

To: Chair and Members of the Welsh
Language Steering Committee

Date: 3 November 2021

Direct Dial: 01824 712589

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Dear Councillor

You are invited to attend a meeting of the **WELSH LANGUAGE STEERING COMMITTEE** to be held at **10.00 am** on **TUESDAY, 9 NOVEMBER 2021** in **BY VIDEO CONFERENCE**.

Yours sincerely

G Williams
Head of Legal, HR and Democratic Services

AGENDA

1 APOLOGIES

2 DECLARATIONS OF INTEREST (Pages 3 - 4)

Members to declare any personal or prejudicial interests in any business to be conducted at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act, 1972.

4 MINUTES (Pages 5 - 10)

To receive the minutes of the meeting of the committee held on the 13 July 2021 (copy enclosed).

5 MUDIAD MEITHRIN

To receive a presentation on the work of Mudiad Meithrin.

6 MORE THAN WORDS (Pages 11 - 14)

To receive an update on the more than words evaluation report.

7 EISTEDDFOD YR URDD (Pages 15 - 20)

To consider a report by the Welsh Language Officer (copy enclosed) updating members on Eisteddfod yr Urdd.

8 WELSH LANGUAGE COMMISSIONER (Pages 21 - 26)

To consider a report by the Welsh Language Officer (copy enclosed) updating the committee on the findings of the Committee – areas for improvement and areas for promoting during 2021.

9 FORWARD WORK PROGRAMME (Pages 27 - 28)

To consider the Committee's forward work programme (copy attached).

MEMBERSHIP

Councillors

Ellie Chard
Ann Davies
Huw Hilditch-Roberts
Arwel Roberts

Anton Sampson
Graham Timms
Joe Welch
Emrys Wynne

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LOCAL GOVERNMENT ACT 2000

Code of Conduct for Members

DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

a *member/co-opted member of

*(*please delete as appropriate)*

Denbighshire County Council

CONFIRM that I have declared a ***personal / personal and prejudicial** interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:-

*(*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)**

Signed

Date

*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

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WELSH LANGUAGE STEERING COMMITTEE

Minutes of a meeting of the Welsh Language Steering Committee held by video conference on Tuesday, 13 July 2021 at 10.00 am.

PRESENT

Councillors Ellie Chard, Ann Davies, Huw Hilditch-Roberts, Arwel Roberts, Graham Timms (Chair) and Emrys Wynne (Vice-Chair)

Observer – Councillor Meirick Davies

ALSO PRESENT

Head of Customers, Communications and Marketing (LG), Welsh Language Officer (MC) Modernising Education Officer (CE), Public Relations and Communications Officer (MJ) and Committee Administrator (RTJ)

1 APOLOGIES

None.

2 DECLARATIONS OF INTEREST

None.

3 APPOINTMENT OF CHAIR

The committee administrator raised with the committee that a chair would need to be nominated for the next municipal year, and asked whether there were any nominations for the position of chair.

Councillor Arwel Roberts proposed Councillor Graham Timms for the position of chair, seconded by Councillor Ann Davies.

There were no other nominations. All present members agreed with the nomination of Councillor Graham Timms.

RESOLVED that Councillor Graham Timms be appointed as chair for the ensuing municipal year.

4 APPOINTMENT OF VICE CHAIR

The chair queried with the committee whether they had any nominations for the position of vice chair for the municipal year.

Councillor Arwel Roberts proposed Councillor Emrys Wynne, which was seconded by Councillor Ellie Chair, there was no other nominations. All present were in agreement with the proposal.

RESOLVED – Councillor Emrys Wynne be appointed as a vice chair for the ensuing municipal year.

5 URGENT MATTERS AS AGREED BY THE CHAIR

None.

6 MINUTES

The minutes of the Welsh Language Steering Committee held on 16 March 2021 were submitted.

Responding to a question raised the Welsh Language Officer clarified that reports with connections to the Welsh language had not been circulated to the local press, but work was underway to do so in future

The powers the committee held were raised, as members were not sure if they were a decision making committee. The Head of Communities and Customers assured members she would liaise with the Head of Legal, HR and Democratic Services (Monitoring Officer) to clarify the powers the committee had.

Street naming was queried and whether it could be discussed at a future meeting, members were advised that the matter had been discussed thoroughly through Scrutiny committees.

RESOLVED that, subject to the above, the minutes of the previous meeting held on 16 March 2021 be received and approved as a correct record.

7 WELSH LANGUAGE JOURNEY IN THE COUNCIL

The Public Relations and Communications Officer (PRCO) introduced members to his Welsh language journey throughout the Council.

He had worked in the press office for 4 years and wanted to learn Welsh. It was clarified that the PRCO had attended a Welsh medium primary school, however he had moved to an English medium high school and lost his confidence and ability with the Welsh Language.

The PRCO informed the supportive nature of the Press team with his journey of learning the Welsh Language. The stated that the support made the whole experience easier. Whilst at work the PRCO would attend lessons through Popeth Cymraeg in Denbigh, which was a unique organisation set up by local Welsh learners and native speakers solely for the purpose of teaching Welsh to Adults in the area.

The PRCO highlighted the strain that the pandemic has caused on the learning journey, as since the pandemic the physical face to face lessons had finished, and were held on Zoom. However with the restrictions easing with the pandemic there was a chance the normal face to face lessons would resume.

The PRCO ended his short presentation by highlighting the culture in Denbighshire with the Welsh language was great, there was no judgement and everyone encouraged him to learn the Welsh Language.

Members discussed the following in further detail –

- Members praised the PRCO for his Welsh language journey, it was queried whether there was a passion throughout the Council, not only the press team. The PRCO clarified that there was passion for the Welsh language throughout the Council which was infectious.
- The Welsh Language Officer informed the committee that the PRCO had won two awards throughout his language journey, he had won the Excellency Denbighshire award for learning Welsh but also won the Welsh learner award at Coleg Cambria.
- The Lead Member for Education, Children's Services and Public Engagement, highlighted seeing the PRCO's skill grow was a great credit to himself and his team. It was important to show that staff had an interest and desire to learn the Welsh language, and there was a need to continue to progress with learning.

RESOLVED that the presentation on the Welsh language journey in the council be noted.

8 WELSH IN EDUCATION STRATEGIC PLAN

The Modernising Education Officer (MEO) alongside Councillor Huw Hilditch-Roberts the Lead Member for Education, Children's Services and Public Engagement presented the Welsh in Education Strategic Plan 2022 – 2032 (previously circulated) to update Members. On the new Welsh in Education Strategic Plan which would set out how Welsh education would be developed in all our schools over the next 10 years.

Every new Welsh in Education Strategic Plan would follow the same guidance and would be arranged around seven outcomes. The outcomes reflect a learner's education journey and were consistent with the policy areas of Cymraeg 2050 and Education in Wales: Our National mission.

- Outcome 1: More nursery children/ three year olds receive their education through the medium of Welsh
- Outcome 2: More reception class children/ five year olds receive their education through the medium of Welsh
- Outcome 3: More children continue to improve their Welsh language skills when transferring from one stage of their statutory education to another
- Outcome 4: More learners study for assessed qualifications in Welsh (as a subject) and subjects through the medium of Welsh
- Outcome 5: More opportunities for learners to use Welsh in different contexts in school
- Outcome 6: An increase in the provision of Welsh-medium education for pupils with additional learning needs (ALN) in accordance with the duties

imposed by the Additional Learning Needs and Education Tribunal (Wales) Act 2018

- Outcome 7: Increase the number of teaching staff able to teach Welsh (as a subject) and teach through the medium of Welsh

The MEO added that schools and ALN and the Welsh language have really invested into this to ensure that no Welsh language children lose out. The MEO stated that there was a need to offer bilingual education in schools.

Each Local Authority has been set a target by Welsh Government to increase the number of year 1 pupils receiving Welsh medium education. The lower target for Denbighshire has been set at 35% and the upper target was 39%. As of 2020, 28% of year 1 pupils in Denbighshire access Welsh medium education. This amount was a large challenge for Denbighshire. The consultation for the report would be going out in September, as officer's avoided consultation over the summer Holiday. With the final plan submitted to Welsh Government in January 2022

Members discussed the following in more detail –

- The Members queried whether there were any plans for Ysgol Dewi Sant and a Cylch Meirthin, similar to the Cylch which had been implemented in St. Asaph. The officers clarified that the plans were still ongoing, however they would be supported by the Welsh Government as funding had been agreed.
- Members also highlighted the Cylch Meirthin in Ruthin and queried whether a location had been identified. The committee were informed that there were still ongoing issues, however if there was ever a development or investment that there would have to be an equal offer for both the Welsh and English Language.

RESOLVED that the Welsh in Education Strategic Plan and the target set for Denbighshire be noted.

9 WELSH LANGUAGE STRATEGY

The Welsh Language Officer (WLO) presented the Welsh Language Strategy report (previously circulated) which was to update on the proposed timetable for developing the new strategy.

The Welsh Language Measure (Wales) 2011 has enabled the Government to set standards relating to the Welsh Language and the Welsh Government expected all local authorities to adopt a Welsh Language Strategy, as part of their response to the Standards.

The current strategy, adopted by Denbighshire's Cabinet in March 2017, outlines the approach towards promoting the Welsh Language and facilitating its use within the county. There was an expectancy of the Council to revise its strategy five years on from publication date. The new strategy was due in March 2022.

These were the proposed themes of the new strategy –

- Theme 1 looks at how Denbighshire works with its key partners involved in delivering the Welsh language across the county and how they can work more strategically and planning their activities in a more co-ordinated manner
- Theme 2 looks at increasing the number of pupils becoming fluent in the Welsh Language during their school life and encouraging greater use of the language in future life. We were also looking at improving opportunities for children and young people in social settings through working with our Youth and Leisure services.
- Theme 3 looks at issues affecting communities in relation to the Welsh Language, with a key focus on the impact of policy decisions. A key focus was being placed on local planning issues and the 'More than Words' Framework to enhance bilingual services in health and social care.
- Theme 4 looks at how Denbighshire and its economy development partners should recognise the importance of a thriving economy to the future of the Welsh Language and ensuring that strategies were in place to ensure opportunities for young people to stay in the local community.
- Theme 5 looks at how the Council can enhance the Welsh language through providing training to staff and enhancing the bilingual ethos of the authority through promotion of the Welsh Language.

The new themes emphasized the challenge of retaining young people within their communities.

Members discussed the following in further detail –

- Members felt that the fourth theme was highly important, and wondered whether the matter could be included within the new corporate plan, and it be prefaced as a highly important matter. The Lead Member for Education, Children's Services and Public Engagement agreed that the matter merited inclusion.
- Concerns with the funding, and the term 'goodwill' as it would only go so far, the committee hoped that some money aside to assist with the development of the Welsh Language in the Council. The Lead Member for Education, Children's Services and Public Engagement the issue has been something which has been a challenge for the past 4/5 years, , however some other projects within DCC has developed things such as the Welsh Language Centre, which was a good sign that the Welsh Language was included in the most recent Corporate Plan.
- Members queried whether the amount of Welsh language speakers had increased since the Council was formed in 1996, officer responded stating that they didn't have the statistics to hand but would try and source them.

RESOLVED that the Welsh Language Steering Committee propose the Corporate Plan adopt the Welsh Language Strategy as one of the most important parts of the Corporate Plan, and a budget line be included within the budget to fund the strategy.

10 FORWARD WORK PROGRAMME

The committee's forward work programme was presented for consideration.

Members raised the following matters –

- It was queried whether an update with regards to the Welsh Language Strategy could be presented at the next meeting.
- The Welsh Language Officer clarified that there would be a brief update with the National Eisteddfod included with the Eisteddfod yr Urdd update.

RESOLVED that, subject to the above, the Committee's Forward Work Programme be received and noted.

The meeting concluded at 12.05 p.m.



Eluned Morgan AS/MS
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Eich cyf/Your ref MA/EM/2833/21

Llywodraeth Cymru
Welsh Government

To: Chairs and Chief Executives of Health Boards / Trusts/ Special Health Authorities
Leaders and Chief Executives of Local Authorities

31 August 2021

Dear All

I am writing to draw your attention to the recent publication of the evaluation of the *More than just words* framework and the next steps in strengthening Welsh language provision in health and social care.

The original framework was launched in 2012 and the follow-on framework, was launched in 2016. In late 2018, Welsh Government commissioned an evaluation of *More than just words*. The aim of the evaluation was to assess how and to what extent the follow-on framework achieved its intended aim to promote and support use of the Welsh language in health, social services and social care in Wales. It also aimed to identify the barriers and facilitators to implementing the follow-on framework's seven key objectives. The final report was published on 31 August and can be seen [here](#).

Language has always been important in health and care because responding to the individual needs of patients / service users always starts with communication. The Welsh Government recognises this by acknowledging that receiving services through the medium of Welsh is a key component of care, especially when discussing sensitive and emotional concerns. The focus of *More than just words* is on strengthening Welsh language provision in health and social care, and providing care that meets the needs of individuals. I know that health and social care professionals across Wales work hard to provide these high quality services every day.

Key findings and recommendations:

The evaluation found that progress has been made towards each of the follow-on framework's seven objectives. However, none of the objectives can yet be considered to be fully met.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

The report indicates that *More than just words* has set a clear strategic direction and raised awareness of the need for a continued increase in the provision of Welsh language services. Key areas of progress identified include:

- an increase in the use of visual markers to identify Welsh speaking staff
- investment in Welsh language higher education courses in health and social care
- an increase in the focus placed on the importance of Welsh language provision and the Active Offer (offering a service in Welsh without someone having to ask for it) within higher education and inductions for new staff members.

Key gaps identified include:

- buy in at the middle management or operational planning level
- understanding of how to improve Welsh language service provision, beyond recognising the importance of doing so
- targeting of training to the areas and staff for whom this would make the most difference to Welsh language service provision
- data collection systems and processes to record and share information on the Welsh language needs of services users and Welsh language capacity of the workforce.

The report concludes that there is a continued need for *More than just words*, although its role may need to change to focus on being an enabler. Below is a summary of the report's recommendations:

Future role

1. As *More than just words* is now a well-recognised and strong brand, there is a need for Welsh Government to continue to use it and the fundamental principles it represents.
2. The Welsh Government should ensure that *More than just words* evolves from a strategic framework for Welsh language provision into a three to five-year implementation framework that offers practical guidance.
3. The Welsh Government should ensure that *More than just words* takes on the role of an enabler, supporting the sector towards implementing practices that adhere to the Welsh Language Standards.

Key actions to address gaps

4. Service providers should document examples of their practices relating to the Welsh language. The Welsh Government should consider establishing a portal to collate these examples and make them widely accessible across the sector. Examples of successful implementation should be further recognised and celebrated.
5. The Welsh Government should continue efforts to win hearts and minds through its focus on the Active Offer and use of service-user focussed examples to illustrate the need for Welsh language provision.
6. Individual health boards and other sector representative bodies should appoint a member of their senior / executive team as a *More than just words* champion.
7. The Welsh Government should place particular emphasis on supporting primary care and any other areas of the sector where the Welsh Language Standards do not currently apply.
8. *More than just words* should guide the sector to gather consistent data relating to the Welsh language needs of service users and support the sector to use service user and workforce data to plan workforce development and service delivery.
9. Senior managers need to adopt a more strategic and targeted approach to Welsh language learning, with a focus on encouraging use of the Welsh language in the workplace, especially for those who can speak Welsh but lack the confidence to do so.
10. Digital Health and Care Wales needs to support the development of IT systems that incorporate bilingualism at the design and development stage.

11. Welsh language officers, champions and other sector representatives need to further promote the importance of Welsh language skills for careers within health and social care.

Next steps:

The Welsh Language in Health and Social Care Partnership Board oversees the delivery of *More than just words*. Members of the board have proposed the establishment of a small Task & Finish Group to work up a 5 year work plan for *More than just words* based on the recommendations of the evaluation and other evidence. I agree that this would be a sensible way forward.

The Task & Finish Group will meet on a regular basis starting in September and provide advice to me on the next steps by 5 November. In the meantime I would like you to consider the findings of the evaluation and how to take the agenda of strengthening Welsh language provision forward within your organisation. It is also important that health bodies appoint a board level executive as Welsh language champion if they have not already done so.

The successful implementation of actions relating to strengthening Welsh language provision is dependent on strong leadership at all levels within organisations. As the evaluation has shown, this is particularly relevant at the middle tier level where continued support is likely to be required to encourage an increase in practices that support the delivery of Welsh language services and the Active Offer.

Yours sincerely



Eluned Morgan AS/MS

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

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Report to	Welsh Language Steering Committee
Date of meeting	09 November, 2021
Lead Member / Officer	Nicola Stubbins / Councillor Huw Hilditch-Roberts
Report author	Manon Celyn, Welsh Language Officer
Title	Eisteddfod yr Urdd

1. What is the report about?

This report is about Eisteddfod yr Urdd.

2. What is the reason for making this report?

To provide an update to Members on preparations for the Eisteddfod and the Council's role in the event.

3. What are the Recommendations?

To approve the contents of the report.

4. Report details

The Urdd is the largest movement for young people in the whole of Europe and the annual Urdd Eisteddfod attracts 90,000 people during the week. The Eisteddfod is hosted in North and South Wales on a rotational basis.

The event is arranged by Urdd Gobaith Cymru, but supported by officers from across Council departments. Whilst the event belongs to the Urdd, there is a desire from the Council to make the most of this opportunity to market and promote Denbighshire as a key destination.

Funding of the Eisteddfod:

The Urdd is funded in a number of ways. Each authority contributes annually through a deal brokered with the WLGA. Local fundraising committees have been arranging a host of events over recent years, to meet targets set for different communities. The Urdd also sources sponsorship from local companies and receives funding from Welsh Government.

Dates: The Eisteddfod will be hosted on the Kilford Farm site near Denbigh from Monday, 30 May until Saturday, 4 June. The actual opening concert date TBC.

Themes for Denbighshire's marquee:

The Council, as a key partner, will have a marquee on a prominent site on the Eisteddfod field.

The theme for the marquee is all about Welsh language, culture, heritage, tradition, Welsh medium education and countryside. All our activities will be held through the medium of Welsh and our marquee will be staffed by Welsh speakers and learners throughout the week.

There are many activities on the Maes (Eisteddfod field) that are promoted for learners.

The DCC marquee will have four separate sections. One will have a theatre space which will be used for performances throughout the week. Schools from Denbighshire reaching the finals will be encouraged to book a slot at the marquee as a performance/rehearsal opportunity.

The second space will promote tourism business and things to do in the county. Peter McDermott, Team Leader for Tourism is leading on this aspect.

The third space will be allocated to art and craft and an artist in residence, Mari Gwent, will work there during the week. Sian Fitzgerald, Denbighshire's Community Arts Officer is leading on this area and has plans to engage with schools through Wales' Children's Poet to do some work prior to the Eisteddfod.

The fourth section will be a corporate reception area, welcoming visitors to the marquee.

Outside of the marquee: Countryside Service are currently arranging plans to have an external exhibition including a beach scene and features on the countryside.

A BMX track will be placed behind the marquee, and a Dark Skies exhibition is also being planned. Dave Shiel and Hannah Arndt are leading on the outside of the marquee.

Staffing: There will be a manager allocated to the stand each day and supported by a team of corporate members of staff. They will be on hand to co-ordinate activities in the main areas and to answer questions from the public. They will be taking a proactive approach to encouraging people to access our stand.

Media: The Council will be involved in a press briefing on the Monday of the Eisteddfod week and a member of Denbighshire's Communications team will have a presence at the other event, should issues relating to Denbighshire be raised.

Civic presence: A programme of activity for the Chairman of the authority will be arranged and shared with the team nearer the time.

Safety Advisory Group: The SAG will be meeting to discuss issues relating to health and safety of the event. Their remit includes food safety, licensing, transport plan, site event plan. These meetings will progress on a monthly basis and arrangements will be put in place.

Communications and Marketing Group: This sub-group will be looking at various aspects, including the co-ordination of a marquee for Denbighshire, promotion and marketing of the event, social media and encouraging people to come and stay in the county. The team was present at the 2019 Eisteddfod and played an active role in the proclamation ceremony which took place in Prestatyn in October 2019.

Education Group: This will be looking at all the aspects relating to schools. This will involve promoting the Urdd competitions to all schools, encouraging take up in events, promoting the proclamation ceremony, ensuring children are licenced to get involved in the activities.

Schools: Primary schools have been invited to get involved in the primary school show, with rehearsals taking place in **Rhuddlan, Denbigh, Ruthin and Llangollen**. The Show will take place on the main pavilion stage on the Tuesday evening.

The secondary school pupils are involved in the secondary school show and location is TBC.

All schools in Denbighshire have been encouraged to get involved in all Urdd Eisteddfod competitions.

The first and second placed in each competition at the local level progress to the county level. Local heats are held in the Dee Valley, Ruthin, Denbigh and Rhyl/ Prestatyn.

The winners of each competition at county level will represent the county at the national.

Schools will also have an opportunity to get involved in ceremonies during the week.

- 5. Marketing/ promotion:** Denbighshire's Communications team have been involved in the Eisteddfod planning from the outset. Denbighshire's team will be supporting the Urdd's Corporate Communications team through sharing social media messages, arranging photo / filming opportunities, arranging local activities to promote the Eisteddfod.

Denbighshire's team will be promoting the county as a great place to visit, either on holiday or as day trippers and we will be making the most of the opportunity during the week to showcase the county and to promote what the county has on offer.

6. How does the decision contribute to the Corporate Priorities?

The decision contributes to the development of the Welsh Language and culture, which underpins the Council's Corporate Plan.

7. What will it cost and how will it affect other services?

A budget of £25,000 has been allocated towards the cost associated with the Eisteddfod (subject to change if costs have risen due to the pandemic). Any additional support is deemed as goodwill and is down to individual departments.

8. What are the main conclusions of the Well-being Impact Assessment?

Whilst no formal Well-being Impact Assessment is needed for this report, it is worth noting some of the key benefits in relation to the Well-Being and Future Generations (Wales) Act 2015 and the Welsh Language Standards.

One of the key components of the well-being and Future Generations (Wales) Act 2015 is having: “A Wales of vibrant culture and thriving Welsh Language : A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation”.

The Council also has a role, through its Welsh Language Standards, to promote opportunities for local communities to get involved in Welsh Language activities.

9. What consultations have been carried out with Scrutiny and others?

Consultation has been carried out with the Communications and Marketing Sub-Group, as well as a Strategic Sub-Group co-ordinating the Council’s response.

Updates have also been provided to the Welsh Language Steering Group and some Member Area Groups.

10. What risks are there and is there anything we can do to reduce them?

Plans are progressing well. Any risks are likely to be externally linked, eg weather, illness (covid).

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Welsh Language Commissioner Feedback

Report to	Welsh Language Steering Group
Date of Meeting	9 November, 2021
Lead Member	Nicola Stubbins / Councillor Huw Hilditch Roberts
Report Author	Manon Celyn Roberts, Welsh Language Officer

1. What is the report about

This report is about results of the Welsh Language Commissioner's Monitoring Report.

2. What is the reason for making this report?

To provide an update on compliance checks carried out by the Welsh Language Commissioner.

3. What are the recommendations?

To note the findings and to approve the Action Plan.

4. Report Details

Every year, the Welsh Language Commissioner carries out checks amongst organisations that are implementing the statutory Welsh Language Standards, to ensure those organisations are complying with the legislation.

The Commissioner's team also arrange an annual meeting to discuss the findings and to report on progress with the annual Welsh Language Monitoring Report.

Dylan Jones, on behalf of the Commissioner, explained the Commissioner's new way of working from this year on looking at organizations' compliance with the relevant standards. Recruitment being their priority.

THE FINDINGS

1. SERVICE DELIVERY

Correspondence

During May and June 2021 Dylan Jones had a negative experience when corresponding with the Council by receiving English only responses to correspondence sent via the Council's online form. MC explained the process when the Council receives such correspondence and explained that she had discussed with the managers of the relevant departments. It seems that the mistakes of individual officers were to blame at all times. Managers have sent a message to all their staff and a message has been sent to the Senior Management Team for cascading.

Telephone calls via an automated system

During the 2021-22 surveys, it was noted that portions of the automated message when phoning the main Council number were not clear. It was noted that the words "a ddarperir" (provided) were not pronounced correctly as well as "yn ôl a" (back and) rather than "yn unol â" (in accordance).

Body producing and publishing documents and forms

During the 2021-22 surveys it was discovered that not all documents and forms contained a statement on the English versions that they were also available in Welsh. There was 1 example of a document that did not comply with standard 49, namely: Denbighshire Schools Information Guide 2021-22.

There were 2 examples of a form that did not comply with standard 50A. These were: Denbighshire County Council concern / complaint form.

Receive visitors to the organisation's buildings

During the 2019-2020 surveys 2 visits were made to the reception area of the Council offices in Caledfryn, Denbigh. No Welsh language service was received during any visit.

MC noted that one member of staff (who was a Welsh learner) had left and it was therefore proposed to appoint a Welsh speaker prior to the pandemic. The proposal is still in place and therefore a Welsh speaking receptionist will be appointed once the reception in Caledfryn is open again.

It was noted that 7/9 staff were Welsh speaking and on a rota system to be on the reception at County Hall in Ruthin.

Courses

DJ asked about Welsh swimming lessons and if they were still offered. MC noted that the swimming courses were still offered in Welsh but there needed to be enough children registered on the course to be able to proceed with the lessons and people were not willing to wait for them to fill, therefore chose to take English lessons.

2. POLICY MAKING

Consider the impact of policy decisions on the Welsh language

It was noted that the Council's self-assessment evidence when considering the impact of policy decisions on the Welsh language was positive. The possibility of exploring this further was discussed with a view to creating an example of effective practice for that particular section on the Commissioner's new website.

3. Promoting the Welsh language

Assess the achievement of a Welsh language promotion strategy

MC noted that work is underway to revise the strategy for a launch at the Urdd National Eisteddfod in Denbigh in 2022. MC also noted the frustration that the results of the

census in terms of the Welsh language will not be available by the time the new Strategy is published and therefore very difficult to see if the target set 5 years ago has been met. This also has an impact on setting a target for the next strategy as well as knowing where resources need to be targeted. The ability to revise the strategy was discussed once the results of the census had been announced. MC mentioned the possibility of planning a 10 year strategy with more ambitious long term targets. DJ noted the need to ensure compliance with the relevant standards and the need to assess the extent to which they have followed the strategy and met its targets set 5 years after its publication.

5. How does the decision contribute to the Corporate Priorities?

The decision contributes to the development of the Welsh Language and culture, which underpins the Council's Corporate Plan.

6. What will it cost and how will it affect other services?

There are no costs associated with this report.

7. What are the main conclusions of the Well Being Impact Assessment?

Whilst no formal Well-being Impact Assessment is needed for this report, it is worth noting some of the key benefits in relation to the Well-Being and Future Generations (Wales) Act 2015 and the Welsh Language Standards.

One of the key components of the well-being and Future Generations (Wales) Act 2015 is having: "A Wales of vibrant culture and thriving Welsh Language: A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation".

The Council also has a role, through its Welsh Language Standards, to promote opportunities for local communities to get involved in Welsh Language activities.

8. What risks are there and is there anything we can do to reduce them?

The main risk is to the reputation of the authority, as we have already made a commitment in our Welsh Language Strategy and through the Welsh Language Standards to increase the use of Welsh in the workplace and in communities.

9. Action Plan

ACTION	WHO	WHEN
Report issues to relevant departments	Manon Celyn	November 2019
Send effective practice of Policy Making to the WLC so they can include on their new website as effective practice.	Manon Celyn	December 2021
Internal communications to remind staff of their duty to comply with the Welsh Language Standards around telephone answering, responding to	Manon Celyn	November 2021- March 2022

Welsh Language Commissioner Feedback

correspondence and arranging meetings.		
Carry out mid-year internal research to check on compliance	Manon Celyn	April 2022

WELSH LANGUAGE STEERING COMMITTEE FORWARD WORK PROGRAMME

Meeting	Item (Description / Title)		Purpose of Report	Lead member and Contact Officer
8 March 2022	1	Eisteddfod yr <u>Urdd – Diweddariad</u>	Update on Eisteddfod yr Urdd	Manon Celyn Roberts
8 July 2022				
8 November 2022				

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