



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

10.00 am, THURSDAY, 7TH NOVEMBER, 2019

Location

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

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(DISTRIBUTED 31/10/19)

LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (8)

Councillors

Elwyn Edwards
Aled Ll. 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. APOLOGIES

To receive apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest

3. URGENT BUSINESS

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

4. MINUTES

4 - 9

The Chairman shall propose that the minutes of the previous meeting of this committee held on 9th of July 2019 be signed as a true record

5. ARFOR PROGRAMME

10 - 11

To consider the report

6. BYW'N IACH

To receive a verbal overview on how the Service will continue to prioritise the Welsh Language

7. LANGUAGE SPECIFICATIONS

12 - 14

To consider the report

8. THE WELSH LANGUAGE COMISSIONERS ASSURANCE REPORT 2018-19 RIGHTS IN USE 15 - 19

To consider the report of the Language Consultant

LANGUAGE COMMITTEE, TUESDAY 9 JULY 2019

PRESENT: Olaf Cai Larsen (Vice-chair).

COUNCILLORS: Elwyn Edwards, Alan Jones Evans, Aled Ll. Evans, Alwyn Gruffydd, Charles Wyn Jones, Elwyn Jones, Eric M. Jones, Kevin Morris Jones, Eirwyn Williams, Elfed Williams.

OFFICERS: Vera Jones (Democracy and Language Manager), Gwenllïan Mair Williams (Workplace Language Development Officer), Siôn Elwyn Hughes (Welsh Language Learning and Development Officer), Rhonwen Jones (Member Support Officer).

OTHERS INVITED: Councillor Edgar Wyn Owen (Council Chair).

ALSO IN ATTENDANCE:

In relation to item seven (7) on the agenda, Debbie A. W. Jones (Education Corporate Services Officer).

For item eight (8), Councillor Nia Jeffreys (Cabinet Member - Language).

1. ELECTION OF CHAIR

Resolved to elect Councillor Elin Walker Jones as Chair for 2019/20.

2. ELECTION OF VICE-CHAIR

Resolved to elect Councillor Cai Larsen as Vice-chair for 2019/20.

The outgoing chair, Councillor Alwyn Gruffydd, was thanked for his work as chair for the past two years.

3. APOLOGIES

Apologies were received from Councillors Judith Humphreys, Elin Walker Jones and John Pughe Roberts.

4. DECLARATION OF PERSONAL INTEREST

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

5. URGENT ITEMS

No urgent items were received.

6. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 1 May, 2019 as a true record.

Councillor Alwyn Gruffydd asked for an update on a decision made on item seven (7), *'Hunaniaith - Gwynedd's Language Initiative - Targeting Young People aged 15+'*, regarding a letter to take further action to gain the interest and commitment of Grŵp Llandrillo Menai tutors. The Workplace Language Development Officer responded that she had sent a letter to the Group, but that no feedback had been received. It had been resolved at the previous committee meeting that a committee member would also write a letter. This had not been done.

7. WELSH GOVERNMENT WESP CONSULTATION:

A presentation was given by the Education Corporate Services Officer on the Draft Welsh in Education Strategic Plans Regulations (Wales) 2019 and guidance (WESP) consultation.

Members were asked to submit any observations to be included as part of Gwynedd's formal response to the consultation. It was noted that a response to the consultation was required by the beginning of September 2019.

Observations by Members:

- An interesting presentation.
- Concern was noted as to why we were not already developing Welsh-medium education.
- The introduction of the factor to delete the measuring of demand was welcomed.
- Questions were raised as to where the Language Centres and the Language Charter were included in the consultation.
- Questions were raised as to whether this consultation referred to Welsh-medium education or bilingual education.
- A question was raised as to the meaning of "Welsh-language immersion".
- Disappointment was noted regarding the fact that there was no mention of additional resources to support this consultation.
- It was noted that there was a need for the consultation to address the language of play at school and after-school events. There was also room to ensure that governors and friends of the school played a role.
- It was suggested that there was an opportunity to establish Welsh language champions.
- Concern was noted regarding the number of Welsh speakers in Gwynedd, and also regarding the progress of education through the medium of Welsh in Wales.
- In addition, the need for Welsh-speaking workforce and teachers providing education through the medium of Welsh was raised.

The Education Corporate Services Officer expanded upon the observations. She confirmed that the consultation was currently in draft form and that anyone was welcome to give their feedback on the consultation by the beginning of September 2019.

She elaborated on specific points.

- The Language Centres were addressed under outcomes, progression and immersion.
- WESP and the new regulations did not change Gwynedd's Language Policy.
- There was no specific definition of educational immersion. Immersion happened in different ways across the counties of Wales. In Gwynedd, the foundation phase

was considered, as children between three and seven years of age were immersed through the medium of Welsh. Children between seven and 14 years of age gained access to language centres in order to be immersed in the Welsh language so that they were able to cope at mainstream schools.

- WESP in its entirety, along with Welsh Government, set all statutory duties for local authorities relating to this field. It was important to think about those who were responsible for staff recruitment at Gwynedd schools, namely Governors. This raised the point that work was needed to equip Governors, such as raising awareness of the expectations.
- In terms of informal use of the Welsh language outside of school hours, it was possible to draw up guidance as to how someone would encourage the use of language partnership, which was a new element to the WESP guidance dialogue regarding working in partnership with organisations around schools and within communities. There was therefore a need to think of resources for working in partnership with Menter Iaith, the Urdd, Young Farmers' Clubs and other organisations. A concern facing schools and a question raised was whether these organisations would put pressure on the schools financially and in terms of resources. There was a need to think about what these organisation were able to contribute and who would co-ordinate the work.
- Detailed work on the consultation would begin in Gwynedd from September 2019 onwards. As the timetable was restrictive in terms of the time available to receive observations, the Education department had requested an extension. However, no response had been received thus far.
- In response to the observation regarding the seven outcomes, the question which raised concern was where Wales would recruit teachers to provide education through the medium of Welsh. The challenge was to increase the teaching of the language within schools. This was the picture faced in terms of the Wales-wide vision; however, at present, this was not relevant to Gwynedd.

A link was attached to the consultation for information, and in order to submit observations: https://llyw.cymru/sites/default/files/consultations/2019-05/dogfen-ymgynghori-rheoliadau-cynlluniau-strategol-cymraeg-mewn-addysg-cymru-2019-ar-canllawiau-drafft_0.pdf

The information and the report were **ACCEPTED** and it was noted that this was a major step in the right direction.

8. **CABINET MEMBER REPORT:**

The Cabinet Member for Education provided an update on the key developments in the Welsh language field since the previous committee meeting.

Observations: Councillor Alwyn Gruffydd expressed that it would be worth extending an invitation to Aled Roberts, the new Commissioner, to attend the next committee meeting. The Cabinet Member for Education would contact him.

RESOLVED:

To accept the report.

9. ANNUAL REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS 2018-19

This report was published annually. The report was submitted by the Workplace Language Development Officer and the Welsh Language Learning and Development Officer, reporting on Welsh-medium training for Council staff and how to develop their language skills.

The report was submitted to the Cabinet in June 2019 for approval and to be uploaded publicly to the Council's website.

This was a report which looked at specific standards for workers' Welsh language skills. A question often raised was that regarding staff's current training situation in all departments of the Council other than the education department. It was important to emphasise that the report did not include GwE nor the Trunk Roads Agency as they were regional partners.

In the current year, the department had been able to look back over four (4) years' worth of data regarding service provision standards; standards set for the Council by the Welsh Language Commissioner. See the link on the website:

<https://www.gwynedd.llyw.cymru/cy/Cyngor/Dogfennau-Cyngor/Strategaethau-a-pholisiau/Cynllun-iaith/Cynllun-Hybu%27r-Gymraeg-yng-Ngwynedd-2018-2023.pdf>

regarding the Welsh Language Promotion Plan for Gwynedd 2018-2023, an effort to identify the main challenges and opportunities facing the Welsh language.

Observations by members:

- When providing their answer to the question regarding speaking and understanding the Welsh language included on the job application form, did applicants answer truthfully?
- How was it possible to assess impact and data?
- Data regarding support workers - some of them did not speak Welsh.
- Leisure centres?
- What was the definition of training language?
- Was it possible to provide a translation service?

In response to the above observations by the Workplace Language Development Officer and the Welsh Language Learning and Development Officer, it was shown that it was possible for members of this committee to provide input with suggestions / recommendations for improvement on the report for the following year.

When interviewing applicants, it was possible to compare their linguistic skills using the interview standard, judging their linguistic responses against the results noted in the job description.

It was expressed that the unit had been working with the Equality Officer on data impact assessments in recent months. A number of factors had led to what we were trying to achieve, and a question was raised as to how the assessments could be improved.

It was added that when the standards regarding the definition of language and training came into force, a number of these referred to policy formulation. The attitude of officers at the time had been to work out the best way of achieving the standards. The Commissioner's assurance report had been presented before the Language Committee the previous summer to draw attention to the matter of language assessments and equality, and to consider the best way to act. There was no way of working to the

programme in terms of the requirements, and members had been asked to consider the policy and the best impact upon the language.

Recently, the Equality Plan had looked back at the assessments to determine whether there were improvements to be made, and whether these assessments had been conducted correctly. This was developmental work which had been committed to by Council heads of service and managers.

It was noted that data for Welsh-speaking support workers in the education and care departments had been raised. There was a need to consider the fact that these were the departments employing workers directly. The obstacles facing us as a body was recruiting in line with the relevant skills required for the post in addition to the ability to present through the medium of Welsh. Work was being done with the departments to determine who needed training, giving priority to frontline staff.

Reference was made to the fact that leisure centres had been included in this year's report.

It was found that there was a lack of external experts who spoke Welsh, and that this was a challenge in terms of external training courses. There was a need to look into gaining an accurate idea of external training facilities before being able to provide a translation service.

DECISION:

To accept the report.

10. WELSH LANGUAGE PRAISE AND COMPLAINTS REPORT:

The latest information on complaints and examples of success in promoting the use of the Welsh Language within Council Services was presented to the committee by the Workplace Language Development Officer.

The importance of acknowledging Council workers' successes was emphasised; those who had gone the extra mile in promoting the Welsh language and ensuring that the residents of Gwynedd received a high-quality service through the medium of Welsh.

It was noted that unit managers took responsibility for improving their workers' confidence when working through the medium of Welsh.

Complaints and enquiries received by the service regarding the Council's Language Policy were read.

1. The European Elections form had been distributed in English only. It was explained that the forms had been sent out by an external company. The Council was looking into this.
2. A member of staff had presented information in English during a session. The matter had been raised with the service manager, and it had been confirmed that it was a lack of confidence on the part of the individual which had led to the situation. The manager had discussed with the Language unit to offer training, sharing links to relevant terms in the field.

OBSERVATIONS:

The development was welcomed, noting that there was a need to keep an eye on the situation and avoid slippage.

RESOLVED:

To accept the report.

The meeting commenced at 10.00am and concluded at 11.50am.

CHAIR

Agenda Item 5

MEETING:	LANGUAGE COMMITTEE
DATE:	07 November 2019
TITLE:	ARFOR programme
AUTHOR:	Anwen Davies <i>Developing Rural Gwynedd Programme Manager</i>
PURPOSE OF THE REPORT	Give the Members an update on the ARFOR programme

1. Background:

Following a budgetary agreement between Welsh Government and Plaid Cymru, in February 2019, the Minister for the Economy, Ken Skates AM, confirmed that a budget of £2 million was available to Gwynedd, Anglesey, Ceredigion and Carmarthenshire Councils to trial innovative methods of supporting the economy in the Welsh language's heartlands. The funding is available up to the end of 2020/21.

The Leaders of the four Local Authorities have been meeting regularly over the past year in order to discuss priorities for the Programme.

The Arfor Programme Board has been established, which includes the Leaders of the four counties, and commentators from Welsh Government are present. At a meeting of the Programme Board, Gwynedd Council was asked to act as the lead body for the four counties, by co-ordinating the relationship with Welsh Government.

It was agreed that it was a priority for all counties to refer the majority of the budget to implementing plans locally, by sharing the lessons learnt in order to inform further plans in future.

It was agreed to safeguard some of the budget to draw up a plan to develop the economy and create jobs in the Arfor area for the future, and to hold some joint pilot activities.

£466,250 is available to be invested in Gwynedd over a two-year period on activities that would lead to the creation of new jobs that, in turn, would support the language in our communities.

The Gwynedd Arfor Steering Group has been established to identify a package of innovative projects to trial over the period that is in-keeping with the programme's criteria. Arrangements are already in place to measure the impact of the various types of interventions on the economy and on the language.

The package of projects in Gwynedd include:

- Support for Enterprise
- Maker and Co-locations Spaces
- Enterprising Communities Challenge
- Llwyddo'n Lleol

More information on these projects will be given in the meeting itself.

2 What is sought by the Committee?

The Members are asked to accept the update that will be given by the officer and to offer any observations and questions following the presentation.

Agenda Item 7

MEETING:	LANGUAGE COMMITTEE
DATE:	7 November 2019
TITLE:	Language Specifications
AUTHOR:	Siôn Elwyn Hughes
PURPOSE OF THE REPORT	Provide an update on the progress of the Language Specifications project and give Members an opportunity to ask questions or propose recommendations for any further action

1. Background

- 1.1 In 2015, the Language Committee decided to examine the procedure for recording the language skills of staff - in preparation for the emergence of the Welsh Language Standards in 2016 at the time.
- 1.2 In January 2016, a further decision was made to review the language requirements and conditions of Council posts in order to impose realistic requirements alongside the post duties. For example:
 - **Teacher:** The requirements were kept at the highest level due to the nature of the post
 - **Leisure Assistant:** The speaking and listening requirements were kept high in order to reflect the importance of the oral skills in the post but the writing requirements were lowered as a leisure assistant is not required to write reports, minutes etc.
- 1.3 In 2017, the second part of the project was started, namely ensuring that support is available for existing members of staff either to maintain their Welsh skills or reach the language requirements of their post if a discrepancy existed.
- 1.3 We started by running a pilot with the Gwynedd Consultancy Department at the end of 2017. This was partly due to the Department's needs and also because of their desire to work with us.
- 1.4 We worked closely with the Head to map out the work and decide on the priorities, and in doing so we arranged training for six members of staff by the summer of 2018.
- 1.5 The Department has now completed the various stages of the process in its entirety once, and is now reviewing and updating any needs regularly with the support of the Language Specifications team.

- 1.6 One of the most important lessons learned from the pilot is the importance of meeting the Heads and Managers, and including them in the process from the very beginning.
- 1.7 In addition, the department and managers taking ownership of the work was crucial to the success of the project.

2. Summary of the presentation

- 2.1 Following the pilot with Gwynedd Consultancy, we started working with other departments in November 2018.
- 2.2 It was decided to prioritise front-line services and workers in order to ensure that the staff who come into regular contact with the people of Gwynedd are able to offer a service through the medium of Welsh according to the language specification of their posts.

Among the departments and services we worked with first were:

- Children and Supporting Families: Youth Justice Service
- Highways and Municipal: Recycling Sites Service
- Adults, Health and Well-being: Hafod Mawddach Care Home, Barmouth

- 2.3 We have now visited **64** services (many of which were front-line services) across the organisation and have assessed **2108** individuals- **approximately 30% of the Council's workforce**. This is a combination of face-to-face assessments, on-line self-assessments or the opinion of the line manager.
- 2.4 Of those assessed to date, **93.3%** reach or pass the language specification of their post.
- 2.5 In order to facilitate the assessment process and increase the project's efficiency, an on-line assessment was created internally which notes the individual's level based on the answers to questions about language ability. This level validator offers something unique to the Council, and has even attracted interest from other organisations and councils - most notably to date is Conwy Council.
- 2.7 All types of support, including internal refresher courses, external courses, on-line courses and apps and websites are continually offered to staff to improve or maintain their Welsh skills.
- 2.8 In order to offer after-care to those receiving training, and support speakers who lack confidence or who want to improve their Welsh using methods other than a classroom setting, the **Befriending Scheme** was set up in March 2018. This Scheme pairs a member of staff who is confident in speaking Welsh with another member of staff who wants to develop their language skills.

The five Friends are currently working with staff, and the Scheme has already succeeded with a member of Byw'n lach staff.

Next steps

- 3.1 It is hoped that we will complete our visits to the services of the Economy and Community Department, Corporate Support Department and Environment Department in the coming months (depending on the managers' response to our requests to meet).

3.2 We will continue to work closely with Byw'n Iach to offer the necessary support to the staff. We have already agreed on training dates over the coming months that staff who need to reach the Language Specifications will be attending.

3.3 We will continue to work with care staff in care homes, mainly but not restricted to the south of the county, but we will also be looking to reach mobile staff such as community care workers.

3. What is sought by the Committee?

4.1 We would welcome observations or questions from the Committee on the work to date as well as recommendations and suggestions for the next steps.

MEETING:	LANGUAGE COMMITTEE
DATE:	07 November 2019
TITLE:	The Welsh Language Commissioner's Assurance Report 2018-19 Rights in Use
AUTHOR:	Gwenllian Mair Williams Language Consultant
PURPOSE OF THE REPORT	This report is submitted as a summary of the Commissioner's findings and recommendations in order for members to discuss its contents and consider any matters that could be relevant and that could lead to actions for Gwynedd Council

1. Background:

1.1 Every year, the Welsh Language Commissioner publishes a report that is the result of research, observation work and focus groups by its officers and presents their findings on the success of organisations to implement and comply with the Standards.

1.2 The Commissioner will come to a conclusion about successes or failures to comply with the Standards on the basis of many things:

- i) The findings of the Commissioner following complaints and specific cases of failure to comply.
- ii) Opinion polls in focus groups with service users
- iii) Interviews on specific subjects with organisations
- iv) Observations, Information requests and evidence sent occasionally to organisations

1.3 The report does not specifically refer to individual organisations - apart from when it refers to good practices - but rather, it offers an overall illustration of how organisations are getting along with implementing the standards and what needs to be improved.

1.4 The Commissioner's latest assurance report, Rights in Use, was published during the summer of 2019, and it looked at the relationship between the ability of organisations to

guarantee that the right of the individual is met and the use made by the public of the Welsh language services provided.

1.5 The report asks organisations to consider taking steps in three areas:

- Robust internal arrangements to ensure compliance
- Increase workforce capacity to improve provision
- Prompt people to use Welsh language services

1.6 Even though it isn't a report specifically for Gwynedd Council then, a number of relevant and interesting points are raised, and a number of practical and useful ideas are highlighted – based on good practice in other organisations – that encourage us to look at our own arrangements and to consider if there is space to improve or adapt. For example, this report refers to a risk register and project management groups specifically for the language standards, and guidelines for staff on how to operate in a way that ensures language choice in meetings.

2 A summary of the relevant findings in the Assurance Report

2.1 General situation

One of the main findings of the report is that performance is improving in general, but that there is also a need to be vigilant. The Commissioner had seen evidence of a slowing in the momentum in some services.

This is a very important message, and reminds us that we need to work constantly at making sure that everyone, across the whole of the Council, and especially managers and heads of departments, are aware of their duties in respect of the standards. Some enquiries received suggest that there is a need to look at how we share regular messages about the requirements of the standards, in order to raise awareness, and to use the development in our understanding of them to offer guidance and clear information on certain matters, like the expectations in working with other public bodies.

2.2 Understanding the organisation's performance – checks and monitoring

The report notes in the Executive Summary (*page 13*) that they want to see organisations who:

“...understand the experiences of people using (or trying to use) their Welsh language services, so that arrangements can be improved.”

This is a matter that has been discussed in the past, and it was noted following the assurance report in 2018 that we needed to consider doing more to check and monitor services.

It could be argued that we do not differentiate between general service users and users of “Welsh language services” as all of our services are delivered bilingually, but we also need to be vigilant and mindful to the changes in people's use and habits so that we can consider if

there are new or different tactics that we could use to highlight and improve the active offer of the services in Welsh.

All complaints and enquiries are used as a chance to gain new perspective on the way we work, and we will consider any recommendations for change and improvement that come as a result of complaints.

The assurance report also draws attention to the use of a self-evaluation form (*Successful Practice example from Swansea University p:48*) as a way of collecting regular information from departments regarding their compliance with the standards. Collecting yearly information in this way would be a good follow up to the work of the Language Audit conducted before the standards were set, and also a way of ensuring that awareness of the standards stays at the front of the mind amongst managers.

On page 49 (*point 3.1.8*) of the report the Commissioner talks about incorporating the Welsh language into performance management arrangements, and the different ways organisations go about monitoring and improving performance in relation to the standards. It notes:

“These arrangements should internalise the Welsh language, in order to take advantage of structured systems for gathering information, ensuring accountability, and dealing with failure. Where this is not possible, or where the Welsh language needs more detailed attention, separate arrangements can be established.”

The success of the Welsh Language Policy in Gwynedd, and the principle it sets to place a responsibility “upon **all** Council officials and Members to promote the Welsh language in all parts of their work” and that the Council aims to ensure “the goal of mainstreaming the Welsh language throughout all its work and procedures” ensures that the examples of failure to comply with the standards are very few and far between.

Despite that, we may want to consider this statement by the Commissioner and how we use internal performance management arrangements to ensure that the Welsh language is given full and timely consideration in developing large projects and plans across the council. This includes making the most of the role of the Cabinet Members, and not only the Cabinet Member with responsibility for the Welsh language, to ensure that departmental plans consider how they go beyond just providing bilingual services and correspond with the principals and aims of the language standards and the Welsh Language Promotion Plan for Gwynedd to increasing opportunities for people to use the Welsh language and ensure that the Welsh language is not treated less favourably than the English language.

2.3 Operational experts

The report notes the importance of ensuring:

“adequate staff resources and time are allocated for the role to be done effectively”

...and...

“the officers are in a suitable position within the organisation, and have sufficient status, to have good relationships with departments and staff across the organisation, and have a strong influence on their work where necessary.”

Certainly the recent move of the language unit to the Democratic services give the opportunity for the role of the language officer within the Council to be in a stronger position and provides an overview of activities and main subjects of discussion across the council in a way that was not possible as a service on it's own.

The position of two development officers within the Learning and Development team also ensures a good link to services and staff across the Council.

We also have a number of staff members who take on a responsibility themselves of ensuring compliance and to influence others. The communications and website teams are good examples of this, with both teams ensuring that materials are published bilingually, and according to the Standards, and also advise other officers on good practice, only contacting the language officers occasionally if they need to double check or confirm their actions.

Where there is a chance to improve, and which links back to the point made above about the role of Cabinet Members and Managers, is in taking that extra step and making sure that specialist and operational experts are included early enough in the development and implementation of new projects in order to ensure that we are making the most of all opportunities to promote the use of the language.

2.4 Prompting people to use Welsh language services

Collecting meaningful data about the language use of individuals in accessing services, and thinking of different ways of influencing that choice, is very hard, and this report recognizes that “Consumer behaviour is complex – it is based on a lifetime of previous assumptions and experiences, and follows psychological patterns that are difficult to change.”

This is not a new problem. The report states that the majority of people they talked to still prefer to use English in using public services, with only 33% (at an all Wales level) noting that they would prefer to deal with public bodies in Welsh.

From Gwynedd's perspective, we can see from the limited data and evidence that we have that the use of the Welsh language remains high face to face or over the phone, where

there is direct contact with a member of staff, but that people's habits in filling forms and using self-service are very different.

We are always considering ways of simplifying forms and pamphlets in order to make them more "user friendly" and as easy as possible to understand. The Welsh Learning and Learning Officer has also been looking at establishing a new house style and implementing the principles of Cymraeg Clir, but we should also consider what other techniques there are that we could use – and especially in applying behavioural theory – to increase the use of Welsh medium remote services.

3 Recommendations

General

- Consider holding information and reminder sessions in order to ensure managers and heads of services are aware of **all** the requirements of the Standards and to ensure that regular messages are shared about certain matters.

Understanding performance

- Identify and consider different ways of understanding performance in relation to the Welsh language.
- Consider collecting regular information from departments regarding compliance through the use of self-monitoring questionnaires.

Operational experts

- Raise awareness of the consultative/advisor role of the language officers.

Prompting more use

- Consider what data we could collect that would help us understand the use of Welsh medium services.
- Consider how we use behavioural theory to influence the use of Welsh medium remote services.

4 What is sought by the Committee?

The Committee members are asked to consider this summary report and the recommendations offered by the officer, offer any relevant observations or recommendations on areas of priority.