

MEETING:	LANGUAGE COMMITTEE
DATE:	9 July 2019
TITLE:	Praise and Complaints Report
AUTHOR:	Gwenllian Mair Williams Welsh Language Development Officer
PURPOSE OF REPORT	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 Iaithe) 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

Department	Number of Complaints	Nature of the complaint
Legal	1	<p>A leaflet for the European Election had been sent to the public in English only.</p> <p>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.</p>
Environment	1	<p>A member of staff had made a presentation in a meeting in English.</p> <p>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.</p> <p>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 (Gloywi IaitH) 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.</p>