



# Complete Agenda

Democratic Services  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Meeting

**LANGUAGE COMMITTEE**

Date and Time

**10.30 am, THURSDAY, 18TH JUNE, 2015**

Location

**Siambwr Hywel Dda - Council Offices, Shirehall Street, Caernarfon, LL55 1SH**

Contact Point

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(DISTRIBUTED 12/06/15)

## **LANGUAGE COMMITTEE**

### **MEMBERSHIP (15)**

#### **Plaid Cymru (7)**

Councillors

Craig ab Iago  
Alan Jones Evans  
Sian Gwenllian  
R. Hefin Williams

Elwyn Edwards  
Gweno Glyn  
Charles Wyn Jones

#### **Independent (4)**

Councillors

Thomas G. Ellis  
Eirwyn Williams

Eric M. Jones  
Elfed Williams

#### **Llais Gwynedd (3)**

Councillors

Alwyn Gruffydd

[2 vacant seats)

#### **Labour (1)**

[Vacant Seat]

#### **Ex-officio Members**

Chairman and Vice-Chairman of the Council

#### **Other Invited Member**

Councillor Ioan Thomas – Cabinet Member – The Welsh Language

# AGENDA

**1. CHAIRMAN**

To elect a Chairman for 2015/16.

**2. VICE-CHAIRMAN**

To elect a Vice-Chairman for 2015/16.

**3. APOLOGIES**

To receive apologies for absence.

**4. DECLARATION OF PERSONAL INTEREST**

To receive any declaration of personal interest

**5. URGENT BUSINESS**

To note any items that are a matter of urgency in the view of the Chairman for consideration

**6. MINUTES**

1 - 6

The Chairman shall propose that the minutes of the previous meeting of this committee held on 23 April, 2015 be signed as a true record (attached)

**7. REPORT OF THE CABINET MEMBER - THE WELSH LANGUAGE**

To consider the verbal report of the Cabinet Member – The Welsh Language.

**8. CONSULTATION ON THE LANGUAGE STANDARDS - 7 - 8  
COMPLIANCE NOTES**

To consider the report of the Members Manager – Democratic Services (and Language) (attached).

**9. ANNUAL REPORT ON THE WELSH LANGUAGE SCHEME 2014- 9 - 36  
15**

To consider the report of the Members Manager – Democratic Services (and Language) (attached).

**10. RESEARCH WORK BY TRYWYDD INTO THE INFORMAL USE OF 37 - 40  
THE WELSH LANGUAGE IN THE COUNTY'S SECONDARY  
SCHOOLS**

(a) To submit Trywydd's Executive Summary (attached).

(b) To receive a presentation on the findings of the research work.

**11. STANDARDS COMMITTEE APPOINTMENTS** 41 - 44

To consider the report of the Head of Legal Services (attached).

**12. LANGUAGE COMPLAINTS** 45 - 46

To receive the report of the Gwynedd Language Development Officer (Workplace) (attached).

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## LANGUAGE COMMITTEE, 23.04.15

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**Present:** Councillor Gweno Glyn (Chair).

**Councillors:** Craig ab Iago, Tom Ellis, Alan Jones Evans, Alwyn Gruffydd, Siân Gwenllian, Charles Wyn Jones, Eric Merfyn Jones, Eirwyn Williams, Elfed Williams, Gruffydd Williams and Hefin Williams.

**Also in attendance:** Councillor Ioan Thomas (Cabinet Member for the Welsh Language) and Mair Rowlands (Cabinet Member for Children and Young People).

**Officers:** Debbie Williams Jones (Democratic Services (and Language) Manager), Ian Jones (Senior Development Manager) and Eirian Roberts (Member Support and Scrutiny Officer).

**Apology:** Councillor Elwyn Edwards.

### 1. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received from any members present.

### 2. MINUTES

The Chairman signed the minutes of the previous meeting of this committee held on 29 January, 2015 as a true record.

### 3. SERVICE PRESENTATION

A presentation was given by the Senior Development Manager on the use of the Welsh language at Gwynedd leisure centres. Details were given on the workforce, marketing, advertising, the use of social media and the Council's new website, the future, managerial models and key challenges.

A discussion was held on the following questions / observations by members:-

- The need to make it clear to leisure centre staff that any posters etc. placed on the community advertisement boards must be bilingual, or Welsh only.
- The fact that software did not allow the Council's information stream on Twitter to appear in Welsh first.
- The need to find out how many of the 296 service staff speak Welsh fluently and the Senior Development Manager agreed that this was a matter that should be investigated.
- The use of the Welsh language at leisure centre cafés.
- The language requirements when applying for jobs at the leisure centres.
- The need to ensure that sports groups and clubs which hire the leisure centres also produce letters to parents, information leaflets etc. bilingually. It was suggested that the centres could be contacted to enquire what types of groups hired the facilities and what their policies were and to offer support via Hunaniaith. The Senior Development Manager agreed to discuss the matter further with the Democratic Services (and Language) Manager.

- The use of difficult terminology. It was noted that they did not wish to see people not using the Welsh language because they did not know the terminology and that speaking Welsh, and using some English terms, was better than not speaking Welsh at all. On the contrary, it was stressed that it was important that staff learned the terminology in Welsh and by doing so they would set an example to others.

#### 4. REPORT OF THE CABINET MEMBER – THE WELSH LANGUAGE

Submitted – the verbal report of the Cabinet Member for the Welsh Language, detailing the recent developments within the field, which included meetings with Council representatives on the Board of Cartrefi Cymunedol Gwynedd and the Chief Executive of CCG, an event with *Menter Iaith Bangor* and the enthusiasm surrounding the Language Charter and the progress on Strategic Plan projects.

The following matters were discussed:-

##### (A) Implementation of Language Policies

It was noted:-

- That the fact that the Cabinet Member had had a meeting with the Chief Executive of Cartrefi Cymunedol Gwynedd to discuss the decision by the Board of Cartrefi Cymunedol Gwynedd not to include the Welsh language as an essential skill for two of its senior posts was welcomed, but that the Council also needed to look at itself, as it had appointed two non-Welsh-speaking independent members on the Standards Committee recently.
- That the matter of the appointments to the Standards Committee had been submitted to the full Council as a 'fait accompli'.
- That the matter with CCG had not been resolved and that Council representatives on various bodies needed to be reminded of the importance of adhering to the language policy.

**RESOLVED to send a message to the Monitoring Officer stating that this committee is dissatisfied with the appointments to the Standards Committee and the way in which the matter was submitted to the full Council and to ask for a report to the next meeting on the process and the requirements involved with appointing independent members to the committee.**

##### (B) Secondary Schools' Welsh Language Charter

In response to an enquiry, the Democracy Services (and Language) Manager gave a brief summary on the progress of the project to date.

**RESOLVED to ask the Democracy Services (and Language) Manager to give a presentation to the committee at its next meeting on the research undertaken by Trywydd regarding the informal use of the Welsh language in the county's secondary schools, including an outline of the work programme and timetable.**

##### (C) Welsh-medium Education Scrutiny Investigation

Frustration was expressed that the Welsh-medium Education Scrutiny Investigation was taking so long and the Democracy Services (and Language) Manager gave an outline of the steps to date and future action and explained the reasons for the

slippage. It was noted that it was important that members of this committee had an opportunity to submit observations on the investigation's recommendations. It was noted that this was an investigation commissioned by the Services Scrutiny Committee, and that it would be possible to submit the final report of the Welsh-medium Education Scrutiny Investigation to the Language Committee in October, after it would be submitted to the Services Scrutiny Committee in September.

(CH) Social Housing Allocations (a matter discussed at the meeting of 26 June, 2014)

Reference was made to the response of the Minister for Communities and Tackling Poverty to the Housing Service's letter noting the members' observations and concerns (which was distributed just in advance of the meeting) and a question was raised as to whether it would be possible to investigate how the Housing Options Team allocated houses and whether it would be possible to work within the act in order to create guidelines which were stronger in terms of the local condition.

(D) The Council's new website

In response to an enquiry, the Cabinet Member confirmed that no one using the Council's new website should be referred automatically to the English version; however, should any member have evidence of this, he would be very willing to look into the matter.

(DD) Correspondence

The importance of placing the Welsh language first on all correspondence was stressed.

(E) Use of the Welsh Language at Meetings

The importance of directing members and officers to speak Welsh at meetings was stressed. It was noted that the Language Investigation was looking into this particular matter.

## 5. UPDATE ON THE LANGUAGE STANDARDS

Submitted – the report of the Democracy Services (and Language) Manager providing an update on the timetable and the next steps of imposing the Language Standards requirements on organisations.

During the discussion, it was noted:-

- That there was no additional funding accompanying the requirement to comply with the standards but the Welsh Government had attempted to estimate the cost of imposing standards on bodies.
- That the standards did not pose a challenge for Gwynedd Council, with the exception of the challenge of completing significant additional recording, and putting systems in place. The work itself happened naturally in this Council and this had been conveyed to the Commissioner.
- That this Council's compliance with its own standards was much higher than that prescribed by the new standards and it must be ensured that this Council adhered to those higher standards.
- That Welsh Government considered that community sustainability included safeguarding the interests of the Welsh language in communities in which there

were high percentages of Welsh-speakers; however, not enough use was made of this to promote the Welsh language in Gwynedd.

**RESOLVED to note the content of the report.**

## 6. LANGUAGE COMPLAINTS

- (A) Submitted – the report of the Senior Manager - Democracy and Delivery on a complaint regarding a weakness in the Welsh-language provision by Cyd-Cymru to which the Council referred residents to try to save home energy costs.

It was further noted that another complaint had been received regarding an English-only form which had been received from one of the Council's departments. It was noted that the service's response was awaited and that the complaint would appear in the report to the next meeting.

**RESOLVED to note the content of the report.**

- (B) Submitted – the report of the Senior Manager – Democracy and Delivery updating the members on the complaints about the implementation of the Language Scheme of Cartrefi Cymunedol Gwynedd.

It was further noted that the Chief Executive of Cartrefi Cymunedol Gwynedd would meet with Hunaniaith on 1 May to discuss the Welsh language and opportunities to collaborate and that it would be possible for a delegation of this meeting to meet with CCG also.

During the discussion, it was noted:-

- That a promise was made when the Council's housing stock was transferred to Cartrefi Cymunedol Gwynedd that the company would adhere to this Council's Language Policy.
- That it could be suggested to the company that the persons appointed to the two posts in question could be supported to learn the Welsh language.
- That the Welsh Language Act 1993 and the Commissioner's rights in the voluntary sector were too weak.
- That CCG's Language Policy was not the problem, rather the deviation from it and the fact that this opened the door for other voluntary sector bodies to do the same.
- That no one represented this Council on the Board of Cartrefi Cymunedol Gwynedd, rather, they had been appointed by the Council to be on the Board by virtue of the fact that they were councillors.
- That there was a duty on those councillors to reflect this Council's policies and viewpoints at meetings of outside bodies.

**RESOLVED to await the Commissioner's report on her recent involvement with Cartrefi Cymunedol Gwynedd before considering what further steps to take.**

## 7. PUBLIC CONSULTATION ON THE JOINT LOCAL DEVELOPMENT PLAN DEPOSIT PLAN

The Democracy Services (and Language) Manager referred to the statement on the agenda by Cylch yr Iaith regarding the Deposit Plan and she explained that legal advice



had been received noting that agreeing to the response to all the observations on the Deposit Plan had been delegated specifically to the Joint Planning Policy Committee by this Council and the Isle of Anglesey County Council. Only the Joint-Committee had the right to respond in the statutory process on these observations. This was part of a statutory process regarding producing the Plan and there were contractual and legal obligations involved with this procedure. Consequently, the Language Committee had no option but to operate within its remit which had been set in the Council's Constitution.

**RESOLVED**

- (a) To accept the statement by Cylch yr Iaith regarding the Deposit Plan for information only.**
- (b) To submit the Council's response to the language observations on the Deposit Plan to this committee for information in due course.**

**8. LANGUAGE INVESTIGATION - THE USE OF THE WELSH LANGUAGE AT EXTERNAL MEETINGS**

Submitted – the report of the Senior Manager – Democracy and Delivery updating the members on the work of the investigation.

During the discussions, reference was made to the fact that some community councils provided and paid for the services of a translator at their meetings whilst others expected non-Welsh-speakers to bring their own translators. It was noted that candidates for seats on community councils should be aware of the language policy of the Council in question.

**RESOLVED to note the content of the report.**

The meeting commenced at 10.00am and concluded at 12.15pm

# Agenda Item 8

<b>COMMITTEE</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE</b>	18 June 2015
<b>TITLE OF REPORT</b>	Consultation on the Language Standards – Compliance Notices
<b>RECOMMENDATION</b>	The members are asked to:  - discuss and agree on the method of ensuring the contribution of the Language Committee itself into the consultation on the Language Standards – Compliance Notices.
<b>AUTHOR</b>	Debbie A W Jones Democratic Services (and Language) Manager

## 1. BACKGROUND

1.1 On 9 June 2015, the Council received correspondence from the Welsh Language Commissioner confirming the timetable for starting the consultation process with organisations on the draft compliance notices, in accordance with Section 47 of the Welsh Language (Wales) Measure 2011.

1.2 The consultation period on the compliance notices begins on 22 June 2015, and further documentation will be sent to the Council on this date outlining what is expected as part of the consultation.

1.3 The Council's Constitution states that the responsibility of the Language Committee is:

*“To set strategic direction and compliance in response to the Language Standards set by the Welsh Language Commissioner, paying attention to the Council's work and any partnership work or joint working.”*

As a result, it is essential to ensure the contribution of the Language Committee to the consultation on the Language Standards – Compliance Notices.

## 2. TIMETABLE OF THE WELSH LANGUAGE STANDARDS – COMPLIANCE NOTICES

2.1. In the correspondence received by the Welsh Language Commissioner, the following timetable was confirmed in relation to the Welsh Language Standards – Compliance Notices:

22 June 2015

Consultation period on the compliance notices begins

### 20 July 2015

The consultation period comes to an end. The Welsh Language Commissioner will analyse the responses and construct final compliance notices for each organisation.

### September 2015

The Welsh Language Commissioner will impose the final compliance notices on the 26 organisations (under Section 44 of the Welsh Language (Wales) Measure 2011).

## **3. NEXT STEPS**

3.1 Considering the above timetable, as well as the fact that no further documentation will be sent to the Council outlining what is expected as part of the consultation until 22 June 2015; it is therefore premature to hold any meaningful discussions on the proposed consultation in this Language Committee.

3.2 During the consultation period, therefore, from the officers' perspective it is considered essential to ensure the contribution of the Corporate Management Team and the Management Group; as they will be responsible for considering any implications of implementing the Language Standards.

3.3 The Cabinet Member with responsibility for the Welsh Language will send the comments in response to the consultation to the Welsh Language Commissioner on behalf of the Council. In order to assist him – and considering the specific responsibility of the Language Committee as stated in the Constitution – a procedure is required to ensure the contribution of the Language Committee to the consultation process.

3.4 No meeting of the Language Committee has been programmed during the consultation period stated by the Welsh Language Commissioner. As a result, there are 2 possible options to ensure the contribution of the committee members to the consultation:

- i) hold an additional meeting of the Language Committee before 20 July 2015
- ii) convene a sub-group from the Language Committee before 20 July 2015.

3.3 All the comments received through the above forums will be collected to form the Councils' final response to the consultation, and that response will be sent to the Welsh language Commissioner in the name of the Cabinet Members with responsibility for the Welsh language.

## **4. RECOMMENDATIONS**

4.1. The members are asked to:

- discuss and agree on the method of ensuring the contribution of the Language Committee itself into the consultation on the Language Standards -

Compliance Notices.

# Agenda Item 9

<b>COMMITTEE</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE</b>	18 June 2015
<b>TITLE OF REPORT</b>	Annual report on the Welsh Language Scheme 2014-2015
<b>RECOMMENDATION</b>	The members are asked to: - accept and approve the Annual Report before for it to be sent to the Welsh Language Commissioner by 30 June 2015
<b>AUTHOR</b>	Debbie A W Jones Democratic Services (and Language) Manager

## 1. BACKGROUND

- 1.1 This is the last Annual Report on the revised Welsh Language Scheme, which was approved by the Language Sub-committee and the Welsh Language Board in 2010.
- 1.2 The Annual Report is based upon reports from staff across the Council and also upon strategic matters arising from the Language Committee.
- 1.3 The Report follows the structure set down originally by the Welsh Language Board, which includes the requirement to report annually on specific indicators (Welsh Language Indicators- DIG). These indicators include key areas such as bilingual services, language complaints, third party arrangements and staff language skills.

## 2. THE ANNUAL REPORT

- 2.1. Section 2A) contains a summary of our compliance with the targets noted in our language Action plan.
- 2.2. Within the Annual Report, specific attention is given to progress made on projects with specific services.
- 2.3. We are still awaiting data from some Departments to be included in the Annual Report. We expect that the data will be received shortly, and in good stead for presenting the Annual Report to the Welsh Language Commissioner.

## 3. RECOMMENDATIONS

- 3.1. The members are asked to:
  - accept and approve the Annual Report for it to be sent to the Welsh Language Commissioner by 30 June 2015.

**GWYNEDD COUNCIL'S LANGUAGE SCHEME  
MONITORING REPORT 2013-14**

**1) Foreword**

This is the final Annual Report that will be submitted in this form and which responds to indicators set by the Welsh Language Board.

We now look forward to receiving the Language Standards, and to continuing the work of developing our commitment to empowering the Welsh language in Gwynedd and beyond.

**2) Complying with the Welsh Language Scheme**

Whilst awaiting details regarding the requirements of the Language Standards, Gwynedd Council continued with our Welsh Language Scheme 2010-2013. In regards to the Scheme's Work Programme, we can note that many of the Objectives are now in force, whilst some remain as actions to be developed further in light of the Standards. The situation can be summarised as follows:

<b>OBJECTIVE</b>	<b>CURRENT STATUS</b>	<b>ACTION FOR THE FUTURE</b>
A.1. We will mainstream the Welsh Language into all of the Council's policies, initiatives and key decisions by strengthening and consolidating our arrangements for mainstreaming cross-cutting issues.	A procedure established to assess the possible effect of our Cabinet decisions on the Welsh language.	Assess the need for any changes to the procedure in accordance with the requirements of the Language Standards.
B.1. The Council will ensure that we communicate and monitor the requirements of the Welsh Language Scheme as an integral element of services provided by others and that these requirements are a condition of any contract, grant or funding provided by the Council.	The details are presented below (4(A))	Develop in accordance with the requirements of the Language Standards.

OBJECTIVE	CURRENT STATUS	ACTION FOR THE FUTURE
B.2. Ensure that agreements for joint provision of services conform to the requirements of the Welsh Language Scheme	Continue to ensure that agreements for joint provision do not undermine our commitment to the Welsh language	Develop in accordance with the requirements of the Standards, and continue to press on other bodies to look beyond the minimum requirements
B.3. Ensure that Youth Services promote the Welsh language	See 3A) below	Continue to collaborate with the Youth Service to promote the Welsh language
C.1. The Council will ensure and seek to improve the range of quality services provided through the medium of Welsh	A report submitted annually to the Welsh Language Board, and later to the Welsh Language Commissioner	Monitor compliance in accordance with the requirements of the Language Standards
C.2. Ensure (in accordance with DIG2) that staff at the main reception, the contact centre or the one-stop-shop are able to offer a bilingual service	See 4B) below	Continue to ensure there are bilingual staff in Siop Gwynedd and the Contact Centre
C.3. Ensure the quality of the Council's translation and language	The Translation Unit within the Council is available for translating and checking. There is CySill on every computer.	Continue to monitor complaints against the standard of language.
C.4. Promote the Welsh language through Information Technology	The IT Strategy is committed to record a Welsh language provision as the default choice wherever possible on each Windows application which is available bilingually	Continue with the commitment and comply with the IT requirements of the Language Standards
C.5. Ensure and promote language choice at meetings	Ensure Welsh and bilingual (internal and public) meetings and encourage staff to contribute through the medium of Welsh at external meetings.	Continue with the commitment, and monitor and act on any complaints

OBJECTIVE	CURRENT STATUS	ACTION FOR THE FUTURE
CH.1. Comply with the requirement to present a corporate identity that is fully bilingual and which promotes the Welsh language	All the Council's public material is bilingual (signs, headed papers, forms, exhibition materials etc.)	Continue with the commitment, and monitor and act on any complaints
CH.2. Ensure as far as possible that signs and place names in the County reflect the Welsh nature, history and culture of the area	The objective is being implemented	Continue to develop our commitment to Welsh names and signs as much as we possibly can
D.1. Develop a Language Skills Strategy for staff based on the Welsh Language Board's Recruitment and the Welsh Language guidelines	Continue to secure staff who can speak Welsh according to the requirements of their posts, and the commitment to Welsh-medium internal administration	Develop in accordance with our requirements and the Language Standards' requirements.
D.2. Provide Welsh language training for staff (DIG 4a)	The support available for staff to learn Welsh or improve their skills or confidence to use Welsh in the workplace continues	Continue with the commitment to ensure opportunities for learning and improving staff's language skills
D.3. Ensure language awareness training for staff (DIG4b)	Language Awareness training is available for staff and Elected Members	Promote the training as part of the Learning and Development provision
D.4. Ensure that staff are aware of the Welsh Language Scheme's requirements and promote the language confidently	Guidance on language requirements for staff has been created and has been implemented. A short explanation on the requirements of the Language Scheme is included as part of the induction process	Review the arrangements in accordance with the requirements of the Language Standards
D.5. Ensure that complaints against the Language Scheme are dealt with in accordance with the Council's corporate standards	See 3C) below. Complaints are also reported to the Language Committee.	Continue to report complaints to the Language Committee, the Corporate Complaints Officer, and the Commissioner in accordance with the requirements of the Standards



### 3) The Quality of Frontline Services

#### A) Welsh-medium Youth Service Provision

The Youth Service conducts all its activities through the medium of Welsh and/or bilingually. It awards grants every year to the Urdd and the Young Farmers Federation; two organisations that offer Welsh-medium activities to young people.

In our previous Monitoring Reports, details were given of the work that was completed through Hunaniaith to promote the Welsh language through the Youth Service. Several activities were arranged to promote and raise awareness of the Welsh language amongst the members of the Clubs, and we can report again that the collaboration between Hunaniaith and the Youth Service in order to promote the Welsh language is ongoing.

#### B) Siop Gwynedd

Performance Indicator: Number and % of posts in the main reception, contact centre and one-stop-shop designated as jobs where Welsh is essential and filled by Welsh speakers.

The Council's one stop shops are located at the Council Headquarters, (Caernarfon), Embankment Road (Pwllheli), Penarlâg (Dolgellau)

Number of Staff	Welsh speakers (number and %)	Welsh Essential (number and %)
15	15 (100%)	15 (100%)

The Contact Centre in Penrhyndeudraeth deals with phone enquiries, and shown below are details regarding the language skills of the staff:

#### Penrhyndeudraeth Contact Centre

Number of Staff	Welsh speakers (number and %)	Welsh Essential (number and %)
29	29 (100%)	29 (100%)

#### Register Service:

Number of Staff	Welsh speakers (number and %)	Welsh Essential (number and %)
25	25 (100%)	25 (100%)

Information Service:

Number of Staff	Welsh Speakers (number and %)	Welsh Essential (number and %)
5	5 (100%)	5 (100%)

C) Complaints against the Language Scheme

DATE	COMPLAINTS	ACTION
<b>April 2014</b>	Complaint from a member of the public who received a Housing Multiple Occupation Licence in English only.	Following research, the Service confirmed that a mistake had been made which was contrary to expectations, and sent an apology to the complainant.
<b>April 2014</b>	Complaint about incorrect Welsh used in an advertisement for Foster Carers.	A draft (unproofed) version was sent to the Daily Post by mistake. A corrected version was then sent and an apology sent out to the complainant.
<b>April 2014</b>	Complaint regarding English response from Leisure Centre to a telephone enquiry.	Matter receiving the Service's attention through the Language Champions Scheme- apology sent to complainant.
<b>April 2014</b>	Complaint about Occupation Therapist's unwillingness to use the Welsh language with a client.	Further enquires suggest this is a language awareness issue. The Workforce Development Officer and Social Services' Training Unit will look at strengthening this element within the Council's Welsh lessons.
<b>May 2014</b>	Complaint about English-only tender pack for re-surfacing road near school entrance.	Although the contractor had requested English-medium technical documents, the Property Service accept the mistake and apologised that the tender presentation documents were not available bilingually. Also confirm staff have been made aware of the requirements.
<b>June 2014</b>	Complaint from a member of the public, presented through the	It was explained that the provision of consumer advice is no longer a statutory function

	<p>Commissioner, regarding the fact that she was transferred by the Trading Standards Unit to a line where no Welsh speaker was available to respond at that time.</p>	<p>for the Council. The call was transferred to the CAB call centre (which is not funded by the Council).</p> <p>The company which provides this service for the CAB does offer a Welsh language service, but no Welsh speaker was available when this call was transferred.</p> <p>The Trading Standards Unit has raised this matter with the CAB, and has received confirmation that this will be discussed at the next contract review meeting.</p>
<b>June 2014</b>	<p>Complaint that a member of the public had received an English-only letter from the Business Support Unit</p>	<p>Having researched the matter, it would appear that the Unit responded through the medium of English to English correspondence which was sent to them (this complies with the Welsh Language Scheme).</p> <p>The situation was explained and a Welsh version of the letter was sent.</p>
<b>July 2014</b>	<p>Complaint forwarded by the Commissioner regarding an English-only sign on the A487 near Groeslon</p>	<p>The relevant Unit have raised and resolved the matter with the contractor, re-emphasising the need for bilingual signage.</p>
<b>July 2014</b>	<p>Complaint regarding the use of bilingual street names in Gwynedd</p>	<p>Situation explained (according to the report made to the Language Committee on 11/10/12). Emphasised that the Council's policy is to prioritise Welsh names.</p> <p>It was noted that the Consultation Department is preparing a new Policy on street naming to be presented to the Language Committee in</p>

		2015.
<b>August 2014</b>	Complaint regarding the lack of Welsh on the Pont Briwet open night	<p>Contact Department for comment: In order to ensure a sufficient level of expertise and to respond to the widest range of questions, it was necessary for a (non-Welsh speaking) representative from the contractors to make a presentation.</p> <p>Since the presentation was to be made walking around the site, simultaneous translation was not suitable on this occasion. However, it was arranged that Welsh-speaking commentators from the Department were available to explain and respond through the medium of Welsh.</p>
<b>October 2014</b>	General complaint regarding problems with the Council's Welsh website and an English-only CCTV sign	Website team have made further enquiries to ascertain the problem and the relevant Unit are looking into whether the Council is responsible for the sign.
<b>October 2014</b>	Enquiry regarding the medium of swimming lessons	<p>Initial enquiries reveal that a local swimming club and not the Council is responsible for the lessons referred to.</p> <p>The Department is in the process of establishing whether there is a contractual relationship with the club before proceeding.</p>
<b>October 2014</b>	Complaint received through the Welsh Language Commissioner's Office regarding a Social Services user who received an English-only message	<p>Social Services have researched the matter, identified the mistake and apologised.</p> <p>Confirmation received from the Commissioner's Office that they are satisfied with our reply and accept that this was a one-off incident, and not</p>

		symptomatic of wider failings.
<b>November 2014</b>	Complaint regarding an English only letter received from Social Services.	Social Services have researched the matter, identified the mistake and apologised.
<b>November 2014</b>	Complaint from former member of staff that they did not receive a Welsh-language P45.	Finance Department looking into the complaint.
<b>December 2014</b>	Complaint from a member of the public about a failure to act in accordance with the language of choice at a wedding ceremony.	The Service has researched the matter, identified the mistake, taken steps to amend its procedures and apologised.
<b>January 2015</b>	A complaint from a parent that a school distributed third party material that was in English only	The school has apologised and the external provider has also agreed to provide a bilingual version of the materials in the future.
<b>March 2015</b>	A complaint through the Office of the Commissioner about a weakness in the provision by Cyd-Cymru to which the Council refers residents to try to save home energy costs.	A reply was provided noting that this was not a Council service but that steps had been taken to ensure that as much of the service as possible was available through the medium of Welsh (all the steps bar one). We are awaiting the Commissioner's response.

In terms of complaints against the Council's Language Scheme, we can summarise table i) above as follows, according to the Welsh Language Board's indicator:

Number of complaints	% dealt with	% dealt with according to corporate standards
11	100%	100%

#### **4) The Management and Administration of the Scheme**

- An explanation of any changes to the internal governance and scrutiny arrangements of the Language Scheme:

No changes were made to the internal governance and scrutiny arrangements of the Language Scheme during 2014/15.

The Language Committee continues to hold the responsibility to ensure that the Language Scheme is implemented, and during 2014/15, the committee established a specific work programme for the year.

At the same time, members of the committee expressed their wish to see a more proactive role in relation to some fields, that would lead to a more detailed response and more robust recommendations than the procedure allowed in the normal committee meetings.

This means implementing a procedure similar to the Scrutiny Investigation held by the Scrutiny Committees, holding no more than 2 investigations in any one year.

For the first investigation, committee members decided to conduct a Language Investigation into the following: The use of the Welsh language at Meetings outside the Council. This investigation is ongoing, and therefore it is premature to report on its findings as part of this Annual Report.

- Outline of the steps taken to monitor the quality of Welsh language services

##### A) Third Party Arrangements

###### i) Social Care Contracts

During 2013, the Language Planning Centre was commissioned to undertake a review of Gwynedd Council's requirements and practice when providing Care Home (Residential and Nursing) services, and Home Care, in order to ensure that we continued to uphold the best standard possible in relation to language.

Over the year, the Social Services Department has been responding to the recommendations of the review, by setting higher and more specific standards. The monitoring procedure identifies and addresses any concerns, and produces an improvement plan. This may include:

- Language training (free of charge) through the Gwynedd Workforce Partnership
- Encouragement and a target to recruit bilingual staff within a specified timescale

- Ensuring that Welsh speaking staff are available on every shift in a care home
- Identifying users' language needs on care plans in order to ensure suitable home care workers
- Raising awareness of language with providers and raising their awareness of the Language Planning Centre's report
- Strengthening language clauses within our contracts in accordance with the recommendations of the Language Planning Centre.

Under the new arrangement, a baseline was established in relation to residential and home care, with a database to monitor language compliance.

In response to the requirements of "More than Words", a Task Group was established to monitor our progress against the expectations. The Group will scrutinise third party providers' compliance in the Social Services field and the monitoring data that will derive from the new database.

As we have reviewed and strengthened our arrangements, the figures collected so far and the compliance % to be lower than past figures. We trust however that this will provide a better illustration of the actual situation, and will identify specific fields for improvement. Where non-compliance has been identified, the Department will work to ensure improvement and will continue to monitor and report upon progress.

### **Voluntary Organisations**

Number	% monitored	% complying	% not complying
22	95.5%	75%	25%

#### Comments:

Language Policy not comprehensive enough  
 Language Policy not available in both languages  
 Some information for the public not available bilingually

### **Community Care Providers**

Number	% monitored	% complying	% not complying
8	100%	80%	20%

#### Comments:

67% of staff speak Welsh -33% at the least and 93% at most  
 Need to ensure that every client receives services according to language choice and needs

Some information for staff not available bilingually

### Independent Homes

% monitored or reviewed during the period	% of Welsh speaking carers	% Welsh speaking nurses (where applicable)
62%	72%%	23%

#### Comments:

Compliance levels in Nursing Homes tend to be lower  
No change in the trend that more nurses tend to be non-Welsh speakers.  
Shortage of nurses is a National concern.  
Lower compliance in some more Anglicised areas

Encouraging that one home in a more Anglicised area has committed to ensuring that all literature is available bilingually. Welsh speakers also wear the orange badge.

### Supported Housing Providers

Number	% monitored	% complying	% not complying
5	100%	60%	40%

#### Comments:

Most of the Supported Housing service has only been monitored once.

Care plans are not written in the language of choice of the user, but the language of choice was noted on the plans.

Policies and procedures not bilingual.

Website not available bilingually.

An effort is being made to place Welsh speaking staff with Welsh first language service users.

### Mental Health Support Service Providers

Number	% monitored	% complying	% not complying
6	100%	66.6%	33.3%

#### Comments:



The mental health services have only just been monitored recently, and this is the first time that they have been monitored.

An effort is being made to place Welsh speaking staff with Welsh first language service users.

The service users' files are not written in the chosen language of the user, but their language of choice is noted in their care plans.

ii) Contracts that provide for young people and contracts for pre-school age provision

Through the Gwynedd and Anglesey Partnership, Gwynedd Council has commissioned four Strategic Packages (LOT 1-4) for implementing the 'Gwynedd Families First 2013-2017' Plan and also funding the Gyda'n Gilydd Team and a package for 'Promoting the Voice of Parents, Children and Young People'.

Gwynedd Families First Strategic Packages  
(Providing a service for children, young people and families)

LOT	LEAD PROVIDERS	SUPPORTING PROVIDERS
Lot 1 Supporting Families in Gwynedd by promoting positive parenting and strengthening family resilience	Caban Bach Barnardos	Early Years Unit, Gwynedd Council Derwen GISDA Cartref Bontnewydd Gwynedd and Anglesey YJS NYAS Action for Children
Lot 2 Supporting Families in Gwynedd by promoting financial knowledge and literacy and assisting parents into work	CAB Gwynedd	Gwynedd Council Libraries Service GISDA Barnardos, Caban Bach
Lot 3 Supporting Families in Gwynedd through opportunities for play, sports and active leisure	Early Years Unit, Gwynedd Council	Derwen
Lot 4 Supporting Families in Gwynedd throughout the early years	Early Years Unit, Gwynedd Council	BCUHB Barnardos, Caban Bach
Families First – Gyda'n Gilydd Team and workforce development	Gyda'n Gilydd Team, Gwynedd	

	Council	
Promoting the Voice of Parents, Children and Young People	Cartref Bontnewydd and Bangor University	Cartref Bontnewydd and Bangor University

All these schemes have been monitored and 100% comply with the requirements of the Language Scheme.

## 5) Adequacy of Welsh Language Skills

The commitment and the steps taken by the Council to ensure the adequacy of the workforce's Welsh language skills continues to be the same, even though the Council is facing a period of restricting external recruitment and of budget cuts.

The majority of the Council's staff can speak Welsh, and language assessment provision and advice is available for any individual that needs to improve their Welsh language skills. Individuals are expected to be referred to the Welsh Language Co-ordinator by their Managers, or by the Human Resources Consultants.

### A) Performance Indicator: Human Resources and Skills (1)

- Number and % (Welsh speakers and learners) that have received training in Welsh up to a specific level of qualification:

Number of individuals that have received Welsh language training, entry - proficiency Level	48
Number of individuals that have attended training to Gloywi / Improve Written Skills in Welsh for Welsh Speakers	8

The Welsh learners receive their training by the following providers:

- Internally – Tutor/Welsh Language Co-ordinator, Gwynedd Council
- Bangor University
- Aberystwyth University
- Group Llandrillo Menai Colleges

The nature of the provision include one or a combination of the below:

- Regular courses during the year – weekly (once or twice a week)
- Intense courses – Summer/Autumn Schools in Aberystwyth, Dolgellau, Bangor, Pwllheli, Yr Wyddgrug organised by the providers
- September 3 days courses – Welsh in the Workplace – Bangor University. Provided for organisations providing public services in north Wales to improve the Welsh language skills in the workplace.

- Gloywi Iaith, improving written Welsh, courses – Accredited courses for a specific period of time provided by Group Llandrillo Menai Colleges

The percentages on the different levels at the beginning of the year:

<b>LEVEL</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Entry	13	27%
Foundation	8	17%
Intermediate	9	19%
Advanced	18	37%

B) Performance Indicator: Human Resources and Skills (2)

- The number and % of staff that have received Language Awareness training:

Language Awareness training is available through the Social Services' training unit and is also available corporately.

<b>LANGUAGE AWARENESS</b>	<b>NUMBER</b>
Welcome to the Council (which includes an element of Language Awareness)	47
Language Awareness (half a day tailored specifically for the service)	7

B) Language Skills of Staff

The numbers below are based on the responses by Heads of Department

DEPARTMENT	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Education	School Salaries and Contracts	Arfon	5	0
	Pupils and Inclusion	Arfon	7	0
	Well-being Service	Arfon Dwyfor Meirion	4	0
			2	0
			1	0
	Governors	Arfon	2	0
	Catering and Cleaning	Arfon/Meirion Dwyfor/Meirion Dwyfor	2	0
			2	0
			1	0
	Access and Buildings	Arfon	3	0
	Education Support Unit	Arfon Dwyf	2	0
			9	0
	Schools' Organisation	Arfon	6	0
Management Unit	Arfon	6	0	
Schools / Teaching Staff	Arfon Dwyfor Meirion	1,3581	0	
		727	0	
		548	0	
<b>Education Total</b>			<b>2,685</b>	<b>0 (100% speak Welsh)</b>

<b>DEPARTMENT</b>	<b>UNIT</b>	<b>AREA</b>	<b>NUMBER</b>	<b>NUMBER OF NON-WELSH SPEAKERS</b>
<b>Corporate Support</b>	Human Resources and Organisational Development	Arfon	4	0
	Support	Arfon	42	0
	Learning and Development	Arfon	12	0
	Coproate Commissioning	Arfon Môn Meirion	6 5 2	0 0 0
	Human Resources Consultancy Services	Arfon	26	0
	Communication	Arfon	6	0
	Achieving and Supporting Change			
	Management Unit	Arfon	2	0
<b>Corporate Support Total</b>			<b>190</b>	<b>0 (100% speak Welsh)</b>

DEPARTMENT	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Highways and Municipal</b>	Commissioning	Arfon	21	0
		Dwyfor	13	0
		Meirion	19	0
		Unknown	19	0
	Fleet	Arfon	10	0
		Dwyfor	11	0
		Meirion	8	0
		Unknown	6	0
	Municipal Work	Arfon	104	1
		Dwyfor	71	1
		Meirion	79	4
		Unknown	75	0
	Highways Work	Anglesey	2	0
		Arfon	29	0
		Dwyfor	21	0
		Meirion	38	0
		Unknown	30	0
	Waste Treatment	Arfon	2	0
		Meirion	10	1
		Unknown	5	0
	Management Unit	Arfon	3	0
		Unknown	1	0
<b>Highways and Municipal Total</b>			<b>577</b>	<b>7 (98.8% speak Welsh)</b>

DEPARTMENT	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Regulatory</b>	Environmental	Arfon	30	0
		Dwyfor	5	0
		Meirion	5	0
		Unknown	1	0
	Joint Planning Policy Unit	Arfon	12	1
	Food, Health and Safety	Arfon	9	0.4fte
		Dwyfor	4	0
		Meirion	3	0
		Unknown	1	0
	Public Protection – Centre	Arfon	4	0
		Dwyfor	1	0
		Meirion	2	0
		Unknown	1	0
	Planning		20	0
	Pollution and Pest Control	Arfon	5	0
		Dwyfor	5	0
		Meirion	3	0
	Trading Standards	Arfon	5	0
		Dwyfor	2	0
		Meirion	6	0
	Transportation and Street Care	Arfon	45	0
		Dwyfor	8	0
		Unknown	10	14
	Licensing	Arfon	2	0
		Dwyfor	1	0
		Meirion	1	0
	Management Unit	Arfon	2	0
	Property		40	0
<b>Regulatory Total</b>			<b>233</b>	<b>7.4 (96.9% speak Welsh)</b>

DEPARTMENT	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Consultancy</b>	Roads and Engineering	Arfon	49	1
		Meirion	3	0
		Dwyfor	5	0
	Building and Environmental	Arfon	37	0
		Meirion	6	0
		Dwyfor	5	0
	Business Unit	Arfon	6	1
		Meirion	1	0
		Dwyfor	0	0
	Management Unit	Arfon	3	0
<b>Consultancy Total</b>			<b>119</b>	<b>2 (98.24% speak Welsh)</b>

DEPARTMENT	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Legal</b>	Legal		14.7	
	Elections		1.8	0
	Propriety	Arfon	0.5	0
	Management	Arfon	1	0
<b>Legal Total</b>			<b>18</b>	<b>0 (100% speak Welsh)</b>



SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Social Services, Housing and Leisure</b>	Leisure Centres	Arfon	124	13
		Dwyfor	65	0
		Meirion	70	5
	Housing Management	Arfon Dwyfor	3 1	0 0
	Supporting People	Arfon	3	0
	Homelessness and Supported Housing	Arfon	10	1
		Dwyfor	4	0
		Meirion	4	0
		Arfon HOT	7	0
		Hostels	7	2
	Private Sector Housing	Arfon	7	0
		Meirion	10	0
		Dwyfor	8	1
	Customer Contact	Arfon	13	0
		Dwyfor	3	0
		Meirion	25	0
		Unknown	4	0
	Register	Arfon	10	0
		Dwyfor	4	0
		Meirion	6	0
		Unknown	5	0
	Information	Arfon	5	0
			<b>323</b>	<b>22 (93.2% speak Welsh)</b>

N.B. More data from Social Services is expected shortly

<b>SERVICE</b>	<b>UNIT</b>	<b>AREA</b>	<b>NUMBER</b>	<b>NUMBER OF NON-WELSH SPEAKERS</b>
<b>Finance</b>	Internal Audit	Arfon	7	0
	Investment and Treasury Management	Arfon	3	0
	Payroll	Arfon	11	0
	Accountancy	Arfon	39	0
	Pensions	Arfon	17	
	Revenue – Income/Debtors	Arfon	10	0
	Payments / Creditors	Arfon	8	0
	Revenue – Taxes and Benefits	Arfon Dwyfor Meirion	30 17 9	0 0 1
	Risk Management / Insurance	Arfon	2	0
	Management Unit	Arfon	6	0
	Information Technology	Arfon	46	0
<b>Finance Total</b>			<b>205</b>	<b>1 (99.51% speak Welsh)</b>

DEPARTMENT	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Economy and Community</b>	Community Regeneration	Arfon	11	0
		Dwyfor	1	0
		Meirion	2	0
	Museums	Arfon	6	1n (part time)
		Dwyfor	3	0
		Unknown	5	0
	Archives	Arfon	9	0
		Meirion	3	0
	Business Support	Arfon	9	0
	The Arts	Arfon	1	0
	Performing Arts	Dwyfor	18	1 (reserve)
		Meirion	7	
	Youth	Arfon	60	0
		Dwyfor	25	0
		Meirion	39	4 (part time)
		Full-time	17	0
	Maritime	Dwyfor	16	0
		Meirion	2	1
	Galleries	Arfon	1	1 part-time
		Unknown	1	0
	Country Parks	Arfon	6	0
	Major Projects	Arfon	5	0
		Meirionnydd	1	0
	Skills and Enterprise	Arfon	5	0
	Strategy and Development	Arfon	3	0

	Tourism, Marketing and Customer Care	Arfon Dwyfor Meirion Unknown	13 3 4 12	0 0 0 0
	Management Unit	Arfon	7	0
	Libraries	Arfon Dwyfor Meirion Unknown	38 9 18 10	0 0 0 0
	Leisure Centres	Arfon Dwyfor Meirion	124 65 70	1 0 3
<b>Economy and Community Total</b>			<b>629</b>	<b>12 (98.1% speak welsh)</b>

## 6) Mainstreaming the Welsh language

### A) Mainstreaming (Structures and Responsibilities)

The Council ensures a prominent place for the Welsh language within our statutory arrangements for equality impact assessment. Our Cabinet documentation clearly notes the need to consider the need for such an assessment, and the Policy Officer and Democratic Services (and Language) Manager scrutinize the Cabinet's work programme in order to highlight the requirements in relation to any reports that are prepared. At the same time, any documentation regarding possible cuts to services also include the need to consider the need for an equality impact assessment, and what was the findings of conducting such an assessment.

### B) Promoting the Welsh Language

Gwynedd Council is the founding and host body of Hunaniaith. This is a multiagency partnership formed to undertake projects and set a strategic direction for the promotion of the Welsh language in Gwynedd. Its executive structure is as follows:

Strategic Direction Group  
 Workplace Group and Bilingual Services  
 Working Group: Influencing Children's Social Use of the Welsh Language  
 Arfon Community Group  
 Gwynedd Language Forum

5 officers were responsible for co-ordinating, strategic planning and implementing Hunaniaith's action plan during 2014/15:

- Welsh Language Promotion Officer (directly employed by the Council). Supervisory and managerial role only between April 2014 and March 2015, whilst the officer was on secondment to the post of Democratic Services Manager.
- Gwynedd Language Development Officer x3. One post is grant-funded by the Welsh Sub-Department, Welsh Government, the other through the Bwrw Mlaen fund, Welsh Government, and the other through a combination of Gwynedd Council's Strategic Plan funds and the Welsh Language Promotion Officer's employment funding.
- Gwynedd Primary Schools Language Charter Coordinator; this post is funded through Gwynedd Council and the Welsh Sub-Department, Welsh Government grant funding.

Hunaniaith implements a number of projects through the Council's departments, making the most of opportunities to promote the language and language planning beyond the statutory requirements:

- Co-ordinating the Primary Schools Language Charter in 97 schools across the county.
- Identifying the baseline use of the social use of the Welsh language amid all of the 14 secondary schools in Gwynedd.
- Research into the factors which influence the Welsh language in specific communities in light of the 2011 Census results.
- Support Menter Iaith Bangor to fulfil their plans and vision for establishing a Language Centre in the city.

Hunaniaith operates on a community level to encourage positive attitudes, and increase the confidence of people to use the Welsh language in different contexts. There has been an emphasis on working in communities where there was a significant decrease in the percentage of Welsh speakers according to the 2011 Census. Examples of activities and projects executed by Hunaniaith during 2014/15 include the following:

- Days and events were held to promote the Welsh language and encourage its use amongst families and young people.
- A process was facilitated for the mapping the situation of the language and planning its growth within communities that showed a decrease in the percentage of its speakers.
- Awareness and pride of Welshness was promoted through football workshops.
- Working with further education colleges and the Sgiliaith agency to create an on-line module for vocational students to promote the Welsh language as a skill and learning medium.

Hunaniaith also works with many public sector language officers working in Gwynedd. In 2014/15, Hunaniaith collaborated with them in the following:

- Create a definition of a bilingual workplace
- Discuss the aim of developing a method similar to the language web to establish a baseline for the language skills of staff
- Create video clips promoting the value of the Welsh language and using them with the workforce

The Welsh language remains a priority within Gwynedd Council's Strategic Plan for 2015-17; Hunaniaith is the driver of many of its identified priorities.

## **7) Analysis of performance**

### Identify Risks and Priorities for the following year

- Respond to the requirements of the Language Standards, and ensure that we aim to achieve beyond the core requirements, wherever possible
- Use the Language Standards as a starting point to improve our provision and to persuade other bodies to improve their Welsh-medium provision
- Establish arrangements to enable us to measure and report on our compliance with the Language Standards.
- Ensure that Equality Impact Assessments (including the Welsh language) are conducted as part of any proposals to cut or outsourcing services, and support the Council to protect the Welsh language where reasonably possible.

## **8) Publishing Information**

We will present the Annual Report on the implementation of the Council's Language Scheme to the Language Committee on 18 June 2015, and then the report will be presented to the Welsh Language Commissioner. The documents will then be published on the Council's website.

# Agenda Item 10

## 1. EXECUTIVE SUMMARY

Following the pioneering work of establishing the Gwynedd Primary Schools Welsh Language Charter to increase children's social use of the Welsh language, the time has now come to turn our attention to the secondary sector and plan the succession of our efforts in the primary sector.

In September 2013 a Working Group was established to look at Increasing the Social Use of the Welsh Language in the Secondary Sector and in March 2014 the Working Group commissioned *Trywydd* to carry out a survey of the Welsh language's position as a social language amongst the young people of Gwynedd secondary schools. This document reports on the work of this survey undertaken in the summer term of 2014. In terms of the commission in question, the work was divided as follows:

- Carry out a comprehensive survey of young people's current use of the Welsh language outside the classroom walls at the 14 secondary schools in Gwynedd, and ascertain the main factors which influence the language use of the young people;
- Plan and hold a workshop in order to obtain the input of the young people themselves to plan and develop succession to the Gwynedd Primary Schools Welsh Language Charter;
- Based on the results of the survey, create a series of pioneering proposals in order to have a positive influence on young people's social use of the Welsh language;
- Present proposals regarding how to measure the success of any plans implemented, that is, the increase in the use of the Welsh language compared with the current situation as a result of any intervention implemented.

In response to the requirements of the brief, visits were arranged to all secondary schools in Gwynedd for an entire day in order to carry out the whole-school survey. Broad and representative focus groups were arranged with all stakeholders of the schools, and an electronic quantitative questionnaire (through the Qwizdom machines) was carried out with the pupils of year 9 in every school. As well as the research days, additional meetings were held during the period with staff of Hunaniaith, Gwynedd Primary Schools Language Charter, community leaders in the county (the *Urdd*, YFC, the County Council's Youth Services Manager and the Leisure Centres) and the Gwynedd Council Increasing the Social Use of the Welsh Language Working Group.

The results vary greatly between the different schools and areas; however, seven main fields were identified for the county-level outcomes, as follows. The points are discussed in greater detail in the body of this report:

### *i) Defining the linguistic nature of the schools*

- There is uncertainty amongst stakeholders regarding the linguistic nature of the schools. Stakeholders are unclear as to whether they are natural Welsh Schools, Bilingual Schools or English Schools (in some cases).
- Some schools are very sensitive in terms of promoting the Welsh language for fear of alienating parents.

- There is a need for clarity on a county and school basis regarding the linguistic nature of the schools.

*ii) The way in which the schools promote and facilitate the use of the Welsh language*

- There is a need to be clear regarding the advantages involved with Welsh / Bilingual education and they need to be shared clearly with parents and pupils.
- There is a need for more strategic planning and intentional action in terms of the use of the Welsh language outside the classroom.
- The strategy must encompass all stakeholders, but in particular the pupils themselves.

*iii) Language use and the Curriculum*

There are variances within the county's schools in terms of:

The language used in various situations:

- Welsh is the main / only language
- English is the main / only language
- Bilingualism in its various definitions

The language used by pupils to write during the lesson

- Who decides

What the policy and procedure are in the classroom conversations and discussions

- Teacher and individual pupils/group
- Pupil and pupil

Primary – Secondary succession

- Not every pupil who achieves Level 4 in Welsh follows a First Language Welsh course in Year 7.

*iv) The language use of pupils outside the classroom*

- The schools are a microcosm of the use made of the Welsh language in the communities around them, and that linguistic range is very broad.
- Not one school is in an entirely 'safe' situation in terms of the social use of the Welsh language in the long-term.
- One of the challenges is nurturing a feeling of Welsh identity and underlining that Welsh is a language for everyone in Gwynedd.
- Schools provide a wealth of extra-curricular activities; however; this varies across the County and the provision should be reinforced.

*v) The factors which influence the children's language use*



The main ones were identified as follows:

- the home / family
- friends and peers
- the local community
- their confidence in using language
- language practices (including the primary school)

*vi) Attitudes towards the Welsh language*

- Generally, pupils' attitudes towards the Welsh language are very positive. There have been individual examples of challenging attitudes towards the Welsh language (from amongst pupils and adults in a few schools).
- Schools have a general eagerness to move along the linguistic continuum in terms of encouraging social use of the Welsh language, although they are uncertain as to how to do so.

*vii) The Welsh language outside the school*

- 57% of pupils in the quantitative survey use their Welsh everyday outside school life in various contexts in Gwynedd.
- Youth Clubs and Leisure Centres heavily influence the young people, and attention must be drawn to the Welsh-medium provision in these places.
- The Welsh-medium community provision is not consistent across the County.

In order to do justice to the detail of the survey on a school level, brief reports were written for the 14 individual schools. The main themes of all the school surveys feed into the composite recommendations of this report on a county / education authority level and on a school level (Section 7). In order to support the qualitative findings, the full results of the composite quantitative statistics collected through the questionnaires with year 9 pupils are seen in Appendix 1.

Following the visits to the schools, a day-long workshop was arranged for the pupils in order to collect practical and strategic ideas regarding methods of having a positive influence on their language use. The pupils' response to the challenge of the Welsh language as well as their strategic ideas were inspiring and it should be ensured that such a model, led by pupils, is a core part of the Gwynedd social language strategy in the secondary sector.

Gwynedd Council must be praised for its decision to address this important matter and for doing so on an education authority and whole county level. With holistic planning, comprehensive and specifically targeted action can be ensured in order to see positive results which will continue to develop complete bilingual citizens in the future.

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	<b>18 JUNE 2015</b>
<b>TITLE:</b>	<b>STANDARDS COMMITTEE APPOINTMENTS</b>
<b>AUTHOR:</b>	<b>HEAD OF LEGAL SERVICES</b>
<b>PURPOSE OF THE REPORT:</b>	<b>TO REPORT ON THE PROCEDURE TO APPOINT MEMBERS TO THE STANDARDS COMMITTEE</b>

## **Background**

The Gwynedd Council Standards Committee is a statutory committee which was established originally under the provisions of the Local Government Act 2000.

There are nine members of the Committee:

- 3 – Gwynedd Council elected members
- 5 - Independent members
- 1 - Community Council member

The procedure for appointing members to the Standards Committee was adopted by the Council on 1 March 2012 (Appendix 1). However, the procedure for appointing independent members is based on a statutory procedure under the Standards Committee (Wales) Order 2001.

## **Appointment**

The regulations provide that advertisements must appear in no fewer than two newspapers with a circulation within the area. Advertising in a newspaper that the authority publishes is permitted in addition to this. For example, in the latest cycle, the advertisements were placed in the following:

- Advertisement in the Cambrian News, Herald and Bangor Mails -
- Gwynedd Council Website
- The Council's Facebook and Twitter pages

According to the regulations, a panel must be established to hold interviews, which then makes recommendations to the Council regarding appointing members. Although the appointment is in the hands of the Council in such

situations, there is a strong element of trust in the Panel to identify candidates and make recommendations. Usually, a report is submitted to the Council reporting on the appointment panel's recommendations. Despite attempts to avoid this, there are times where the timetable for determination means that the names of the successful candidates are reported verbally.

There are specific requirements regarding the membership of Standards Committees which mean that not everyone who expresses an interest is eligible. In terms of applications for independent members, for example, a member or officer or former member or officer of this authority would not be permitted to be appointed to the Committee.

The challenge with appointing members lies in attracting people who are eligible to do the work. It must be borne in mind that the committee will at times deal with challenging and difficult issues in terms of decisions and they have considerable decision-making responsibilities. The Panel must, therefore, implement its responsibilities within the criteria set out by the Council. A range of independent members, some Welsh-speaking and others non-Welsh-speaking have been appointed in this way.

## **Recommendation**

**That the Panel accepts the information**

### Criteria for appointing members to the Standards Committee

Applicants will be required to demonstrate independence and impartiality in assisting the Standards Committee in promoting, maintaining and improving ethical arrangements within Gwynedd Council and the county's community/town councils.

The work of the Committee will require the members to possess the following qualities and skills:-

- Listening skills;
- Ability to understand and weigh up evidence;
- Ability to come to an objective view and explain that view by reference to the evidence;
- Team working skills;
- Respect for others and an understanding of diversity issues;
- Discretion;
- Personal integrity.

### Additional Criteria for Independent members

A detailed knowledge of local government is not necessary although it would be an advantage if potential candidates were interested in matters relating to public life and services. In addition, independent members must: -

- Be eligible for selection as an independent;
- Be well respected in the community;
- Be able to meet the time commitment involved and be available at short notice;
- Be able to provide two references.

The ability to speak Welsh will be considered to be an advantage and the need to achieve a balance of skills, qualities and expertise on the Committee as well as the need to represent the community as a whole and achieve a geographical spread will all be taken into account.

# Agenda Item 12

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	18 JUNE, 2015
<b>TITLE:</b>	LANGUAGE COMPLAINTS
<b>AUTHOR:</b>	GWENLLIAN MAIR WILLIAMS GWYNEDD LANGUAGE DEVELOPMENT OFFICER (WORKPLACE)
<b>PURPOSE OF REPORT:</b>	PRESENT LATEST COMPLAINTS TO THE COMMITTEE

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>April 2015</b>	Complaint referred by Welsh Language Commissioner's Office regarding an English only sign in one of the Council run carparks in Caernarfon.	The relevant Service looked into the matter and found that the Welsh sign had disappeared overnight (more than likely stolen). There had been a delay in responding to the matter due to the absence of the responsible officer, but arrangements were made to get a replacement sign by the end of the same week. The Welsh Language Commissioner's office was contacted to explain background and confirm the problem had been rectified.
<b>April 2015</b>	Complaint by a member of the public after they received English only correspondence from Dŵr Cymru Welsh Water. The letter was sent as a result of correspondence from Gwynedd Council to Dŵr Cymru so the complainant was seeking confirmation about the language of the original letter from Gwynedd Council.	The relevant service was contacted and a copy of the original correspondence was sent to the complainant to confirm that Gwynedd Council had written to Dŵr Cymru bilingually and so acted according to the Language Scheme.
<b>April 2015</b>	Complaint by an officer in the Education Department regarding a letter received from the Special Educational Needs Tribunal for Wales that included incorrect and incoherent Welsh.	The officer in question contacted the Tribunal office directly to bring the matter to their attention and an amended letter was received within the week.
<b>April 2015</b>	Complaint by a member of the public that received a postal vote form in English only	The matter was referred to the Senior Manager responsible for the Electoral Unit. It was explained that the process of registering on-line happens

		through the website of central government in London. If a request is made for a postal vote, the form is sent directly as an attachment to the acknowledgment email, as it appears happened here. The Councils is not responsible for sending the form. On the other hand, if the Council receives a request directly, a bilingual form is sent to the applicant.
<b>May 2015</b>	Complaint by a member of the public about a Parking Enforcement Officer not able to speak Welsh.	The matter was referred to the Regulatory Department, and they apologised and responded to the complaint made, and abolished the parking ticket that was owed due to the special circumstances of the complainant at the time.
<b>June 2015</b>	Complaint by a local Councillor regarding English only signs on College Road, Bangor	The matter was referred to an officer in the Highways department who contacted the contractor, who in turn agreed to move the signs. They had not asked or received consent from the Council to use the signs