of staff members who can speak Welsh

REPORTING IN ACCORDANCE WITH THE REQUIREMENTS OF STANDARD 170 - *(a) the number of employees that have Welsh language skills*

Due to the current situation at the tome of writing this report, and with working arrangements changed significantly as a result of Covid-19, it was not possible to gather data directly from individual departments regarding the number of employees who can speak Welsh as we have done in the past.

Instead, we have decided to report, as much as we can, on the data provided by the new language specifications system. Using the new database will give us a very different report to the past reports, but it will also give us a better analysis of the skills our workers have, alongside the skills we need to be able to provide the best services.

The languge specification project has been a long term one, with the original aim of identifying the linguistic skills needed for each individual job within the Council - taking into account factors like what level of contact there will be with the public, and what level of reporting, orally or written, will be neeed. Setting linguistic specifications not only allow the Council to plan the workforce effectively, but also to ensure the public can access the Welsh language services they want and need.

In due course, we will be able to generate reports within the system that will enable us to track changes within the services, identify gaps in terms of the language specifications, and also track the progress of the learners who are receiving language training in order to reach the specification of their post.

We are not reporting on school staff data in this report, but we will add an update that will include teaching and school staff later on in the year when the circumstances allow us to do so.

The number we are reporting on is the number of staff who have been assessed. Therefore, this number will increase and change as we continue with the work over the next year.

PLEASE NOTE:

*****This is a very new system, and therefore, these figures should be considered with a word of caution. We are still working to get the system to work excactly as we would like and to produce the reports that we want; however, the report below gives you an idea of what we will be able to do.

- We have now checked the details of **every post** within the Council to verify the language specification is correct for the requirements of the post.
- Every post has to follow a specific procedure in order to set the correct language specification.
- Every post includes **essential** language requirements. I.e. some element of language skills are needed for every post within the Council.

- We have looked at the wording of the job advertisements, in order to ensure that this element, and our compliance with the standards is clear, and that changes/adaptations to the wording are implemented soon.
- The work of gathering information about individuals (staff members) is continuous, and it is not likely that the figures noted above will ever completely reflect the actual number of staff employed by the Council. However, we aim to get the most accurate and fullest picture possible of the workforce's skills at any time. Staff turnover, changes in jobs, restructuring and individuals who hold more than one job within the Council, are all factors that affect data accuracy.
- We do not report on staff who are on the Council payroll but who are a part of the following departments - **GwE, NMWTRA, and the North Wales Ambition Board** - as they are all joint-committees or regional partnerships, and are therefore not accountable to the requirements of the Standards.
- The **Leisure service** , that was previously a part of the Council's Economy Department, has now transferred to an external company. A record of the language skills of that service for the period can be seen in earlier in this report.

Skills Report:

Information correct at the time of writing the report and extracted from in-house performance reports from March 2020 and from the system in June (but data belongs to the 2019-20 financial year)

General picture:

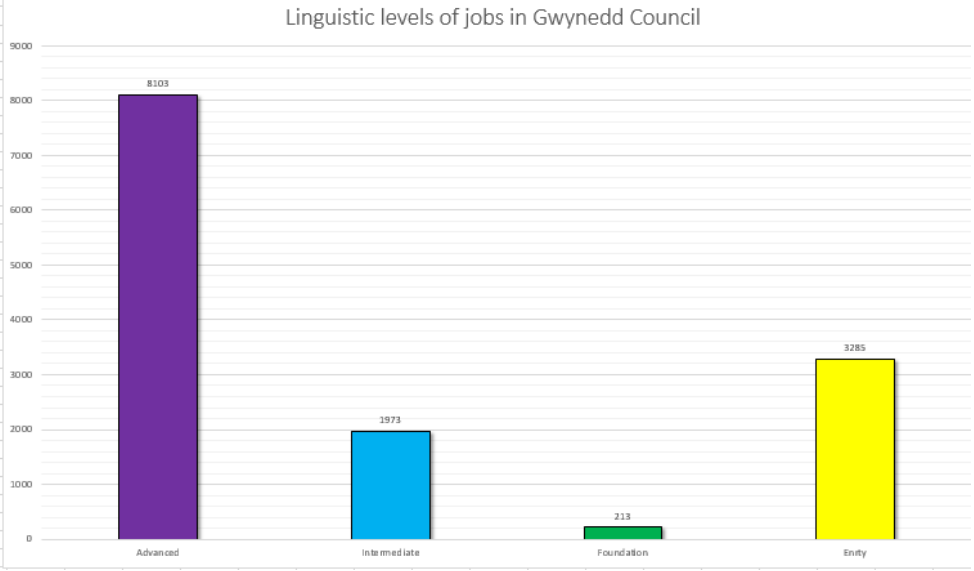
Number of staff members (number of people on the Council's payroll), excluding school staff	**3,677**
Number of staff members assessed thus far	**3034**
Number who reach the requirements of the post from those assessed	**2765 (91.1%)**
Number who do not reach the requirements of the post	**269 (8.9%)**
Number of staff members assessed to have no Welsh language skills (all Council departments)	4

The number of 200+ staff noted above, who don't currently meet the linguistic requirements of the post, can be misleading as it does not reflect the fact that most of them are currently developing their skills, and are making progress towards the level specified for the post. In the same way, any staff members who have no Welsh language skills at the moment are given every encouragement to start on their learning journey.

Language Levels of posts - number of posts across the Council that have been designated per level:

(as the levels can vary within one post - i.e. that the level of speaking and listening skills have been higher than the written level required - we count the speaking and listening level for this measure as this is normally the highest level when there are variations)

Advanced	8103
Intermediate	1973
Foundation	213
Entry	3285
	13574



We can also look at this analysis on a departmental level, and this enables us to see where the lower level jobs have been identified. A number of jobs in the Highways department, for example, are ones where higher skills in Welsh are not required as there is less direct and face to face contact with the public. We can take a sample of these posts at any time and verify the post's specification.

The picture below provides an example of various posts placed on various linguistic levels and shows how the levels can vary within one post.

Gorfodaeth Parcio (Amgylchedd)				
Rhif swydd	Teitl swydd	Gofynion ieithyddol darllen a deall	Gofynion ieithyddol gwrando a siarad	Gofynion ieithyddol ysgrifennu
4NB057	Swyddog Gorfodaeth Sifil	Canolradd	Sylfaen	Sylfaen
Cyflogau (Cyllid)				
Rhif swydd	Teitl swydd	Gofynion ieithyddol darllen a deall	Gofynion ieithyddol gwrando a siarad	Gofynion ieithyddol ysgrifennu
5EK004	Goruchwyliwr Cyflogau	Uwch	Uwch	Canolradd
Cynnal a Chadw a Chadwraeth (Tai ac Eiddo)				
Rhif swydd	Teitl swydd	Gofynion ieithyddol darllen a deall	Gofynion ieithyddol gwrando a siarad	Gofynion ieithyddol ysgrifennu
5VE085	Swyddog Cynnal a Chadw Adeiladau	Canolradd	Uwch	Canolradd
Llyfrgelloed (Economi)				
Rhif swydd	Teitl swydd	Gofynion ieithyddol darllen a deall	Gofynion ieithyddol gwrando a siarad	Gofynion ieithyddol ysgrifennu
5VLA14	Gofalwr / Gyrrwr Cynorthwyol	Sylfaen	Sylfaen	Sylfaen
Adnoddau Dynol (Cefnogaeth Gorfforaethol)				
Rhif swydd	Teitl swydd	Gofynion ieithyddol darllen a deall	Gofynion ieithyddol gwrando a siarad	Gofynion ieithyddol ysgrifennu
5UD004	Swyddog Adnoddau Dynol	Uwch	Uwch	Uwch
Safleoedd Ailgylchu (Priffyrdd a Bwrdeistrefol)				
Rhif swydd	Teitl swydd	Gofynion ieithyddol darllen a deall	Gofynion ieithyddol gwrando a siarad	Gofynion ieithyddol ysgrifennu
4RBB4A	Gyrrwr LGV Safleoedd	Mynediad	Mynediad	Mynediad

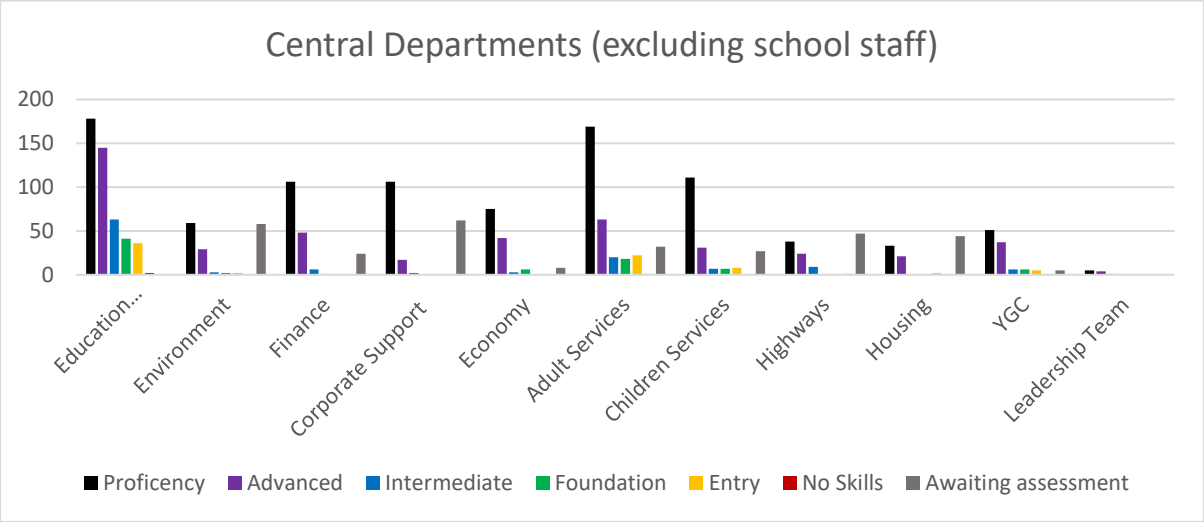
Language levels of staff per department:

The picture below shows the language skills of the workforce as currently assessed. It can be seen that the majority of the workforce possess Intermediate or Advanced skills.

Staff langauge levels CENTRAL SERVICES (excluding school staff)

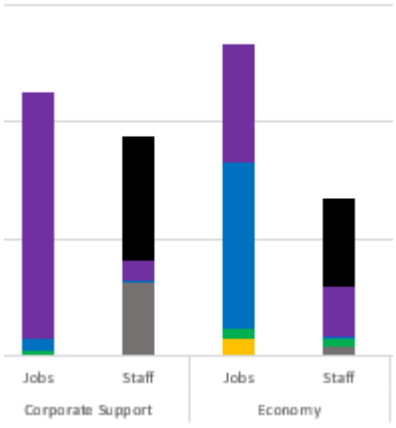
03/06/2020

	Education (excluding school staff)	Environment	Finance	Corporate Support	Economy	Adult Services	Children Services	Highways	Housing	YGC	Leadership Team
Proficency	178	59	106	106	75	169	111	38	33	51	5
Advanced	145	29	48	17	42	63	31	24	21	37	4
Intermediate	63	3	6	2	3	20	7	9	0	6	1
Foundation	41	2	1	0	6	18	7	0	0	6	0
Entry	36	2	0	0	0	22	8	1	2	5	0
No Skills	2	0	0	0	0	1	0	1	0	0	0
Awaiting assessment	0	58	24	62	8	32	27	47	44	5	0



The system will also enable us to compare both sets of data - the post level and the individuals' level - to see how we manage to plan the workforce to respond to our needs.

See below an example from two departments, which clearly show that the general skill level of staff is higher than the levels set for the basic needs of the posts. Note that the number of posts appear slightly higher than the number of people - this may be as we have not yet received the result of the assessment for each member of staff and therefore this picture will change over time, as we get the whole workforce to complete a self-assessment.



Colour Key:

4. Reporting on Welsh-medium staff training

REPORTING IN ACCORDANCE WITH THE REQUIREMENTS OF 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 Council central training programmes are provided in Welsh, with courses available in English by request only. A Welsh and English version is provided of some separate courses where there is demand for that, but normally we seek to ensure that all training is Welsh-medium or bilingual.

English only training will be offered only when training is required in specialist fields, and that the services of external specialist trainers is purchased. Even then, every effort will be made when commissioning services to obtain bilingual materials, and every oppotyunity will be taken to try and influence national providers.

Number of internal training "**event"** during the period from 01 April 2019 to 30 March 2020: **910**

Number of individual titles within those events: **248**

This is a combination of 'corporate' and 'specialist' titles which includes a variety of training – face to face, e-modules and webinars.

TRAINING EVENTS	NUMBER	UNIQUE ATTENDEES
Welsh	463	1805
English	225	1021
Bilingual	222	765

This **does not** include training being provided or facilitated by the Learning and Development service, but which is for the following departments that are not accountable to the Standards in the same way due to their different status, or include external staff *: BYW'N IACH, North and Mid Wales Trunk Road Agent (NMWTRA), GwE, North Wales Economic Ambition Board, Consortium, Uned Lyfryddol Gogledd Cymru*)

5. Reporting on language requirements when appointing

REPORTING IN ACCORDANCE WITH THE REQUIREMENTS OF 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);

Every post advertised by the Council requires some level of ability in Welsh, and during the 2019-20 year, **637 jobs were advertised** on the Council's website

Every post advertised includes a clear explanation of what level of oral, written and reading and comprehension skills are needed for the work in question.

A specific wording has been agreed during the year for inclusion in advertisements, that will draw attention to the fact that the specification is necessary for the requirements of the post, but we would welcome applications from people who do not yet possess the skill level noted, but who are willing to commit to learn Welsh upon their appointment.

This is an important development, and an essential element of the language specifications project, as we do not wish for anybody to feel that the Council discriminates against those who do not speak Welsh, but that we do, at the same time, place great emphasis on ensuring that we have the correct skills within the workforce to be able to provide all of our services through the medium of Welsh, as a default.

6. Reporting on language complaints 2019-2020

Here we note the number of complaints received via our corporate system during the year. These are counted against complaints against the Language Policy, therefore they do not necessarily relate to issues that are covered by the Standards every time. However, there are some cases where we have received complaints via the internal process and we have also received enquiries from the Commissioner. In those cases, the fact that we have been able to investigate via the internal procedure means that we are able to identify solutions and report on that to the Commissioner before it has to become a matter to investigate.

Consequently, no notices of investigations were received by the Commissioner during the year. A judgement was received regarding one case at the end of the 2018-19 year, with actions put into practice during 2019, the details of which can be seen below.

Record of complaints during the year:

Department	The number of complaints
Finance	2
Leadership Team (Legal)	1
Environment	4
Education	2
YGC	1
Highways and Municipal	5
Total	**14**

Complaints received by the Welsh Language Commissioner: 1

CSG460 - An English only invoice sent by ***The Welsh Penalty Processing Partnership***. The matter had already been brought to the attention of the Council and resolved by the time the complaint was received by the Commissioner, and the Commissioner agreed that the Council had already dealt with the matter appropriately.

Number of pre-investigation enquiries by the Commissioner: 3

2 relating to road signage, and 1 relating to an on-line catalogue (which is still being discussed).

We are grateful for this method of investigating complaints, which enables the Language Unit to make enquiries and identify informal solutions.

We have also been able to refer a number of enquiries to the Commissioner during the year, and have received their support to resolve issues with third parties. This is a positive way of working, and we are grateful to the Commissioner's officers for their work in trying to help us remove some of the barriers we have with external providers and companies in providing Welsh services for our residents.

Steps taken to improve compliance as a result of complaints:

Every complaint is considered as an opportunity to improve our services, and advantage is taken of all opportunities to remind staff of their responsibilities in terms of providing bilingual services. Nevertheless, from time to time, the complaints will highlight the need to take further additional steps to improve our compliance, to resolve situations and to ensure that there is no further breach of the policy conditions or requirements of the Standards.

During the last year, such steps have included the following:

Department	Nature of the complaint	Actions taken
Education	Complaint about an interviewing process. The complainant felt that she had been placed at a disadvantage as the interview was being held through the medium of Welsh. It was also alleged that the language requirements or information that the interview would be conducted in Welsh were not clear enough in the advertisement documentation.	The issue was discussed as part of the Language Specifications Project Board. It was agreed that there were lessons to be learnt from the complaint and that there was a need to look at the wording of job advertisements. Even though we set the requirements and note the language skills needed in the person specification, we felt maybe we weren't as clear as we could be about the "essential" element. It was agreed that there was an opportunity to change the wording of the advert itself to make the requirement for Welsh language skills a little clearer. It was also seen as a chance to realise awareness about the Welsh medium internal administration of the Council.
	An app that is being used by schools to process payments and keep in contact with parents	The complaint led to a wider discussion about the apps and systems used by the Council. A request was sent to the Commissioner to start a discussion on the matter, and in order to work together on solutions, as we felt that a number of the barriers were beyond our control. We will continue to work on this issue during the current year.
	CSG236 Inquiry: It was deemed that the Council had breached two Standards (Standard 1 and Standard 112) and had failed to deal with correspondence and an	The Council's Language Policy clearly states that any member of staff has a right to submit complaints and follow the complaints procedure through the medium of Welsh.

	appeals process in its entirety through the medium of Welsh.	The Council has also reviewed a number of internal policies that relate to workers' rights, in order to ensure that their right to follow internal complaints and appeals processed through the medium of Welsh is noted clearly.

Appendix 1

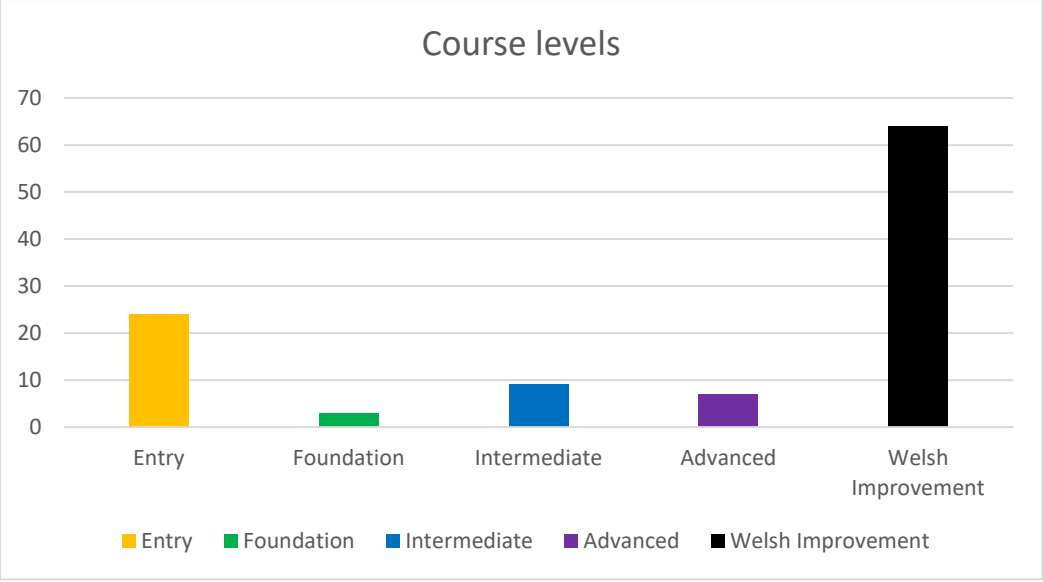
Welsh Language Training Report 2019-20

Regarding the provision offered to the learners, the following arrangements were used as needed:

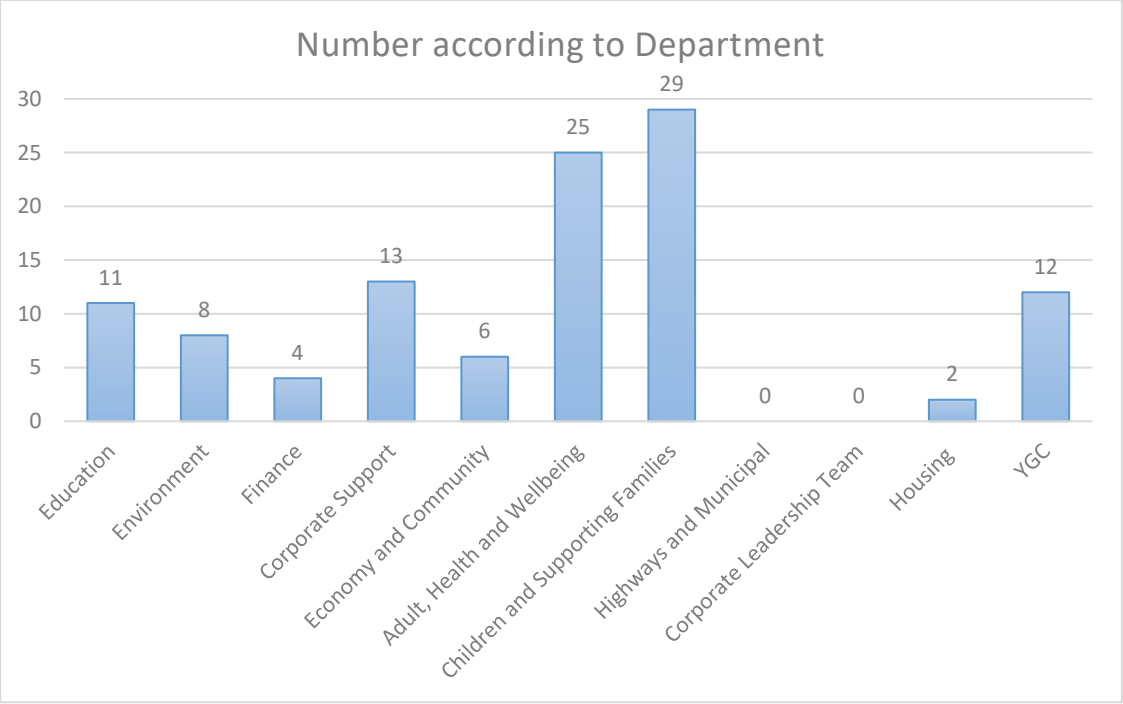
- Community based courses over a prolonged period of time (learners attending once or twice weekly within the community)
- Welsh Improvement Sessions held regularly by the Learning and Development Officer (Welsh Language) e.g. Welsh Improvement, Mutations, Basic Welsh
- 1:1 individual sessions with the Learning and Development Officer (Welsh Language) at the request of individuals
- 1:1 individual sessions with external tutors at the request of individuals
- Intensive courses (a week or more - at the Universities or Nant Gwrtheyrn)
- On-line course by Learn Welsh, e.g. Croeso Cymraeg Gwaith, Gwella Cymraeg Gwaith
- Lessons commissioned specifically for teams, such as home care staff

In 2020, we began to consider remote Welsh lessons also, and these will take place soon in the new financial year.

The following tables show the record of numbers who received training to develop language skills as it stood on 31 March 2019.



The learners follow a wide range of courses, as follows:

Course	Number of Individuals
In-house	
Language Improvement (1.5 days)	28
Mutations (1 day)	18
Formal Writing Session (1 hour)	18
External	
Community Welsh learning courses (September - July)	13
In-house 1:1 (Welsh Language Learning and Development Officer)	2
Nant Gwrtheyrn Courses	7
Cymraeg Gwaith Courses	6
Commissions	10

These learners are divided across the Council's departments as follows: