



# Complete Agenda

**Democratic Service**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Meeting

## **LANGUAGE COMMITTEE**

Date and Time

**10.00 am, TUESDAY, 9TH JULY, 2019**

Location

**Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd. LL55 1SH**

Contact Point

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(DISTRIBUTED 01/07/19)

## **LANGUAGE COMMITTEE**

### **MEMBERSHIP (15)**

#### **Plaid Cymru (8)**

Councillors

Elwyn Edwards  
Aled LI. Evans  
Elin Walker Jones  
Elfed Williams

Alan Jones Evans  
Judith Mary Humphreys  
Olaf Cai Larsen  
Charles Wyn Jones

#### **Independent (5)**

Councillors

Elwyn Jones  
Kevin Morris Jones  
Eirwyn Williams

Eric M. Jones  
John Pughe Roberts

#### **Llais Gwynedd (1)**

Councillor

Alwyn Gruffydd

#### **Gwynedd United Independents (1)**

Councillor  
Vacant Seat - Gwynedd United Independents

#### **Aelodau Ex-officio / Ex-officio Members**

Chair and Vice-Chair of the Council

#### **Other Invited Member**

Councillor Nia Jeffreys, Cabinet Member Corporate Support - The Welsh Language

# A G E N D A

## 1. ELECTION OF CHAIR

To elect a Chairperson for this committee for 2019-20.

## 2. ELECTION OF VICE-CHAIR

To elect a Vice-chairperson for this committee for the year 2019-20.

## 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 Chair for consideration

## 6. MINUTES

5 - 9

The Chair shall propose that the minutes of the previous meeting of this committee held on 1<sup>st</sup> May 2019 be signed as a true record (attached)

## 7. CONSULTATION ON THE WELSH IN EDUCATION STRATEGIC PLAN (WESP)

10 - 12

Presentation given by Debbie A W Jones (Education Corporate Services Officer).

A report on behalf of Councillor Cemlyn Rees Williams (Cabinet Member).

Consultation Draft - Welsh in Education Strategic Plans Reugulations (Wales) 2019 and guidance.

The purpose is to share information and consider the observations of members as part of the process of creating a formal response to the consultation.

\*10:10 – 10:50  
(approximation)

## 8. CABINET MEMBER REPORT

13 - 14

Presentation by the Councillor Nia Jeffreys (Member Cabinet)

Give members an update on the main developments in respect of the Welsh language.

\*10:50- - 11:30  
(approximation)

**9. ANNUAL REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS** 15 - 31

A presentation by Gwenllian Mair Williams (Gwynedd Language Development Officer).

To present the Annual Report to the members and draw their attention to matters arising in order for the members to have a further discussion and offer any recommendations for developmental steps.

\*11:30 – 12:10  
(approximation)

**10. RELATING TO THE WELSH LANGUAGE PRAISE AND COMPLAINTS REPORT** 32 - 34

A presentation by Gwenllian Mair Williams (Gwynedd Language Development Officer).

To present the latest information about complaints and instances of good practice to the members.

\*12:10 – 12:50  
(approximation)

# Agenda Item 6

LANGUAGE COMMITTEE, Wednesday 1 May 2019

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## LANGUAGE COMMITTEE, WEDNESDAY 1 MAY 2019

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**PRESENT:** Councillor Alwyn Gruffydd, (Chairman)

**COUNCILLORS:** Elwyn Edwards, Alan Jones Evans, Aled Ll. Evans, Judith Mary Humphreys, Charles Wyn Jones, Elwyn Jones, Eric M Jones, Kevin Morris Jones, Olaf Cai Larsen, John Pughe Roberts, Eirwyn Williams, Elfed Williams

**OFFICERS:** Vera Jones (Democracy and Language Manager), Gwenllian Mair Williams (Workplace Language Development Officer), Rhonwen Jones (Member Support Officer)

**OTHERS INVITED:** Councillor Edgar Wyn Owen (Vice-chair of the Council)

### ALSO IN ATTENDANCE:

In relation to Item 5 on the agenda; Councillor Nia Jeffreys (Cabinet Member – Language)

For Item 7 below; Bet Huws (Gwynedd Language Development Officer (Meirionnydd), Ifan Llewelyn Jones (Gwynedd Language Development Officer).

### 1. APOLOGIES

The Cabinet Members and officers were welcomed to the meeting.  
Apologies were received from Councillor Elin Walker Jones

### 2. DECLARATION OF PERSONAL INTEREST

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

### 3. URGENT ITEMS

No urgent items were received.

### 4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 17 January, 2019 as a true record.

### 5. REPORT OF THE CABINET MEMBER

The report was presented by the Cabinet Member for the Welsh Language.

It was explained that two awards were annually awarded at the Council's Council at its Best Ceremony, these were:

- To recognise an individual within the Council who was learning Welsh; and secondly,
- Individuals or teams who made a particular effort, or went beyond their normal roles, to promote the Welsh language and ensure that residents and service users were able to use Welsh without any hindrance.

This year's awards were presented to Nancy Wilkinson (Environment Officer in Gwynedd Consultancy) and the Health, Safety and Well-being Service (for their work of securing Welsh language resources for 'The Institution of Occupational Safety and Health' (IOSH) training).

Two videos of the awards, featuring the winners ceremony were shown at the end of the meeting.

A member drew attention to item 5.4 (Other Developments), Supplementary Planning Guidance. The Cabinet Member suggested that she should arrange a meeting with the Member for further discussion.

**Resolved:**

To accept the report.

## **6. WELSH LANGUAGE PRAISE AND COMPLAINTS REPORT**

The report was presented by the Language Development Officer, and noted that it examined complaints and praise in parallel, in order to identify trends and to provide members with a comprehensive picture of activities within the Council relating to compliance with the Language Standards and Policy.

**Praise**

The report drew attention to two specific cases over recent months where Council officers had excelled in promoting the Welsh language and ensuring that residents and service users received a high-quality Welsh medium service:

1. **Safety training (IOSH):** The Health, Safety and Well-being Service had recently received recognition at the Council at its Best Awards for its work in ensuring that IOSH training was fully available through the medium of Welsh. Council staff members had been leading training sessions in this field for some time, but were having to use English only materials as they were not provided bilingually by the chartered body. The matter had been referred to the Welsh language Commissioner to get their support and influence, but in the end it came down to the perseverance of the Council's officers, who raised awareness of the requirements and demand from staff for Welsh language materials.

### **2. New online forms for Blue Badge applications from direct.gov**

It was noted that the Siop Gwynedd and Galw Gwynedd Manager and her officers had recently been working hard to try to ensure that the new on-line forms for Blue Badges met the requirements of the Standards and the Council's policies. The team had noticed numerous mistakes and errors in the Welsh version while testing the system (before it went live), and the Council had refused

to transfer to the new on-line system without changes being made to ensure that it reached the expected standard. They had collaborated with the translation unit and the website team to test the system, and had raised the matter with the provider, including Welsh Government. Discussions were ongoing and the system was still not operational.

### **Complaints**

Since the beginning of 2019, correspondence had been received from the Welsh Language Commissioner about three complaints relating to the Language Standards.

The Commissioner decided not to investigate the complaints further based on the explanations below:

1. Standard email sent in English only in a response to an e-mail in Welsh from GwE. The investigation was terminated after the Commissioner received correspondence from the Council's Legal unit, confirming that the Council's Standards were not relevant to GwE due to its status as a joint committee.
2. English only receipt sent by the Welsh Penalty Processing Partnership. It was explained that this had happened due to a technical error after the administrators had made updates to the payment system. The matter had already been brought to the attention of the Council and had been resolved by the time the complaint was received by the Commissioner, and the Commissioner agreed that the Council had already dealt with the matter appropriately.
3. Blue Badge application assessment and processing Service. The Council confirmed that this was a service managed by the Welsh Government, and that the Council had already received several complaints, and had referred concerns about the quality of the service to the Government. Following the response, the Commissioner agreed that the Council was not responsible for the matter, and referred the complaint and Gwynedd Council's concerns to the relevant Welsh Government Department.

### **RESOLVED:**

To accept the report.

## **7. HUNANIAITH - GWYNEDD'S LANGUAGE INITIATIVE**

In response to a request, the Chair presented an update on Hunaniaith's work, outlining the successes, lessons learnt; he also took the opportunity to raise Members' awareness of this work.

### **Overview of 2018-19 work**

It was reported that 2018-19 had been a good year in terms of developing key partnerships, such as Cymraeg for Kids, and Llandrillo Menai Group, and that it appeared that investing time to jointly plan and collaborate was paying dividends.

Additionally, it was noted that collaboration across the Language Initiatives as a whole had also developed further, with Welsh Language Initiatives (the umbrella organisation that supported the work of the initiatives across Wales) leading on many national projects. There would also be opportunities for further collaboration between the North Wales region language initiatives in future.

**Two presentations were made by the Language Officers:**

**Early Years**

It was explained that seminars had been held to equip the early years workforce and activity providers with the knowledge to enable them to convey the message about the value of bilingualism to families. It was noted that the feedback from the seminars had been extremely positive, and although it had not been possible to attract some of the targeted businesses and organisations that provided family activities, the officer felt that the events had been successful. Collaboration would continue with Cymraeg for Kids and the Council's Early Years Service on similar events in future.

**Targeting Young People aged 15+:**

A conference had been held for young people to discuss the value of the Welsh language as a skill for the workplace, and to introduce best practice and role models from professional and occupational areas. The conference's aim was to encourage young people to consider their career choices, and to pay particular attention to the Welsh language as part of those options.

The conference had been arranged jointly with officers from Llandrillo Menai Group, with specific focus on students from Llandrillo Menai Group in the sectors of Construction, Hair and Beauty, and Hospitality and Tourism. The feedback had been positive, and it was agreed that the content of the sessions was beneficial and appropriate, although some changes were needed, such as simplifying the terminology and including fewer open-ended questions, in order to facilitate participation and discussion.

A series of evaluation meetings were held following the events, and the officers agreed that the conference had been a success in relation to arrangements and content, although some refinements and minor changes would be needed if similar events were held in future. One concern expressed was the difficulties in attracting interest and the commitment of the group's tutors.

Members expressed their disappointment regarding this, and noted their desire to pursue it further. The Gwynedd Language Development Officer noted that she would write formally to Llandrillo Menai Group to share the feedback on the conference evaluation to share the concerns.

A committee member expressed a willingness to write a letter on behalf of the committee to Llandrillo Menai Group.

The proposal was accepted.

Members were given an opportunity to raise general questions about Hunaniaith's work, and Members asked how Hunaniaith chose the areas to target. In response, it was noted that the areas that had received attention over the last three years had been largely chosen on the basis of the Census data and Welsh Government's recommendations. It was noted that other data sources needed to be examined, such as the Language Charter, in order to determine future target areas.

**Welsh in Business**

Information was presented by the Gwynedd Language Development on behalf of Paul Carrol Jones (Welsh in Business).

Welsh in Business was one of the national projects run by the Wales Language Initiatives.

**The project's aim was to:**

- Offer support and advice to businesses on their use of the Welsh language.
- A free service.
- Principally tailored to small and medium sized, and micro businesses.

It was explained that small businesses in Wales could request support with communication, ordering goods, developing websites and social media through the medium of Welsh. It was also noted that support was available with advertising and staff recruitment, and the provision of free translation services.

**RESOLVED:**

To accept the report.

**8. LANGUAGE COMMITTEE MEETINGS**

Submitted - the Democracy and Language Manager's report, seeking the views of Committee Members on the frequency and number of Committee meetings each year. Members were of the opinion that the current number of meetings should be retained, and the importance of the Welsh language to all should be noted.

**RESOLVED:**

To continue with the current arrangements of holding four committee meetings each year.

The meeting commenced at 10.00 a.m. and concluded at 12.35 p.m.

# Agenda Item 7

| MEETING OF THE | LANGUAGE COMMITTEE  |
|----------------|---|
| DATE           | 9 July 2019   |
| TITLE          | Consultation <i>Draft Welsh in Education Strategic Plans Regulations (Wales) 2019 and guidance</i>                                  |
| PURPOSE        | Share information and consider the observations of members as part of the process of creating a formal response to the consultation |
| AUTHOR         | Debbie Anne Williams Jones  |
| CABINET MEMBER | Councillor Cemlyn Rees Williams   |

## 1. BACKGROUND

- 1.1. The School Standards and Organisation Act (2013) became law in Wales on 4 March 2013. The Act places a statutory duty on Local Authorities to prepare and submit a **Welsh in Education Strategic Plan** (WESP) to Welsh Government. These initial plans came into effect on 1 April 2014 for a period of three years up to March 2017. These plans outline the way Local Authorities intend to achieve aims and targets set by Welsh Government and which are outlined in the Welsh Medium Education Strategy.
- 1.2 During the past few years the Welsh Government has published several other key policy documents in the field of Welsh in Education:

### ***Cymraeg 2050***

This is Welsh Government's long term strategy for the Welsh language. It sets out the vision to create one million Welsh speakers, along with an increase in the use made of the Welsh language. Welsh Government acknowledges that Welsh medium/bilingual education is one of the main methods of ensuring that children are able to develop their Welsh language skills, and of creating new Welsh speakers. Consequently, the Welsh in Education Strategic Plan is considered to be critical in supporting the Government's vision to create a million Welsh speakers by 2050.

### ***Education in Wales: Our Nation's Mission (Action Plan 2017-21)***

This Action Plan notes the steps that are to be taken to implement the far-reaching amendments to the education system in Wales. The aim is to ensure that all learners benefit from a curriculum of the highest standard and that they enjoy teaching and learning that inspires them to succeed in a collaborative and innovative education community that's effectively led. Developing a Welsh medium provision improves Welsh teaching and learning for every learner who is at the root of these

amendments, and the Welsh in Education Strategic Plan is, therefore, believed to be key to that.

### ***The Welsh Language in Education: Action Plan 2017-21***

Welsh Government's vision is to enable every learner to develop his/her Welsh language skills and use the language confidently in everyday life. To deliver the vision, several action steps will be necessary so that a sustainable provision is created for future generations. Six guiding principles are contained within, which will generate a common understanding of the role of the teaching and learning of Welsh, and teaching and learning through the medium of Welsh, at every school in Wales. The Welsh in Education Strategic Plan is, therefore, considered to be a means of supporting and delivering this vision.

## **2. CONSULTATION DOCUMENT**

- 2.1 In order to achieve the Welsh Government's vision of a million Welsh speakers by 2050, the Government acknowledges that changes are needed in the way that Welsh medium education is planned.
- 2.2 An independent Advisory Board was established between May 2018 and March 2019 to consider the changes required to the legislation to support the vision of *Cymraeg 2050*. The Board concluded that the existing structure maintaining the statutory planning of Welsh medium education provision through the WESPs no longer supports the long- term ambition for the Welsh language.
- 2.3 As a result, between 30 May 2019 and 2 September 2019, the Welsh Government is holding a consultation period on *Draft Welsh in Education Strategic Plans Regulations (Wales) 2019 and guidance: [Consultation Document](#)*

## **3. THE PROSPECTIVE CHANGES**

- 3.1 The main changes considered in respect of the consultation document are now outlined below:
  - Extending the duration of a WESP from the current 3 year cycle to 10 years
  - Remove the duty to plan on the basis of the results of parental demand assessments
  - Duty on local authorities to set their own ambition for the next 10 years and plan Welsh medium education provision on the basis of a clear target
  - Expectation for this target to be calculated in line with the methodology presented in statutory guidance
  - Changes to the content of WESPs (including better link between vision and target).
  - Move to a continuous form of monitoring and evaluating progress: Concise annual monitoring report

- Draft guidance aimed at offering local authorities with practical support and direction to prepare a plan
- 3.2 It is intended to present further details on these changes and the relevant considerations for Gwynedd through a powerpoint presentation in the Language Committee meeting itself.

#### **4. RECOMMENDATIONS**

Members are asked to:

- Submit any observations to be included as part of Gwynedd's formal response to the consultation on the *Draft Welsh in Education Strategic Plans Regulations (Wales) 2019 and guidance*

# Agenda Item 8

|                          |  |
|--------------------------|--|
| <b>MEETING:</b>          | <b>LANGUAGE COMMITTEE</b>  |
| <b>DATE:</b>             | <b>09 July 2019</b>  |
| <b>TITLE:</b>            | <b>Cabinet Member Report</b>   |
| <b>AUTHOR:</b>           | <b>Councillor Nia Jeffreys</b>   |
| <b>PURPOSE OF REPORT</b> | Give members an update on the main developments in respect of the Welsh language |

## 1. Meeting with the new Welsh Language Commissioner

A productive meeting was had with the new Welsh Language Commissioner, Aled Roberts, on the 20<sup>th</sup> of May, where we discussed a number of issues of interest, from changes to the complaints procedure to the kind of areas the Commissioner has a specific interest in.

It was reported that the Commissioner is having discussions with Welsh Government in order to develop an understanding and clarity about who is responsible for what and who does what in respect of promoting and facilitating the Welsh language. This has come about as a result of changes over the last few years, as the Welsh Language Division of the Welsh Government launch their own projects and campaigns, and as the Commissioner's office has been doing less promotion work.

An interesting discussion was also had about language use and the factors that stop people from using the language in different circumstances. This is obviously an area of interest for the new Commissioner, and an area where we should consider doing more research in. This is especially true in understanding people's language choices while using technology.

One of the commissioner's officers also attended a meeting of the Welsh Language Sub-Group of the Public Services Board recently, to discuss ideas about how that group's work could compliment the work done by the Commissioner.

## 2. The Projects of the Council Plan

### *Businesses using the Welsh Language*

As part of the Arfor scheme, a project has been agreed between the 4 counties (Gwynedd, Mon, Ceredigion and Carmarthenshire) that will aim to create an on-line campaign and hub to promote the use of the Welsh language amongst businesses.

### *Welsh in the Workplace*

Up to the end of June, the language specifications project had reached 874 individuals in 34 front line services, including Customer Care and Registration, Recycling, Maritime and Country Parks and Youth Justice.

The work is concentrating mainly on ensuring that Council staff members can offer the public a bilingual service. If there is a gap between the linguistic needs of the job and the ability of the individual, then training and development opportunities will be offered in order to close the gap.

Another part of the work is enabling first language Welsh speakers or fluent learners to be able to use the language with confidence in their day to day working life. To enable this, the Welsh Language Learning and Development officers have created a tip of the month, which is put up on the staff intranet and offers simple suggestions on how to improve or maintain their linguistic skills. These include a variety of tips, from advice on grammar to how best to use Welsh digital resources.

There has been a positive response to the tip of the month, with several staff members saying that they like them and that they have helped them in their work.

There has been a positive response from outside the Council as well, as the officers have been including the tip as a banner on the bottom of their emails. Mared Grug, from the Nant Gwrtheyrn centre for learners and Hywel Hughes, Head of Welsh Services and Communication and Staff Engagement Manager at HM Court and Tribunals Service, have both complimented the Tip and Nant Gwrtheyrn now include a Tip of the Month as an e-mail banner themselves, which means the tips are reaching learners and organisations across Wales.

### **3. Other developments**

An exciting project has begun in Bangor, led by a partnership that includes Menter Iaith Bangor and Learn Welsh North West and Canolfan Bedwyr in Bangor University.

The partnership came together recently and submitted a successful tender for a project by the National Centre for Learning Welsh to carry out a project that will target 30 reluctant Welsh speakers in the city of Bangor.

The aim is to bring a group of people, including parents of school age children, volunteers at Penrhyn Castel and Pontio, and employees of third sector, public and private bodies in Bangor, together to take part in activities that will help them regain their confidence to speak Welsh. The hope is that the partners will learn something from this project that will enable and help target other reluctant or unconfident speakers in other areas.

I would like to congratulate the partnership on the tender and wish them good luck with the project.

# Agenda Item 9

|                              |  |
|------------------------------|--|
| <b>MEETING:</b>              | <b>LANGUAGE COMMITTEE</b>  |
| <b>DATE:</b>                 | <b>9 JULY 2019</b>   |
| <b>TITLE:</b>                | <b>Gwynedd Council Annual Report on the implementation of Welsh Language Standards</b>   |
| <b>AUTHOR:</b>               | <b>Gwenllian Williams<br/>Welsh Language Development Officer</b>   |
| <b>PURPOSE OF THE REPORT</b> | <b>Present the Annual Report to the Members and draw their attention to matters arising in order for the members to have a further discussion and offer any recommendations for developmental steps.</b> |

## 1 BACKGROUND

- 1.1 As part of the Welsh Language Standards, as set by Section 44 of the Welsh Language Measure (Wales) 2011 the Council must "produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year".
- 1.2 The Standards that relate specifically to the annual report (158, 164 and 170) ask us to include the following information:
  - *the number of complaints that you received during that year which related to your compliance with the standards*
  - *the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);*
  - *the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);*
  - *if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);*
  - *the number of new and vacant posts that you advertised during the year which were categorised as posts where –*
    - (i) *Welsh language skills were essential,*
    - (ii) *Welsh language skills needed to be learnt when appointed to the post,*
    - (iii) *Welsh language skills were desirable, or*
    - (iv) *Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);*
- 1.3 Beyond this information, the Council is free to include any information that we deem relevant to improve understanding of the specific steps taken to comply with the Standards. .

1.4 The attached report is therefore the Annual Report for the year up to March 2019, and includes the specific information asked for under Standards 158, 164 and 170, as well as some further information.

## **2. MATTERS ARISING FROM THE REPORT**

### **Information about the language skills of staff:**

- 2.1 The data reported contains information about staff from every department of the Council, except teaching staff from the Education Department. It also does not include employees who work for GwE and NMWTRA.
- 2.2 Information is gathered directly from heads of departments, except the Adult and Children services, where we the information is gathered from their annual data reports (the STF).
- 2.3 This year, data was collected for 800 more staff than the previous year.
- 2.4 Through the work of the language specifications, we now have detailed information about nearly 1,500 staff members across the Council and the work of offering language training to individuals who need it is constant.

### **Training:**

- 2.5 The data shows that there has been a slight increase in the number of courses that are delivered bilingually or in English since the previous report. This could be an English version of an equivalent course delivered in Welsh, or specialist courses where external expertise has been bought in.
- 2.6 We will be analysing these figures more closely and the reason for the change, in order to ascertain if any further steps are needed to remedy the situation.

### **Jobs:**

- 2.7 The Standard asks us to note how many jobs are advertised where the ability to speak Welsh is essential. As there is a requirement for a certain level of linguistic capability for every job within the Council, we count here every job that has been advertised during the period.
- 2.8 The new language specifications requirement, that asks all managers to set the different linguistic levels when they advertise and recruit to new jobs, means that we should in future be able to collect more detailed data than what we currently have on the different categorisation of jobs.

## **3. RECOMMENDATIONS**

### **3.1 Members are asked to:**

- accept the content of the Annual Report presented for their information, and
- discuss the matters highlighted above and any other matters that raise questions
- offer their recommendations on any further developmental steps.

## **ANNUAL REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS 2018-19**

### **GWYNEDD COUNCIL**

#### **1. Background**

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

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

The Language Standards are divided into five fields:

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

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

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

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

The aim of the Council's Language Policy - namely its primary medium of ensuring compliance with the Language Standards - is to ensure that all the county's residents can use the Council's services through the medium of Welsh and English. The principle that Welsh and English should be treated equally is followed, but by working proactively to ensure that Welsh is prioritised at all times.

## **2. Compliance with the Standards**

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

Standards are noted in this section where the Council have had to take additional steps or give special consideration to compliance - beyond the implementation of the Language Policy - during the past year. Action is taken to ensure that we do our very best on behalf of Gwynedd's residents in proactively offering Welsh services and in encouraging and promoting more use of the Welsh language while accessing services.

### **SERVICE DELIVERY STANDARDS**

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

| STANDARD          | CONTENTS OF THE STANDARD  | ACTION   |
|-------------------|---|--|
| 7+14+21+<br>30+32 | Service Delivery Standards regarding <b>asking</b> an individual whether they wish to receive a Welsh service, or state that we welcome contact in Welsh. | <p>As a result of the Language Policy and the Council's historical commitment to the Welsh language, the use of Welsh has been normalised and there is high awareness amongst the public that they can get services and correspond with the Council in Welsh.</p> <p>The principles of the Language Policy, along with the Council's wider operational principles, mean that staff are expected to act in accordance with the principle of the active offer, i.e., that the language of choice and the Welsh language service is always available, as a first choice, and that nobody should have to "ask" for this service.</p> <p>Accepting that mistakes will happen occasionally, we are confident that working proactively will remove the need to ask and state, and that there is a good understanding amongst residents that all services are available bilingually.</p> <p>Nevertheless, we acknowledge that people's habits change, and we intended to conduct</p> |

|  |   |   |
|--|---|---|
|  |   | research over the coming year to look at users' attitudes, and their findings about the language medium of services, in order to ensure that this aspect of the policy is still relevant and effective.   |
| 52+55+56+<br>57+58+<br>59+60                 | Service Delivery Standards dealing with the website, apps, social media and self-service machines   | <p>We still face some obstacles in regards to apps and websites, especially when purchasing external systems. We continue to deal with these cases individually to ensure that the public receive the best service and options.</p> <p>We need to work consistently to raise the awareness of external companies of the need to develop bilingual apps from the start, rather than having to adapt the app further down the line. It also continues to be a challenge when the Council's websites or services need to transfer to external websites, such as on-line payment services, to ensure that everything is available through the medium of Welsh.</p> <p>More services and forms are now submitted online, and the Council itself has been developing a number of on-line services recently in order to enable the public to make requests and payments via the Council website. These are all available bilingually.</p> <p>During the past year, there has been a change in the Blue Badge and DBS on-line application services. The Council has attempted to influence the changes in order to ensure that the services reach our standards, but these two matters are ongoing, and have been referred to the Language Commissioner for support for a resolution.</p> |
| SUPPLEMENTARY<br>155+156+157+<br>158+159+160 | Service Delivery Standards dealing with the compliance arrangements with Service Delivery Standards | The corporate complaints procedure is followed when dealing with language complaints, and this procedure is on the Council's website.<br>The Council formulates and publishes an annual report in accordance with the Welsh language Standards.   |

## POLICY MAKING STANDARDS

Gwynedd Council has a duty to comply with 10 policymaking standards, and six supplementary policy making standards. Again, the Council is already operating in accordance with or beyond the

requirements of many of these standards when they were imposed on the Council by the Welsh Language Commissioner.

| <b>STANDARD</b> | <b>CONTENTS OF THE STANDARD</b>  | <b>ACTION</b>   |
|-----------------|--|---|
| 88+89+90+94     | Policy Making Standards dealing with considering the impact on the Welsh language and on Welsh speakers. | <p>The Language Unit plays a greater role in impact assessments, by offering an expert and independent voice when assessing the impact of policy changes or restructuring of services. The procedure of assessing impact on equality matters includes the impact on people's opportunities to use Welsh, and the Unit will contribute to, and check any assessments in order to ensure a minimum impact.</p> <p>During the year, we have identified that the existing procedure does not achieve the desired outcomes in terms of ensuring that the Council takes advantage of every opportunity to promote the use of the Welsh language.</p> <p>The Language Commissioner's Assurance Report in summer 2018 also drew attention to the need to look at this matter, and therefore the Language Unit and the Equality Officer have been working together to consider changes to the process, in order to ensure that we get the best out of the practice as departments assess the impact of their policy decisions on various equality and language characteristics.</p> <p>The Council's work on developing the impact assessment guidelines for planning applications have also helped to develop our understanding in this field. From May 2019, the Language Unit will take an active role in validating any language assessments (concise or full) that are submitted as part of planning applications, and recommend steps to be taken if we see a potential impact on the prosperity of the Welsh language in our communities as a result of the proposed development.</p> |

#### **OPERATIONAL STANDARDS**

| <b>STANDARD</b> | <b>CONTENTS OF THE STANDARD</b>                  | <b>ACTION</b>   |
|-----------------|--|---|
| 127+136+136A+   | Operational Standards dealing with assessing the | Every year, the Council gathers information from each department to determine the number of staff who are Welsh speakers. |

|  |  |
|--|--|
|  | <p>language skills of our employees</p> <p>The requirement to speak Welsh has been placed as an essential skill for each post within the Council; this means that some level of ability and understanding is required for every post.</p> <p>During 2018/19, a new procedure was established to determine linguistic requirements when appointing new posts. Welsh language skills are still an essential requirement for all posts; however, when drawing up job descriptions and person specifications, managers are now asked to consider the level of linguistic skills required for the role in question, and differentiate between written, oral, and reading and comprehension skills, based on a framework developed by the Welsh Language Learning and Development Officer.</p> <p>In addition, during the year, the first part of the work of mapping the linguistic skills of the posts that already exist in the Council was completed. Every department within the Council has now looked at the person specification for every post within their services, and validated that the language levels are appropriately placed for the requirements of the role.</p> <p>The second phase of this work, which is already ongoing, is to identify whether the officers currently in these posts reach the language requirements or not.</p> <p>This work takes time, as it involves intense contact with managers and units, completing self-assessments, and offering immediate support and training to individuals if it is found that they are at a lower level than the current desired skills.</p> <p>This work initially focused on front-line services, and up to the end of March 2019, the project was completed in nine front-line services, and was ongoing in another seven services. The individuals who do not reach the requirements of the post will receive another assessment to confirm the self-assessment, and will then receive training in order to close the gap. This questionnaire allows officers to respond to the individual's specific needs following a detailed analysis of the responses.</p> <p>This work has lead to an added and unexpected benefit as we are not only seeing many staff members with higher linguistics skills than those</p> |
|--|--|

|                              |  |   |
|------------------------------|--|---|
|                              |  | specified for their post, but also the work has lead to an increase in the number of staff who are asking for training, like grammar lessons, to improve their skills further.  |
| 128+129+130<br>+131+132+133+ | Operational Standards dealing with general training, language and awareness training | <p>The majority of the Council's training is provided in Welsh, with English courses only available at request.</p> <p>Specialist courses in specific fields, where an external service would need to be bought in, remains a barrier, despite the Council's consistent efforts to influence providers, and many of these course are provided bilingually.</p> <p>For the most part, Welsh language materials are successfully acquired, but not the trainers.</p> <p>Wherever possible, the Council responds to the challenge by holding train the trainer sessions, and develop the skills of the Learning and Development Team in order to ensure that they are able to provide the training themselves.</p> <p>During the past year, for example, Gwynedd Council officers were key in the efforts to ensure health and safety training (IOSH) entirely through the medium of Welsh. Up to this point, Council officers had to hold the course themselves, but were unable to acquire the accredited materials in Welsh. The course can now be followed entirely through the medium of Welsh.</p> |

## PROMOTION STANDARDS

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

A copy of the Promotion Plan can be seen here [link]

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

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

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

This data does not contain information about GwE or North and Mid Wales Trunk Roads Agency (NMWTRA) as they are regional divisions that are administered by Gwynedd Council.

| SERVICE                                 | TOTAL NUMBER OF STAFF | NUMBER OF FLUENT WELSH SPEAKERS | NUMBER OF LEARNERS / ABLE TO UNDERSTAND AND TALK SOME WELSH | NUMBER WHO DO NOT SPEAK OR UNDERSTAND ANY WELSH |
|---|-----------------------|---------------------------------|---|---|
| <b>Education – Central staff</b>        | 185                   | 185                             |   |   |
| <b>Teaching Staff<sup>1</sup></b>       | 775                   | 716                             | -   | 59  |
| <b>Ancillary Staff</b>                  |                       |                                 |   |   |
| <b>Environment</b>                      | 162                   | 159                             | 3   |   |
| <b>Finance</b>                          | 206                   | 204                             | 2   |   |
| <b>Corporate Support</b>                | 184                   | 184                             |   |   |
| <b>Economy and Community</b>            | 406                   | 395                             | 11  | 3   |
| <b>Adults, Health and Well-being</b>    |                       |                                 |   |   |
| <b>Children and Supporting Families</b> | 1290                  | 1163                            | 127 <sup>2</sup>  |   |
| <b>Highways and Municipal</b>           | 546                   | 530                             | 16  |   |
| <b>Consultancy</b>                      | 118                   | 105                             | 12  | 1   |
| <b>Corporate Leadership Team</b>        | 33                    | 33                              |   |   |
| <b>TOTAL</b>                            | 3,905                 | 3,674                           |   | 234   |
|   |                       | <b>94%</b>                      |   | <b>6%</b>                                       |

<sup>1</sup> Although we have not been collecting detailed data on the linguistic ability of education and schools staff in the past, a piece of work has been completed in 2018, under the guidance of GwE, to

assess the skills levels of the entire education workforce. This survey shows that **87.1% of the 1,345** members of staff who responded to the information request are able to communicate fluently and confidently in Welsh, and only **0.7%** have no Welsh language skills at all.

<sup>2</sup> The data shown for the two social services departments is data submitted by the Adult and Children's services for their annual data report (the STF). This data had not been fully verified at the time of publishing this annual report on 28<sup>th</sup> June 2019, and so the data will be revised and updated if and when needed.

#### **4. Reporting on Staff Training Through the Medium of Welsh and the Development of Language Skills**

##### **REPORTING IN ACCORDANCE WITH THE REQUIREMENTS OF STANDARD 170 –**

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

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

Welsh is the language of every course within the Council, with English courses available upon request. If non-Welsh staff members or learners attend induction courses, the training will be offered bilingually. This can be done in many ways, depending on the circumstances, and the number of non-Welsh speakers at the session - by using an interpreter, or with the leader/trainer presenting in both languages alternatively.

The only exception, where training will be conducted exclusively in English is when training is required within specialist fields, where specialist trainers will be bought in. Even then, every effort will be made when commissioning services to obtain bilingual materials, and every opportunity will be taken to attempt to influence on national providers.

During the past year, for example, a major step forward was taken in the field of Health and Safety by ensuring that the national IOSH training will be available entirely through the medium of Welsh for staff members from now on.

The Council had drawn the Commissioner's attention to the obstacles with this type of training after we received complaints from staff members, and to request their support to influence on the providers, but it is fair to say that the perseverance of Council staff on this matter has made an enormous difference to ultimately change attitudes and decisions within the establishment.

Number of internal training “events” during the period from 1 April 2018 to 30 March 2019: **798**

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

Number of training titles within the same period: **252**

| TRAINING EVENTS | NUMBER | ATTENDEES |
|-----------------|--------|-----------|
| Welsh           | 381    | 1483      |
| English         | 218    | 1067      |
| Bilingual       | 208    | 1140      |

## 5. Welsh Language Training Report 2017-2018

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

- Community based courses over a prolonged period of time (learners attending once or twice weekly within the community)
- Welsh Improvement Sessions held regularly held by the Learning and Development Officer (Welsh Language) e.g. Mutations, Basic Welsh
- 1:1 individual sessions with the Learning and Development Officer (Welsh Language) at the request of individuals
- 1:1 individual sessions with external tutors at the request of individuals
- Intensive courses (a week or more - at the Universities or Nant Gwrtheyrn)
- Occasional courses - e.g. *Welsh in the Workplace* (two days )
- Summer Schools (held by Learn Welsh - North West)
- On-line course by Learn Welsh i.e. Croeso Cymraeg Gwaith
- One class takes place internally: Master level classes (Higher Level 2) - one morning per week.

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

| Level                            | Total |
|----------------------------------|-------|
| ENTRY                            | 28    |
| FOUNDATION                       | 15    |
| INTERMEDIATE                     | 16    |
| HIGHER                           | 10    |
| MASTER                           | 13    |
| WELSH<br>LANGUAGE<br>IMPROVEMENT | 90    |
|                                  | 172   |

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

| Learning methods - TOTAL               |            |
|--|------------|
| Course                                 | Total      |
| Community courses                      | 35         |
| Master Level Classes                   | 8          |
| 1:1                                    | 14         |
| 1:1 external (Learn Welsh -North West) | 2          |
| Work Welsh - On-line                   | 15         |
| Welsh in the Workplace                 | 3          |
| Summer School                          | 2          |
| New Year Course                        | 1          |
| Nant Gwrtheyrn                         | 4          |
| Mutations                              | 34         |
| Basic Welsh                            | 12         |
| 1:1                                    | 1          |
| Welsh Language Improvement             | 33         |
| <b>Total</b>                           | <b>171</b> |

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

| Departments | Total | %   |
|-------------|-------|-----|
| Education   | 25    | 15% |
| Environment | 8     | 5%  |

|          |     |     |
|----------|-----|-----|
| Finance  | 2   | 1%  |
| CS       | 10  | 6%  |
| Economy  | 9   | 5%  |
| Adults   | 40  | 23% |
| Children | 35  | 20% |
| Highways | 5   | 3%  |
| YGC      | 21  | 12% |
| NMWTRA   | 6   | 3%  |
| LEISURE  | 9   | 5%  |
| MEMBERS  | 2   | 1%  |
|          | 172 |     |

### **2017 - 2018 Dafydd Orwig Memorial Prize**

Two awards are now presented each year, to recognise individuals in the Council who are learning Welsh, but also individuals or teams who make a particular effort, or go beyond their normal roles, to promote the Welsh language and ensure that residents and service users are able to use Welsh without any hindrance.

The awards were presented this year to Nancy Wilkinson (Environment Officer in Gwynedd Consultancy) and the Health, Safety and Well-being Service (for their work of securing Welsh language resources for the IOSH training).

## **6. Reporting on language requirements when appointing**

**REPORTING IN ACCORDANCE WITH THE REQUIREMENTS OF STANDARD 170 –**  
***Ch) the number of new jobs and empty jobs advertised by you during the year categorised as posts that require -***

- (i) that Welsh language skills are essential***
- (ii) that Welsh language skills need to be learnt when appointed to the post,***
- (iii) that Welsh language skills are desirable, or***
- (iv) that Welsh language skills are not essential (based on the records kept in accordance with standard 154)***

|   |            |
|---|------------|
| That Welsh language skills are essential                                | <b>500</b> |
| That Welsh language skills need to be learnt when appointed to the post | <b>0</b>   |
| That Welsh language skills are desirable                                | <b>0</b>   |
| That Welsh language skills are not essential                            | <b>0</b>   |

Every post advertised by the Council includes the ability to speak Welsh as an essential skill. However, during the past year, the Council has established a new system for identifying the exact linguistic requirements that are required for various posts, and now every post is advertised with a clear explanation of the required oral, written, and reading and comprehension skills.

This is part of the Language Specifications' wider work.

## **7. Reporting on language complaints**

**REPORTING IN ACCORDANCE WITH THE REQUIREMENTS OF STANDARD 170 –**  
***(d) number of complaints received***

The Language Commissioner conducted one inquiry into an alleged failure to adhere to the Standards during 2018-19.

### **CSG236 Inquiry**

In March 2019, it was deemed that the Council had breached two Standards and had failed to deal with correspondence and an appeals process in its entirety through the medium of Welsh. The Council has already taken steps to ensure that the situation does not arise again, and the Council's Language Policy clearly states that any member of staff has a right to submit complaints and follow the complaints procedure through the medium of Welsh.

**Inquiries by the Commissioner and internal complaints:**

Number of direct complaints received through the Council's complaints process:

| Department                | The number of complaints | The matter relating to the complaint  |
|---------------------------|--------------------------|---|
| Environment               | 1                        | The documents of the Planning process were not available in English   |
| Corporate Support         | 2                        | The Council's official address on-line<br><br>An enquiry from a GwE officer after an internal message was sent in Welsh only, with the English version as an attachment, according to the practice for internal communication. It was confirmed that the message complied with the requirements of the Language Policy. |
| Corporate Leadership Team | 1                        | On-line questionnaire was not available in Welsh  |
| Economy and Community     | 2                        | Business Loans Fund Terms - a new business had not used Welsh<br><br>Communities for Work leaflets were not available in Welsh  |
| Finance                   | 2                        | Answering machine:<br>1 English only message on the answering machine of the service that deals with bus pass applications.<br>1 Welsh only message on the answering machine of the Council's taxation service.   |
| <b>Total</b>              | <b>8</b>                 |   |

### **Developmental work:**

We have established a work stream titled “Cymraeg yn y Gweithle” (“Welsh within the Workplace”) which looks thematically at various aspects of compliance and looks into new means of developing the Council’s ability to proactively provide linguistic options and to encourage more members of the public to use our Welsh language services.

We have been focusing mainly on the work of setting language specifications for jobs during the past year, and have identified thematic fields including the use of language while developing on-line services and using apps.

In the coming year, we will be focusing on

- Continuing with the work of identifying the language skills of officers through the work of the Language Specifications.
- Understand how people use our services and how we can encourage more people to use Welsh forms and on-line services.
- Develop a training programme that will focus on ensuring that staff use legible, simple and clear language when writing and communicating
- Expand the awareness programme to develop staff's understanding of their responsibilities when promoting the Welsh language - on a wider level than offering a bilingual service only.
- Contribute to the Arfer pilot project by Bangor University that looks at attempting to change language habits amongst teams where there is an established habit of speaking English.

We will also:

- Develop arrangements and an understanding of the means the Council assesses the impact of decisions on the Welsh language more effectively, and ensure that every decision is supportive of the Welsh language.

# Agenda Item 10

|                          |  |
|--------------------------|--|
| <b>MEETING:</b>          | <b>LANGUAGE COMMITTEE</b>  |
| <b>DATE:</b>             | <b>9 July 2019</b>   |
| <b>TITLE:</b>            | <b>Praise and Complaints Report</b>  |
| <b>AUTHOR:</b>           | <b>Gwenllian Mair Williams</b><br><b>Welsh Language Development Officer</b>                    |
| <b>PURPOSE OF REPORT</b> | Present the latest information about complaints and instances of good practice to the members. |

## **Successes in promoting the Welsh language and securing Welsh language services for residents:**

We highlight here the success stories of Council staff, beyond the work of those officers who work specifically to promote and increase the use of the Welsh language. We draw attention to cases where members of staff have had particular success in learning or developing their skills, or have gone above and beyond to ensure the Welsh language is promoted and that users can access quality Welsh language services.

Since the last meeting of the Language Committee:

- The efforts of one member of the Byw'n Iach service to learn Welsh and use more of the language in her work has been recognised by service users.  
The staff member had received support through the new scheme set up by the Welsh Language Learning and Development officers (Cynllun Cyfeillion Cymraeg) which aims to give extended support to learners to gain confidence outside of the formal lessons. The member of staff had gained confidence in speaking to her clients, and was recognised and rewarded for her efforts by them.
- Following support given by the Welsh Language Learning and Development officers, a member of staff in YGC managed to secure a new managerial role within the Department. He successfully communicated in Welsh in his job interview and this was partly responsible for his appointment according to the Head of Department.
- A Manager in the Childrens' Department has set up an informal lunchtime meeting/session in order to increase the confidence of the staff in using the Welsh language. This is a follow on from the grammar sessions (Gloywi Iaith) held on the site by the Welsh Language Learning and Development officer.
- Welsh learners in Hafod Mawddach have set up a Whatsapp discussion group to keep in touch, share stories and help each other to learn Welsh. This came about following discussions about holding sessions in the Care Home, and so they could keep the momentum going while the sessions were being organised.

## **COMPLAINTS RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS**

The Council received a final decision on one investigation from the Welsh Language Commissioner.

In the **CSG236** case, it was deemed that the Council had failed to comply with two Standards (Standard 1 and 112) and had failed to deal in full with correspondence and an appeals process through the medium of Welsh.

The Council has accepted the verdict and has taken a number of steps, as noted in the final report on the case, to ensure that this kind of situation doesn't arise again.

The Welsh Language Policy of the Council states clearly that all staff members have a right to present complaints and follow the complaints procedure in Welsh. The Council has also reviewed a number of key policies that relate to employee rights, to ensure that their right to follow complaint and appeals processes through the medium of Welsh is noted clearly and unambiguously.

## **COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY**

| <b>Department</b> | <b>Number of Complaints</b> | <b>Nature of the complaint</b>   |
|-------------------|-----------------------------|--|
| Legal             | 1                           | A leaflet for the European Election had been sent to the public in English only.<br><br>An apology was sent to the complainant explaining that the leaflet had been sent by an outside company and that the Council's understanding was that these leaflets would be sent out bilingually. Because of the time constraints, and the short window between announcing the elections and the day of the elections themselves, it was not possible to rectify the situation in time.   |
| Environment       | 1                           | A member of staff had made a presentation in a meeting in English.<br><br>The matter was raised with the service manager and it was confirmed that a lack of confidence to present in Welsh was the underlying cause.<br><br>The manager has raised the matter with the whole team, taking the chance to remind them of the relevant clause in the Language Policy, to share links to terminology relevant to the field of work, and offer training for anyone who feels they would benefit from improving their Welsh language skills or who wish to improve their confidence. The member of staff in question has already signed up for a course ( <i>Gloywi laith</i> ) later on in the year, and the need to ensure that other members of the team are confident enough to present in the future has been discussed. |