



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

10.00 am, TUESDAY, 5TH JULY, 2016

PLEASE NOTE THE TIME OF THE MEETING

Location

Siambwr Hywel Dda, Council Offices, Caernarfon, Gwynedd. LL55 1SH

Contact Point

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(DISTRIBUTED 27/06/16)

LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (8)

Councillors

Craig ab Iago
Alan Jones Evans
Charles Wyn Jones
John Wyn Williams

Elwyn Edwards
Gweno Glyn
R. Hefin Williams
Vacant Seat - Plaid Cymru

Independent (4)

Councillors

Thomas G. Ellis
Eirwyn Williams

Eric M. Jones
Elfed Williams

Llais Gwynedd (2)

Councillors

Alwyn Gruffydd

Owain Williams

Labour (1)

Councillor Sion W. Jones

Aelodau Ex-officio / Ex-officio Members

Chairman and Vice-Chairman of the Council

Other Invited Member

Councillor Dyfrig Siencyn, Cabinet Member - The Welsh Language

A G E N D A

1. ELECT CHAIR

To elect a Chairman for 2016/17

2. ELECT VICE CHAIR

To elect a Vice Chair for 2016/17

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

5 - 7

The Chairman shall propose that the minutes of the previous meeting of this committee held on 21/04/2016 be signed as a true record (attached)

7. REPORT OF THE CABINET MEMBER - THE WELSH LANGUAGE

To submit the report of the Cabinet Member – The Welsh Language

8. LANGUAGE COMPLAINTS

8 - 9

To submit the report of the Language Development Officer

9. ANNUAL REPORT TO THE LANGUAGE COMMISSIONER

10 - 27

To submit the report of the Language Development Officer

10. LANGUAGE AUDIT - AUDIT RESULTS AND IMPLEMENTATION PLAN

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To submit the report of the Language Development Officer

11. LANGUAGE INVESTIGATION - THE VISIBILITY OF THE WELSH LANGUAGE IN GWYNEDD

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To receive an update on the work of the Research

12. REPORT OF THE WORKING GROUP ON THE WELSH

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LANGUAGE AND LOCAL GOVERNMENT

13. THE LANGUAGE COMMITTEE'S WORK PROGRAMME FOR 2016-17 80

To consider the report of the Language Development Officer

LANGUAGE COMMITTEE, 21.04.16

Present: Councillor Gweno Glyn (Chair)

Councillors: Elwyn Edwards, Tom Ellis, Alan Jones Evans, Alwyn Gruffydd, Charles W. Jones, Eric M. Jones, Eirwyn Williams, Elfed Williams, Hefin Williams, John Wyn Williams and Owain Williams.

Also in attendance: Councillor Dyfrig Siencyn (Cabinet Member - Welsh Language).

Officers: Arwel Ellis Jones (Senior Manager – Corporate Support), Gwenllian Williams (Welsh Language Development Officer), Geraint Owen, (Head of Corporate Support Department) and Ann Roberts (Member Support Officer).

Apologies: No apologies were received.

1. MINUTES

The Chair signed the minutes of the previous committee meeting held on 14 January 2016, as a true record.

It was explained that the meeting with the Chief Executive of Cartrefi Cymunedol Gwynedd to discuss the opportunities and concerns had not yet taken place as the Chief Executive had lost his father recently. The meeting had been rescheduled for the following day, 22 April 2016.

3. REPORT OF THE CABINET MEMBER - THE WELSH LANGUAGE

Submitted – the verbal report of the Cabinet Member - the Welsh Language, detailing recent developments in the field, including:-

- The Hunaniaith Community work which had been completed for the year and that good work had been undertaken, but that trying to determine what the impact of the expenditure had been was proving difficult.
- A Manager had been appointed for the Bangor Language Centre.
- An initial discussion had been held with Dr Rhian Hodges from Bangor University and we were awaiting practical suggestions in terms of measuring success.
- The Language Charter had been in place for three years in the Primary Schools and had started in the Secondary Schools. It had been rolled out across Primary Schools in North Wales but a robust analysis procedure was required.
- A Language Audit of Gwynedd Council staff had been conducted and the questionnaires had been returned.
- Efforts would be made to seek commitment to increasing the use of the Welsh language amongst external bodies via the Public Services Board. The work of arranging meetings with other councils in order to open a dialogue on promoting the use of the language would start the following month.

The following matters were discussed:-

(A) The use and standard of the Welsh language

The Welsh language used by Council staff was discussed together with the objective established in the Council's Language Policy. It was agreed that the audience needed to be identified and appropriate language used. The Senior Manager - Corporate Support noted that one of the weaknesses seen was that the language of the Council was overly-complicated. It was also noted that staff confidence was a factor and that the support available was working but it must be understood that increasing confidence took time and that there would be several levels of achievement.

A member referred to the need to tackle the lack of use of the Welsh language on digital phones and other digital communication methods rather than focusing on language standards and trying to win children over to the Welsh language via sport and leisure activities. It was reported that there were lessons to be learnt from the Basque Country. It was noted that a different solution was required in all parts of Wales rather than one scheme for the whole of Wales. A member referred to the good work of the Language Charter and the work of developing Welsh-language apps with Cwmni Da which had been teaching children.

Reference was made to the matter of trying to persuade parents to speak Welsh with the children. The Senior Manager – Corporate Support referred to the figures which showed a slippage in the use made of the Welsh language by children once they moved to the Secondary schools with the need to identify why this happened and consider how to resolve it.

RESOLVED to note the content of the report.

4. LANGUAGE COMPLAINTS

Submitted – the report of the Language Development Officer detailing the latest language complaints to hand.

The enquiry regarding the English name on the Ordnance Survey map, namely Black Rock Sands, was discussed. It was suggested that the Welsh and English names should be used. It was explained that Ordnance Survey chose names based on local use of any name and that the Council needed to be prepared for this challenge. It was noted that efforts should be made to try to ensure the use of the indigenous Welsh names in order to try to prevent the decline in Welsh place names.

RESOLVED the need to

- a) Ensure that any telephone conversations with Ordnance Survey are minuted.**
- b) Ensure that Ordnance Survey consults with local Town / Community Councils before deciding which name to use on Ordnance Survey maps.**
- c) To ask the Language Development Officer to gather evidence from old Ordnance Survey maps and any local history books in order to confirm the indigenous name used before discussing further with Ordnance Survey.**

5. THE COUNCIL'S LANGUAGE STANDARDS AND POLICY (EMPLOYMENT ISSUES)

The report was submitted at the request of the members in order to have a better understanding of the Language Standards and categorisation.

The report was submitted by the Head of Corporate Support Department and he reported on the problems identified. He explained that language levels had been denoted to fulfil the requirements of the posts; however, there was no certainty that every Manager had given

adequate consideration when denoting an appropriate level for posts and that the language levels denoted for each post needed to be reviewed. In addition, it was reported that there were no recognised criteria in relation to the existing levels and that any assessment was dependent on interpretation and professional opinion of the Co-ordinator in consultation with the line manager. He reported on the intention for the Language Tutor to use the assessment plan noted in Appendix 2 which set out practical language levels which were in keeping with the WJEC language levels and to assess the officers' attainment against the language requirements.

It was further noted that an agreed timescale needed to be set in order to reach the language requirements but that timescale would need to be flexible and adapted for the language requirements of every individual situation.

In response to a member's request for figures in terms of officers' progress in reaching the requirements, the Head of Corporate Support Department confirmed that officers were making progress and that there were great successes which resulted in awarding the Dafydd Orwig prize every year.

In response to the members' concerns that the Council's conditions were not realised, it was reported that it was important to ensure that Heads of Departments referred the officers to the Language Tutor.

It was explained that it was intended to submit the details of the recommendation to the Management Group as the next step, which would be followed by scheduling consultations with service managers across the Council.

In response to an enquiry by a member regarding the reason why the Council would appoint an officer who was not on the language requirements level, it was explained that there was a shortage of Welsh-speakers for some posts particularly in some specific areas of the County.

The Head of Corporate Support Department confirmed that there would be robust evidence under this new Scheme to display whether officers reached the language requirements relevant to their posts.

In response to an enquiry by a Member regarding why chief officers were exempt from the Under-performance Policy provided as an appendix to the report, it was explained that those officers worked under different conditions of employment and that there was a corresponding policy for them also.

In terms of timescale, it was explained that the Scheme would be implemented immediately with the Human Resources Advisory Service and the Learning and Development Service raising awareness of the new arrangements.

RESOLVED

- a) To approve the Scheme**
- b) To ask the Head of Corporate Support Department to submit a progress report against the Scheme to the Language Committee in 12 months' time.**

The meeting commenced at 2pm and concluded at 3.25pm.

Agenda Item 8

MEETING:	LANGUAGE COMITTEEE
DATE:	05 JULY 2016
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	GWENLLIAN MAIR WILLIAMS LANGUAGE DEVELOPMENT OFFICER
PURPOSE OF REPORT	PRESENT THE MOST RECENT COMPLAINTS TO THE COMMITTEE.

COMPLAINTS RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS (Received from the Language Commissioner's office)

DATE	COMPLAINT	RESPONSE
20/04/2016	Ref: CSG55 Claim that the Council had placed English only signs on houses in Victoria Street, Llanberis	It was confirmed that the Council was not responsible for the signs, and that the home owners had not asked permission to put the signs up. The response to the Commissioner was accepted and the claim was closed with no further investigation.
10/05/2016	Ref: CSG67 Claim that the Council had advised a member of the public to advertise a property licence in English only.	It was confirmed that the Council is not responsible for setting language requirements, but rather that the individual is solely responsible for ensuring that the licence application is presented properly. Refer to complaint CI1602 below for more information. Further action: Guidance given to applicants is being reviewed. Considering including a template sentence that will direct the public to the Council website where a bilingual summary of each application is available.

COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY

DATE	COMPLAINT	RESPONSE.
14/04/2016	Ref : CI1602 A complaint was received from Liz Saville Roberts MP claiming that a member of the public had received advice from the Licencing unit of the Council to advertise a premises licence in English only in the press.	We made enquiries and found that there had been a misunderstanding regarding the advice given. Legal advice was also sought to confirm the responsibilities and role of the Council in this matter. We explained to the MP that the Council does not have any power to insist that an individual advertises a licence in one language or another, and that the general advice given is to advertise bilingually in order to avoid any challenge or misunderstanding. In the end, it is the decision of the individual what language they choose to advertise.

		<p>Further action:</p> <p>The Licencing unit is considering changes to the wording used in the guidance given to applicants in order to make it easier for them to advertise in one language if they choose to do so. This change could include a template of a sentence that would be used on any public advertisement to direct the public to the Council website, where a bilingual summary of each application is provided.</p>
20/04/2016	<p>Ref : CI1604</p> <p>A letter was received from Llanystumdwy Community Council expressing concerns regarding the proper use of the Welsh language – specifically regarding parking ticket machines that had no Welsh option and the recording of responses to the Deposit Plan following the English alphabet and not the Welsh.</p>	<p>The Regulatory department was already aware of the issues with the ticket machines, and were also unhappy about the situation. It was reported that they were discussing with the providing company to see if any changes could be made.</p> <p>It was explained that the order the responses to the Deposit Plan had been shown was not due to individual mistake, but rather the result of using Microsoft Access to sort the responses exported from the central data base. Microsoft Access does not allow sorting according to Welsh alphabet as far as we know.</p> <p>The department has contacted the IT department of the Council, as well as the owners of the software used for central data base to see if there is a way of getting the information needed in future without having to use Access.</p>
20/06/16	<p>Ref : CI1605</p> <p>A complaint was received from a Councillor, on behalf of Rhiwlas School Council, noting that a swimming instructor in Bangor had been speaking English to them in lessons.</p>	<p>A response was sent to the Councillor from the senior Manager of the service thanking him for brining the matter to his attention and asking the head of the school to get in touch with further details.</p> <p>None of the leisure centre staff in Bangor are non-Welsh speakers, and so further details will be needed about specific incidences and examples of a failure to provide lessons in Welsh before deciding on the steps to be taken.</p> <p>Further details have been received, and a plan of action will be agreed between the service manager and the Language Development Officer as soon as possible.</p>

Agenda Item 9

INTERIM REPORT ON THE IMPLEMENTATION OF THE WELSH LANGUAGE STANDARDS

2015-2016

June 2016

1. The background of setting the Language Standards

The Council received the compliance notice for the Language Standards in September 2015, and they came into force on 31 March 2016.

From that date, there was no statutory requirement on the Council to report on the implementation of their Language Plan, which came to an end on the date the standards came into force. The Council will, from now on, produce an annual report that will include the details required according to the Standards.

As the Standards did not come into force until the end of the financial year, this report will mainly concentrate on reporting the steps taken and the procedures put in place to ensure that the Council are complying with the Standards.

2. Steps taken so far

After receiving the compliance notice, a number of meetings were held with leaders of the Council, heads of services and elected members to assess if there were any standards that caused great concern or any that would mean having to take some kind of action.

It was judged that most of the Standards were already being met by staff and services in the Council, and that only a small number would call for action or changes to be put in place before the end of March in order to facilitate compliance.

The general steps taken to deal with the changes needed, and in response to the initial discussions included:

- Publishing a copy of the Standards which the Council needs to comply with on the public website, and send copies to each one of the main receptions in order to notify the public.
- Hold meetings with individual officers in services that would be most likely to be affected by the Standards, including the Procurement, Human Resources, Social Services (discussing in particular the relationship between the standards and the More than Words strategy), and Learning and Development teams.
- Publish the Council's new Language Policy that will strengthen the commitment to the Standards, and outline the mode of practice that will ensure that the Council comply with the standards and continue to urge the Council's Services to operate beyond the statutory requirements and promote the Welsh language in every part of their work.
- Create supplementary guidance notes to the Language Policy that will help Council staff in their day to day work. So far, two set of guidance notes have been developed so far.
 1. Staff guidance to the Welsh Language Policy
 2. Guidance to setting Welsh language conditions in work contracts.

Work still in development phase:

- **Language Awareness Module** – language awareness is already offered as part of the internal training programme in the Council, but following a discussion with officers from the Learning and Development team we agreed to work on a new e-module that would be available to all staff members and that will aim to improve their understanding and awareness of the responsibilities set by the Language Standards and the Council Language Policy, as well as good practice in communicating with the public.
- **Language skills assessment** – work has started in the Human Resources department on a plan to assess language skills and look at the language requirements set for new jobs. It will also look at the way in which the Council monitors the progress of members of staff as they try to improve their language skills. This will enable us to target training and get a better idea of the abilities of the staff to provide all aspects of the Council services in Welsh.

As well as the general actions, some specific steps were taken to ensure that the Council conforms with some of the Language Standards:

Stand-ard	Class	Wording of Standard	Action Taken.
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	Packs containing poster, badges and lanyards were distributed to all main receptions, with an explanation of the responsibility to use them under the standards. The same resources are available to any front line member of staff who wishes to use them.
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	The Council's new Language Policy was adopted by the Full Council on 3rd of March 2016, and published on the Corporate website on 30th of March 2016.

127	Operational	You must assess the Welsh languages skills of your employees.	The Council already collects annual data on staff ability to speak Welsh, but there is a desire within the Council to go a step further, as noted in Standard 151 and keep a record of the language skills of staff. A new assessment scheme has been approved for development by the Language Committee that will set practical language levels that are based on the CBAC/WJEC language skill levels and allow the assessment of progression against the language requirement set.
134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	While publicising the new Language Policy internally, a link was provided to the Language Commissioner's website where an email logo is available denoting that it is possible to correspond in Welsh and English with the person in question. Further publicity will be given to this during the year.

3. Reporting on performance

3.1 Language Complaints

A new method of recording language complaints has been set up, for complaints received from March 2016 onwards, that will differentiate between complaints relating to the Language Standards and complaints relating to the internal Language Policy. We will also keep a record of the class of standard the complaint relates to, as well as recording any additional action taken to strengthen the Service as a result of the complaint.

For the purpose of this annual report, we record those complaints received for the year ending March 2016, as they were reported to the Language Committee.

Reported to the Language Committee 23 April 2015

DATE	COMPLAINT	RESPONSE
March 2015	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.

Reported to the Language Committee 18 June 2015

DATE	COMPLAINT	RESPONSE
April 2015	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.
April 2015	Complaint by a member of the public after they received English only correspondence from Dŵr Cymru Welsh Water.	The relevant service was contacted and a copy of the original correspondence was sent to the complainant to

	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.	confirm that Gwynedd Council had written to Dŵr Cymru bilingually and so acted according to the Language Scheme.
April 2015	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.
April 2015	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.
May 2015	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.
June 2015	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

Reported to the Language Committee 22 October 2015

COMPLAINTS RELATING TO THE LANGUAGE SCHEME

DATE	COMPLAINT	RESPONSE.

May 2015	Complaint regarding an English only out of office message from a Councillor (on email).	It was confirmed that members are not accountable to the Language Scheme in the same way as officers of the Council, but a discussion was held regarding the need to give clear guidance to members on the expectation that they will communicate bilingually.. The complaint was drawn to the attention of the Councillor, who apologised and confirmed it had been a mistake. A response was sent to the complainant and a reply was received accepting the explanation.
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INFORMAL COMPLAINTS

DATE	COMPLAINT	RESPONSE.
July 2015	Complaint regarding English only materials being used as part of a Public event in Fairbourne (Coastline Management Plant)	It was confirmed that Welsh versions of the reports and posters in question were available in Welsh. A response was sent to the complainant, and the matter moved on to be a Freedom of Information case and is being dealt with by an Officer in the Freedom of Information department.
July 2015	A complaint was referred regarding the lack of Welsh materials on a website that schools are referred to by the Welsh Government for guidance specialist advice on matters relating to outdoor activities (OEAP website)	It seems this matter had already been flagged by the Education Department in late 2014. A new enquiry was sent to the Education and Skills Department of the Government asking if there was any possibility of translating the main guidance material. A response was received from the Government explaining the reasons for not translating the materials. The response was sent to the Council in English only.

Reported to the Language Committee January 2016

FORMAL COMPLAINTS AGAINST THE LANGUAGE PLAN

DATE	COMPLAINT	RESPONSE.
June 2015	<p>A complaint was received from the Welsh Language Commissioner (ref. 1970) regarding an alleged failure to provide a Welsh language service. The complaint was in connection to documents listed on the Council website as part of the public consultation on the Joint Local Development Plan. A list of documents had been published on the website with a note explaining to the public that copies could be had, but in English only. These were technical documents from an external company.</p>	<p>Having looked into the matter, it was confirmed that the documents had been offered in English only, but that they would be translated in due course as part of the usual post-consultation process. The Planning Department had not received any requests for these documents in English or in Welsh, and they had not been published in full on the Council website as they were not a part of the official document bundle of the consultation on the Development Plan. The list had been prepared and offered as documents holding additional information that could be of interest, rather than documents which held information essential to the consultation process. The Planning (Policy) Manager of the Joint Planning Policy Unit took full responsibility for the decision to include the list only on the website, and not to include the full documents bilingually.</p> <p>There was regular correspondence between the Commissioners' officers and the Language Unit in the Council over some months, and the matter was brought to a close in December 2015 without any further action. The Commissioner is of the opinion that the Council have broken the terms of the language plan as the documents were listed publicly, and that they were as a result "public documents". The Council was clear that there was no intention by the Planning Department to mislead or withhold information relevant to the consultation. The wording of the new language policy being developed for the Council will be looked at carefully to ensure that the guidance on public documents is clear.</p>
September 2015	<p>A complaint was received from the Welsh Language Commissioner (ref 2057 – received 10 September</p>	<p>As a result of the sensitive nature of the complaint, a thorough investigation of the circumstances was held. It was confirmed that the Council Registry Office was not</p>

	<p>2015) regarding an alleged failure to provide a bilingual death certificate and to fail to note the cause of death in Welsh.</p>	<p>responsible for sending out English only/bilingual certificates to the complainant, but that they had in fact been sent by the Coroners office. The Registry office had issued a bilingual certificate to the complainant in August 2015 (and explained that it was not possible to issue a Welsh only certificate), but had failed to note the cause of death in Welsh as a result of constraints put upon the Registrars by the Registration of Births and Deaths (Welsh Language) Regs, 1987 and the guidelines by the General Registry Office, that state that the cause of death must be recorded exactly as it appears on the certificate by the Coroner.</p> <p>It appears that this is a common problem, and that causes of death are frequently noted in English only, as there is only one Coroner who is a Welsh speaker.</p> <p>A response was sent to the Commissioner's office explaining the circumstances and also asking for any help or advice they could offer to influence these external departments of the government, which have not been devolved, but which are having an impact on the Council's ability to provide a full bilingual service to the residents of Gwynedd.</p>
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INFORMAL COMPLAINTS

DATE	COMPLAINT	RESPONSE.
<p>September 2015</p>	<p>An English only invitation was forwarded to us (for our information) by a member of the Pwllheli Town Council. The invitation was for an event to be held in Plas Heli. A general dissatisfaction was expressed in the email sent to us about the use of the Welsh language by Plas Heli and a query was made about the Language Policy of the Plas.</p>	<p>Plas Heli was contacted, and it was reported that they had used an external agency to promote the event in question, and that they were unaware that an English only invite had been sent. They contacted the agency and a Welsh invite was sent within a few days.</p> <p>On the matter of the language policy: It is not clear if Plas Heli has an official language policy or not. According to the service level agreement between the Council and Plas Heli, they were expected to adopt and publish a Welsh Language Policy along side other</p>

	.	health and safety and operational policies, but we have not been able to get a copy despite several requests.
December 2015	A freedom of information request was received regarding the Gwynedd and Anglesey Housing and the Welsh Language Survey commissioned by hunaniaith. A claim was being made that the research had not been weighed properly and that the Council had not received advice from an independent, professional statistician on the methodology used.	A reply was sent from the Democratic and Delivery Senior Manager, stating clearly that the intention of the research was not to provide a detailed, comprehensive picture, and that the work had accomplished the brief set by hunaniaith.

3.2 Language Skills of Staff (Standard 170 (2) a))

As previously noted, there are plans to improve the way in which the Council collects data retaining to language skills, but we present here the data about the number of staff, in each service, who can speak Welsh, and how many of them can not speak Welsh.

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Education	Management Team	Arfon	7	0
	Pupils and Inclusion:	Arfon, Meirion and Dwyfor		
	ADY:			
	Senior psychologist		1	0
	Language and Communication Difficulties		10	
	ABC Units		7	
	Learning and Cognition		11	
	Inclusion			
	Trac		7	
	Pecyn 25		5	
	EMAS		4	
	Safety		1	

	Counselling		5	
	Primary Behaviour Support		4	
	Extended Work Experience		1	
	Well-being Service		7	
	Home Training		3	
	Support Staff		3	
	Wages and School Contracts	Arfon	4	0
	Governors	Arfon	2	0
	Catering and Cleaning	Arfon, Meirion a Dwyfor	5	0
	Ancillary services	Arfon	3	0
	Education Support Unit	Arfon Dwyfor	1 10	0 0
	Scholl Organisation	Arfon	7	0
	Welsh Language: Language Unit Language Charter	Arfon, Meirion a Dwyfor	11 1	0
Total			119	0 (100% speak Welsh)

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Corporate Support	Support	Arfon	34	0
	Achieving and Supporting Change	Arfon Môn	40 5	0
	Customer Contact and Registry Service	Arfon Dwyfor Meirion	18 4 24	0
	Developing the Establishment	Arfon	3	0 0 0
	Democracy and Achievement	Arfon Meirion	46 2	0
	Learning and Development	Arfon	9	0
	Human Resources Consultancy Service	Arfon	13	0
	Health, Safety and Well-being (internal)	Arfon	13	0
	Management Unit	Arfon	7	0

	Information Unit	Arfon	6	0
Total			224	0 (100% speak Welsh)

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Finance	Internal Audit	Arfon	8	0
	Investment and Treasury Management	Arfon	3	0
	Payroll	Arfon	10	0
	Accountancy	Arfon	39	0
	Pensions	Arfon	17	0
	Revenue – Income/Debtors	Arfon	11	0
	Payments /Creditors	Arfon	7	0
	Revenue – Taxes and Benefits	Arfon Dwyfor Meirion	30 15 9	0 0 0
	Risk Managements / Insurance	Arfon	2	0
	Management Unit	Arfon	6	0
	Information Technology	Arfon	53	0
Total			210	0 (100% speak Welsh)

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Economy and Community	Community Regeneration	Arfon Dwyfor Meirionnydd	13 1 2	0 0 0
	Museums	Arfon Dwyfor	6 3 5	1 part time 0 0

	Archives	Arfon Meirion	9 3	0 0
	Business Support	Arfon	6	0
	The Arts	Arfon	1	0
	Performing Arts	Dwyfor Meirion	18 7	1 (reserve)
	Youth	Arfon Bangor/Ogwen Dwyfor Meirion Full Time	16 34 23 38 11	0 0 4 part time 0
	Maritime	Dwyfor Meirion	16 2	0 1
	Galleries	Arfon Anhysbys	1 1	1 part time 0
	Country Parks	Arfon	6	0
	Major Projects	Arfon Meirionnydd	5 1	0 0
	Skills and Enterprise	Arfon	3	0
	Strategic and Development	Arfon	3	0
	Tourism, Marketing and Customer Care	Arfon Dwyfor Meirion	14 7 6	0 0 0
	Management Unit	Arfon	7	0
	Libraries	Arfon Dwyfor Meirion	29 9 15	0 0 0
	Leisure Centres	Arfon Dwyfor Meirion	124 65 70	1 0 2 non-Welsh 4 learner (speaks a little)

Total			580	15 (97.4% Speak Welsh)

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Adult, Health and Well Being Service	Housing Management	Arfon	3	0
		Dwyfor	1	0
	Supporting People	Arfon	3	0
	Homelessness and Supported Housing	Arfon	10	1
		Dwyfor	4	0
		Meirion	4	0
		TOT Arfon	7	0
		Hosteli	7	2
	Private Sector housing	Arfon	7	0
		Meirion	10	0
		Dwyfor	8	1
	Healthy Communities		6	
	Safeguarding and Quality		17	
Business		98	0	
Provision Service		1178	134	
Adult Services		136	4	
Management Unit		35	5	
	Corporate Director		1	0
Total			1516	139 (90.4% speak Welsh)

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Children and Supporting Families	Management Team		5	
	Admin (Management Team)		1	0
	Children's Team	Arfon	18	
		Dwyfor	7	
		Meirionydd	8	(1+ 1 temporary)
	Children's Referral Acceptance Team		9	0
Fostering		13	0	
Adoption		2.5	0	

	16+		8	0
	Derwen	Staff cyflogedig gan y Cyngor	24	0
		Staff cyflogedig gan Bwrdd Iechyd	13	1
		Gweithwyr Cefnogol	86	4
	Supportive Team		39	0
	Care Threshold		14	0
	Safeguarding and Quality Unit		10	0
	Youth Justice Team		29	2
	Gyda'n Gilydd		7	0
	Sure Start		42	0
Total			322.5	9 non-Welsh speaker (97.2% speak Welsh)

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Highways and Municipal	Commissioning	Arfon	20	0
		Dwyfor	10	0
		Meirion	10	0
		Anhysbys	15	0
	Fleet	Arfon	9	0
		Dwyfor	9	0
		Meirion	7	0
		Anhysbys	4	0
	Municipal Work	Arfon	104	2
		Dwyfor	71	1
		Meirion	79	5
		Anhysbys	75	0
	Highways Work	Môn	2	0
		Arfon	21	1
		Dwyfor	17	0

		Meirion	30	3
		Anhysbys	39	0
	Waste Treatment	Arfon	2	0
		Meirion	10	1
		Anhysbys	5	0
	Management Unit	Arfon	3	0
		Anhysbys	1	0
Total			543	13 (97.6% speak Welsh)

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Regulatory				
	Transportation (Including Enforcement Officers and Children's Crossing officers) (Arfon	38	2
		Dwyfor	9	2
		Meirionydd	11	4
Total			58	6

Note: Data not complete. Service still collecting data at time of writing this report.

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
Consultancy (YGC)	Building	Arfon	13	1
		Meirion	0	0
		Dwyfor	0	0
	Projects	Arfon	16	1
		Meirion	1	0
		Dwyfor	3	0
	Business Unit	Arfon	9	1
		Meirion	0	0
		Dwyfor	0	0
	Management Unit	Arfon	3	0
		Meirion	0	0
		Dwyfor	0	0
	Technology Unit	Arfon	28	1
		Meirion	1	0
		Dwyfor	0	0
	Water and Environment Unit	Arfon	12	0
		Meirion	2	0

		Dwyfor	7	0
	Building Regulation Unit	Arfon	11	0
		Meirion	3	0
		Dwyfor	0	0
Total			109	4 (96.34% speak Welsh)

3.2 Number of staff receiving Welsh language training (Standard 170 (2) b) and c))

Standards 152 and 170 ask the Council to keep a record of the number of staff that attended training courses through the medium of Welsh during the last financial year.

The Learning and Development team, up to March 2016, has not been keeping records of the exact number of staff that attend Welsh medium courses, compared to the number attending English medium courses, as the vast majority of the corporate training is conducted in Welsh. The figures for 2015-16 here show the number of training sessions held in each language.

Arrangements have been made to change the way in which the Council records attendance of courses to ensure we comply with the need of the Standard.

During the period April 2015 to March 2016, here are the number of courses held in each language.

TITLES	NUMBER	PERCENTAGE
Welsh	358	81.7%
Bilingual	30	6.8%
English	50	11.4%
TOTAL	438	

All internal training courses are offered bilingually, and approximately 95% of all the training offered during the period was internal training.

A total of 3,218 members of staff attended these training sessions, which means, at an average of 7 attendees for each session, that about 2,700 (84%) of those that attended training did so through the medium of Welsh.

The only time training will be offered in English only is when specialist training is needed and no expert trainers are available who can conduct the training in Welsh. In this case, we have been considering ways of facilitating the process of making more of these sessions bilingual (by ensuring that there is a need for trainers to provide bilingual reading materials for example). Further work on this matter is ongoing.

During 2015-16 also, **40** members of staff received training to learn Welsh.

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

As well as this, **11** individuals received training to improve their written Welsh during 2015-16.

3.3 Categories of language skills for jobs (Standard 170 (2) c))

The Welsh language is given top priority in recruitment to Gwynedd Council. No job is advertised without including the ability to speak Welsh as a requirement.

During the period between April 2015 and March 2016, **397** jobs were advertised across the Council, all with the requirement that Welsh language skills are essential.

Despite this, difficulties in recruiting in some areas have resulted in a need being recognised to develop a new system for assessing the exact language level need of each job (new and existing) that will allow the Human Resources department to ensure that the most appropriate language skill level is being assigned to each job. As part of this new skills assessment system, detailed records will be kept of the new jobs advertised, and their language requirements. This will also allow better monitoring of the development and progress of staff that are appointed to jobs without the required language skills. Welsh language skills will continue to be essential to work in Gwynedd Council, but that the exact level of those skills can be adjusted according to the nature of the job in question.

June 2016

Agenda Item 10

MEETING	Language Committee
DATE	5 July 2016
TITLE	Internal Language Audit
AUTHOR	Gwenllian Mair Williams Welsh Language Development Officer
PURPOSE OF THE REPORT	Submit a summary of the findings of the Welsh Language Audit and present suggestions for further action.

1. Background

- 1.1 As part of the Council's Strategic Plan for 2015-17, a commitment was made to undertake an Audit of the Welsh Language situation within the Council. The aim was to discover to what extent the Council and its officers are able to implement the Language Scheme and manage to *"normalise the Welsh language in its departments and the services it provides to the county's residents"*.
- 1.2 The second aim of the work is to consider to what extent the Council goes a step further and succeeds in taking advantage of every opportunity to promote the Welsh language through those services that are provided directly to the county's residents, and through third party arrangements and agreements.
- 1.3 To achieve that, a review was undertaken which would set out the current context and reveal the services or areas where action needs to be taken to improve the service offered to the public.
- 1.4 The aim is to proceed to work closely with some services in order to ensure that the second aim, namely to take advantage of every opportunity to promote the Welsh language through all Council services, is realised.

2. The Process

- 2.1 It was resolved to implement three different aims to achieve the audit's requirements, in order to obtain information as comprehensively as possible about the situation of the Welsh language within the Council. These are the elements:
 - a) Questionnaire for managers
 - b) Mystery shopper exercise
 - c) Information from Councillors

Questionnaire for managers

- 2.2 All Council managers were invited to complete an on-line questionnaire, which asked 14 questions about their ability to offer a service through the medium of Welsh and English for the public. It was also an opportunity for them to be honest and open about any aspects that prevented them from being able to offer a full Welsh service for the public.
- 2.3 Responses were received for **202** Council services and then those responses were analysed in order to try to detect any general trends, as well as specific matters that would need to be addressed.

Mystery shopper exercise

- 2.4 A mystery shopper exercise was undertaken as further research work in two front line services where concerns or complaints had been received in the past about their ability to provide a Welsh-medium service for the public, namely the leisure and youth service.
- 2.5 A mystery shopper exercise was undertaken in 4 leisure centres - Bethesda, Bangor, Pwllheli and Barmouth - in the form of face to face visits and telephone enquiries. The main aim of this exercise was to prove what would be offered by the staff as information about classes and the visibility of the language at the centres themselves. In these cases, the response proved well with staff responding positively when the customer began the enquiry in Welsh.
- 2.6 Also, *Hunaniaith* officers visited youth clubs across the county during the review period, and they were asked to record their observations about the linguistic nature of the 10 clubs that were visited.

Information from Councillors

- 2.7 An update on the audit work was provided in the February edition of *Rhaeadr*, and an invitation was extended in it to all of the Council's elected members to contribute information to the audit based on their experiences of accessing Council services. (No further information was received as a result of this request.)

3. Main messages

Questionnaire for managers

- 3.1 Generally, the responses received to the questionnaire confirm that the majority of Council services **are** able to provide a service through the medium of Welsh for the public, and also go a step further and have the desire to promote the Welsh language through their services. *89.6% of managers note that they are confident that every member of their staff can communicate effectively in Welsh and can fully deal with any enquiries in Welsh when they are asked to do so.*
- 3.2 The message regarding staff language skills is also positive, with the vast majority of Council staff able to speak Welsh.

143 (71%) of the 202 Managers that responded stated that every member of staff in their units were fluent Welsh speakers.

- 3.3 Beyond these positive main messages, the questionnaire results can be divided into two categories, namely:
- More significant weaknesses
 - Superficial weaknesses

More significant weaknesses

Language skills

- 3.4 In the questionnaire, **185 (91.5%)** Managers confirmed that there were fluent Welsh speakers in their units, with **28 managers (14%)** noting that they had staff in their units who could speak some Welsh, whilst **13 (6.4%)** other managers confirmed that they had staff in their units who could not speak Welsh at all.

In response to further enquiries, confirmation was received from 5 managers that the Welsh language was not a necessary skill to fulfil those posts, as they did not have a direct contact with the public.

- 3.5 Given the results of the questionnaire for managers in their entirety, some oversight was discovered in the results in terms of staff's **ability** to speak Welsh compared with the Welsh language **skills** of staff on the other hand. By seeking to understand and analyse the information submitted, it is suggested that there are examples of a lack of confidence among some Council staff members to use the Welsh language.

18 managers confirmed that they were not entirely confident that every member of their staff can communicate effectively in Welsh.

44 managers confirmed that they were not entirely confident that every member of their staff can communicate effectively in writing in Welsh.

- 3.6 Observations from the youth clubs highlighted an all too common practice of communicating in English among the leaders and young people. Even when the leaders spoke Welsh with the young people, the young people tended to speak English with each other, with no intervention from the leaders. This displays a practice which corroborates the concern from other directions regarding the lack of social use of the Welsh language among the county's young people. Only 4 of the 10 clubs visited were monolingual Welsh. This is a clear cause for concern, and suggests a lack of confidence from some employed officers to use the Welsh skills they have, as well as a lack of awareness among some of the role they have to influence the social language of young people.

- 3.7 When responding to the questionnaire, **185** managers noted that staff in their units were receiving or had received training to improve their language skills, whilst **9** managers had also provided additional observations referring to a lack or need for training.

Common obstacles

- 3.8 When responding to the questionnaire, **14** managers recognised some element of weakness or a gap in their service which prevented them from being able to offer a full Welsh service. From further analysis of the responses to the questionnaire, **7** cases were involved with staffing problems and recruitment difficulties in some areas or work fields.

Contracts

- 3.9 **100 (49.5%)** managers noted that their units or services set agreements with third party providers. From those **100**, **57** said that the agreements included linguistic requirements, and they were asked to note the wording of those conditions.
- 3.10 12 exceptional examples were received, where the wording provided in the agreements were comprehensive and elaborated on the expectations, and did not refer to the Language Policy alone. The rest either had a similar wording to "*Comply with the Council's language policy*" or had a short sentence such as "*[That] they agree to translate any document sent to them at their own cost*".

Superficial weaknesses

- 3.11 When responding to the questionnaire, **14** managers recognised some element of weakness or a gap in their service which prevented them from being able to offer a full Welsh service. A further analysis of these responses from the 14 managers was undertaken in order to better understand the difficulties that had been mentioned.
- 3.12 It was seen that **7** cases were involved with a lack of Welsh language provision from external parties, such as:
- the lack of availability of Welsh or bilingual forms
 - Welsh or bilingual computer systems not available
- Although these are often things that cannot possibly be changed, there are examples where we can bring pressure on other bodies to offer more of their service through the medium of Welsh.
- 3.13 13 units also reported that they often do not produce bilingual materials, and although reasons given for this were coherent - 6 examples of failing to provide bilingual materials due to a lack of systems (such as RAISE) or a lack of statutory forms - there is a need to consider whether we can do more to avoid these situations.
- 3.14 Attention was also drawn in the audit to the custom of corresponding with other public bodies, including Local Authorities and the Government in English, and to the lack of bilingual information when referring the public to external websites and information sources.

- 3.15 On the surface, the mystery shopper exercise in the leisure centres showed a good response, with staff responding positively when the customer began the enquiry in Welsh. However, a suggestion was also received that lessons at the centres were not always held through the medium of Welsh. This included lessons for children and adults.
- 3.16 Looking positively at these results, these obstacles here also convey the desire and awareness of the Council's workforce to operate through the medium of Welsh.

4. Next steps

- 4.1 We will agree on a detailed work programme in order to respond to the results of the audit. The main themes and areas of concern have been identified, and a combination of formal and informal techniques will be required in order to respond to them, as well as completing work that is already in the pipeline.
- 4.2 The intervention also depends on the scale of the problem, with some matters that will be common to a high number of the workforce, and other interventions targeted more specifically for specific units or services.
- 4.3 Four services will be prioritised to be addressed further, on the basis of how frequent their units appeared to be recognising in the audit that there was room for further improvement. The four services are as follows:
- Economy and Community
 - Adults
 - Regulatory
 - Consultancy
- 4.4 General interventions will also be planned and implemented based on the themes which were identified:
- 1. Improve awareness of the expectations on staff to promote the Welsh language in every part of their work.**
 - Share audit findings with managers and encourage an open discussion at meetings about obstacles that are specific to their service.
 - Share guidelines that will set out clear expectations in terms of complying with the new Language Standards and Language Policy, and specifically the expectation when communicating with other public bodies.
 - Introduce an on-line Language Awareness model (already being developed)
 - Target specific units with a questionnaire on language use and confidence (language web) and practical awareness sessions that will be relevant to their specific work area.

2. Develop a Language Skills Improvement Programme

- New arrangement to assess jobs' skills (such as the one already approved by the Language Committee)
- Target training to the south of the county in response to the need to build confidence in the Welsh language both orally and in writing.

3. Ensure that the Welsh language is given appropriate attention publicly and through collaboration.

- Refer the Language Committee Sub-group that is responsible for the Welsh Language Visibility Investigation to concerns regarding the way language is promoted in collaboration agreements and when activities are provided.
- Examine arrangements to monitor agreements that include linguistic conditions.
- Share guidance to set agreements that will ensure that clear expectations are set.

5. Recommendation

Observations on the above report are invited from Committee members.

Agenda Item 11

MEETING	Language Committee
DATE	5 July 2016
TITLE	Language Investigation – Visibility of the Welsh language in Gwynedd
PURPOSE	Updating members on the work of the investigation thus far
AUTHOR	Councillor Craig ap Iago, Chairman of the Investigation
CONTACT OFFICER	Hawis Jones, Strategic Planning, Performance and Projects Manager

1.0 Background

- 1.1 The Council's Strategic Plan states that we need to see a situation where Gwynedd continues to be a stronghold for the Welsh language, and that it is an everyday language that is heard and spoken naturally by children, young people and adults across the county."
- 1.2 The purpose of the Language Investigation – Visibility of the Welsh language in Gwynedd is to consider the extent to which the visibility of the language is in names, signs and advertisements across the count, is important in the context of the status of the language and the confidence of citizens in its use as a natural part of everyday work. It also considers the degree to which the Council has influence over that visibility and whether the Council needs to do more.

2.0 Progress thus far

- 2.1 The investigation working group met for the first time on 26 February and the brief was agreed. The investigation has thus far:
- Interviewed officers on the implementation of the language policy regarding the Council's procurement arrangements (procurement and legal units)
 - Interviewed officers on the implementation of the language policy regarding the Council's regulation of roadside verges.
 - Interviewed officers on the implementation of the language policy regarding transport management
 - Held a joint discussion with the Deputy Leader of the Council and Dr Rhian Hodges and Dr Cynog Prys, language experts from the University of Bangor
 - Interviewed Gwynedd language development officers
 - Interviewed the Council's Marketing and Customer Care (Tourism) Manager
- 2.2 Further interviews are in progress with the following individuals:
- Research Professor Durk Gorter, Ikerbasque (The Basque Foundation for Science)
 - Development Management Manager – Housenames and Placenames (Planning Unit)
 - The Council's Museums and Arts Manager
 - The Council's Events Manager
 - Senior Manager – Economy and Community Development with responsibility for Leisure services

- Head of the Council's Economy and Community Development Service

2.3 The investigation's members are working closely throughout the work with Dr Hodges and Dr Prys from Bangor University.

2.4 The group is considering the possibility of a "Welsh area" to trial the effect of the consistent visibility of the Welsh language.

2.5 It is intended to discuss with the Chief Executive and the Cabinet member (Councillor Dyfrig Siencyn) before the end of the investigation.

2.6 The work will lead to a series of recommendations to be shared for the consideration of the Language Committee.

3.0 Recommendation

The members are asked to note and accept the information.

Agenda Item 12

MEETING:	Language Committee
DATE:	5th July 2016
TITLE:	Language, Work and Bilingual Services Report
AUTHOR:	Gwenllian Mair Williams Language Development Officer
PURPOSE OF REPORT	Present the report by the Working Group on the Welsh Language and Local Government, published June 2016 for the members' information.

1. Background information

1.1 The Minister for Public Services commissioned this report by the Working Group on the Welsh Language in Local Government Administration and Economic Development (“the working group on the Welsh Language in Local Government”) that were established to advise Welsh Ministers on the support needed for the Welsh language in the context of the programme for local government reform.

1.2 The working group decided, because of the time constraints, not to commission new research in this matter, but rather look at the evidence already gathered and the evidence presented by the group members and other individuals from prominent establishments in Wales.

1.3 The Working Group looked specifically at the language in key traditional heartlands in the north and west, and those areas with the highest percentage of Welsh speakers. Specific attention was given to Anglesey, Gwynedd, Ceredigion and Carmarthenshire local authorities.

2. Content of the report

2.1 The language is discussed under 7 headings, and numerous recommendations are set out under each one.

1. Strategic Leadership
2. Local Leadership
3. A Bilingual Workforce
4. Training
5. Technology
6. Changing Behaviour
7. The Economy

2.2 The first three headings deal with leadership of some form, and the report emphasises the need for leadership, vision and clear commitment. It discusses the need to develop the language planning expertise within the Welsh Government, in order to look beyond community language planning and towards more strategic

planning. It also recommends that all head leaders/ Senior paid officials in local authorities (to include heads of education, children services and human resources) should have some proficiency in the Welsh language.

- 2.3 The section that deals with the bilingual workforce in particular deals with issues that have arisen more than once recently on a local level, namely the importance of meaningful continuity between education and the workplace and the need to look at the way in which we plan for the workforce of the future. The Working Group recommends that every local authority should "be under a statutory duty to undertake planning in terms of linguistic skills, and where required, to provide suitable training to meet those needs".
- 2.4 The next three sections (Training, Technology and Changing Behaviour) deal with those practical issues that will help establishments move forward to create bilingual workforces. Again, it touches on themes that have been raised on the local level, and it is encouraging to see the same discussions are being held on a national level.
- 2.5 The recommendations regarding the economy reiterate the ones presented in two recent Ministerial reports, which offered a detailed discussion of the language and economy and which recommended the development of a regional linguistic-economic strategy. The report also looks at the way local authorities can support linguistic prosperity through its local economic development plans.

3. The Recommendations

3.1 The report includes 14 recommendations that vary from the ones where the Welsh government themselves are expected to show leadership, and the ones it would be expected to be implemented by the local authorities.

3.2 The recommendations that are most relevant to Gwynedd Council include:

A4 Local Authorities, including in their function as Local Education Authorities, should be under a statutory duty to undertake workforce planning in terms of linguistic skills, and where required, to provide suitable training to meet those needs.

A5 c) The Welsh Government should adopt a single national standard Welsh language proficiency framework to be used by the whole of the public sector in Wales.

A9 The Welsh Government should place a statutory duty on Local Government to promote local economic development, and ensure consideration of the growth and prosperity of the Welsh language as part of this duty.

A10 The Welsh Government, in a full and equal partnership with Local government, should develop and implement a linguistic-economic strategy for the counties of Anglesey, Gwynedd, Ceredigion, Carmarthenshire and adjacent and relevant areas, based on the towns of Bangor, Aberystwyth, Carmarthen and Llanelli.

Any comments by the members would be welcomed.



Llywodraeth Cymru
Welsh Government

Language, Work and Bilingual Services

Report of the Working Group on
the Welsh Language and Local
Government

June 2016

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Foreword

The Labour Party manifesto sets a target of 1 million Welsh speakers by 2050. Achieving this would be a considerable feat. The education system would be the main means of creating Welsh speakers but bilingual public services could contribute substantially to the process. Language training in the workplace would create new Welsh speakers and would give confidence to those uncertain of their ability in Welsh to use the language from day-to-day. It would also give Welsh speakers a chance to use the language in the workplace and in using public services.

Considerable emphasis is placed on creating opportunities to use the language socially but instances of this are often vague and difficult to define, not to mention provide. Public services are an integral part of the daily lives of every citizen in Wales. Tens of thousands work in the sector and the rest of us use them constantly. This is the obvious context to allow Welsh speakers, both first language speakers and learners, to use the language daily.

If we are serious about creating a bilingual Wales with Welsh and English existing with equal status and with citizens able to use their language of choice, our public services must be provided bilingually. This will not happen without political commitment by the Welsh Government, Local Authorities and the Welsh Local Government Association. The pattern will vary in terms of the percentage of Welsh speakers, but if the numbers are to increase as expected, they will be a need for a higher level of service and administration in Welsh in every Authority.

Gwynedd is the only county in which both Welsh and English are accorded equal status in terms of the workplace and public provision. Ambition and determination exist in other Authorities to achieve the same aim but this will not happen without encouragement and support from the Welsh Government.

I would like to thank members of the Working Group for giving their time and expertise, to those who presented evidence in writing and orally and particularly to the secretariat for sustaining us during our discussions and steering us to the end of our journey.

We believe that our recommendations are challenging but practical and we believe that they are consistent with the Government's target of creating a bilingual Wales with a million Welsh speakers

Rhodri Glyn Thomas

Introduction

Background

The Minister for Public Services commissioned a report from this Working Group in the final months of the fourth Assembly, to make recommendations to the new Welsh Government at the start of the fifth Assembly.

Because of time constraints, the Working Group did not have time to commission original research. However, there is no lack of reports and evaluations, policy papers and strategies concerning the Welsh language, and many recommendations for action to be taken.

Although there are gaps in our understanding and lack of innovative research, it became evident at a very early stage that the key issues belong to a different dimension, namely vision, leadership and commitment by institutions of the Welsh establishment to turn the concept of a bilingual Wales into reality in our families and communities, in our public services and in our civic life. The demographic of the language in 50 years will be substantially different from the status quo. If we embrace this new future, we can embrace a future for the language also. What is needed now is ambition and determination.

The foundations of the progress seen in recent years, have mainly been laid by central government policies and legislation. These have been enormously influenced by individuals and organisations who have advocated and acted for the Welsh language, and often implemented by Local Government. These foundations include legislation to give status to the language and rights to individuals, to secure services in Welsh and to place duties on organisations which serve the public to provide opportunities for children and adults to learn and receive Welsh-medium education, to sustain culture, the arts and broadcasting through the medium of Welsh, and support organisations, groups and community activity.

We have been asked to look specifically at the Welsh language in its traditional heartlands in west and north Wales, through the lens of Local Government. Local Government has been central to the implementation of national policies and, particularly, to the provision of the Welsh-language education system. We owe an enormous debt to Local Government. Local Authorities in west Wales – the Isle of Anglesey, Gwynedd, Ceredigion and Carmarthenshire – have been proactive in their support for the language, but good practice is evident in all parts of Wales. Frequently, practicality rather than goodwill is the obstacle, and help and support is needed to instigate and sustain change, particularly in areas where the Welsh language is less resilient.

It is often said that changing attitudes and behaviour is painstaking work, but the evidence suggests that best practice stems not from prolonged evolution, but from purposeful

decisions. Gwynedd councillors determined to give the language priority in the early 90s, and challenged the culture of 50 years of government in north Wales. Changes in culture and practice within North Wales Police stem from the decisions of the Chief Constable Richard Brunstrom, influenced by Gwynedd councillors on the Police Authority. Positive leadership is transformative.

However, not all Local Authorities have been keen to support and take action on these policies. We have seen many battles to increase places in Welsh-language education and to open new schools, for instance. Too frequently, leadership has been reluctant and actions limited to complying with the letter of the law.

The policy and legislative framework was strengthened substantially by the Welsh Language (Wales) Measure 2011 and the Standards which came into force for the Welsh Government and Local Government this year.¹ There has been criticism of the number and the practicality of the Standards imposed on Local Government, but it is too early at this point to measure the impact of the Standards on the use of Welsh in various areas. Although the Working Group is optimistic that the effect of the Measure will be positive in the long term, we heard suggestions that it could lead to token compliance, rather than transforming culture and creating organisations which operate naturally in two languages. If this is a common experience, then we will need to look afresh at the legislation so that it does not lead to perverse consequences.

The response from some Authorities, and the number of appeals, provide continuing evidence perhaps that not all areas of Local Government accept their responsibilities towards the language in a positive and proactive way. This would be disappointing. Many of the counties in which the Welsh language is a minority today are areas which were predominantly Welsh-speaking when Local Government was established in its present form at the end of the 19th century. Local Government, as well as national government, must acknowledge that it was under their tenure that the linguistic decline occurred during the greater part of the 20th century. At that time, they made few efforts to protect this heritage until the Welsh Language Act 1993 was passed less than twenty five years ago. We can blame this on the attitudes of the period which accorded the English language status as the natural language of government, the language of authority. We can hope we are more enlightened today.

Today, there is a new governmental landscape in Wales following devolution. The Assembly is a fully-fledged legislative body, and there is a general desire for a more ambitious role for Local Government. This is an opportunity therefore to come to terms with the past, for the Welsh Government to legislate wisely and for Local Government to embrace the governmental and heritage responsibilities which give depth of meaning to the phrase *Local*

¹ The term 'Standards' is used in this report to mean any standards made by regulations under the Welsh Language (Wales) Measure 2011.

Government. Creating a public administration in two languages will require a cultural transformation within organisations which fostered a commitment for a century and more to the English language as the sole language of administration.

This year the Well-being of Future Generations Act 2015 also came into force and set a clear framework for Authorities seeking a national statutory context in which to support their efforts for the language. The national aims and the ways of working make this unambiguous, and permit and encourage Local Authorities to develop proactive policies towards the language. It is hoped that Local Government, with its democratic authority, will take advantage of this statutory framework and will demonstrate leadership in Public Services Boards to ensure that all public services work together energetically to accord the Welsh language a prominent place in their local well-being plans.

The challenges are enormous, but the Working Group is highly supportive of the role of Local Government within the state and argues that this role should be substantially enhanced. They have been various policy papers on Local Government reform since the publication of the Commission on Public Service Governance and Delivery's report in January 2014. Leaving aside the complex problem of the structure of Local Government, namely the map, it appears that there is general agreement that Local Government is in need of reform and that it needs a new freedom to be active and to encourage an activist culture within communities. This freedom, coupled with leadership and the responsibilities mentioned above, are essential to the success of the aim of creating a bilingual nation. We note especially that Local Government cannot operate effectively in the field of local economic development in order to secure resilient Welsh communities without more powers to do so and greater commitment from Welsh Government to work in partnership with Local Government. The national focus on the economic rewards in south Wales is understandable, but this should not be at the expense of purposeful economic planning in the rest of the country.

As mentioned above, we have been asked to look specifically at the Welsh language and Local Government in those areas in which the Welsh language continues to be a language of substance. We decided to interpret this to mean the main councils in the counties of Anglesey, Gwynedd, Ceredigion and Carmarthenshire, acknowledging that the language is still strong in parts of other counties, such as north Pembrokeshire and areas of Conwy, Denbighshire, Powys and others. At the same time Welsh-language communities exist in all parts of Wales, without necessarily living in the same street or town, and new Welsh communities are springing up under our feet in places such as Cardiff. Therefore, our recommendations are intended for Local Government in its entirety, not just the four counties identified. We believe also that a number of the recommendations are relevant to public services generally, and that the Welsh Ministers should consider this in preparing their response.

The Structure of the Report

The objectives of the Working Group in the remit we have been given are mercifully simple, namely to advise the Welsh Ministers on the following:

- the use of the Welsh language in Local Government administration;
- the role of Local Government as the facilitator of economic development to support the Welsh language; and
- to make recommendations on the above in the context of Local Government reform and the duties placed on Local Authorities, by the Well-being of Future Generations Act (Wales) 2015

The report is divided into seven sections. The first six sections relate to the aim of increasing the use of Welsh as the language of work and the language of administration in Local Government. The first three sections, Strategic Leadership, Local Leadership and a Bilingual Workforce encompass the main challenging recommendations of the Working Group, namely the need for leadership, vision and commitment by all levels of government in Wales. According to our analysis, legislation and Standards are not sufficient without incorporating responsibilities towards a bilingual Wales in the principles which are fundamental to our public services. This means going beyond the current statutory framework. A country which give status to two languages should demand personal and visible commitment from those employed to lead governmental bodies in Wales, and impose fundamental linguistic requirements on everyone employed by those services. Welsh-medium education and teaching Welsh is supported with significant resources, without our asking for language skills as general practice when recruiting to the public service, despite there being a lack of Welsh language skills in all areas of the workforce. This is an unnecessary waste.

The next sections, Training, Technology and Changing Behaviours, deal with practical issues if we are serious about moving towards bilingual public institutions. Huge changes are afoot in the sphere of Welsh for adults and these are most welcome. However, a very different and far more ambitious mind-set will be required if the Welsh for adults sector is to respond to the demand for a workplace which will, in time, be bilingual. We must also support those who lead bilingual services with postgraduate training of the highest standard. In terms of technology, we were surprised how little use is made in Local Government of machine translation, following pioneering work by the Assembly. It is a new, fast-developing area of digital capability, and the opportunities for Local Authority efficiencies are very attractive. Leadership is needed in this field as well as resources to ensure further progress. Changing Behaviours, which encompasses behavioural psychology and 'nudge', is also in its infancy and an area where we have much to learn. It can fill a gap where the ordinary apparatus of government – taxes, legislation, policy – are less successful.

Finally, we turn to the economy and the role of Local Government in supporting resilient and prosperous Welsh language communities. Two recent Ministerial reports have discussed in detail the language and the economy. Hence, a similar discussion is not required here. Rather, we support the recommendation of the previous Working Group that a regional linguistic-economic strategy should be developed with a focus on the towns of Bangor, Aberystwyth, Carmarthen and Llanelli. At the heart of the matter lies the Welsh Government's commitment to economic planning outside the city regions of South Wales and to sharing the responsibility for planning economic development with Local Government. Second, we consider the ways in which Local Government influences economic prosperity, jobs and the local economy and how these functions could be used to support linguistic prosperity. We believe that this is the basis for integrated planning by Local Authorities within the framework of the Well-being of Future Generations (Wales) Act 2015. Finally, we pay some attention to the implications of this for Local Government reform, without venturing into this policy area in any depth.

Note

The report is unanimous with one exception. Chris Burns is unable to support Recommendations 2(a) and 3. He is of the opinion that these recommendations could not be implemented in some or many areas of Local Government in Wales.

1. STRATEGIC LEADERSHIP

Following the abolition of the Welsh Language Board, a number of Local Authorities and others have expressed concern that there is a leadership gap in terms of national linguistic strategy, national campaigns and defects in the practical support given to them in implementing the Standards, raising ambition and sharing good practice. This is happening at a time when there is a real need for leadership and support with statutory duties coming into force. The Working Group believes that this reflects wider weaknesses in the strategic framework, statute and infrastructure for the Welsh language.

Some of these responsibilities fall within the remit of the Welsh Language Commissioner. The main aim of the Commissioner in carrying out her duties is to promote and facilitate the use of the Welsh language (s3(1) Measure 2011), including (s4(2)):

- a) promoting the provision of opportunities to use the Welsh language;
- b) encouraging best practice in relation to the use of Welsh by persons who deal with, or provide services to, other persons;
- c) keeping under review the adequacy and effectiveness of the law relating to the Welsh language;
- d) producing and publishing reports;
- e) carrying out, or commissioning others to carry out, research;
- f) carrying out, or commissioning others to carry out, educational activities; (g) giving assistance (including financial assistance) to any person;
- g) making recommendations in writing to the Welsh Ministers;
- h) making representations to any person;
- i) giving advice to any person.

Nevertheless, and maybe in view of her regulatory role and the detailed work involved in setting the Standards for a great number of organisations, it is not surprising that there is a general perception that promotional and facilitating work has abated somewhat. These observations are not to be construed as criticism of the Commissioner or of the considerable work she has already carried out in setting and implementing the Standards for so many public bodies.

What is, therefore – or what should be – the role and functions of the Welsh Government ? Some of the witnesses asked us to consider whether a separate body should be established to undertake various functions such as language planning and language promotion. Their argument was that an independent body could be more objective and analytical, and could operate as a one-stop shop for Local Authorities. The opinion of the Working Group and of the majority of witnesses, however, was that the Welsh Government is the natural body to undertake these leadership functions, with the power to create policy and to propose legislation under the auspices of the Welsh Ministers, scrutinised by the National Assembly's committees.

We believe that a language planning powerhouse is required within the Welsh Government with the skills and expertise to provide clear leadership. The perception is that the current department has developed expertise in community language planning, but that there is now a need to focus more on supporting public bodies and services. The remit of the powerhouse should include:

- to develop and sustain a national Welsh language strategy;
- to prepare legislation;
- strategic language planning, with a focus on the workplace;
- promoting and facilitating the language; and
- providing leadership in areas supportive to Local Government and other public bodies such as training, digital developments and original research.

In terms of a national strategy and a plan for its implementation, this is the responsibility of the Welsh Ministers under section 78 of the Welsh Language Act 2006. The current strategy is *A living language: a language for living*, together with the policy statement, *Moving forward*, published in 2014, partly in response to the findings of the 2011 Census and the Cynhadledd Fawr. *Moving forward* acknowledges that strategic planning needs to be strengthened for the Welsh language and the Working Group supports this objective. But clear political vision is also required for the language as a basis for clear and efficient planning, which builds on the foundations on which status for the language status, the rights of individuals and the Standards are based. By 'vision', we mean an ambitious political statement, such as 'a million Welsh speakers', 'every child to receive Welsh-medium education', 'completely bilingual public bodies'. A statement of vision by the Welsh Government and a strategy for implementation would oblige and enable Local Government in turn to raise ambition, if this vision is supported by a practical actions.

Although it is early days, we believe that the 2011 Measure requires revision and simplification. The Measure was made before the Assembly received primary legislative powers following the referendum in March 2011, and this is reflected in the way the legislation is drafted. We fear that what we have heard about the complexity of the Standards and the focus on process is likely to lead to perverse consequences. In addition, and for the reasons outlined above, we believe that we need to look again at the definition of the role of the Commissioner in the Measure, to ensure that there is neither conflict nor overlap between her regulatory functions and her promotional and facilitating functions, and the duties and functions of the Welsh Government. Clarity concerning this leadership framework is essential. We believe that there is early opportunity for the Welsh Government to propose new legislation in the Assembly as part of its programme of legislation in the Fifth Assembly.

RECOMMENDATION 1

- a) **The Welsh Government should articulate an ambitious vision and publish a new strategy for the Welsh language as a matter of urgency.**

A long-term vision (20 years) and an action plan which corresponds to an electoral cycle (five years) are required. Within this, the leadership framework for the Welsh language requires revision and reform with a clear description of the role of the various elements and the relationship between them, i.e. the role of the Welsh Government and the statutory framework, which includes the Welsh Language Commissioner, the Welsh Language Partnership Council and the infrastructure of sponsored bodies, public services, the third sector and private companies. The strategy should clearly state what is expected of Local Government.

- b) **The Welsh Government, on the basis of its long-term strategy for the Welsh language, should revise and introduce amendments to the 2011 Measure and introduce a Welsh Language Bill in the Assembly during the term of the Fifth Assembly (2016-2021).**

The Bill should provide statutorily for the Government's vision. A number of the recommendations in this report would require legislative provision to implement.

- c) **The Welsh Government should support these measures with a visible campaign to raise awareness of the position and importance of the Welsh language in our public life.**

2. LOCAL LEADERSHIP

Legislation is essential but is not sufficient. Acts have incorporated status for the language and have ensured the rights of the individual in Wales. The Standards place statutory obligations on Local Authorities to respond and plan corporately to that status and those rights. These are the constitutional and administrative foundations for a bilingual nation. The Well-being of Future Generations Act 2015 sets out a wider framework for consideration of the Welsh language as part of the well-being of individuals and communities. It is a framework that Local Authorities can use to encourage a more challenging ambition in terms of the Welsh language and Welsh-speaking communities. But this will not happen without personal leadership that is strong and visible.

The Working Group is aware of the difference visible leadership can make to the linguistic culture of the public bodies, for example, in the context of the councils of Gwynedd,

Anglesey, Ceredigion and Carmarthenshire, and in the case of others, such as the Care Council for Wales, the Snowdonia National Park Authority, North Wales Police, and the National Assembly for Wales. We have heard of the importance of *behaviour* as a means of conveying visible leadership in modern organisations. The Working Group believes that the majority of leaders and administrators of public services, including large swathes of Local Government and the civil service, do not yet acknowledge the *personal* responsibilities and challenges that spring from governing and administration in a bilingual country. The obligations include linguistic skills as a way of embodying values and principles through behaviours, a gift for fostering an inclusive bilingual culture and the technical challenge of administering and providing services in two languages.

We could expect to see a response to the present statutory framework in the way in which we prepare our leaders, train our chief officials, and in the language and nature of the discussion about the relationship between national leaders and the Welsh population. The Well-being of Future Generations Act sets out a useful background, but this is not sufficient in isolation. It is disappointing, for example, that the statement of values and principles of One Public Service by Academi Wales does not acknowledge the unique challenges facing leaders in Wales or their unique responsibilities towards the language. If a prospective candidate from over the border were to apply for the job of chief executive or director of education in a Local Authority in Wales, for example, and refer to those values and principles, she would scarcely realise the responsibilities involved in leading in a bilingual country.

Leading public services in Wales involves more than securing effectiveness and efficiency. It involves demonstrating leadership through behaviour for a bilingual country and this is a fundamental difference between leading a Local Authority in Wales and an equivalent Authority in England. Unless this is embraced energetically by the leaders of Welsh Local Authorities, and by those who prepare the leaders of the future, they will fail in the essentials of the job.

In order to demonstrate the appropriate behaviours, the Working Group believes that Local Authority leaders (by which we mean the senior paid officials) cannot discharge their responsibilities unless they have a level of proficiency in Welsh sufficient to be able to communicate directly in the language of choice of those they serve, if nothing else out of simple courtesy and respect towards those who pay their taxes. There is nothing unusual about the Welsh language. Language skills, as we have learnt from North Wales Police, are skills which every individual can acquire through appropriate training. We expect leaders to be highly skilled and reward them accordingly, and a level of linguistic proficiency in our country's two official languages should be part of this. This expectation should encompass as a minimum those who have the chief responsibility for our Local Authorities and for the Authority's workforce, and those responsible for services for children and young people, older people and vulnerable people.

RECOMMENDATION 2

a) **The Welsh Government should legislate to ensure that a statutory level of proficiency in Welsh is essential for the following posts in Local Government in Wales:**

- ***Head of employed service and chief executive***: this person is responsible for the staff and workforce of the Local Authority. Usually, the chief executive fulfils both functions.
- ***Corporate director with responsibility for human resources***, including workforce planning, recruitment and training.
- ***Director of education***: this person is responsible for the education and well-being of our children and young people
- ***Director of social services***: this person is responsible for the well-being of vulnerable people.

All of the above posts should achieve level 1 in language proficiency within the probation period.² We are of the view, following the example of North Wales Police, the holders of these specific posts should be under a statutory duty to improve their linguistic skills over time, for example, to reach level 3 by the end of three years in the post, and level 4 within 7 years. Of course, some Authorities will wish to set requirements for a higher level of language proficiency when recruiting. The linguistic requirements must be a part of the contract of employment of these designated posts.

This recommendation is an extension of the basic expectations we believe should apply to all new members of staff (see Recommendation 4).

b) **If they do not already possess the required linguistic skills, the legislation should place statutory duties on Local Authorities to provide suitable training and to set aside time for the specified individuals to enable them to acquire the essential language skills.**

c) **The Welsh Government should direct Academi Wales (and any other national institution which provides leadership training for the public sector in Wales) in order to ensure that the Welsh language is given prominence in the principles of One Public Service and that Academi Wales should provide training for leaders of the public services on the challenges and responsibilities facing leaders in a bilingual country.**

² There are several ways of defining levels of language proficiency. In this context, 'level 1' is meant to signify basic oral skills and 'level 4' higher level proficiency in speaking, reading and writing the language. See the discussion in Section 4.

The relevant Assembly committee should assume responsibility for scrutinising the activities and progress of Academi Wales in this crucial field.

3. A BILINGUAL WORKFORCE

We heard much from contributors about the investment we have made as a nation in Welsh-medium education – Welsh medium education for those who want it, and a statutory duty for every child to be taught Welsh until year 11, that is, 15 or 16 years old. The Government’s commitment and that of the political parties to Welsh-medium education is to be welcomed as one of the most important foundations of a language strategy. By today, every young person in Wales *should* possess basic skills in Welsh. Anecdotally, this is not the case but the lack of inspection by Estyn gives us little hard evidence one way or the other.

However, to date, there has been little action to promote the demand for Welsh language skills by devising career paths which could make use of those skills in professional areas of public service. There is further work to be done to promote the demand for Welsh language services. In other words, policy in recent years has focused on increasing the number of Welsh speakers and the availability of services in Welsh, without increasing the demand for those skills and services. In economic terms, a better balance is required between supply-side policies and policies to increase demand.

And yet, much has been said about the shortage of candidates for Welsh-speaking posts and the costs which derive from having to train staff in Welsh, and the challenges the Standards create where there are insufficient numbers of Welsh speakers within a Local Authority workforce. We have heard of the shortage of Welsh speakers in specific professions, for example, social services. Yet, the Welsh Language Commissioner presented evidence that of 595 job adverts from nine Local Authorities checked, only 12 posts included ‘essential status’ language requirements (2%) and only 10 (1.7%) included ‘desirable status’ linguistic requirements.

Clearly, we need to ask: what is the point of educating generations of young people through the medium of Welsh, or to speak Welsh, unless use is made of those skills in public services which have statutory bilingual requirements?

Proactive planning is needed from the Welsh Government and Local Authorities to ensure that parents and pupils understand that there is a demand for Welsh language skills in the workplace in a variety of posts and professions, and that Welsh speakers have the opportunity to use their skills to their full potential in the workplace. The lack of progression between the different stages of education and the world of work means that those who have been educated through the medium of Welsh or who have learnt Welsh in school, often lose their skills. The Welsh Government and Local Authorities have a responsibility to ensure that this does not occur, in the interests of the personal development of individuals and in the interest of the Welsh economy.

This would assist in normalising the use of Welsh and would ensure that Welsh language skills were valued by employers because of the demand for them. The issue is particularly relevant to Local Authorities which are not only responsible for providing Welsh language education, but are also prominent local employers. There is an opportunity to take greater advantage of the connection between the investment in Welsh language education, the duties under the 2011 Measure and the requirements of the workforce.

Gwynedd County Council has led the way in this respect by making the Welsh language the council's official language of administration. This creates a demand for Welsh language skills which is certain to have a positive effect on the sustainability of Welsh in local communities and create professional career pathways which encompass linguistic skills. The Working Group welcomes the action taken by other councils, particularly the Isle of Anglesey, Ceredigion and Carmarthenshire, to move in the same direction. Local Government restructuring should not weaken the ability of Authorities who wish to administer business through the medium of Welsh or bilingually to do so.

North Wales Police has demonstrated clearly that linguistic expectations can be placed on staff and they can be induced to improve their language skills in order to fulfil the aims of the workplace, bearing in mind that North Wales Police operates both in areas in which Welsh is the main language and areas where it is little used. The basis of the policy is the North Wales Police leadership agenda which demands that, at the very least, the public should expect every police officer to understand and pronounce personal names and place names in Welsh, and demonstrate basic courtesy in Welsh. The feasibility of the policy depends on treating language skills like any other skills: they are skills which individuals can acquire through training, and are measurable.

Consequently, job applicants to North Wales Police must be able to demonstrate basic skills in Welsh before their appointment and must commit to reaching a more advanced level during the probation period as part of the work contract. The policy notes that applicants for promotion must be able to demonstrate courtesy in Welsh (level 2 of the Police Framework) in order to be considered, if they don't already speak Welsh. They must also make a commitment to move to level 3 by the end of the probation period after promotion.

³

Language training is provided in the workplace to support staff in meeting these requirements and to ensure that there is no risk of discrimination. North Wales Police notes that the most efficient way of increasing language capacity is by recruiting good bilingual skills from the outset. The role of Welsh language training in the workplace is to help to fill gaps in language skills in the workforce for the benefit of the service.

³ North Wales Police has an ability framework in Welsh which includes levels 0 – 5 for measures of proficiency in the language. See further discussion in Section 4

It appears to the Working Group that the policies of North Wales Police respect the ethos of a bilingual country and show the way forward for all public services in Wales. Recently, the county councils of Carmarthenshire and Ceredigion have adopted similar policies to ensure that every new post requires at least a basic level of Welsh language skills, offering suitable training if the successful candidate does not already possess the appropriate level of skills.

Government in Wales should respond positively and energetically to the example of North Wales Police and the councils of Gwynedd, Isle of Anglesey, Ceredigion and Carmarthenshire by adopting the same policies through national statute for the Welsh Government and Local Government. The Working Group believes that, as part of the vision for the Welsh language, there should be a stated national ambition to develop a bilingual workforce in public services within a decade, and to put to work the skills in which we invest so much through the education system.

The recommendations in this section fall into two parts. The first relates to a bilingual workforce policy and the second sets out the workforce planning which would be required in order to respond to these requirements. It would not be possible to achieve the aim of a bilingual workforce without fundamental changes in the way in which Welsh language training is provided and on general agreement about the definitions of the different levels of proficiency. This is discussed in Section 4. Although the focus in this report is on Local Government, we believe that the recommendations are relevant to Welsh Government and to the Welsh public service as a whole.

RECOMMENDATION 3

A bilingual workforce

Welsh language skills should be essential for all new posts in every Local Authority in Wales.

Practically, for most posts this would mean basic oral language skills (level 1) along the lines of North Wales Police. The basic requirements for new appointments should rise to level 2 within 10 years. In other words, by 2026 no new post in a Local Authority in Wales should have a language requirement of less than level 2. Local Authorities should have the freedom to set a higher level as their basic level of proficiency for their Authority.

Consideration should be given to including new teachers within this recommendation, so that awareness of Welsh and basic courtesy skills in the language are essential for every new teacher who works within the education system in Wales.

The above should not be construed as meaning that the number of posts requiring level 4 and 5 in Welsh ability can be lowered. It is necessary to ensure that sufficient staff members in organisations have Welsh skills at levels 4 and 5 in a number of work areas and posts. In order to ensure effective bilingual administration, organisations must have a critical mass of staff who can administer through the medium of Welsh. For a Local Authority which administers *primarily* through the medium of Welsh, a substantial number of posts will need to be at levels 4 and 5.

Appropriate training would be required to support staff in acquiring relevant skills, together with action by the Local Authority to support, promote and boost bilingualism in the workplace (see Recommendation 4).

The Welsh Government should introduce legislation which incorporates the aim of a bilingual public service workforce, either through provision in a new Welsh Language Act or by incorporating these requirements in new Standards under the 2011 Measure.

RECOMMENDATION 4

Workforce Planning

Local Authorities, including in their functions as Local Education Authorities, should be under a statutory duty to undertake workforce planning in terms of linguistic skills, and where required, to provide suitable training to meet those needs.

‘Workforce planning’ involves matters such as anticipating the demand for and the supply of particular skills, planning the recruitment and retention of staff, skills audit and analysis of the gaps, talent management, job planning, career planning etc. This would include determining the level of proficiency in Welsh which is required for each post. In reviewing the 2011 Measure, consideration should be given to the extent to which the present Standards implement workforce planning requirements effectively.

4. TRAINING

Achieving the aim of a bilingual workforce is impossible unless Welsh language training for adults, and particularly Welsh language training in the workplace is transformed. The report *Raising our Sights: Review of Welsh for Adults* (2013) made a number of important recommendations concerning the provision, noting, amongst other issues, the gaps in workplace provision. To date, the greatest focus has been on the requirements of learners at home and in the community, namely parents and families, and individuals who wish to

learn Welsh. The 2011 Measure has changed the context profoundly by placing statutory duties on public bodies.

Having heard the evidence, the Working Group is of the opinion that the priority for Welsh for adults is Welsh in the workplace, but it must be explicit that the purpose of the training is to help public services fulfil their statutory duties. The provision must respond to the requirements of public bodies and be cost-effective. The results must be swift and measurable. The Welsh Government should not support workplace provision that does not meet these requirements.

As a result of *Raising our Sights*, the National Centre for Learning Welsh (the Entity) was established by the Welsh Government in 2015, with grant funding for a period of seven years. The Centre's purpose is to:

- set a national strategic framework for the Welsh for Adults sector;
- offer guidance to Welsh for Adults providers;
- raise the standards of teaching and learning of Welsh for Adults; and
- develop an entertaining, appropriate and high quality national curriculum and produce resources appropriate for all kinds of learners.

The Working Group enthusiastically supports the role of the Centre. The Centre has decreased the number of providers from 25 to 10, with Welsh in the workplace part of their remit. These providers operate programmes of work agreed with the Centre and grant funded. There is also a demand for commercial providers from whom public bodies can purchase services to fill gaps and respond to requirements outside the Centre's programmes. The framework for the commercial provision should operate under the Centre's strategy, but should not limit innovation. Public bodies have limited resources to fund training, therefore it is essential to provide certainty that this provision is of a high standard and operates within a national strategy.

The Working Group heard evidence on several occasions of workplace training which was not suitable for the development of essential skills or sensitive to the context and requirements of business. Employees who deal with the public directly need one set of oral skills, while a substantially different language register is required for managers who deal with documents which use business language. We need one sort of provision for those new to learning Welsh, and different provision for fluent but reticent speakers or those who learned at school as a second language, but who require specialist vocabulary and language refinement skills. The latter groups are very important in terms of developing bilingual administration and will need less intensive training than those who are learning Welsh.

Crucially, Welsh language training provision for the workplace must be suitable for the needs of the business, that is, to help public bodies to meet their statutory duties and to

implement local language policies. The business is the customer, not the individual who is receiving the training. The format of training should be appropriate for the working practices of the business. Public bodies cannot free up staff from their roles for long periods and more could be made of digital resources and shared opportunities across the public sector. Local Government needs practical, purposeful and cost-effective solutions.

We can expect organisations to demand more evidence about the effectiveness of training. Evidence will be needed to show that training leads to measurable results, that staff members can undertake more duties following training, and that human resources departments can demonstrate value for money to the business. The Centre will be expected to demonstrate that the new strategy leads to measurable change in behaviour, culture and the use of Welsh within and by public bodies.

The need for change is enormous. We are aware of the Centre's resource limitations, but we recommend that it takes urgent action to give clear and innovative direction to Welsh language training in the workplace and assists providers to adapt quickly to the new requirements.

There was significant discussion on defining the levels of proficiency in Welsh. The majority of public bodies use some form of the standard ALTE framework (Association of Language Testers in Europe) which includes proficiency levels 0-5. However, the evidence strongly suggests that public bodies interpret the levels differently, so that it is not possible to say that level 2 in the ALTE framework in one body is the same as level 2 in another body. There may be good reasons for this but it frustrates the efforts of individuals to move freely between different parts of the public service and to measure levels of language proficiency in a consistent and credible way. We recommend the Welsh Government should show leadership in this field.

Connected with this is the question of recognising language skills through independent assessment. Employers appreciate the certainty given by recognised certificates. The Coleg Cymraeg Cenedlaethol has developed a language skills certificate but at present it is aimed primarily at students on college courses. The Working Group believes there is an opportunity to develop the certificate to be a recognised proof of linguistic achievement for employers and to market it as part of the provision of Welsh language training in the workplace. This could be implemented quickly.

We should also consider Welsh-medium training. The emphasis of the Government's employment policy for the 16-24 age group is geared towards apprenticeships, vocational skills, experiential and job-based learning. There are plentiful opportunities to develop a bilingual public sector workforce by requiring certain apprentices to be trained through the medium of Welsh, and ensuring that the value of the investment in Welsh language education in the period after leaving school or college is not lost. Our further education colleges have a key role in this respect. Although the Working Group did not have time to

pursue this, we have heard evidence that the number of Welsh-medium learning activities in colleges has decreased enormously in the last three years. Clearly there is work to be done.

We heard on many occasions of elected members and officials in the Assembly and in councils throughout Wales who are fluent in Welsh for everyday purposes, but lack confidence in the type of language used for discussion in a democratic chamber or committee or in administration – the language of policy, strategy, planning and business cases, the language of influence and persuasion. As we heard from the Coleg Cymraeg Cenedlaethol, this is reflected in the relatively limited provision for postgraduate courses through the medium of Welsh in designated professions, and the comparatively small number of senior managers and heads of Local Government (and within the Welsh Government, for that matter) who can speak Welsh or who are sufficiently confident to use Welsh. Reliable figures are hard to come by and there is scope for the Government to conduct further research in order to create a knowledge base about the Welsh-language proficiency of senior managers of public services in Wales. Appropriate workplace planning by Local Government would assist in filling the gaps in our understanding of the linguistic skills of the current and future leadership cohorts in Wales.

In order to develop a generation of senior managers confident in the use of Welsh, there is a need for Welsh-medium postgraduate courses in public administration and an increase in the numbers who pursue postgraduate training within specific professions in which the demand is increasing, for example social services. This will not be easy. The Working Group is aware of only one general postgraduate course (MPA) in recent years which has been open to elected members and officials and funded by Local Government itself (Torfaen). Some Authorities, if not the majority, fund continuous professional development for some professions, chiefly social services. And of course, Academi Wales has a choice of courses and workshops, though it is unclear how many, if any, are offered in Welsh. But by and large, there are few resources devoted to the training of leaders and administrators of public services in Wales, and very few in which training is available through the medium of Welsh. This hinders the development of a group of leaders who are totally at ease operating in Welsh.

RECOMMENDATION 5

- a) **The National Centre for Learning Welsh should develop a national strategy for Welsh in the workplace by the end of 2016, to be introduced by providers from the beginning of September 2017.**

The strategy should respond to the needs of public services and help them meet the Standards. A consistent framework for assessing skills should be adopted

(see (c) below) and consideration given to independent accreditation, for example, through the Coleg Cymraeg Cenedlaethol's certificate.

- b) **Commercial suppliers of Welsh language training in the workplace intended for use by the public services should be contracted within the strategic framework set by the National Centre for Learning Welsh .**

- c) **The Welsh Government should adopt a single national standard Welsh language proficiency framework to be used by the whole of the public sector in Wales.**

The framework should be based on the ALTE framework with clear definitions of the meaning of the different levels of proficiency that are consistent, for example, between a Health Board and a Local Authority. This would ensure consistency across the various sectors and facilitate bilingual workforce planning.

RECOMMENDATION 6

The Welsh Government should work with the National Centre for Learning Welsh and Welsh Universities to ensure that the Welsh-medium Masters in Public Administration (MPA) courses are available to future Local Government leaders, and fund eight places every year for the next five years.

5. TECHNOLOGY

Digital technology and artificial intelligence are beginning to exert a far-reaching effect on the use of Welsh in bilingual regimes. The National Assembly for Wales has undertaken pioneering work during the last five years in two specific ways: by collaborating with Microsoft to develop Welsh language capacity within Microsoft Translator, alongside the use of translation memory, and by the development of bilingual working practices within the Assembly, which is a case study for other organisations. Whatever the success of these exciting developments to date, we can expect the capacity of machine translation in print and in speech to develop to an advanced level within the next decade.

It is worth noting that multilingual working within services to the public is commonplace in many countries. The Basque Country and Canada are not the only comparisons, but India and the majority of the Far East countries, for example, and also companies which operate internationally, including the most prominent such as Microsoft, Amazon and Dell and

thousands of medium and smaller enterprises. This is an area, therefore, where there is a wealth of experience and case studies.

Microsoft outlines six circumstances in which machine translation can be of benefit to business. Although Microsoft's main target is private businesses, the circumstances are equally relevant to the use of two languages in Local Authorities in Wales.

- Readiness and training
 - provision of content and training in many languages
- Customer assistance
 - integration of automatic translation in the workflow
- Localisation and personalisation of websites
 - by combining human and automatic translation.
- Internal communication
 - fostering communication amongst staff by enabling them to share multi-language information via email, instant messaging, etc.
- Community and social
 - using linguistic assistance to add value to social media (Twitter, Facebook etc.), user forums etc.
- Information about the business
 - Facilitate a comprehensive analysis of multi-language business information in order to improve business decisions.

We can expect constant improvements over time, as artificial intelligence software develops, but it is fair to say that the technology is not dependable enough at present to produce public documents without the intervention of a language expert, but the basics are already there. We need to ensure the security of information on web-based machine translation systems, and human intervention is always necessary to proofread and edit.

However, even with the current technological capacity, the widespread adoption of machine translation could have a substantial effect on the internal culture of public bodies if assumptions are changed. For example, at present, the author of an internal email must turn to English if one of the recipients is a non-Welsh speaker. But if it is anticipated that a person receiving the email will be able to use MS Translator, if necessary, there is no reason for the author not to write in Welsh only. In the majority of cases, this will be good enough for the reader to understand the message clearly. The technology gives Welsh speakers freedom to use the language as the language of work by moving some of the responsibility from the originator to the recipient. Similarly, it enables staff members receiving correspondence or forms from the public in Welsh to translate them into English in order to decide how to process them.

This is an important example of digital technology transforming the business rather than merely digitising existing processes. Within the corporate context, where there are few Welsh speakers and the Standards are starting to kick in, it can reduce the burden on Welsh-speaking individuals and reduce costs. Even for documents and text intended for the public, it can cut translator time and costs by half.

The technology raises important questions concerning the role of the translator in public bodies and the extent to which they will be required to fulfil the same function in future. We can anticipate the development of the role of the linguistic editor whose function may be encompassed within a wider role, possibly in communications or a corporate role, for example.

This can only happen, of course, if the technology is widely adopted and Local Authority policies embrace its use, encouraging employees to correspond and compose internal documents in their language of choice and, where necessary, prepare guidelines and training for staff on the use of MS translator and similar technologies. Taking this action would demonstrate corporate leadership and signal a cultural shift, without placing additional costly burdens on the authority.

The Welsh MS Translator service was launched at the beginning of 2014. The basic service is web-based and is integrated into MS Office business software. However, from what we have learnt, it is seldom used in the public sector outside the Assembly and a number of dispersed business units. The Working Group believes that an important opportunity is being lost to boost the Welsh language in the workplace and to support the provision of services through the medium of Welsh. The Assembly and Bangor University (Canolfan Bedwyr) have taken the lead in this field and the Working Group is most appreciative of their innovative contribution. However, wider leadership is now required to advise Local Authorities on the new technologies, secure economies of scale in procuring licences and software for the public sector, and to ensure use of these technologies as an integral part of Local Authorities' everyday business.

It is impossible, of course, to gauge the rate at which the technology will develop within the next five or ten years. MS translator already provides an oral translation service in the main languages, and we can expect this to be available in Welsh in time. Canolfan Bedwyr in Bangor has adapted voice recognition software in Welsh (Julius-Cy) and through the Welsh Communication Infrastructure project, is laying the foundations of 'Siri' in Welsh. We encourage the Welsh Government and the higher education sector, particularly, to continue to invest in developing and enhancing these technologies, on the basis of invest to save.

RECOMMENDATION 7

The Welsh Government should establish a Language Technology Board and a language technology fund to provide leadership in this area.

The Board should be established with specialist support within Welsh Government, including the expert support of the Chief Digital Officer. The Board should be responsible for encouraging the use of digital linguistic resources, steering the development of digital language resources, ensuring value for money for the public sector in procurement processes, and offering direction and advice in this area to Local Authorities and the Welsh Government.

6. CHANGING BEHAVIOUR

It is widely acknowledged that the behaviour of individuals and the decisions they make, whether consciously or subconsciously, are substantially responsible for the well-being of the population and for the success of government policies. Dealing with diversity in the population, safeguarding children, drink-driving, smoking, alcohol consumption, healthy eating, financial planning for old age, travel choices, recycling and reducing waste, how to react when someone has a heart attack – the list is long. In every area of public policy, individual decisions are often the main determinant of outcomes.

Governments and policymakers are now seeking to devise intervention which inform those decisions by affecting specific behaviours. This involves:

- punishing ‘bad’ behaviour e.g. fining drivers who use public transport lanes;
- rewarding ‘good’ behaviour e.g. ensuring that travel costs on public transport are far cheaper than driving and parking, frequent collection of recyclable waste;
- rationing e.g. reducing the frequency of landfill waste bin collections;
- education e.g. permitting drivers who have exceeded the speed limit to attend a ‘speed awareness’ course;
- steering e.g. provide an opportunity for the users of one service to register for another the same time;
- changing the default e.g. offering the flu vaccine to everyone over 60, changing the organ donation scheme.

The same sort of means are used to change the behaviour of organisations as well as individuals (e.g. fining Local Authorities for sending a high percentage of waste to landfill, etc.). Many tools can be used to implement these objectives: laws, taxes, charges, fines, pricing, institutional rules (schools, leisure centre, services), means tests etc. Legislation is frequently a first step and rules can be tightened over time. It can be backed up with information campaigns, or information campaigns held without legislation. Campaigns can be highly visible (television advertising) or more contextual (food labelling). In the context of Local Authorities as public bodies, the main mechanism of central government is to impose

statutory duties on them, or to require that a strategy or action plan is produced, or to introduce new behaviours and practices through grant schemes.

More recently, the public sector focus has shifted to small interventions which avoid the need for legislation or more costly interventions. The recent origins of this method can be seen in publications such as *The Tipping Point: How Little Things can make a Big Difference* (Gladwell, 2000) and *Nudge: Improving decisions about health, wealth and happiness* (Thaler and Sunstein, 2008), and in the work of the 'Behavioural Insights Team' (BIT). It is fair to say that the 'nudge' theory is not without its critics. What emerges from this work is that the behaviour of individuals can be influenced by making small changes in the individual's environment and the way in which choices are introduced. BIT, for example, quotes an example where changing the wording of letters from HMRC to people who have not paid their taxes increases the proportion who pay on time. There are many online case studies.

In the context of the Welsh language in Local Government, there are two possible focuses for the use of behavioural change methods. First, behavioural change methods can be used to increase the use of Welsh by Local Government staff in the workplace, and the policy statement *Moving forward* acknowledges the importance of this area. In some workplaces, for example, we have seen extensive use of a 'lanyard' bearing the quotation 'Cymraeg'. Second, they could be used to increase the public's uptake of Welsh language services.

In terms of the first point, research has commenced at Bangor University which spans the field of behavioural change and language planning. The research considers how to develop use of the Welsh language at work by a better understanding of what encourages or prevents staff from doing so. In the autumn, another PhD in the field of changing behaviour and the Welsh language will commence in Bangor. The focus will be on establishing why some individuals who can understand Welsh are reluctant to use the language. In the context of the discussion on developing the Welsh language skills of the workforce, understanding the viewpoint of 'reluctant speakers' is crucial. The intention of both these research projects is to develop an evidence base which will help to put interventions in place to increase the use of Welsh. At present, our understanding of the possibilities is limited.

In terms of increasing the use of Welsh language services, changing behaviour is important because the considerable investment made in education, setting the Standards and ensuring that public services are available in Welsh has yet to lead to a corresponding increase in demand for Welsh language services. Securing an increase in the use of services through the medium of Welsh should be a high priority for both the Welsh Government and Local Government. The history of BIT suggests that the 'nudge' theory has a role in informing the choices of individuals by reducing the obstacles and making it easier for them to choose Welsh language services.

Although some recent reports have looked at the use of Welsh language services,⁴ there has been little qualitative work in this field to understand the factors that condition language choices as people seek access to services and the kind of considerations which could affect those choices. It can be as simple as how a cashpoint machine or online service introduces a choice of language on the screen. These are frequently choices which are recorded and which will influence how services are provided to those individuals for years. The way in which choices are presented can conceal hidden assumptions about the preferences of the majority, or can make a person feel uncertain or a nuisance.

It can also lead to perverse consequences. For example, the Standards require Local Authorities (and other organisations) to ask clients and the public for their choice of language for correspondence etc. An individual may be perfectly happy to receive routine material from a Local Authority in Welsh (information about refuse collection days or courses in the local leisure centre), but prefer to turn to English if the matter is complex or important (council tax discount form). A dual choice – black -and-white, Welsh or English – fails to take into consideration the way people use services in the real world.

This highlights the need for public service providers to understand the factors which influence public choice generally, under particular circumstances and over time; the factors that are important when the choice is introduced, including the circumstances, e.g. in person or on a website; and the opportunities the user has to change his mind or make different decisions for different services or over a period of time. The Working Group believes that this is a particularly important field, particularly at a time when digital services are expanding rapidly. We need to increase the use of Welsh language services, but it is equally important to create excellent services whatever the individual's language of choice.

In addition to the work in Bangor University already referred to, work is being done in Cardiff University to shape language choices, that is, to understand exactly how offering a language choice could make Welsh speakers choose Welsh and what other factors might have an effect, as well as work on changing behaviour in the context of Welsh/English computer interfaces. Work is being done in Aberystwyth University on understanding the psychology associated with making language choices in situations of uncertainty.

In order to develop the capacity to draw up effective behavioural interventions in the context of the Welsh language – in terms of the use of language in the workplace and in terms of Welsh language services – further expertise needs to be developed in this area in order to obtain an evidence base for interventions. This will be of assistance, not only in

⁴For example, *Research Report: Local Authority Welsh Language Services*, Welsh Language Commissioner (2015); *Welsh National Survey, 2013-14*; *Language Use Survey*, Welsh Government, ONS, Welsh Language Commissioner (2015); *A new Measure; a new mind-set*, the Welsh Language Commissioner's assurance report for 2014-15

boosting the Welsh language as an area of work in itself, but also in understanding the effect of the whole range of Local Government areas of work on the Welsh language.

The Welsh Government and Local Government need to focus more on promoting and boosting the use of the Welsh language by staff and the public. A climate needs to be created in which both staff and the public feel more confident and secure in trying out their Welsh language skills to give and receive information.

RECOMMENDATION 8

- a) **Increasing the uptake of Welsh-medium services should be a specific aim in the Welsh Government's next strategy for the Welsh language.**
- b) **The Welsh Government should commission qualitative research to understand the factors and conditions which influence the choice of individuals a) in using Welsh at work and b) in choosing Welsh language services.**

This should include drawing together previous research and case studies as a practical guide for Local Authorities to adopt good practice.

- c) **On the basis of this research, the Welsh Government should fund effective behavioural change interventions to increase the uptake of Local Government services in Welsh, including digital services, and to promote bilingual administration.**

7. THE ECONOMY

Background

As part of its remit, the Minister for Public Services asked the Working Group to look at the role of Local Government in supporting the Welsh language through its economic development functions. A number of previous reports have looked at the Welsh language and economic development, either directly or as an intrinsic part of their remit. Recent relevant reports of specific interest to the Working Group are:

- *Increasing the number of communities where Welsh is the main language*, report of the Task and Finish Group on behalf of the Minister for Education and Skills, December 2013.
- *The Welsh Language and Economic Development*, report of the Welsh Language and Economic Development Task and Finish Group to the Minister for Economy, Science and Transport, January 2014

- *The Welsh Language in Carmarthenshire*, report by the Welsh Language Census Working Group for Carmarthenshire County Council, March 2014

In turn, these reports draw on wider research concerning the Welsh language and other minority languages in Europe and Canada specifically. They are evidence of the increase in interest in this area since the publication of the 2011 Census results. The above reports make over 100 recommendations between them. However, the Working Group is unclear to what extent the recommendations have been implemented (except in the case of the Carmarthenshire report), or what difference they have made so far.

In August 2014, the Welsh Government published *A living language; a language for living – Moving Forward*, a policy statement which updates the Government's strategy for the Welsh language, following the 2011 Census and the Cynhadledd Fawr. The statement outlines a three-year strategy for the Welsh language, drawn up around four main headings:

- The Welsh language and the economy
- Better strategic planning for the Welsh language
- Use of Welsh in the community
- Changing linguistic behaviour

To a large extent, these reports follow the same general methodology, namely offering an analysis and recommendations based on social-economic factors. That is, they offer a description of the current status of the language and Welsh-speaking communities, a description of industries and the employment opportunities which exist, the factors which affect both and the interdependence between them. The recommendations, therefore, touch on a very wide range of possible interventions in the field of education, language transmission and use, training, business assistance, regional economic strategies, local economic development strategies, the value of the Welsh language as a marketing tool, the role of public workforces as universities for the languages etc. The recommendations suggest actions by a number of different organisations, amongst them central and Local government, wider public services, community and voluntary groups, organisations with a special interest in the development of the language in various ways, and businesses. However, whilst the individual recommendations may be justifiable, it is unclear whether there is a broader 'theory of change' underpinning these analyses and recommendations. We return to this important point below.

In view of this coverage, it is difficult to avoid the conclusion that it is futile to cover the same ground again in this report. This Working Group has neither the time, the expertise nor the resources to conduct fundamental, thorough and original research in the field of linguistic-economic development. Consequently, the Working Group decided to limit its discussions to the concept of linguistic-economic planning and the specific role of Local Authorities as a tier of government. We could have expanded on specific functions such as

education and planning, but other reports have already focused on these policy areas. However, the question of the influence of Local Government in its entirety, as democratic governmental institutions with a civic purpose to strengthen and increase local well-being has seldom, if ever, been asked in the context of linguistic-economic development.

One fundamental fact emerges from the evidence, however. There is an exodus of young people from Welsh-speaking communities and the population growth in urban areas at the expense of the more rural population offers little hope that this flow will be halted in future. This is not a specifically Welsh phenomenon – it reflects social and economic changes in England, on the continent of Europe and indeed, throughout the world. There is a decline in rural populations and an enormous growth in cities. Put simply, young Welsh speakers are leaving, those who remain become older, and the Welsh language is in decline in market towns and in rural Wales.

If this situation were to persist, it suggests that the majority of Welsh speakers in future will live in cities and larger towns within or on the outskirts of city regions. This does not necessarily mean that the language will decline in current Welsh-speaking areas, but there will be wider changes in the distribution and demographic of those who speak Welsh, and Local Government responsibilities towards the language will increase rapidly in areas where Local Authority leaders have not traditionally had to give it much thought. It will be difficult for Local Government to plan in a credible way if these trends, and their possible implications for policies and services, are not understood. We recommend the Welsh Government should pay attention to this particular area in its first likely future trends report under the Well-being of Future Generations (Wales) Act 2015.

There is little evidence that young people are willing or able to return to Welsh-speaking communities after university, or following career development, nor that interventions designed to persuade them to return have been effective. Nevertheless, the evidence suggests that this problem cannot be solved unless there is a strong and viable economy in the areas of Welsh-speaking communities. It is also clear that good jobs in themselves are not sufficient. Rural schools are struggling to find good teachers. The health service is experiencing problems in finding doctors to take up vacant posts and this is also true of some of the health professions. Local Government is having problems in filling some senior manager posts and in the professions. However, there is some evidence, in the outdoor pursuit industries for example, that young people can be persuaded to stay locally where they can find good jobs and an attractive lifestyle. A wider and more forward-looking policy response is required from both local and central government: not only good jobs, but an attractive community and lifestyle. The Welsh Government and Local Government could develop far more sophisticated methods of ‘tracking’ Welsh speakers who live beyond the boundary of Wales and try to persuade them to return – particularly where there are new job opportunities (e.g. new developments) in the offing in an area. For example, it should be possible to track Welsh speakers who attend English universities through student data.

None of these reports has looked at the problem specifically through the lens of Local Government and its unique statutory responsibilities in shaping community development. This, therefore, is the focus of this brief report.

What is a linguistic-economic strategy?

The majority of areas which can be considered Welsh-speaking areas are rural. The general pattern is of market towns surrounded by small towns and villages with a more remote rural hinterland.⁵ Main services are located in market towns (e.g. general practitioners, general social services), with more specialist services such as general hospitals located in the county towns or outside the county. A variation on this pattern can be seen in east Carmarthenshire, in Llanelli and the Gwendraeth and Aman Valleys, where the nature of the economy and culture is more urban and industrial.

It is not easy to distinguish linguistic-economic considerations from more general rural economic considerations. In terms of creating a prosperous economy and jobs which encourage younger people to remain in their communities, it may not be possible to make a distinction. The same pressures that exist in Welsh-speaking communities in Wales exist also in traditional communities in the countryside and market towns of England, such as the Lake District or East Anglia, where there is an exodus of young people and an influx of middle-aged people with different cultural values.

For example, the Carmarthenshire report contains the following recommendations under the heading of Planning and Housing:

AIM: To ensure a full understanding and awareness of the effect of planning on the Welsh language (locally and nationally) by ensuring that effective mitigation measures are placed and actioned in partnership with local communities.

Recommendations for the County Council

28. That the County Council further develops its affordable housing policy by ensuring more availability within housing developments.

29. That the County Council takes further action to address the number of empty homes in the county in order to return them for local use.

30. That the County Council sets a higher threshold for affordable housing for developments on land owned by the County Council.

31. That County Council undertakes a marketing campaign to raise awareness about the Housing Choice Register.

⁵ It is worth noting that the main towns in these areas, with the exception of Llanelli, are small: Bangor (18,800), Aberystwyth (16,420 including Llanbadarn Fawr), Carmarthen (14,185) and Llanelli (49,591).

32. That the County Council works with the Welsh Government, the local Mentrau Iaith, estate agents and the County Council's 'tax register' system to develop a 'Welcome to Carmarthenshire' pack for new residents and develop a distribution program by working in conjunction with community groups and Town and Community Councils .

It can be argued that all these recommendations, with the exception of the last, relate to the rural economy in general without being specific to Carmarthenshire or Welsh-speaking areas. Strengthening the rural economy is a fundamental condition for a linguistic-economic strategy for these areas, but it is not sufficient. Economic growth can have a positive effect on the language: it can also have a detrimental effect. City region strategies as witnessed in England, and now emerging in south Wales, prioritise economic development above other aspects of 'place'. Emphasis is put on coordinating various parts of the region by improving connections (transport and communications) in order to remedy imbalances or maximise opportunities in the distribution of jobs, homes, skills and markets. Community and culture are treated as secondary issues, if at all, for consideration at a local planning level, for example. Consequently, at the Local Authority level, the community and linguistic impacts which stem from a city region economic strategy can only be only mitigated or maximised. Local socio-cultural objectives and regional economic objectives are poorly integrated.

But this is a model for cities and city regions with a high density of population in the main centre and a complex and varied economy. We note that Swansea city-region includes the rural areas of Carmarthenshire and Pembrokeshire, as well as those closer to the city itself in the Gower peninsula and the Nedd and Afan valleys. Similar rural areas are found not far from Cardiff and Newport. However, the 'city region' model depends on the existence of a large city and the economic impact on communities which fall under its influence.

A strategy for rural areas without a large city would, of necessity, pay more attention to matters such as economic hubs, growth towns, regeneration of market towns, the needs of micro-businesses, the 'rural pound', purchasing plans, public facilities, cultural experience, and so on. There is practical work to draw on, for example, the model of a Welsh language labour market developed by the Mentrau Iaith. There is practical experience to evaluate and learn from, such as the Welsh Government's office location strategy or relocating S4C headquarters to Carmarthen. It's not clear, however, how these individual elements should be brought together formally to create an effective strategic framework for linguistic-economic development.

We heard as a Working Group that we lack of clear understanding of the fundamentals and characteristics of a linguistic-economic strategy, where linguistic issues must be treated as

an integral aspect of the economic strategy. As stated by a report of a seminar in Aberystwyth University on *The Welsh language as a community and economic force*,⁶

Whilst appreciating that the task of considering language and economy is a significant one as the field is wide, it was argued there had been no success in analysing the field and interpreting clearly enough what's under considerations when talking about language and economy. At one pole, it could include everything to do with language and everything to do with the economy. At another pole, it could be confined to use of Welsh in the field of the economy. Greater efforts could have been made to be clearer about interpreting and conceptualising the field in a way which would make it easier for different officials in public sector and private bodies to understand the different aspects of the relationship and how to go about taking action for the good of the economy and the Welsh language.

Moving forward offers a description of the relationship between language and economy as follows: 'any future development must go hand in hand with language planning'. But is carrying out these processes 'hand in hand', rather than in a more integrated way, sufficient in order to plan interventions whose outcomes we can forecast and which we can test how effective they will be? On a strategic level, what is the 'theory of change' in a linguistic-economic strategy? Without a conceptual framework, it is difficult to expect Local Authorities or central government to develop and implement a linguistic-economic strategy as a basis for planning purposeful interventions and for steering other programs such as the Rural Development Programme and other European programmes. We therefore recommend the Welsh Government and our Universities should invest in fundamental research to develop a model which describes the main elements of a linguistic-economic strategy as a basis for developing public policy.

An economic strategy for the Welsh-speaking areas

The gaps in our understanding, however, should not hinder action now. The economic priorities of the Welsh Government over the last five years have focused strongly on city regions, for understandable economic reasons: half of the Welsh population lives within the city region of Cardiff, it is the area of greatest economic growth, the majority of infrastructure and capital projects are to be found there, and the city deal from the Westminster Government and the Welsh Government will bring in substantial sums. We fully understand these pragmatic considerations.

However, this is no reason not to develop and adopt economic strategies in other areas. In the context of the Welsh language, it is most disappointing that this obvious step has not already been implemented following the results of the 2011 Census. The Welsh Government

⁶ *Adroddiad briffio polisi*, Welsh Language and Public Policy Seminar Series, Institute of Welsh Politics, Aberystwyth University, Spring 2014

has been reluctant to consider an economic strategy for rural areas, not to mention a linguistic-economic strategy, or to collaborate with Local Government as an equal partner. Since it is the Welsh Government that makes the key decisions in terms of capital and infrastructure investments, leadership from the Government is necessary, but also necessary is more prominent ambitious leadership from Local Government, which has its roots and authority in the community.

Although the Working Group has reservations concerning the appropriateness of transferring the city-region model to Welsh-speaking areas, for the reasons outlined above, we are in full agreement with the finding and recommendation of the Task and Finish Group on communities that economic and regional strategies are required in west and north-west Wales, with a particular focus on the university towns of Bangor, Aberystwyth and Carmarthen. We recommend the new Welsh Government should act on this recommendation as a matter of urgency and in full partnership with Local Government.

The Working Group is of the opinion that Llanelli should be added to this trio because of its importance as an industrial town on the outskirts of the core of the city region of Swansea, and in order to ensure that any city-region strategy based on Swansea Bay includes the prosperity of the Welsh language as a priority in its planning from the outset.

We note that Swansea Bay City Region Board is not subject to the Welsh Language Standards. If a joint committee (or, subject to legislation, a combined authority) were formed of Local Authorities to implement any city deal, the Welsh Language Standards would apply to it. However, it is not clear whether the Standards as an accountability mechanism are sufficient to secure that any plans would integrate linguistic ambition with economic ambition. We therefore recommend that the Welsh Government and the Welsh Language Commissioner should monitor developments in this area and that the Future Generations Commissioner should pay particular attention to this in her scheme of work and to report on policy and good linguistic-economic practice, including in the context of city-regions, in her first Future Generations Report.

The economic influence of Local Government

One of the few specific studies of Local Government and economic development is *The Levers of Local Economic Development* (Baars, S., Local Government Knowledge Navigator, May 2014). This report draws on a wide range of academic research. One of its main conclusions is that Local Authority economic strategy in general should focus on internal ('endogenous') rather than external ('exogenous') factors. Fundamentally, it does not pay for one Authority to compete against other Authorities to attract investment at the expense of developing the indigenous capital of the area, namely local wealth, creativity and skills. External capital is too volatile and too ready to disappear when circumstances change. This suggests a linguistic-economic strategy must focus on increasing existing community capital, rather than depending too much on attracting work and jobs from outside. In this respect,

the Welsh language and the bilingualism of residents of communities in Wales are an intrinsic part of the 'wealth, creativity and skills' they can offer .

Local Authorities have a substantial influence on economic growth, jobs and community resilience by virtue of their democratic and governmental functions. This influence is likely to be more important in areas in which the size of the private sector is relatively smaller. At the same time, their capacity may be more limited – for example, with regard to charging fees, creating new revenue streams or offering financial incentives such as cutting business taxes or creating enterprise zones.

We can categorise the economic influence of Local Government generally across its various functions:

- **Civic leadership:** partnerships with central government, the private sector, the third sector, universities; links with external markets (regional, national, international); placing obligations for social responsibility on suppliers; progressive focus (not a 'tick box') on statutory linguistic obligations and equality in their strategies; developing an image, the marketing offer; co-ordinating the priorities of local language movements, e.g. Mentrau Iaith, the Urdd, Young Farmers Clubs etc.
- **Community leadership:** devolution of functions/decisions/money to community level; supporting community groups; grants; transfer of assets and services to community groups; supporting social activities (culture, the arts, heritage, sport) etc.
- **As an employer:** jobs, including professional and senior posts; career paths; the central role of the director/human resources department; statutory language standards (and more); recruitment and training policies; designating posts where Welsh is essential; offering apprenticeships, language in the workplace; paying a living wage, etc.
- **As a spender of public money:** procurement and commissioning strategies; developing suppliers and local supplier chains; combining requirements with other public purchasers; social procurement conditions; developing markets /creating co-operatives e.g. for social services provision; investment in infrastructure; capital investment in services (schools, integrated service centres); using the power of pension funds; civic bonds; community infrastructure levy; combining investments with partners (NHS, other public bodies, housing associations, colleges and universities); assets strategy and combined assets
- **Functions/ services:** planning, framework for assessing linguistic impact, measuring the effect of housing developments, measuring the need for affordable housing; housing, provision of housing and supporting services;; urban regeneration, wider benefits of regeneration; skills policies; adult training; education, working with others to raise attainment; broker between employers, learners and skills providers;

services for families, children and young people; childcare; services for older people; transport; tourism; support for business; effective regulation.

We believe that councils could combine these elements in order to create a strategy and corporate plan which takes advantage of all the functions of Local Government to support the use of the language and the demand for Welsh language skills, as part of a regional linguistic-economic strategy.

Local Government reform

It is not for this Working Group to report specifically on the democratic structures that would help Welsh language communities to thrive. That is a matter for politicians and the new Welsh Government.

In the context of economic development and the resilience of Welsh communities, however, the Working Group is of the view that the first recommendation of the Task and Finish Group on Increasing the number of communities where Welsh is used as the first language should be acted on. In order to do that effectively, we believe there is a need for a statutory duty on Local Government to promote local economic development, and to ensure consideration of the growth and prosperity of the Welsh language as part of that duty. Such a duty would underpin the authority of Local Government to provide leadership and direction to the efforts of other partners such as the Mentrau Iaith and the private sector, in order to support Welsh communities to reach their full potential.

A duty to promote economic development would ensure Local Government in the west and north-west was able and required to undertake linguistic-economic planning in partnership with Welsh Government and others, but it would also permit other Authorities, including those in the city-regions, to contribute much more effectively to economic growth in Wales.

RECOMMENDATION 9

The Welsh Government should place a statutory duty on Local Government to promote local economic development, and ensure consideration of the growth and prosperity of the Welsh language as part of this duty.

RECOMMENDATION 10

The Welsh Government, in a full and equal partnership with Local Government, should develop and implement a linguistic-economic strategy for the counties of Anglesey, Gwynedd, Ceredigion, Carmarthenshire and adjacent and relevant areas, based on the towns of Bangor, Aberystwyth, Carmarthen and Llanelli.

RECOMMENDATION 11

The Welsh Government should monitor the development of the Swansea Bay City Region to ensure that the prosperity of the Welsh language in east Carmarthenshire (including Llanelli and the Gwendraeth and Aman valleys) is a specific priority.

RECOMMENDATION 12

The Welsh Government and our Universities should invest in fundamental research to develop a model which describes the essential elements of an effective linguistic-economic strategy as a basis for further policy development.

RECOMMENDATION 13

The Welsh Government should include a section on the trends for the geographic distribution of Welsh speakers over the next 25 years in its first report on likely future trends under the Well-being of Future Generations Act 2015.

RECOMMENDATION 14

The Future Generations Commissioner should have regard to linguistic-economic policy and good practice in her work plan, including in the context of city regions, and report on it in her first Future Generations Report.

8. TABLE OF RECOMMENDATIONS

RECOMMENDATION 1

- a) The Welsh Government should articulate an ambitious vision and publish a new strategy for the Welsh language as a matter of urgency.
- b) The Welsh Government, on the basis of its long-term strategy for the Welsh language, should revise and introduce amendments to the 2011 Measure and introduce a Welsh Language Bill in the Assembly during the term of the fifth National Assembly (2016-2021).
- c) The Welsh Government should support these measures with a visible campaign to raise awareness of the position and importance of the Welsh language in our public life.

RECOMMENDATION 2

- a) The Welsh Government should legislate to ensure that a statutory level of proficiency in Welsh is essential for the following posts in Local Government in Wales:
 - **Head of employed service and chief executive:** this person is responsible for the staff and workforce of the Local Authority. Usually, the chief executive fulfils both functions.
 - **Corporate director with responsibility for human resources,** including workforce planning, recruitment and training.
 - **Director of education:** this person is responsible for the education and well-being of our children and young people
 - **Director of social services:** this person is responsible for the well-being of vulnerable people.
- b) If they do not already possess the required linguistic skills, the legislation should place statutory duties on Local Authorities to provide suitable training and set aside time for the individuals in question in order to enable them to acquire the essential language skills.
- c) The Welsh Government should direct Academi Wales (and any other national institution which provides leadership training for the public sector in Wales) in order to ensure that the Welsh language is given prominence in the principles of One Public Service and that Academi Wales provides training for leaders of the public services on the challenges and responsibilities facing leaders in a bilingual country.

RECOMMENDATION 3

Welsh language skills should be essential for all new posts in every Local Authority in Wales.

RECOMMENDATION 4

Local Authorities, including in their function as Local Education Authorities, should be under a statutory duty to undertake workforce planning in terms of linguistic skills, and where required, to provide suitable training to meet those needs.

RECOMMENDATION 5

- a) The National Centre for Learning Welsh should develop a national strategy for Welsh in the workplace by the end of 2016, to be introduced by providers from the beginning of September 2017.
- b) Commercial suppliers of Welsh language training in the workplace intended for use by the public services should be contracted within the strategic framework set by the National Centre for Learning Welsh .
- c) The Welsh Government should adopt a single national standard Welsh language proficiency framework to be used by the whole of the public sector in Wales.

RECOMMENDATION 6

The Welsh Government should work with the National Centre for Learning Welsh and Welsh Universities to ensure that the Welsh-medium MPA/MBA courses are available to future Local Government leaders, and fund eight places every year for the next five years.

RECOMMENDATION 7

The Welsh Government should establish a Language Technology Board and a language technology fund to provide leadership in this area.

RECOMMENDATION 8

- a) Increasing the uptake of Welsh-medium services should be a specific aim in the Welsh Government's next strategy for the Welsh language.
- b) The Welsh Government should commission qualitative research to understand the factors and conditions which influence the choice of individuals in using Welsh a) at work and b) in using Welsh language services.
- c) On the basis of this research, the Welsh Government should fund effective behavioural change interventions to increase the uptake of Local Government services in Welsh, including digital services, and to promote bilingual administration.

RECOMMENDATION 9

The Welsh Government should place a statutory duty on Local Government to promote local economic development, and ensure consideration of the growth and prosperity of the Welsh language as part of this duty.

RECOMMENDATION 10

The Welsh Government, in a full and equal partnership with Local government, should develop and implement a linguistic-economic strategy for the counties of Anglesey, Gwynedd, Ceredigion, Carmarthenshire and adjacent and relevant areas , based on the towns of Bangor, Aberystwyth, Carmarthen and Llanelli.

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APPENDIX A

1. Terms of Reference

The Working Group was asked to present a report to the Welsh Ministers by 31 May 2016 on the basis of the following terms of reference:⁷

1. Background

1.1. The Working Group on the Welsh Language in Local Government Administration and Economic Development (“the working group on the Welsh Language in Local Government”) is being established to advise Welsh Ministers on support for the Welsh language in the context of the rapid development of the programme of Local Government reform. The Working Group will be required to advise Welsh Ministers on the use of Welsh in Local Government administration, and the role of Local Government as a facilitator of Welsh through its economic development functions

2. Role of the Working Group on the Welsh Language in Local Government

2.1. The role of the Working Group on the Welsh Language in Local Government will be to advise the Minister for Public Services on:

- the use of Welsh in Local Government administration;
- the role of Local Government as a facilitator of economic development to support the Welsh language; and
- to make recommendations on the above in the context of Local Government reform and the duties imposed on Local Authorities by the Well-being of Future Generations (Wales) Act 2015.

2.2. The main focus of the Working Group should be on areas with a high percentage of Welsh speakers, primarily in west and north-west Wales, but it should consider the opportunities in all parts of Wales.

2. Membership

- Chair: Rhodri Glyn Thomas – President of the National Library of Wales since the beginning of April 2016. For the majority of the period under consideration, Assembly Member for Carmarthenshire East and Dinefwr, and Member of the Assembly Commission.

⁷ *Terms and Conditions of Appointment to the Working Group on the Welsh Language in Local Government Administration and Economic Development*

- Gwyneth Ayers – Corporate Policy and Partnerships, Carmarthenshire County Council
- Chris Burns – Chief Executive, Caerphilly County Borough Council
- Sarah Dafydd – Business Change and Improvement Manager, National Assembly for Wales
- Dr Lowri Hughes – Bangor University
- Annwen Morgan – Assistant Chief Executive, Anglesey County Council
- Carys Morgan – Welsh Language and Equalities, Ceredigion County Council
- Meic Raymant – Head of Welsh Language Services, North Wales Police

3. Evidence

The Working Group received written and oral evidence from the following individuals in person:

- Cllr. Cefin Cambell, Carmarthenshire County Council
- Llion Jones, Canolfan Bedwyr, Bangor University
- Alwyn Evans Jones, ex.Gwynedd County Council
- Geraint Wyn Parri, Cymdeithas Cyfieithwyr Cymru
- Rhian Huws Williams, Care Council for Wales
- Ceri Williams, Care Council for Wales
- Gruffydd Jones, National Assembly for Wales
- Lowri Williams, Office of the Welsh Language Commissioner
- Dyfan Siôn, Office of the Welsh Language Commissioner
- Ioan Matthews, Coleg Cymraeg Cenedlaethol
- Gwennan Schiavone, Coleg Cymraeg Cenedlaethol
- Efa Gruffudd Jones, National Centre for Learning Welsh
- Helen Prosser, National Centre for Learning Welsh
- Gareth Ioan, IAITH Cyf.
- Wynfford James
- Alun Jones, Menter a Busnes
- Rhodri Llwyd Morgan, Aberystwyth University

We are grateful for the written submissions received from the following in response to the call for evidence:

- Individuals: Bethan Michael, David Jones, Janet Kaiser, Wyn Thomas
- Cymdeithas yr Iaith
- Dyfodol i'r Iaith

Agenda Item 13

MEETING	LANGUAGE COMMITTEE
DATE	5 JULY, 2016
SUBJECT	THE COMMITTEE'S WORK PROGRAMME
RECOMMENDATION	To adopt an outline work programme for the year
AUTHOR	Arwel E Jones, Senior Manager, Corporate Support

1. At the first meeting of the Committee in the new year, it is appropriate for the Committee to consider its work programme for the year ahead. The programme will, of course, be a live one which could be added to but it is good to set out a broad timetable for the work to come. The items noted below are those about which we can be fairly certain in terms of the timetable with a note at the end of items that should receive attention during the year but that have not been timetabled yet.

DATE	ITEMS
5 July, 2016	<ul style="list-style-type: none"> • Selecting a Chair and Vice-chair • Report of the Cabinet Member for the Welsh Language • Annual Report to the Language Commissioner • Reports on the Results of the Language Audit and the Action Plan • Report on the Conclusions of the Welsh Government Working Group on the Welsh Language in Local Government • Complaints about the Welsh Language • Update on Language Investigation – Visibility of the Welsh Language in Gwynedd
13 October, 2016	<ul style="list-style-type: none"> • 6 Month Progress Report on Implementing the Welsh Language Standards • Report of the Cabinet Member for the Welsh Language • Progress Report on the Language Audit Action Plan • Complaints about the Welsh Language
12 January, 2017	<ul style="list-style-type: none"> • Report of the Language Investigation – Visibility of the Welsh Language in Gwynedd • Report of the Cabinet Member for the Welsh Language • Draft Brief for the next Language Investigation • Progress Report on the Project – The Welsh Language in the Public Sector in Gwynedd • Complaints about the Welsh Language
6 April, 2017	<ul style="list-style-type: none"> • End of Year Report on Implementing the Welsh Language Standards • Report of the Cabinet Member for the Welsh Language • Progress Report on the Language Audit Action Plan • Report back on progress with the categorisation of language requirements for posts • Complaints about the Welsh Language
No specified date	<ul style="list-style-type: none"> • Report on the Draft Supplementary Planning Guidance about the Welsh language • A report on issues that could arise from the work of the Welsh Government Working Group on the Welsh Language in Local Government

2. The Committee's observations on the outline programme are invited.