

To: Chair and Members of the Welsh
Language Steering Committee

Date: 2 November 2022

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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, 8 NOVEMBER 2022** in **BY VIDEO CONFERENCE**.

Yours sincerely

G Williams
Monitoring Officer

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 - 8)

To receive the minutes of the meeting of the committee held on the 8th July 2022.

5 WELSH LANGUAGE STANDARDS - STANDARD 98 (Pages 9 - 48)

To receive a report by the Welsh Language Officer, regarding the Welsh Language Standards, specifically standard 98 (copy enclosed)

- 6 WELSH LANGUAGE COMMISSIONER FEEDBACK** (Pages 49 - 54)
To receive a report regarding the results of the Welsh Language Commissioner's Monitoring Report (copy attached)
- 7 ACTIVITIES TO PROMOTE THE WELSH LANGUAGE** (Pages 55 - 60)
To receive a report updating members on the Welsh Language promotional activity since the last meeting and the outline plans for the year ahead (copy attached)
- 8 FORWARD WORK PROGRAMME** (Pages 61 - 62)
To consider the Committee's forward work programme (copy attached).
- 9 FOR INFORMATION - WELSH AS A WAY OF WORKING REPORT** (Pages 63 - 116)

MEMBERSHIP

Councillors

Ellie Chard
Ann Davies
Gill German
Huw Hilditch-Roberts
Paul Keddie

Merfyn Parry
Elfed Williams
Huw Williams
Emrys Wynne

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Press and Libraries
Town and Community Councils

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 Friday, 8 July 2022 at 10.00 am.

PRESENT

Councillors Ellie Chard, Ann Davies, Gill German, Huw Hilditch-Roberts, Merfyn Parry, Huw Williams and Emrys Wynne

ALSO PRESENT

Corporate Director: Communities (NS), Welsh Language Officer (MC), Team Leader - Communications and Campaign Management (GW), Committee Administrators (SW (Host) RTJ)

1 APOLOGIES

Apologies were received by Councillor Elfed Williams.

2 DECLARATIONS OF INTEREST

Councillor Emrys Wynne declared a personal interest in agenda item 8 as he worked with the Eisteddfod working group.

3 APPOINTMENT OF CHAIR

Nominations were sought for the appointment of Chair; Councillor Huw Williams proposed Councillor Ellie Chard, which Councillor Huw Hilditch-Roberts seconded; there being no further nominations, it was put to the vote and

RESOLVED that Councillor Ellie Chard be appointed Chair of the Welsh Language Steering Committee for the current municipal year.

4 APPOINTMENT OF VICE-CHAIR

The Chair invited nominations for Vice Chair; Councillor Emrys Wynne proposed the item be deferred until the next meeting as no nominations were not proposed, and there were some members absent from the meeting.

RESOLVED that the appointment of the vice chair be postponed until the next meeting.

5 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters were raised.

6 MINUTES

The minutes of the Welsh Language Steering Committee held on 8 March 2022 were submitted.

RESOLVED that, subject to the above, the minutes of the previous meeting held on 8 March 2022 be received and approved as a correct record.

7 WELSH LANGUAGE MONITORING REPORT

The Team Leader – Communications introduced the Annual Welsh Language Monitoring Report (previously circulated)

In accordance with the Welsh Language Standards introduced under the Welsh Language Measure (Wales), 2011, the Council was required to publish an annual report by 30 June outlining the work undertaken to comply with the Standards requirements between 1 April and 31 March. This report focuses on the 6th year of the implementation of the Welsh Language Standards; the past two years have been very different from the norm. Denbighshire County Council was fully committed to responding positively to the Welsh Language Standards as was reflected in its Welsh Language Strategy 2017-2022 and remains fully committed to playing its part towards the national effort to increase the number of Welsh speakers to a million by 2050.

The Council's main focus in 2021-22 was on implementing the Welsh Language Standards within the authority to ensure compliance with the 167 Standards under the headings Service Planning, Policy Making, Promoting and Record Keeping. To achieve this, it was essential to work closely with the Welsh Language Champions across the Authority. Monitoring staff compliance when most of the workforce was still working from home. We continue to support the workforce more than ever with the implementation of the standards, and our target was to double the daily use of Welsh. We would do this by promoting Welsh language courses for staff to embark on their language journey or confidence-building courses and in-house activities to help staff develop and foster their Welsh language skills.

The Council was an active partner of the Welsh Language Partnership led by Menter Iaith Sir Ddinbych. This Forum was made up of several organisations, both local and national, working towards the strategic promotion and development of the Welsh language in Denbighshire.

Denbighshire's Welsh in Education Strategic Plan to 2032 contains information about the proposed merger of the Welsh in Education Strategic Group with the County's Language Forum to oversee the implementation and evaluation of the plan.

Over the past year, we have undertaken a great deal of crucial work in promoting and facilitating the use of Welsh internally and externally to ensure that the Language Standards are implemented.

The Council held its fourth Eisteddfod between 18 February and 1 March as part of the St David's Day celebrations. The event was part of the Council's efforts to raise the profile and ensure a better understanding of the Welsh language and also to

celebrate Welsh culture. It was held during a period of considerable focus on the Welsh language with the imminent return of the Urdd Eisteddfod to the County in May 2022. Once again this year, because of Covid-19, the Staff Eisteddfod was held digitally.

'Mae gen i hawl' (I have a right) campaign - This was a national campaign to celebrate the Welsh services offered by Local Authorities and people's rights to use Welsh in their dealings with them. It was an opportunity to promote Welsh language services in Denbighshire and increase the number choosing to use them. The marketing campaign talks about some of the rights the public, as well as Council staff, have.

The committee discussed the following further –

- Councillor Emrys Wynne thanked the Corporate Director: Communities, the Welsh Language Officer and Councillor Huw Hilditch-Roberts, the previous lead member for the Welsh language, for their work carried out within the report. He agreed with the impact that remote working has had on socialising and communications. One of Councillor Wynne's ambitions as a lead member was to ensure that people could use the Welsh Language and there would be no detrimental impact of doing so.
- The budget associated with the Welsh Language was raised, and members were informed that any costs associated with the Welsh language were to be absorbed by the service budget.
- The opening of committee meetings was raised as some members thought each meeting required to open in the Welsh; however, not all meetings were. The Welsh Language officer would share the information with members to encourage committee chairs to open public meetings in Welsh.

RESOLVED the Welsh Language Steering Committee note and approve the report.

8 EISTEDDFOD YR URDD

The Team Leader – Communications (TLC) introduced the report providing a follow up to the recent Eisteddfod yr Urdd (previously circulated)

Eisteddfod yr Urdd returned to Denbighshire last month (30 May to 4 June) following a two year wait. The original festival was due to take place in May 2020, but was delayed due to Covid.

First Eisteddfod which had Gwyl Triban and had free entry which helped that people attended. More contestants from Denbighshire from any other county in Wales. Which was a testament to the work carried out by the education department. 118,000 people attended the Eisteddfod throughout the week.

Marque Sir Dinbych included the following –

- Theatre
- Business promoting area
- Art and craft section

- Countryside and Youth services which were highlighted BMX track was very busy.
- A multitude of performances
- Political visits throughout the week.

Throughout the week, the tent was very well visited, and a lot of families from the Rhyl / Prestatyn area, which was a demographic which did not usually attend the Eisteddfod.

Art was produced by the refugees who came to the area, highlighting similarities between the cultures.

It's also hoped that the local economy and tourism trade would have a lasting legacy, with more and more people visiting the county and the wider North East Wales region. Many people visiting Denbighshire's marquee commented it was their first time in the county and that they would return to spend more time there. The Urdd would carry out an economic impact study in the near future.

The Council should also work closely with the Urdd and other community partners to identify opportunities to benefit from the Urdd's interest and host other regular events that would maintain some of the buzz and momentum.

The committee discussed the following further –

- The committee were all in agreement that the Eisteddfod was an outstanding achievement was nice to have a gathering following the challenges of Covid. The variety on the Maes was an excellent opportunity to promote the Welsh language. The committee hoped the local economy would benefit from the Urdd.
- Councillor Gill German thanked Denbighshire and Urdd staff for the Eisteddfod; the event made her want to learn the Welsh Language further.
- The Corporate Director: Communities wanted to thank the team on behalf of the Council and the senior team in the Council and bring the council closer to the community.

RESOLVED that the Welsh Language Steering Committee note the Eisteddfod yr Urdd follow up report

9 FORWARD WORK PROGRAMME

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

Members raised the following matters –

- Officers agreed to discuss any additional items for the committee outside of the meeting.

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

Report to	Welsh Language Steering Committee
Date of meeting	08 November, 2022
Lead Member / Officer	Nicola Stubbins / Councillor Emrys Wynne
Report author	Manon Celyn Roberts – Welsh Language Officer
Title	Welsh Language Standards - Standard 98

1. What is the report about?

The report is about the Welsh Language Standards - **specifically standard 98**.

2. What is the reason for making this report?

It's our duty as a Council, as we're fully committed to complying with the Welsh language Standards, to have a Policy on Implementing the Welsh language internally (Standards 98). We currently don't have one therefore we're in breach of the Standards.

3. What are the Recommendations?

To give and update on the actions taken to produce a Policy on Implementing the Welsh language internally (see attachment).

4. Report details

The Welsh Language Standards were introduced in Denbighshire in 2015, as part of a roll out to public sector organisations in Wales. The Standards were created in direct response to the creation of the Welsh Language Measure (2011) and the role of the Welsh Language Commissioner.

The Standards have been introduced to ensure that the Welsh Language is treated as fairly as the English Language. Denbighshire needs to comply with 167 Standards which

have been broken down into five key areas: Service Delivery; Policy Making; Operational. Record Keeping and Promotional.

The duty for implementing these Standards are for every member of the organisation. A clear mandate has been issued by the Council to comply with the Welsh Language Standards and the aim is to provide the best service possible to the public in the language of their choice. As would be expected, the Council has been implementing these standards for a number of years. Whilst many of the standards were not new to the organisation, we needed to ensure that there was a positive response to their implementation across the county and that customers see an enhanced service through the medium of Welsh.

The Council seems to be complying with the majority of the Standards across the Board. The work of monitoring the compliance rests with the Corporate Communications team, who have corporate responsibilities for the Welsh Language. They are supported by a team of Welsh Language Champions who act voluntarily to promote the corporate approach. The compliance is also subject to random testing by other organisations, including the Welsh Language Commissioner's office.

Even though it seems that we're complying with the majority of the Standards, the Welsh Language Commissioner regularly carries out spot checks on all public services and recent research shows we don't have a Policy on Implementing the Welsh language internally. Therefore it's our duty to produce the policy as part of our efforts to comply with the standards.

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

The decision contributes to the development of the Welsh Language by building a culture and ethos that encourages the daily use of Welsh by elected members and council staff, providing training and social opportunities to improve their confidence in using the language.

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

There is no budget in place for the Welsh Language. Any costs are expected to be absorbed into existing budgets.

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 of any non-compliance could be a complaint being submitted to the Welsh Language Commissioner’s office, as well as damage to the Council’s reputation.

The risk of not complying with a direct request from the Welsh Commissioner to produce a policy on the awarding of grants.

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Welsh Language Policy

**prepared in accordance with the Welsh
Language Measure (Wales) 2011 and the
Welsh Language Standards 2015**

Welsh Language Service

Version 2, December 2021

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

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Foreword

All members of Council staff are expected to conform with the Welsh Language Standards which derive from the Welsh Language (Wales) Measure 2011, and this policy offers further guidance about the Standards.

The Welsh Language Standards aim to make it easier for people in Wales to use Welsh as part of their everyday lives. This policy notes how the Council intends to implement that principle when providing services to the public in Wales, and also internally for staff.

The Council is proud of the Welsh culture of the area and the fact that it is a bilingual Council. Many of Conwy's residents speak Welsh, and many staff members speak Welsh as well. For that reason, the Council is committed to promote Welsh in the workplace. This not only ensures that all Council offices are bilingual locations, which provides staff with the opportunity to use their Welsh language skills, but also, it facilitates offering a bilingual provision to our customers as well.

There are four main parts to this policy, in accordance with the sections of the Welsh Language Standards, namely Service Delivery, Policy Making, Operation and Promotion. The number of each Standard can be seen next to each point, for reference. Further information about the contents of each section can be seen in the contents page above.

Managers

There are some additional duties for managers which are included in the Standards – these can be seen under the relevant titles in the policy in Section C, point 20. They include elements such as asking new employees about their language of choice, in which language would they like to receive their contract etc.

Need further assistance with the policy?

If you'd like further advice or assistance with this policy, please feel free to contact either Eluned Mair Davies, Welsh Language Promotion and Development Officer (eluned.mair.davies@conwy.gov.uk) or Nia Llwyd, Welsh Language & Translation Service Manager (nia.llwyd@conwy.gov.uk). Further information can also be seen on our intranet site [Translation & Welsh Language Support](#).

Translation Service

The [Translation Service](#) is always available to help you with translating any document, to proofread documents or to provide a simultaneous translation service in meetings or interviews. Further information about the services we provide can be seen on our intranet (link above).

Welsh Promotion Officers

There is a Welsh Promotion Officer in each service. The main purpose of the Welsh Promotion Officers is to share information about e.g. the Welsh Language Standards, opportunities to learn Welsh etc with staff.

Reviewing the Policy

This policy will be reviewed every year, as needed.

Section A - Service Delivery Standards

1. Correspondence

The Council welcomes correspondence in both Welsh and English. The Translation Service (cyfieithu@conwy.gov.uk) can assist with translating or checking any text before it is sent to the public/staff.

- 1.1 If you receive correspondence (a letter/e-mail etc) from someone in Welsh you must reply in Welsh. **(Standard 1)**.
- 1.2 If you speak Welsh and contact other individuals who speak Welsh in regards to your everyday work, you're encouraged to do so in Welsh.

Internal

If you write to another member of staff on an official basis, you'll need to check what their language of choice is and write to them in their language of choice at all times.

External

When you write to an individual (not a member of staff) for the first time, you must ask them if they wish to receive the letter / e-mail / information from you in Welsh. If they respond to say that they wish to receive correspondence in Welsh then you must:

- (a) keep a record of their wish
- (b) correspond with the individual in Welsh from then onwards, and
- (c) send any forms from then onwards in Welsh.

If you don't know their language of choice, you should send the correspondence bilingually. **(Standard 2)**

- 1.3 When you send correspondence addressed to two individuals who live in the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if:
 - (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards;
 - (b) one (but not both) of the individuals respond to say that he/she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.**(Standard 3)**
- 1.4 When you send the same correspondence to several people (e.g. everyone who lives on an estate in Abergele), you must send a Welsh language version of the correspondence at the same time as you send an English language version. **(Standard 4)**

- 1.5 If you don't know whether someone wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.
(Standard 5)
- 1.6 If you produce a Welsh language version and a corresponding English language version of correspondence, you must ensure that the same information is included on both versions (date, reference, address etc). You must ensure that both the Welsh and English versions are signed too.
(Standard 6)
- 1.7 The following sentence needs to be included on all correspondence, publications and official notices. You'll see that this message is already an automatic part of each e-mail message that leaves your account.
(Standard 7)

Rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg fel ei gilydd. Ni fydd gohebiaeth yn yr un iaith na'r llall yn arwain at unrhyw oedi. / We welcome correspondence in both Welsh and English. We will respond to correspondence in either language without delay.

- 1.8 **E-mail messages/Letters/Postmaster messages/Newsletters** - Any mass communication intended for every member of Council staff / a group of staff / a whole service etc sent by e-mail messages / letters / Postmaster messages / Newsletters etc will be sent in Welsh and in English at the same time, unless you know that all those members of staff's language of choice is either Welsh or English. When sending any kind of bilingual communication, the Welsh text must be placed above the English text.
(Standard 98)
- 1.9 **'Out of Office' messages** – All members of staff's 'out of office' message must be bilingual with the Welsh text placed before the English text. You need to ensure that the information you provide is entirely bilingual, e.g.

Nid wyf yn y swyddfa ar hyn o bryd / I'm not in the office at the moment.

If you'd like assistance to translate your out of office message, please feel free to contact the Translation Service (cyfieithu@conwy.gov.uk).

(Standard 135)

- 1.10 **E-mail Signature** – the signature of your e-mail messages must be bilingual, and set out as below:

[Full Name]
[Job Title in Welsh/Job Title in English]
[Name of the Unit/Dept. in Welsh / Name of the Unit/Dept. in English]
[Name of the Service in Welsh / Name of the Service in English]
Cyngor Bwrdeistref Sirol CONWY County Borough Council
[e-mail.address]@conwy.gov.uk
Ffôn/Phone: 01492 57[xxxx]

Fluent Welsh speakers – All members of staff who speak Welsh fluently should insert this image at the bottom of their e-mail signature to let customers and colleagues know that they can correspond in Welsh:



Learners – Also, members of staff who are learning Welsh can use this image at the bottom of their e-mail signature to let customers and colleagues know that they are learning Welsh:



You can download both images from the [Translation & Welsh Language Service's intranet site](#) or contact the Translation & Welsh Language Service for a copy. **(Standard 134)**

- 1.11 Generic e-mail addresses will be given a separate Welsh and English address from the outset. Also, the name used on the generic e-mail address will be bilingual. For example:

Display name: Cyfieithu/Translation

E-mail Address: cyfieithu@conwy.gov.uk / translation@conwy.gov.uk

It is also possible to have a bilingual **e-mail address as well, e.g.** cyfieithu.translation@conwy.gov.uk
(Standard 134 and 135)

2. Making / Answering Phone Calls

2.1 Your telephone greeting must be completely bilingual (this applies to internal and external telephone calls. **(Standards 8, 9 and 20)**)

2.2 Here's an example of the wording to use:

Bore da, Cyngor Bwrdeistref Sirol Conwy
Good morning, Conwy County Borough Council

Pnawn da, Cyngor Bwrdeistref Sirol Conwy
Good afternoon, Conwy County Borough Council

Obviously, you can exchange “Cyngor Bwrdeistref Sirol Conwy”/ “Conwy County Borough Council” in the examples above with the bilingual name of your Service or Section – the important thing to remember is that the greeting must be completely bilingual.

2.3 When an individual contacts you over the phone and speaks Welsh with you, you must deal with the phone call in Welsh at all times.


It isn't acceptable to ask them to turn to English if you don't understand Welsh.

If you don't understand Welsh, you may explain courteously that you can't speak Welsh and transfer the phone call to a member of staff who can deal with the call in Welsh. **(Standard 10 and 19)**

2.4 The telephone number for the Welsh language service must always be the same as for the corresponding English language service. I.e. you can't use one number for the Welsh language service and another number for the English language service. A service which asks the caller to press 1 for Welsh and 2 for English is acceptable. **(Standard 13)**

2.5 When you publish any telephone numbers, e.g. on a website, on the side of a van etc, on an information sheet etc, you must state that you welcome calls in Welsh and English.

Something as simple as:

	Rydym yn croesawu galwadau yn Gymraeg ac yn Saesneg We welcome calls in Welsh and English
---	--

would be suffice.
(Standard 14)

- 2.6 When you telephone someone for the first time you must ask that individual whether he/she wishes to receive telephone calls from you in Welsh, and if he/she responds to say that he/she wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to that individual in Welsh from then onwards. If you don't speak Welsh, you'll need to ask a co-worker to deal with the call on your behalf at all times. **(Standard 21)**
- 2.7 If you arrange an automated telephone system to answer any phone calls made to the Council, then you must provide the complete automated service in Welsh and in English, and you must ensure that the Welsh message is heard first. **(Standard 22)**
- 2.8 **Messages on answer machines** – All messages on answer machines should be entirely bilingual and the Welsh greeting heard before the English greeting. This includes your personal voicemail through Skype as well as the voice greeting on the main phone number and on mobile phones. If you don't speak Welsh, you're welcome to ask a fluent Welsh speaking co-worker to record your message. If you have technical difficulties setting your out of office message, bilingual signature or answer machine message – please contact the IT Service Desk. **(Standard 16)**

3. Arranging Meetings / Inviting people to meetings

If you need to arrange simultaneous translation at a meeting which is held on-line, that meeting will have to be held on Zoom at the moment, as there isn't a simultaneous translation facility on Microsoft Teams. We will revise this requirement if there is a change in the on-line provision.

Public Meetings

At all public meetings, public inquiries and hearings held by the Council, those attending will be welcome to contribute in Welsh or English or bilingually. In order to facilitate the holding of bilingual meetings, the Council will provide a simultaneous translation service at such meetings and at the beginning of all such meetings those attending will be welcomed and informed that they will be welcome to speak in their preferred language.

Individual needs will be addressed in terms of reasonable modifications upon request.

The only exception to the above provision will be meetings at which it is known for certain beforehand that there will be no need for a translator either:

- (a) because everyone present understands Welsh; or
- (b) because everyone present is a non-Welsh speaker; or
- (c) it is known that Welsh only or English only is the preferred language of everyone present.

- 3.1 If you invite an individual to a meeting you must ask that individual whether he/she wishes to speak Welsh at the meeting, and inform that individual that you will, if necessary, provide a translation service from Welsh to English for that purpose. **(Standard 24)**

- 3.2 If you have invited one person only to a meeting and he/she has informed you that he/she wishes to speak Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).
(Standard 24A)

You can arrange for a translator to be present at your meeting to provide a simultaneous translation service by contacting the Translation Service on ext. 6081/6082/6080 or by sending an e-mail to cyfieithu@conwy.gov.uk.

- 3.3a If you invite more than one person to a meeting, you must ask each person whether he/she wishes to speak Welsh at the meeting. **(Standard 27)**

- 3.3b If you have invited more than one person to a meeting, and that at least one person invited has informed you that he/she wishes to speak Welsh, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting. **(Standard 27A)**

You can arrange for a translator to provide a simultaneous translation service at your meeting by contacting the Translation Service on 6081/6082/6080 or by sending an e-mail to cyfieithu@conwy.gov.uk.

- 3.4 If you arrange a meeting that is open to the public, you must state on any material advertising it (such as the agenda etc), and on any invitation to it, that anyone attending is welcome to speak Welsh at the meeting.
(Standard 30)

- 3.5 When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh and in English at the same time.
(Standard 31)

- 3.6 If you invite people to speak at a meeting that you arrange, which is open to the public, you must ask each person invited to speak whether he/she wishes to speak Welsh, and if that person has informed you that he/she wishes to speak Welsh, you must arrange a simultaneous translation service from Welsh to English. **(Standard 32)**

You can arrange for a translator to provide a simultaneous translation service at your meeting by contacting the Translation Service on 6081/6082/6080 or by sending an e-mail to cyfieithu@conwy.gov.uk.

- 3.7 If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and the Chair must inform those present:

- (a) that they are welcome to speak Welsh, and
- (b) that a simultaneous translation service is available.

(Standard 33)

- 3.8 **Agendas and Minutes:** All Agendas and Minutes of meetings of the Council, the Cabinet, and associated committees shall be available to the public in the language of their choice (Welsh or English) or both.
(Standard 34)

- 3.9 **Reports:** All reports prepared by officers or agents of the Council for presentation to a meeting of the Council, Cabinet, and its associated committees shall be available to the public in Welsh or English at the same time. Whenever officers of the Council arrange for a report to be prepared by outside agents for presentation to the Council or to a meeting of the Cabinet, or associated committees part of those arrangements will stipulate that such reports will be presented to the meeting in both languages.
(Standard 34)
- 3.10 If you display any written material at a public meeting e.g. a PowerPoint presentation, you must ensure that the material is displayed in Welsh and English, and you must not treat any Welsh language text less favourably than the English language text (both have to be the same size, and as easily seen as the other version).
(Standard 34)

Other meetings with the public

- 3.11 At face-to-face meetings with Council officers or Council representatives, the public will be welcome to communicate in Welsh or English. If the relevant officer is unable to speak Welsh, another Welsh-speaking officer will be provided to facilitate communication. If it isn't possible to arrange for another Welsh speaking officer to facilitate communication, e.g. if a specialist role holder doesn't speak Welsh, then it is possible to arrange that meetings are held via simultaneous translation if no other option is available.

The Services' strategies for meeting the requirements to conduct meetings in both languages will include:

- (a) allocating an appropriate number of bilingual staff to those workplaces where the public are frequently in communication with the Council (e.g. reception areas, advice offices, libraries, service counters, etc.);
- (b) organising service teams so that they include staff who are able to communicate bilingually with the public (e.g. social services teams; staff of the authority's residential homes and care homes; education consultancy teams; advisory teams etc.);
- (c) offering language choice every time a meeting is arranged in advance;
- (ch) publicising the Council's policy of ensuring that it is the public rather than the officers who will exercise the choice as to which language is used at meetings of this nature;
- (d) ensuring, in those workplaces where Welsh speaking staff are not always available, that a bilingual officer can be brought in without delay to conduct a meeting in Welsh when necessary;
- (dd) ensuring that there are adequate bilingual officers amongst the staff of the various Services to make it possible to arrange for at least one Welsh-speaking officer to be present in every public meeting except those of which it is known beforehand that no one will be speaking Welsh in them. **(Standards 30-34)**

4. Arranging or Financing Public Events

- 4.1 If you organise a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised). **(Standard 35)**
- 4.2 If you organise a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event). **(Standard 36)**.
- 4.3 When you announce a message over a public address system at such events, you must make that announcement in Welsh first and then in English. **(Standards 87 and 144)**.

5. Publicity, Advertising, Marketing and Displaying Information

Notices and Statements to the Press and Media

- 5.1 All notices, press releases and statements by the Council to the press and media will be provided in the working language of the media. **(Standard 37)**
- 5.2 Whenever public notices are placed in publications in Wales, they shall appear bilingually in English language publications and in Welsh only in Welsh publications. **(Standard 37)**
- 5.3 All notices, press releases and statements by the Council to the press and media published on our website will be provided bilingually. **(Standard 37)**
- 5.4 Any publicity or advertising material that you produce must be produced in Welsh and English except any such material included in Welsh only publications or displayed in Welsh activities, which may be in Welsh only. **(Standard 37)**

6. Information / Documents for the Public

Material for Public Use

- 6.1 Any material that you display in public must be displayed in Welsh and English, and you must not treat any Welsh language version of the material less favourably than the English language version –this means that both versions of the text has to be the same size, the same font, the same colour etc. It is possible to make an exception in some circumstances where using different colours to differentiate between the Welsh and English text is possible, e.g. if both languages are next to each other on a poster. Please remember to contact Eluned (eluned.mair.davies@conwy.gov.uk) or Nia Llwyd (nia.llwyd@conwy.gov.uk) to check if this exception is possible with your material. **(Standard 38)**
- 6.2 Any documents that you produce for public use must be produced in Welsh and English and they must be available and displayed at the same time. **(Standard 40)**
- 6.3 If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version. This means that both versions of the text has to be the same size, the same font, the same colour etc and the Welsh version and the English version must include the same information. It is possible to make an exception in some circumstances where using different colours to differentiate between the Welsh and English text is possible, e.g. if both languages are next to each other on a poster. Please remember to contact Eluned (eluned.mair.davies@conwy.gov.uk) or Nia Llwyd (nia.llwyd@conwy.gov.uk) to check if this exception is possible with your material. **(Standard 48)**
- 6.4 If you produce a separate Welsh and English version of a document, you must ensure that the English version clearly shows that the document is also available in Welsh, and vice versa.

Please use the following wording:

On the English version, please include:

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

On the Welsh version, please include:

This document is also available in English.

You must include these sentences on every document / form that are produced as separate Welsh/English versions for public use. **(Standard 49)**

7. Forms for the public

- 7.1 Any form that you produce for public use must be produced in Welsh and in English. **(Standard 50)**
- 7.2 If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh and vice versa.

Please use the following wording:

On the English version, please include:

Mae'r ffurflen hon ar gael yn Gymraeg hefyd.

On the Welsh version, please include:

This form is also available in English.

You must include these sentences on every document / form that are produced as separate Welsh/English versions for public use.

(Standard 50A).

- 7.3 If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version. This means that both versions of the text has to be the same size, the same font, the same colour etc and the Welsh version and the English version must include the same information. You must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form). **(Standard 50B)**
- 7.4 If you pre-enter information on a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh on the Welsh version and in English on the English version. **(Standard 51)**
- 7.5 If separate Welsh / English versions of a document are given over the counter or in a one-to-one meeting, a Welsh version or an English version, or both languages will be offered. In such circumstances, there will be plenty of Welsh and English versions available, and they will both be clearly displayed at Council offices and reception areas. **(Standard 38)**

However, it is emphasised that publishing separate versions will be an exception to usual practice, and Council officers should attempt to ensure that all forms made available by their services are in a bilingual format.

- 7.6 If you're creating a form from scratch, then you're welcome to send it to cymraeg@conwy.gov.uk to ensure it conforms with the Standards.

8. Digital Platform

Websites

- 8.1 You must ensure that:
- (a) the text of each page of your website is available in Welsh and English,
 - (b) every Welsh language page on your website is fully functional, and that
 - (c) the Welsh language is not treated less favourably than the English language on your website **(Standard 52)**
- 8.2 On any website the Council is responsible for, there must be a way of seamlessly toggling from one language to the other. **(Standard 55)**
- 8.3 The interface and menus on each page of any website that the Council is responsible for, must be displayed in Welsh and English. **(Standard 56)**

Intranet

- 8.4 When you write a new page for the intranet, you will need to provide a Welsh version of that page as well. All pages on our intranet site must be available in both Welsh and English and can't be published unless both versions are sent to the Web Team. **(Standard 121)**.
- The Translation Service can help with translating the document – please contact cyfieithu@conwy.gov.uk.
- 8.5 There are [Welsh in the Workplace](#) pages on the intranet which provide information about services and helpful material in regards to promoting Welsh and assisting you to use your Welsh language skills. There are links to a number of useful websites and apps to help you to use your Welsh language skills too. **(Standard 125)**

Microsoft Teams

- 8.6 Did you know that you can use Teams in Welsh? Click on the settings and then general and you will see that you can change the Language of the app to Cymraeg (Welsh). This will change the interface to Welsh.
- 8.7 If you'd like to use the chat function in Teams, did you know that you can get a Translation of the message as well? Please don't use this function for anything official – we have a translation team on hand to help you with that.

Apps

- 8.8 All apps that we publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app. This means that the text has to be the same size, the same font, the same colour etc and the Welsh version and the English version must include the same information. **(Standard 57)**

Social Media

- 8.9 When you use social media you must not treat the Welsh language less favourably than the English language.

This means:

- (a) You should either have separate Welsh and English accounts, or a bilingual account
- (b) Any messages posted on English only accounts must be posted on another Welsh only account at exactly the same time.
- (c) Any messages on bilingual accounts should be posted in Welsh first and then in English.
- (ch) If you have bilingual accounts rather than separate Welsh and English accounts, the name of the account must be bilingual as well, with the Welsh first and the English after.

(Standard 58)

- 8.10 If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required). **(Standard 59)**

Videos

- 8.11 (a) **Information Video**

If you create a video in English, for public or internal staff use, which is an information video, e.g. introducing a new building such as the Coed Pella introduction video, information about recycling in the county or information about education etc, then you must also create a Welsh language version of it. You mustn't treat the Welsh language version less favourably than the English version so any text displayed must be displayed in Welsh and any audio heard must be in Welsh (i.e. English audio with Welsh subtitles isn't acceptable) for an information video.

- (b) **Video 'interviewing' / 'chatting' with a member of staff / the public who don't speak Welsh**

If you create a video in English, for public or internal staff use, which includes an interview or a chat with a member of staff / member of the public who doesn't speak Welsh, then you must also create a Welsh language version of it, however, in this scenario, you can include that clip on the Welsh version too with Welsh subtitles.

If you're not sure if your video needs to be entirely in Welsh or not, please contact Eluned Mair Davies, Welsh Language Promotion & Development Officer for advice – eluned.mair.davies@conwy.gov.uk **(Standard 6)**

Self-service machines

- 8.12 You must ensure that any self-service machines that the Council are responsible for, fully function in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine. **(Standard 60)**

9. Signs

All signs, whether they are internally in the Council's offices, or externally for public use, will be displayed in Welsh and in English.

External Signs

- 9.1 When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. This means that both versions of the text has to be the same size, the same font, the same colour etc. **(Standard 61)**
- 9.2 When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned above the English text, or the Welsh on the left and the English on the right. **(Standard 62)**
- 9.3 You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression. To do so, all signs need to be sent to the Translation Service to be checked (cyfieithu@conwy.gov.uk) before arranging for it to be erected. **(Standard 63)**

Internal Signs

Internal Signs refer to any kind of sign, whether it is a fixed sign in a workplace or one that has been printed or one that appears on an electronic screen. The sign can be one that informs staff about which meeting is being held in a particular room, the name of the service on the main door of that service etc.

- 9.4 When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. This means that both versions of the text has to be the same size, the same font, the same colour etc. **(Standard 141)**

9.5 When you erect a new sign or renew a sign (including temporary signs) in your workplace, which conveys the same information in Welsh and in English, the Welsh language text must be positioned above the English text, or the Welsh on the left and the English on the right. **(Standard 142)**

9.6 You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression. **(Standard 143)**

10. Street Names

10.1 [The Council's policy](#) with regard to names is to adopt names that reflect the history and heritage of the area, with a view to supporting the use of traditional Welsh street names for local sites and wherever these are appropriate to an area under development.

Proposers are advised to consult local sources such as County Archives and historical societies prior to submitting proposals. Where special circumstances arise, these will be taken into consideration by the Council

When dealing with applications for planning permission to erect signs, the Council's Planning Services Division will encourage the applicants to erect Welsh signs, and will encourage developers to adopt Welsh names for new developments. **(Standard 94)**

Before ordering / erecting a new street sign, it must be sent to the Translation Service (cyfieithu@conwy.gov.uk) to be checked.

11. Receptions

11.1 Any reception service you make available, must be available in Welsh and English, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service. All members of staff who work at receptions must be able to speak Welsh fluently. **(Standards 10 and 64)**

11.2 You must display a sign in your reception area which states (in Welsh) that people are welcome to speak Welsh at the reception. **(Standard 67)**

The Welsh Language & Translation Service has a supply of the appropriate signs – please contact either cymraeg@conwy.gov.uk or cyfieithu@conwy.gov.uk and we will send you one.

12. Fluent Welsh Speakers / Learners' Lanyards

- 12.1 In order to make it easier for staff to make use of their Welsh language skills in the workplace, as well as showing the public that a choice of language is available, lanyards and badges are available for staff who speak Welsh fluently, and lanyards are available for staff who are learning Welsh. These badges/lanyards are an excellent way of identifying other members of staff who speak Welsh.

Fluent Welsh speakers

All members of staff who are fluent Welsh speakers must wear a badge or a lanyard to let everyone know that they are fluent Welsh speakers (black lanyard with an orange Cymraeg (Welsh) bubble).

Welsh Learners

The Council has commissioned lanyards for those members of staff who are learning Welsh as well.

A lanyard/badge for fluent Welsh speakers or a lanyard for Welsh learners can be posted to you by contacting cymraeg@conwy.gov.uk or cyfieithu@conwy.gov.uk. **(Standard 68)**

13. Official Notices and Public Notices

- 13.1 Any official notice that we publish or display must be published or displayed in Welsh and English, and you must not treat any Welsh language version of a notice less favourably than an English language version. **(Standard 69)**
- 13.2 When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned above the English text. **(Standard 70)**

If you produce a separate Welsh and English version of a notice, you must ensure that the English version clearly shows that the notice is also available in Welsh, and vice versa. Please use the following wording:

On the English version, please include:

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

On the Welsh version, please include:

This document is also available in English.

Exceptions to the above will be:

- (a) official notices and public notices in Welsh publications. These will be displayed in Welsh only.

14. Council Sponsorship and Grants

- 14.1 Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version. **(Standard 71)**
- 14.2 When we invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English. **(Standard 72)**
- 14.3 We must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions). **(Standard 72A)**
- 14.4 If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must:
- (a) offer to provide a translation service from Welsh to English to enable the applicant to speak Welsh at the interview unless you speak Welsh fluently, and,
 - (b) if the applicant wishes to speak Welsh at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).

You can arrange for a translator to provide a simultaneous translation service at your meeting by contacting the Translation Service on 6081/6082/6080 or by sending an e-mail to cyfieithu@conwy.gov.uk. **(Standard 74)**

- 14.5 If an application was submitted in Welsh; when you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh. **(Standard 75)**

15. Tenders

- 15.1 Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. **(Standard 76)**

You must comply with standard 76 in the following circumstances:

- (a) if the subject matter of the tender for a contract suggests that it should be produced in Welsh, or
 - (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.
- 15.2 When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English. **(Standard 77)**

- 15.3 You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions). **(Standard 77A)**
- 15.4 If you receive a tender in Welsh and that it is necessary to interview the tenderer as part of your assessment of the tender, and that you don't understand Welsh, you must:
- (a) offer to provide a translation service from Welsh to English to enable the tenderer to speak Welsh at the interview, and
 - (b) if the tenderer wishes to speak Welsh at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service). **(Standard 79)**

You can arrange for a translator to provide a simultaneous translation service at your meeting by contacting the Translation Service on 6081/6082/6080 or by sending an e-mail to cyfieithu@conwy.gov.uk.

- 15.5 When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh. **(Standard 80)**

16. Corporate Identity

- 16.1 The Council's corporate identity and public image will be bilingual, and will not treat the Welsh language less favourably than the English language. **(Standard 83)**

17. Courses which are open to the public:

- 17.1 If you offer an education course that is open to the public, you must offer it in Welsh. **(Standard 84)**
- 17.2 If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website. **(Standard 86)**

18. Announcements over a public address system

- 18.1 When you announce a message over a public address system, or when you make announcements in the workplace using audio equipment, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first. **(Standard 87 and 144)**

Section B – Policy Making Standards

When developing a new policy or practice or revising an existing one, you should consider undertaking an Equality Impact Assessment which incorporates consideration of matters relating to the Welsh Language Standards

19. Policy Making

19.1 When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on:

- (a) opportunities for people to use the Welsh language, and
- (b) treating the Welsh language no less favourably than the English language.

(Standard 88)

19.2 When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on:

- (a) opportunities for people to use the Welsh language, and
- (b) treating the Welsh language no less favourably than the English language.

(Standard 89)

19.3 When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on:

- (a) opportunities for persons to use the Welsh language, and
- (b) treating the Welsh language no less favourably than the English language.

(Standard 90)

19.4 When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on:

- (a) opportunities for persons to use the Welsh language, and
- (b) treating the Welsh language no less favourably than the English language.

(Standard 91)

19.5 When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on:

- (a) opportunities for persons to use the Welsh language, and
- (b) treating the Welsh language no less favourably than the English language.

(Standard 92)

- 19.6 When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on:
- (a) opportunities for persons to use the Welsh language, and
 - (b) treating the Welsh language no less favourably than the English language.

(Standard 93)

- 19.7 The Council must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant:

- (a) what effects, if any (and whether positive or negative), the awarding of a grant would have on:
 - (i) opportunities for persons to use the Welsh language, and
 - (ii) treating the Welsh language no less favourably than the English language.
- (b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on:
 - (i) opportunities for persons to use the Welsh language, and
 - (ii) treating the Welsh language no less favourably than the English language.
- (c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on:
 - (i) opportunities for persons to use the Welsh language, and
 - (ii) treating the Welsh language no less favourably than the English language.
- (ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on:
 - (i) opportunities for persons to use the Welsh language, and
 - (ii) treating the Welsh language no less favourably than the English language.

(Standard 94)

- 19.8 When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on:

- (a) opportunities for persons to use the Welsh language, and
- (b) treating the Welsh language no less favourably than the English language.

(Standard 95)

- 19.9 When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on:
- (a) opportunities for persons to use the Welsh language, and
 - (b) treating the Welsh language no less favourably than the English language.

(Standard 96)

- 19.10 When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on

—

- (a) opportunities for persons to use the Welsh language, and
- (b) treating the Welsh language no less favourably than the English language.

(Standard 97)

Section C – Operational Standards

20. Actions for Line Managers

Are you a Line Manager? If so, there are further actions below for you.

Appointing New Staff

- 20.1 When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh. Welsh and English templates are available from the Human Resources Service [here](#). **(Standard 99)**
- 20.2 You must:
- (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and
 - (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.
- (Standard 100)**
- 20.3 You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh. **(Standard 101)**
- 20.4 You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh. **(Standard 102)**
- 20.5 You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh. **(Standard 103)**
- 20.6 Members of staff have the right to use a flexi time recording system in Welsh. VisionTime is available in Welsh [here](#). If staff don't use the VisionTime system, you need to ensure that any forms that record and authorise:
- (a) leave,
 - (b) absences, and
 - (c) working hours,
- are provided in both Welsh and English. **(Standard 104)**
- 20.7 When new members of staff start working for the Council, they will receive the choice of attending the corporate induction in Welsh or English. **(Standard 128)**

21. Matters relating to Human Resources

Publishing Policies

- 21.1 All policies written by the Council will be provided in Welsh and English to staff at all times:
(Standards 105 – 111)
- 21.2 You must allow each member of staff:
- (a) to make complaints to you in Welsh, and
 - (b) to respond in Welsh to any complaint made about him or about her.
- (Standard 112)**
- 21.3 You must state in any document that you have that sets out your procedures for making complaints that each member of staff may:
- (a) make a complaint to you in Welsh, and
 - (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.
- (Standard 112A)**
- 21.4 If the Human Resources Service receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must:
- (a) ask the member of staff whether he or she wishes to speak Welsh at the meeting;
 - (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to speak Welsh, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).
- (Standard 114)**
- 21.5 When you inform a member of staff of a decision you have reached in relation to a complaint made by them, or in relation to a complaint made about them, you must do so in Welsh if that member of staff:
- (a) made the complaint in Welsh,
 - (b) responded in Welsh to a complaint about them,
 - (c) asked for a meeting about the complaint to be conducted in Welsh, or
 - (ch) asked to speak Welsh at a meeting about the complaint.
- (Standard 115)**
- 21.6 The Council will allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process. **(Standard 116)**
- 21.7 Any document that sets out our arrangements for disciplining staff must note that any member of staff may respond in Welsh to any allegations made against them and if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right. **(Standard 116A)**

- 21.8 If a meeting is organised with a member of staff regarding a disciplinary matter that relates to his or her conduct you must:
- (a) ask the member of staff whether they wish to speak Welsh at the meeting, and
 - (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to speak Welsh, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).

(Standard 118)

- 21.9 When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff:
- (a) responded to allegations made against them in Welsh,
 - (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or
 - (c) asked to speak Welsh at a meeting regarding the disciplinary process.

(Standard 119)

22. Information Technology

- 22.1 **Welsh spellchecker** – All members of staff can access a Welsh spellchecker in MS Word, in the same way as you would access the English version. In the language settings, choose 'Cymraeg' / 'Welsh' and ensure that there is a tick and the letters A B C above it. If there isn't, please contact the IT Service Desk and ask them to install it for you. **(Standard 120)**

- 22.2 **Cysgliad** - Cysgliad is a package that contains Cysill, a programme that checks spelling and grammar and Cysgeir, which is a programme that has a Welsh - English dictionary and other handy tools. Cysgliad is included with all Council laptops (on Microsoft Word under Adolygu / Review or Ategiion / Add-ins depending on which version of Word you have). If it isn't on your laptop, please contact the IT Service Desk and ask them to install it for you. Staff from the Welsh Language & Translation Service can explain to you how to use the various tools within the package. **(Standard 120)**

- 22.3 **MS Office in Welsh** - It's possible to change all your MS Office programmes to Welsh. If you would like to do so, please contact the IT Service desk and ask them to set up the Microsoft Office Welsh Interface Pack for you. **(Standard 120)**

23. Staff's Welsh Language Skills

- 23.1 In order to facilitate the use of Welsh, the Council will continuously collect information about Council staff's language skills in order to note the number of staff who can speak, read and write in Welsh in all services. **(Standard 127)**
- 23.2 All members of staff need to complete the form requesting information about their Welsh language skills using the tool on the [intranet site](#) (and then click on 'update your details' at the bottom of the home screen.)
- 23.3 By completing the information, it will update the member of staff's record on the Staff Search list and also, if the member of staff can speak Welsh up to Level 4 or 5, an automatic message will appear when contacting them by e-mail noting that they can speak Welsh. Through this, it will be possible to see before contacting a member of staff whether or not they speak Welsh.

24. Welsh Language Courses for Staff

- 24.1 To facilitate your use of Welsh, the Council will provide training in Welsh in the following areas:
- (a) recruitment and interviewing
 - (b) performance management
 - (c) complaints and disciplinary procedures
 - (ch) corporate induction
 - (d) dealing with the public, and
 - (dd) health and safety
- (Standard 128)**
- 24.2 The Council will provide training on using Welsh effectively in:
- (a) meetings;
 - (b) interviews; and
 - (c) complaints and disciplinary procedures.
- (Standard 129)**

25. Learning Welsh

The Council is privileged to be part of the Work Welsh Scheme for staff who want to learn Welsh. Work Welsh is a programme designed to strengthen Welsh language skills in the workplace. The scheme is funded by Welsh Government, and has been developed by the National Centre for Learning Welsh. Work Welsh is a specific programme to strengthen Welsh language skills in workplaces across Wales. The lessons are available free of charge for Council staff. If you'd like to receive further information about our courses to learn Welsh, please feel free to contact Menna Morris, the tutor (menna.morris@conwy.gov.uk).

- 25.1 In accordance with the Welsh Language Standards, the Council will provide opportunities during working hours:
- (a) for employees to receive Welsh language lessons, and
 - (b) for employees who manage others to receive training on using the Welsh language in their role as managers.

This means that all Services have a duty to release staff to attend lessons regularly or allow them the time to self-study during work hours.

(Standard 130)

- 25.2 The Council will provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills. **(Standard 131)**

- 25.3 The Council will provide training courses so that employees can develop:
- (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);
 - (b) an understanding of the duty to operate in accordance with the Welsh language standards;
 - (c) an understanding of how the Welsh language can be used in the workplace.

(Standard 132)

26. Human Resources

Staffing

- 26.1 In order for the Council to be able to serve Welsh speakers and English speakers alike without treating the Welsh language less favourably than the English language, the Council will make the staffing arrangements necessary to ensure that it has sufficient Welsh speakers who possess the appropriate communication skills to provide a full service through the medium of Welsh in those workplaces and those service situations where there is contact with the public in Wales. **(A number of relevant Standards)**
- 26.2 The staffing arrangements of each service will be subject to continuous review, in order to identify the priorities of each Service for addressing any bilingual skills deficits. **(A number of relevant Standards)**
- 26.3 In order to facilitate the use of Welsh, the Council will continuously collect information about Council staff's language skills in order to note the number of staff who can speak, read and write in Welsh in all services. The Council will do so by using a tool on the intranet. **(Standard 151)**
- 26.4 By continuously maintaining and analysing the above Audit, officers will be able to identify those workplaces and those posts for which the ability to speak Welsh is essential or desirable. The requirement may be identified as appertaining to a specific workplace, situations or team rather than a specific post. This will enable the officers to allocate the Authority's new posts and vacant posts into one of the following two categories:
- (a) Posts for which fluency in Welsh is essential because of their contact with the public; or for other reasons (e.g. translators; press officer, reception staff, officers who work with children, vulnerable adults etc).
 - (b) Posts for which fluency in Welsh or a knowledge of Welsh is desirable.

All new Council posts and all posts falling vacant and intended to be filled will be placed in one of these two categories.

In order to assist the officers and the appropriate committees to act in accordance with these staffing aims, the following general guidelines are given, based on what it is fair and reasonable for the public to expect:

- (a) Services will ensure that they have officers who are fluent in both Welsh and English in the following posts: switchboard telephonists; reception personnel; counter personnel.
- (b) In the Council's main offices and main workplaces, it will ensure that there are sufficient staff who are fluent in both Welsh and English. Services will ensure that they have an appropriate percentage of Welsh speakers among their staff, and ensure that they are specifically directed to provide a service through the medium of Welsh as required.

- (c) Heads of teams of officers who come into contact with the public will organise their teams in such a way as to ensure that their service doesn't treat the Welsh language less favourably than the English language.

27. Recruiting to Vacant Posts

27.1 When advertising a post, everything needs to be sent to the Translation & Welsh Language Service so that we can check the language designation of the job and translate the job description **BEFORE** you send the post to HR for approval to advertise the post.

27.2 These are the steps that you will need to follow:

- Prepare the Job-description and Job Advert using the correct templates (available on our [intranet site](#)).
- It's very important that you note the Welsh designation on the Advertisement and the Job Description - this is an essential element of the Welsh Standards. Noting Essential / Desirable is sufficient on the Person Specification, however on the advert, a further explanation is required in order to explain exactly what is expected, and, hopefully, attract more applicants. So, instead of only noting "**Welsh is essential for this post**", you could note e.g.
 - The ability to converse at ease with customers in Welsh is essential for this post.
 - The ability to converse at ease with customers and reply to simple correspondence is essential for this post.
 - The ability to conduct a simple conversation in Welsh is essential for this post.
 - The ability to give public presentations and prepare reports in Welsh is essential for this post.
 - The ability to conduct psychological assessments through the medium of Welsh and English and the ability to present written information in both languages is essential for this post.
 - We are looking for an individual who can both speak and write Welsh to a high standard in order to conduct interviews with the press and respond to technical correspondence.
 - The ability to write letters and minutes correctly in Welsh is essential for this post
 - The ability to lead activities for children and young people through the medium of Welsh is essential for this post
 - The ability to give instructions and advice in Welsh is essential for this post and the ability to write in Welsh is desirable.

Please feel free to amend the examples above so that they are relevant to the post you're recruiting to. (**Standard 136A**)

- Please fully complete the Welsh Designation Form and make sure that you note how many Welsh speakers you currently have in the team and use the Flow Chart to Determine Designation for a Vacant Post (Welsh essential or Welsh desirable) to reach your decision.
- Please note that it is very important that you use the correct templates/forms - if you do not use these, then we will have no choice but to send them back to you for you to amend.
- If you don't have Welsh copies of the advert / job-description, you'll need to arrange to get them translated by completing a Translation Request Form and sending the documents to cyfieithu@conwy.gov.uk.
- Please input the English text into the Welsh template before sending it to us.
- The translator will translate the documents and send them to you.
- Then, in order to approve your documents, and your chosen Welsh language designation, you will need to send the documents to cyfieithu@conwy.gov.uk:
 - Job Advertisement (Welsh and English)
 - Job Description (Welsh and English)
 - Welsh Language Designation Form
- The designation you have noted for the post will be checked, and if necessary will be discussed with you
- The documents, as well as the Welsh Language Designation form will be returned to you.
- Then, you'll need to send the 4 documents (Welsh and English Advertisement, Welsh and English Job Description and the Welsh Designation Form) to HR along with other relevant forms. Further information about the Vacancy Control Procedure can be seen on the [Human Resources' intranet pages](#).
- All job adverts and job descriptions need to be advertised in Welsh and English on all websites and in all magazines/newspapers published in Wales.

(Standard 136)

28. Arranging Interviews

28.1 If the applicant has indicated on the application form that he wishes the interview to be conducted in Welsh, you will need to make sure you have a way of doing so. Ideally, the interview should be held in Welsh, with a panel who are all fluent Welsh speakers, but if a member of the panel doesn't speak Welsh, you will need to arrange for a simultaneous translator to be available - to do so, please phone the Translation Service on ext. 6081/6082/6080 or send an e-mail to cyfieithu@conwy.gov.uk. You will need to let the candidate know that the interview will be held through the medium of a translator. **(Standard 139)**

28.2 If you are interviewing for a Welsh essential post, please bear in mind that at least half of the questions need to be asked in Welsh, and if you don't speak Welsh, you will need to prove the language skills of the candidates to make sure they are able to speak Welsh.

Under **NO** circumstances should you recruit anyone to a Welsh essential post if they are not able to speak Welsh fluently (level 4 or 5). Ideally, the interview should be held in Welsh, with a panel who are all fluent Welsh speakers, but if the panel don't speak Welsh, you will need to arrange for a simultaneous translator to be available - to do so, please phone the Translation Service on ext. 6081/6082/6080 or send an e-mail to cyfieithu@conwy.gov.uk.

28.3 If the applicant has indicated on his application form that he wishes to receive correspondence in Welsh, you will need to send the letter inviting him to an interview, and any other correspondence in Welsh only.

28.4 Following appointing to a post, you will need to send any correspondence to the successful candidate in their preferred language

29. Announcements using audio equipment

29.1 When you make announcements in the workplace using audio equipment, those announcements must always be made in Welsh, followed by the English version. **(Standard 144)**

30. Complaints

30.1 In accordance with the Welsh Language Standards, we need to keep records of each complaint we receive in relation to the Welsh Language Standards. Please note therefore that it's important that any complaints about the Welsh language are recorded as 'complaints of a language nature' on the complaints system.

30.2 Eluned (eluned.mair.davies@conwy.gov.uk) or Nia Llwyd (nia.llwyd@conwy.gov.uk) can help you respond to any such complaint. **(Standard 147)**

Section Ch – Promoting Welsh Standards

In accordance with Standards 145 and 146, we have a Welsh Promotion Strategy. It can be seen [here](#).

Welsh Language Commissioner Feedback

Report to	Welsh Language Steering Group
Date of Meeting	8 November, 2022
Lead Member	Gary Williams / Councillor Emrys Wynne
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 d Policies being their priority.

THE FINDINGS

A body that creates and publishes documents and forms

During the 2022-23 surveys it was discovered that not all documents and forms included a statement on the English versions that they were also available in Welsh. There were 2 examples of a document that did not comply with standard 49 namely:

<https://www.sirddinbych.gov.uk/en/documents/education/school-information-guides/schools-information-guide-2022-2023.pdf>

<https://www.sirddinbych.gov.uk/en/documents/your-council/strategies-plans-and-policies/policies/education-and-schools/learner-transport-policy-v2.pdf>

There were 3 examples of a form that did not comply with standard 50A namely:

<https://www.denbighshire.gov.uk/en/documents/licences-permits-and-trading-standards/business-and-street-trading-licences/taxi-licences/hackney-carriage-private-hire-drivers-licence-application.pdf>

<https://www.denbighshire.gov.uk/en/documents/licences-permits-and-trading-standards/business-and-street-trading-licences/taxi-licences/taxi-driver-medical-assessment-form-v2.pdf>

<https://www.denbighshire.gov.uk/en/documents/licences-permits-and-trading-standards/business-and-street-trading-licences/taxi-licences/notification-of-motoring-conviction-form.pdf>

Apps

The Council noted medium compliance for their apps noting that the Parentpay app was not available in Welsh. It was discussed that Parentpay was not an app that had been published by the Council and it was confirmed that the schools themselves had an agreement with the company.

Council's use of social media

During the 2022-23 surveys it was noted that one message on Twitter and one message on Facebook were published in English only on the Council's corporate media.

<https://twitter.com/DenbighshireCC/status/1539307770410700802>

[https://www.facebook.com/photo/?fbid=396944645808880&set=a.305457728290906&_cft__\[0\]=AZU0IC8EtS7cdGPx9KnnJuLt8nIjkk08i-XNMyuxHolZgzH2o-dNxaGPQI19TYyct6X1oDQXCMBndctXzyHjHngFVcA7jFP4uG8RDrtSmeOg2mKz-8gYi0OMa8145GYZ3Fi4J7F7obnDqCjXPOdPzCB6fkV_7kS6eyC-TYuj8mnok_21KI5IMIIozDvjT2E6kCI&_tn_=%2CO%2CP-R](https://www.facebook.com/photo/?fbid=396944645808880&set=a.305457728290906&_cft__[0]=AZU0IC8EtS7cdGPx9KnnJuLt8nIjkk08i-XNMyuxHolZgzH2o-dNxaGPQI19TYyct6X1oDQXCMBndctXzyHjHngFVcA7jFP4uG8RDrtSmeOg2mKz-8gYi0OMa8145GYZ3Fi4J7F7obnDqCjXPOdPzCB6fkV_7kS6eyC-TYuj8mnok_21KI5IMIIozDvjT2E6kCI&_tn_=%2CO%2CP-R)

2 OPERATIONAL STANDARDS

Using the Welsh language within the body's administration

It was noted in the self-assessment questionnaire that the Council did not have a policy on the use of Welsh within the administration of a body.

Recruitment and appointment standards

It was noted during the 2022-23 surveys that 2 job advertisements contained monolingual English words and/or titles.

Position 1

Community Resource Team Co-ordinator

Job Reference: C55500077W3LDE

Errors: Pecyn Location: Ruthin/Corwen Hours: 37 per week Permanent

Position 2

Administration Officer - Team Around the Family

Job Reference: ESEI00074W3FDE

Error: English only title

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 2022
Internal communications to remind staff of their duty to comply with the Welsh Language Standards around telephone answering, responding to correspondence and arranging meetings.	Manon Celyn	November 2022- March 2023
Carry out mid-year internal research to check on compliance	Manon Celyn / Menter Iaith Sir Ddinbych	April 2023

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Report to	Welsh Language Steering Committee
Date of meeting	8 November 2022
Lead Member / Officer	Gary Williams / Councillor Emrys Wynne
Report author	Manon Celyn, Welsh Language Officer
Title	Activities to promote the Welsh language

1. What is the report about?

This report is about Welsh Language promotional activity.

2. What is the reason for making this report?

To update Members on the Welsh Language promotional activity since the last meeting and the outline plans for the year ahead.

3. What are the Recommendations?

To note the activity during 2022 and to approve the proposal for the 2023 promotional activity.

4. Report details

Bilingual Workforce

Over the past year we have undertaken a great deal of key work in promoting and facilitating the use of Welsh internally and externally to ensure that the Language Standards are implemented. Below are some of the projects:

Staff Eisteddfod

The Council held its fourth Eisteddfod between 18 February and 1 March as part of the St David's Day celebrations. The event is part of the Council's efforts to raise the profile and ensure better understanding of the Welsh language and also to celebrate Welsh culture. It was held during a period of considerable focus on the Welsh language with the return of the Urdd Eisteddfod to the County in May 2022. Once again this year, because of Covid-19, the Staff Eisteddfod was held digitally. Our private staff Facebook platform was used to hold the Eisteddfod and to promote the

various categories for staff to compete in by uploading a photo to accompany each category. Categories included Pet in the Best Condition, Most Talented Pet, Before and After/Old and New, a sentence from the the words DEWI SANT, my favourite place in Denbighshire and many more. To encourage more people to take part in the Eisteddfod this year it was decided that all Council staff should be adjudicators. They chose the winners by 'liking' photos/videos on the Facebook page and those with the most 'likes' were the winners. The response and support received was extremely encouraging again this year with a good level of staff engagement.

The Urdd Eisteddfod in Denbighshire

The Urdd Eisteddfod returned to Denbighshire this year and was held at Kilford Farm on the outskirts of Denbigh. Preparations for the Eisteddfod began in 2018 however it had to be postponed twice because of the Pandemic. The work of arranging the Eisteddfod re-started in 2021 with many busy months leading up to the event itself.

Denbighshire County Council was one of the Eisteddfod's main sponsor this year and we were also sponsored the two shows – the primary schools' show 'Ni yw y Byd' (We are the World) and the secondary schools' show 'Fi di Fi' (I am Me).

We had a large marquee on the Eisteddfod field and our theme was 'Discovering Denbighshire'. The marquee had several different sections which concluded of a theatre, business / tourism, arts and crafts and countryside. It was an extremely successful Eisteddfod and Denbighshire's marquee was busy all day, every day. It was lovely to see so much excitement and buzz on the maes after such a long time.

Paned a Sgwrs

Sessions are still being held virtually. Numbers reduced during 2021 as a result of the sessions being virtual, but they have risen again over the last year and the sessions are going from strength to strength. We have a face to face reading clubs once a month at Denbigh and Ruthin Libraries. Staff choose a book from the 'Amdani' series which is suitable for learners and read it by the next session where the book is then discussed, giving learners the opportunity to use Welsh to express their opinions. These sessions have been very successful to date with staff favouring the face to face sessions. Weekly written tasks are also prepared for staff in order to help them develop their written skills.

Shwmae Sumae Day

Again this year we were part of the Shwmae Sumae day celebrations on the 15th of October. The day is intended to promote the idea of starting each conversation with a 'Shwmae' or 'Su'mae' with the aim to show that the Welsh language belongs to everyone – fluent speakers, learners or if you are shy about your Welsh. We promoted the day on our social accounts by sharing relevant and useful Welsh words, with phonetics to help learners, to use in the café, pub, office, meetings and library as well as sharing the video we made of the red dragon mascot (Dewi Draig) being filmed using the Council's Welsh language services. The dragon passed a rugby ball to other members of staff after saying "shwmae" or "su'mae", those members of staff then did the same. The idea behind this was that the Welsh language was the rugby ball and that we were passing the Welsh language on.

Combining the Welsh Language in Education Strategic Plan and the Welsh Language Partnership Group.

Denbighshire's Welsh in Education Strategic Plan up to 2032 includes information regarding the intention to merge the current Welsh in Education Strategic Group with the County's Welsh Language Partnership Forum in order to oversee the implementation and evaluation of the plan. During the last year the efforts from members of both groups have been to combine the Partnership Forum and the Welsh Language in Education Strategic Plan following the model of Anglesey Council and Carmarthenshire County Council.

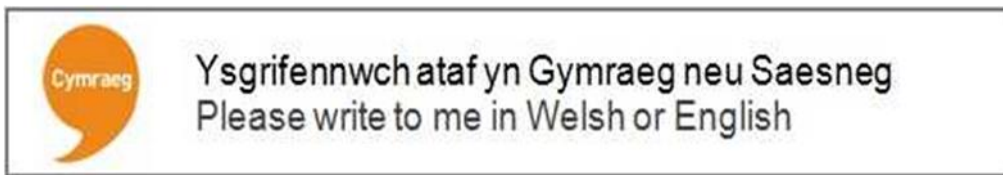
This means that each meeting will be divided into two parts with one part specifically for Education and the other specifically for the Partnership Forum. There will be a minimum of 3 meetings during each year and it is intended to have an independent Chairman. The main advantages of this structure will be to ensure that there is a clear strategic direction, reduce the duplication of activities and increase the opportunity for the benefit holder to collaborate with each other.

St David's Day

The staff Eisteddfod was the main event to celebrate St David's day again this year, but we also shared information on our social media about St David's history, relevant Welsh vocabulary and phonetics to help Welsh learners and the interesting facts about why the leeks and daffodils are the national symbols of Wales as well as the reason behind wearing them on St David's Day.

Iaith Gwaith (Working Welsh) Logo / Sentence at the foot of e-mails

Welsh speaking staff include a logo at the bottom of their e-mail signature so that customers and colleagues know that they can speak Welsh. We have also developed a logo for learners with the words 'Dw i'n dysgu Cymraeg' (I'm learning Welsh) to include with their e-mail signatures and many are using it.



Promoting the Welsh Language Standards

We have created documents promoting the Welsh Language Standards to share on the council staff Facebook page, in our daily newsletter, on our intranet and our visiontime system. It is a checklist for staff to ensure that they comply with the standards by following the guidelines given. Templates include information on answering the phone bilingually, arranging meetings and corresponding. We have also created a document of relevant Welsh words for staff and councillors to use in meetings in order to encourage them to start and end meetings in Welsh.

Videos to promote the Welsh language

As many things have gone online or digital over the past 3 years we have had to be a little more creative in the way we promote the Welsh language to keep the momentum going. We have promoted many videos created by us such as a video on how to pronounce Welsh words and sentences that are useful for meetings and how to pronounce the names of some of Denbighshire's towns and villages correctly. All the videos are shared internally and externally on our corporate Facebook page and have been shared many times by the public.

'Cysgliad' software

Following discussions with the IT department we have downloaded the 'Cysgliad' software on all DCC staff's laptops. The software is very useful for staff who are fluent Welsh speakers and learners who are giving their Welsh a go as they include two useful tools - a dictionary and a Welsh language grammar checker. The process in the past consisted of staff having to ask for it, and many staff were not aware that it

was available. So following the download of the software the Welsh Language Officer has been encouraging staff to use it and offering 3 dates of training on how to navigate the software. Around 30 members of staff have taken advantage of the training so far.

Welsh Language training and courses

We promote Welsh lessons very often and a large number of staff take advantage of the opportunity to improve their skills. 8 members of staff have registered for the taster+ course for 6 weeks (2 hours per week) with Coleg Cambria with the intention of proceeding on to the intensive entry level course with a tutor in January. Several members of staff have also taken advantage of the 10 hour online courses which have been tailored for different sectors, as well as residential courses at Nant Gwrtheyrn.

4.5 Next steps: Proposed timetable of activity for 2023:

Month	Activities
October 2022 – August 2023	Internal campaign on ‘Doubling your daily use of the Welsh language’
November – December 2022	FIFA World Cup
November 2022 – March 2023	Welsh Language Strategy
November 2022 – January 2023	Policy on Implementing the Welsh language internally

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 is no funding available for this work. Any costs would be absorbed by the current partners and through the goodwill of members.

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 a potential decline in the number of Welsh speakers in the county (as measured by the national census). All partner organisations have also committed to contributing towards the development of the Welsh language nationally and towards the million speakers target set by the Welsh Government by 2050.

WELSH LANGUAGE STEERING COMMITTEE FORWARD WORK PROGRAMME

Meeting	Item (Description / Title)		Purpose of Report	Lead member and Contact Officer
15 March 2023	1	Update on 'More than words'		Margaret Watkins, Swyddog Datblygu Staff Gwasanaethau Cymorth Cymunedol.
	2	Report on the success of the Language Strategy 2017-2022		Manon Celyn
	3	Draft Language Strategy 2022-2027		Manon Celyn
5 July 2022				

Note for Officers – Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>November</i>	26 October				

Updated 14/02/22 RTJ

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26 Hydref 2022

Annwyl Brif Weithredwr

Cyhoeddi Adroddiad Sicrwydd 2021-2022 – ‘Y Gymraeg fel ffordd o weithio’

Ysgrifennaf atoch yn cyflwyno adroddiad sicrwydd diweddaraf y Comisiynydd ar gyfer 2021-22 – Y Gymraeg fel ffordd o weithio.

Mae'r adroddiad sicrwydd yn rhoi barn y Comisiynydd ar y ffordd y mae sefydliadau'n gweithredu eu dyletswyddau iaith ac yn rhoi sylw i brofiadau defnyddwyr y gwasanaethau Cymraeg. Pwrpas yr adroddiad ydy rhoi cyfle i chi fel arweinwyr sefydliadau i ystyried sut mae eich corff chi yn perfformio yn erbyn y tueddiadau cyffredinol, ac i ystyried eich blaenoriaethau o ran parhau i wella a gweld cynnydd yn eich perfformiad. Mae'n gyfle i ddeall mwy am be sydd yn gweithio yn dda, i feddwl am adborth defnyddwyr y Gymraeg am eu profiadau wrth geisio derbyn gwasanaethau Cymraeg ac i herio eich hunain ar lefydd ble mae perfformiad yn wael.

Mae'r adroddiad yn canfod ar y cyfan, fod perfformiad cyrff yn eithaf sefydlog wrth gymharu arolygon a phrofiadau pobol dros gyfnod y pandemig. Fodd bynnag, mae risg fod y cynnydd a welwyd mewn cydymffurfiaeth cyn cyfnod y pandemig wedi arafu a bod tuedd o wanhau mewn rhai manau.

Y prif bryder amlygodd flwyddyn diwethaf yw'r diffyg sylweddol sydd wrth gydymffurfio â dyletswyddau sy'n ymwneud â hysbysebu swyddi a dilyn prosesau recriwtio am staff newydd. Gosododd y Comisiynydd her i sefydliadau yn ôl yn 2019 yn ei adroddiad sicrwydd iddynt fod yn gwella eu perfformiad yn y maes hwn. Siomedig iawn felly yw gweld nad oes cynnydd ddigonol wedi bod dros y blynyddoedd diwethaf.

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Mae angen chwyldro yn ymagwedd nifer o gyrff cyhoeddus tuag at ddenu gweithlu sy'n medru'r Gymraeg er mwyn gwella eu gallu i ymateb i hawliau'r cyhoedd o dan y safonau. Mae yna gyswllt clir rhwng cael gweithlu ddwyieithog a gallu cyrff i gynnig gwasanaethau atebol da. Rhaid i gyrff wella eu gallu i asesu anghenion ieithyddol swyddi gwag er mwyn gwella eu gallu i ddarparu yn Gymraeg ac felly defnydd o'r Gymraeg.

Mae'r adroddiad hefyd yn parhau i dynnu eich sylw at yr angen i wella trefniadau wrth gydymffurfio â'r safonau llunio polisi. Mae dyfarniad diweddar Tribiwnlys y Gymraeg yn y maes hwn yn cael ei amlygu ac rwyf yn eich annog i roi sylw dyladwy i'ch trefniadau cydymffurfio â'r safonau llunio polisi gan eu bod yn allweddol i yrru newid wirioneddol o ran defnydd o'r Gymraeg.

Rwyf yn nodi yn yr adroddiad ein bod yn byw mewn oes o ansefydlogrwydd o ganlyniad i bandemig Covid-19, yr argyfwng costau byw, ac ansicrwydd o safbwynt ieithyddol wrth i ni aros am ganlyniadau'r Cyfrifiad. Rwyf am eich atgoffa fod y safonau yno i ddangos parch tuag at ddewis iaith ac i alluogi siaradwyr ym mhob man i allu byw eu bywydau yn y Gymraeg.

Mae gan eich sefydliad chi, fel bob sefydliad cyhoeddus Cymru rôl flaenllaw i'w chwarae wrth sicrhau fod y Gymraeg yn ffynnu a drwy ymrwymiad llawn i weithredu'r safonau mae modd i chi dylanwadu yn sylweddol ar greu Cymru ble mae modd defnyddio'r Gymraeg bob dydd.

Mae croeso i chi gysylltu â ni trwy eich swyddog cyswllt os hoffech drafod cynnwys yr adroddiad sicrwydd.

Yn gywir,

Gwenith Price

Dirprwy Gomisiynydd y Gymraeg



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26 October 2022

Dear Chief Executive,

Publishing the 2021-2022 Assurance Report - 'Welsh as a way of working'

I write to present to you the Commissioner's latest assurance report – 'Welsh as a way of working'.

The assurance report outlines the opinion of the Commissioner on the way organisations deliver their language duties and reflects on the experiences of users of Welsh language services. The purpose of the report is to give you as the leaders of organisations the opportunity to consider how your organisation performs against general trends and to consider your priorities in terms of improvement and seeing progress in performance. It is an opportunity to understand more about what works well, to consider the feedback from Welsh language users regards their experiences when trying to receive Welsh language services and to challenge yourselves in areas where performance is poor.

The report finds in general terms, that the performance of organisations is relatively stable when compared to monitoring and experiences of people over the pandemic period. However, there is a risk that the progress witnesses with compliance noted before the pandemic period has slowed and that there is a tendency to decline in some areas.

The main concern highlighted last year is the considerable failure found when complying with duties that relate to the advertising of staff and following recruitment processes for new staff. The Commissioner challenged organisations in 2019 in that assurance report to improve performance in this area. It is disappointing therefore to note that there is no real progress made of the intervening years.

A drastic change is needed in the attitude of many public sector bodies towards attracting a workforce with Welsh language skills so that they can improve their ability to respond to the rights created for the public by the standards. There is a clear link between having a bilingual workforce and the ability of organisations to provide good responsive services. Organisations must improve their ability to assess the language needs of empty staff roles to improve their ability to deliver in Welsh and therefore increase the use of the language.

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The report also continues to draw your attention towards the need to improve arrangements to comply with the policy making standards. The recent decision made by the Welsh Language Tribunal in this context is highlighted and I would encourage you to give due attention to your arrangements for complying with the policy making standards as they are crucial for driving real change in terms of use of the Welsh language.

I note in the report that we are living through uncertain time as a result of the Covid-19 pandemic, the cost-of-living crisis and the uncertainty from a language perspective as we wait for the results of the Census. I wish to remind you that the standards are there to show respect towards the language choice of the public and to allow for Welsh speakers everywhere to be able to live their lives in Welsh.

Your organisation, like all of the public sector bodies in Wales, has a leading role to play to ensure that the Welsh language thrives and by committing fully to delivering the standards you are able to influence significantly in creating a Wales where it is possible to use the Welsh Language daily.

You are welcome to contact us through your main contact should you wish to the assurance report.

Yours sincerely,

Gwenith Price

Deputy Welsh Language Commissioner

Welsh as a way of working

Assurance Report 2021-22



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Foreword:

Welsh as a way of working

This report is an opportunity to reflect on the way organisations think about the Welsh language when formulating policies, when planning and delivering services in the Welsh language, and gives attention to the extent to which they respond appropriately to the language duties imposed upon them. Within this context, I am pleased to note that the report includes positive examples of delivery and offers examples of best practice to organisations that have room for improvement. Despite this, and it is probably of no surprise given the recent challenging period, that I am concerned that the progress we saw prior to the pandemic period no longer exists.

Throughout that period the Commissioner demonstrated reasonable tolerance where real challenges arose due to the emergency periods everyone was forced to work through, however that is no longer sustainable. The main responsibility of the Commissioner in connection to the standards system is to maintain the expectations on organisations to deliver the Welsh Government's standards – standards that have been approved by the Senedd. Failure to regulate effectively would be letting down Welsh language users.

The changes seen to the working arrangements of organisations, such as working from home and movement to a more interactive digital workplace, have now been adopted in the longer term with more and more public sector organisations promoting a hybrid model of working. As a result, arrangements put in place to comply with language duties must change so that organisations can continue to operate as effectively or better than when their workforce was in an office or permanent site.

I noted in my report last year that there were excellent examples of organisations that continued to maintain use of the Welsh language despite the revolutionary changes. However, despite this, there are organisations that have not adapted, and there is a risk that this can have a negative impact on Welsh language users.

In the 2018-2019 assurance report 'Rights in Use' the Commissioner challenged organisations to improve their performance when recruiting a bilingual workforce. It is disappointing to note that this has not happened. The findings last year highlight significant failings when advertising jobs and following recruitment processes for new staff. I believe that a dramatic change is needed in order to attract a workforce that are able to use the Welsh language.

It is unarguable that the health sector has been under considerable pressure over the recent period, however the Welsh Language Commissioner must regulate effectively in order to drive change. There is a need for the sector to consider how to comply

with the standards. The findings show that the sector performs considerably worse than other sectors that are subject to the Welsh language standards. It is essential, if the situation is to improve, that compliance with standards is given prominent consideration in rebuilding strategies.

This report also looks at the performance of organisations that are subject to Welsh language schemes. Performance is mixed within this group of organisations, which is frustrating for Welsh language users, and the Commissioner cannot enforce change. There are more organisations that deliver under Welsh language schemes than under the standards system and therefore it is impossible to envision any increase in use of Welsh without better consistency of language duties in Wales.

We are living in an age of instability as a result of the COVID-19 pandemic, the cost-of-living crisis and the uncertainty with regards language as we await the results of the Census. In this report, my main purpose is to remind the leaders of organisations, and those in authority, that the Welsh language standards are positive promotional standards. The standards are there to demonstrate a respect towards language choice and to allow speakers everywhere to live their lives in Welsh. Now is the time to commit to rebuilding services through operational planning that respects the rights of Welsh language users so that they may be treated equally.

As the situations around us change continuously, the standards expect that organisations developed with the Welsh language. It should be a central part of the mindset of a country that is to have has over a million Welsh language speakers that use the language regularly. Public sector organisations in Wales have a leading role to play therefore to ensure the Welsh language thrives, and the manner in which they comply with language duties is key.

Gwenith Price

Deputy Welsh Language Commissioner.

Key findings

This section summarises the Commissioner's findings from the evidence gathered during the financial year 2021–2022.

The report is based on direct verification carried out by the Commissioner's officers, meetings and engagement with organisations subject to Welsh language duties, the Commissioner's investigation and enforcement work and the findings of a Welsh speakers' poll from November 2021.

Due to pandemic restrictions, some services were not able to be verified or inspected as had been the case in previous years, such as reception services or inspecting those services where it was necessary to travel or visit organisations, such as signs displayed by bodies or using self-service machines.

Furthermore, there was no opportunity for the Commissioner to conduct focus groups or engage with members of the public, so attention has been paid to the results of the Welsh language speakers survey (November 2021) as well as including a number of examples of the investigative and enforcement work of the Commissioner – work based on complaints from members of the public.

The report gives public organisations the opportunity to learn from the findings and take action to strengthen provision and increase future use of Welsh – it is their responsibility to ensure compliance with their duties, and guidance is given on those places that most need attention in this report so that heads of organisations can understand where they must direct their attention to avoid facing enforcement action.

There is a significant lack of compliance with standards associated with staff recruitment

- The findings of the surveys by the Commissioner's officials is that Welsh is treated less favourably than English when advertising jobs in 50% of the cases surveyed.
- There has been an increase in the number of job adverts published in Welsh (from 24% in 2019 to 66% in the year 2022). However, the picture across sectors is mixed. The surveys show that bodies subject to Welsh language standards regulations no. 7 (namely the National Health Service Health Boards and Trusts) publish only 23% of their job adverts in Welsh.
- Although there is an increase in jobs advertised by bodies in Welsh, it does not always follow that the supporting documentation for the posts is also available in Welsh or that use of Welsh is further promoted and facilitated during the advertising process.
- Only 7% of job adverts surveyed contained an application form where applicants were able to indicate a wish to use Welsh.

- Organisations' compliance with the standards that require them to assess the need for Welsh language skills before advertising vacancies is concerning with over half of adverts surveyed failing to mention what skill level is needed on the job, or the skills designation is not clear to a person who is applying for the job.

A survey of Welsh speakers highlighted that the public continue to believe things are improving. Data also suggests that more people would use Welsh if organisations did more to facilitate staff and customers' choices to use Welsh and were able to guarantee Welsh language services.

- 15% of people who responded to the Welsh speaker's poll indicated they preferred using Welsh with public bodies. A further 26% of Welsh speakers however reported that they vary their preferred language depending on the situation.
- Our verification surveys continue to show that Welsh language services or the internal operation of bodies in Welsh are not always consistent, which is likely to lead to a lack of public confidence in the services and a tendency to turn to English-language services that they consider more reliable.

The Commissioner's verification surveys highlight that vulnerabilities remain in relation to some key services

- The Commissioner's monitoring work shows that the level of compliance of organisations with the requirements to deal with telephone calls in Welsh is generally low.
On average, organisations subject to Welsh language standards deal with calls in Welsh during half of cases (53%). This gives consumers no assurance that a Welsh language telephone service will be available.
- The findings of the Commissioner's surveys found that when Welsh correspondence was answered by organisations, it was answered in Welsh 81% of the time. However, this does not reflect the actual experience considering that only in 73% of cases did the correspondence receive a response at all.
- So of all the Welsh language correspondence sent to the bodies, only 60% received a response in Welsh (considering the level of queries that received no reply at all).

Organisations' understanding of the policy-making standards' requirements is improving, but implementing and carrying out

adequate assessments in policy decision-making remain inconsistent.

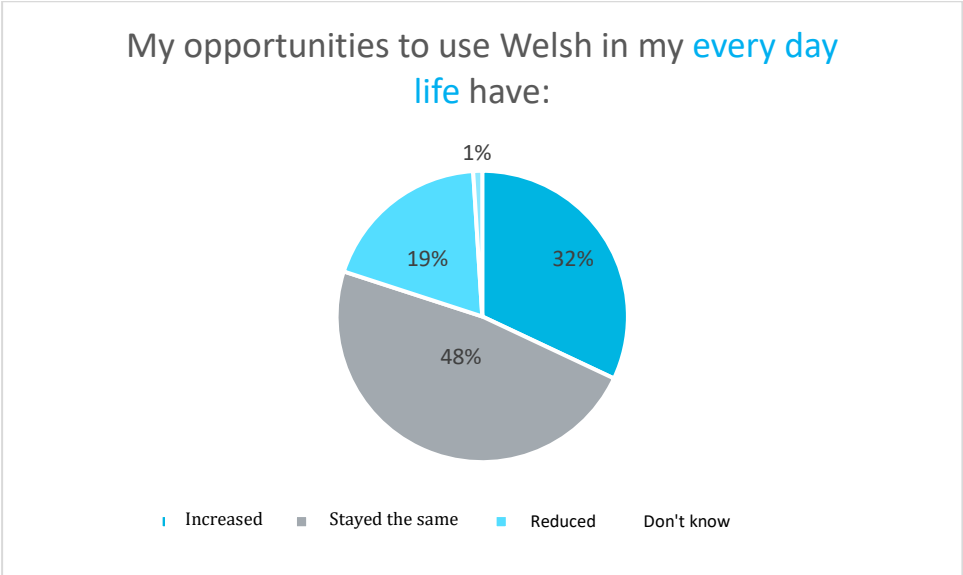
- Organisations' own assessments state that procedures and guidelines are in place to meet the requirements of the policy-making standards in most cases. However, the Commissioner's investigation and enforcement work and the number of complaints the Commissioner receives in this area indicate that policy decisions continue to take place without an adequate assessment of the impact of the decision on the Welsh language. Organisations therefore need to ensure that the procedures and guidelines that are in place do lead to meaningful and adequate assessments.

The performance of bodies subject to language schemes varies significantly and a lack of consistency means that there is no guarantee to consumers that quality Welsh language services are always available.

Welsh Speaker Surveys

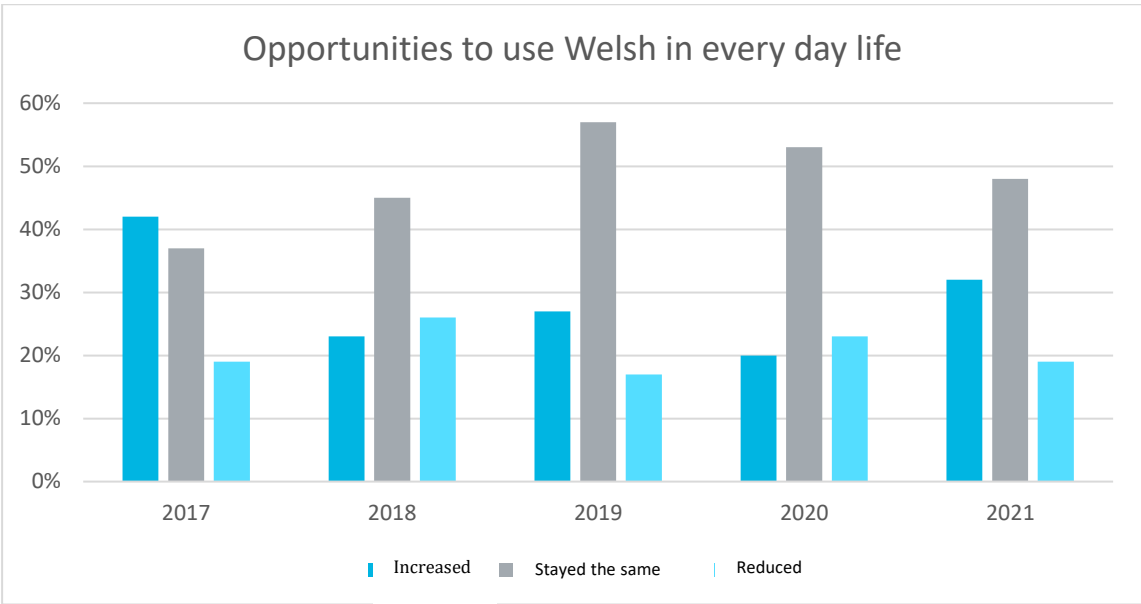
Opportunities for people to use Welsh in their daily lives

32% of respondents in 2021 have stated their view that their opportunities to use Welsh in their **everyday lives** have increased, with a further 45% indicating that their opportunities to use Welsh have remained the same. However, 19% of respondents say their opportunities to use Welsh have reduced:



We have asked this question in the survey of Welsh speakers since 2017, and it should be noted that the 2021 response included the highest percentage stating that there is an increase in opportunities to use Welsh in their daily lives since the standards came into force.

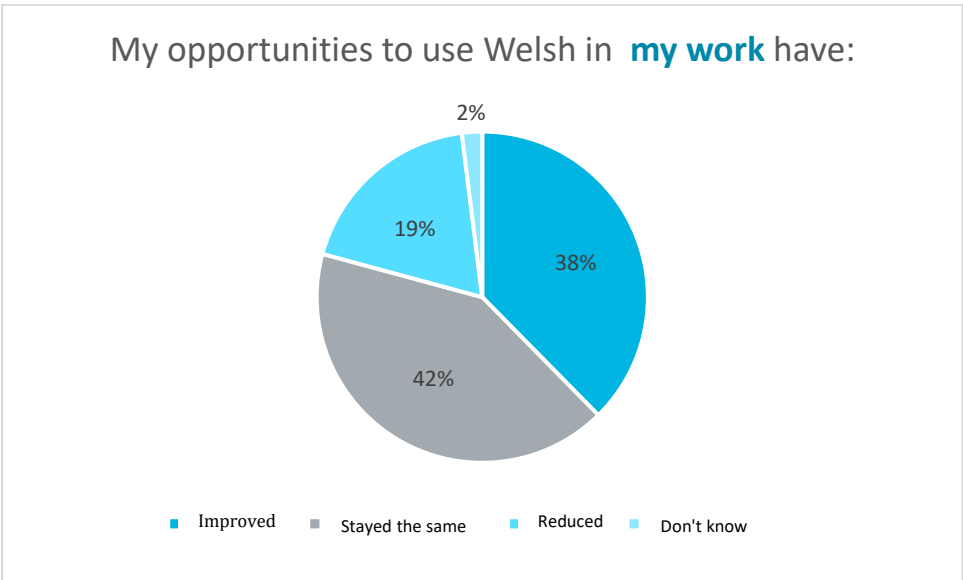
The response in 2021 also compares favourably with 2020, where 23% of survey respondents reported that opportunities to use Welsh in their daily lives had reduced and only 20% had seen an increase. It is difficult to know with certainty why previous years' trends changed in 2020 responses, but it may be possible to assume that the pandemic had an impact on a number of situations in which respondents used their Welsh, such as in social situations or when using services.



The use of Welsh in the workplace:

One element that strongly influences people's ability to use Welsh in their daily lives, and which the Commissioner believes is key to seeing growth in the use of Welsh, is the ability of people to use Welsh at work. For the first time this year, therefore, the Commissioner asked as part of the survey, whether respondents thought the opportunities to use Welsh in the workplace had changed.

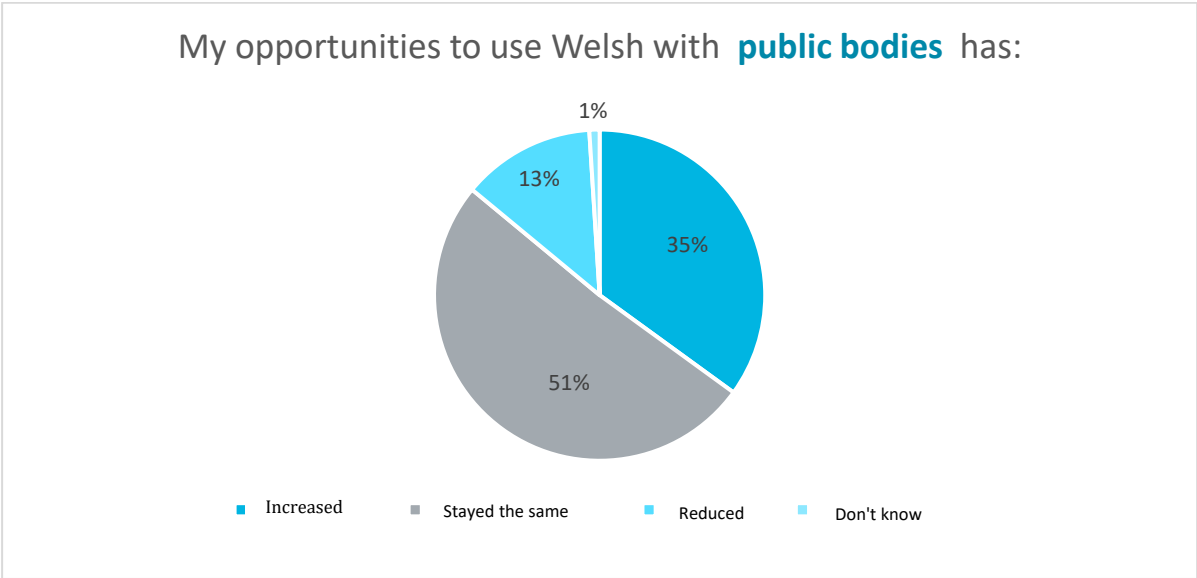
38% responded that their opportunities had increased, with a further 42% indicating that their opportunities had remained the same.



Use of Welsh with public bodies

When considering the Commissioner's regulatory work, it is important to seek the public's opinion on their ability to use the Welsh language with public bodies. It is therefore positive to note that there is no deterioration in the answers regarding respondents' views on their ability to use the Welsh language with public bodies.

With 35% of respondents stating that they believe opportunities to use Welsh are increasing, it is also encouraging to note that the response to this question (use with public bodies) saw the lowest number of respondents reporting that opportunities to use Welsh were decreasing (13%).



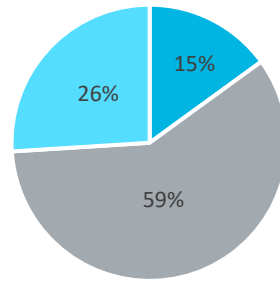
Language choice

Respondents were asked what language they preferred to use with public bodies. 15% indicated a preference for the use of Welsh, and 26% indicated a preference depending on the situation.

41% of Welsh speakers surveyed therefore stated that they prefer to either always use Welsh or receive bilingual services.

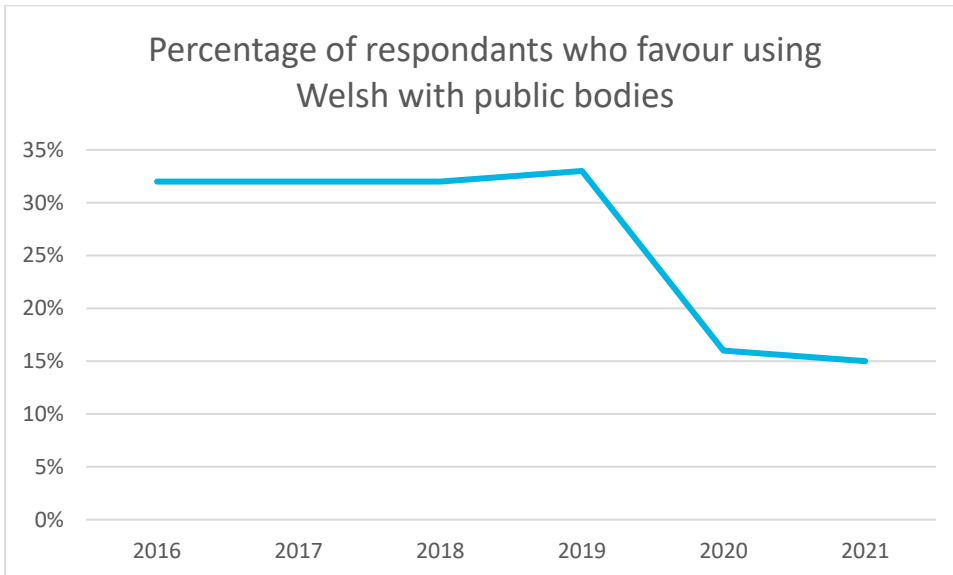
There is a clear challenge for organisations here to increase levels of use with attention to the 59% of Welsh speakers who do not choose to use the language.

Which language did the respondents prefer to use with public bodies?



■ Welsh ■ English ■ Varies depending on the service

It is important to note that there has been a downward trend in the last two years in terms of the number of respondents indicating that they prefer to use Welsh with public bodies:



This negative trend has been the subject of discussion by the Commissioner's Advisory Panel, particularly as the significant decline between 2019 and 2020 is noted. It has been discussed that the reduction may be due to the changes in people's involvement with public bodies due to the COVID-19 pandemic or may reflect a change in the method in which the survey has been conducted during the pandemic.

Currently, there is not enough data or information to be able to analyse why there is a decline in the percentage of respondents who favour the use of Welsh with public bodies, nor to arrive at a view of whether it is a long-term trend or a 'one off' originating from the pandemic, the approach of a remote survey, or the decline in compliance levels by a range of organisations in a number of important areas.

However, this is a worrying statistic and public bodies must carefully consider whether or not their Welsh language services have been maintained over the course

of the pandemic, whether the way they are delivered has changed or declined, what rebuilding steps may be needed and what steps are going to be taken to promote and facilitate opportunities to use the Welsh language with public bodies, and to ensure that it is as easy and convenient to use Welsh as it is to use English.

Our verification results and secret shopper surveys as outlined above, continue to show that Welsh language services or the internal functioning of bodies in Welsh are not always consistent, which is likely to lead to a lack of public confidence in the services. For consumer behaviour to change, where Welsh speakers always want to use Welsh, there must be assurance that a quality service is available.

Respondents state within the survey what the main factors are that make them vary language choice, with 34% of respondents varying language use due to the subject matter.

10% choose not to use Welsh due to the lack of availability of the Welsh language service and 8% due to waiting times for Welsh language services. It is therefore within the capacity of the public bodies to promote increase in the use of Welsh by making sure that Welsh language services are available and promoted. It must also be ensured that a Welsh service is not inferior or that there is any presumption that it may be inferior. Bodies must make it clear through their behaviour that Welsh receives no less favourable treatment than English when it comes to the operation of services so that the public has confidence in using them.

19% of respondents who do not currently use Welsh believe they are not personally fluent enough or have an adequate grasp of the language, and 9% state that they lack confidence in their ability to speak Welsh and therefore choose not to use Welsh.

However, 12% of those who choose not to use Welsh indicate that they do not choose to use Welsh, because in their view, there is not adequate availability of Welsh language services or there is not always a Welsh language service available. 5% indicate that the body needs to initiate the conversations in Welsh in order for respondents to go on to use Welsh. This view highlights the elements that public bodies can change through investment in the marketing and promotion of Welsh language services and by improving their overall performance with Welsh language standards by incorporating the proactive offer.

Further research was undertaken along with work to consider better service planning by the Commissioner in its 2018 – 2019 assurance report. With the impact of changing some working arrangements and operating and maintaining service arrangements, public bodies should re-consider some of the factors outlined in section 5 of that report:

20190731 <https://www.welshlanguagecommissioner.wales/media/am0gyzmu/assurance-report-rights-in-use-2018-19.pdf>

The Commissioner also offers further practical guidance on promoting the use of Welsh in this context within the advice document:

[Promoting the use of Welsh language services \(welshlanguagecommissioner.wales\)](#)

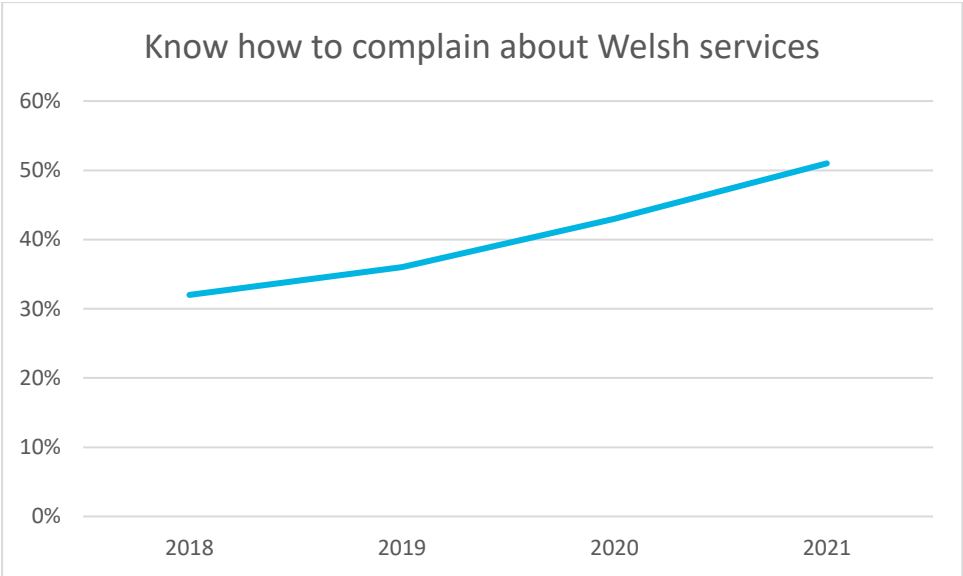
Quality

82% of respondents agree that they can deal with public bodies in Welsh if they wish to do so. 79% of respondents believe that organisations' Welsh language services are improving and 74% of respondents agree that public organisations ask them in what language they would like to deal with them.

67% of respondents agree that Welsh language services are of the same quality and standard as the equivalent English language services provided by public bodies, with 66% agreeing that they are more likely to use Welsh language services if bodies make it clear that the service is available.

Complain to organisations directly

Only 51% of respondents believe that public bodies make it clear to them how to complain about Welsh services. This is an increase over time in terms of respondents knowing how to make a complaint directly to bodies, however it is a low figure.



As has become clear when verifying the compliance of organisations, not all organisations subject to Welsh language standards publish a complaints and information procedure for the public, and therefore there is considered to be scope for a good percentage of public bodies to take swift action to comply with their duties in this area (see page 22).

Bodies' compliance with Welsh language standards

On an annual basis, the Commissioner collects data and monitors the performance of organisations to carry out its regulatory work. The Commissioner's main objectives in regulating the performance and compliance of organisations are to focus on compliance, close knowledge gaps and improve how the Commissioner discovers defects, promotes self-regulation and acts on deficiencies.

If the Commissioner concludes that the evidence that has been gathered does not show a high assurance of compliance, the Commissioner will act to ensure compliance.

Verification Surveys

The Commissioners' officers carry out direct surveys with some of the major services by behaving like 'secret shoppers'.

Main results – checking services 2021-2022

CORRESPONDENCE	
Welsh correspondence – response received (any language)	73%
English correspondence – response received (any language)	62%
Welsh correspondence – received a response in Welsh (where a response was received at all)	81%
Promote the availability of the Welsh language through a statement on the correspondence ¹	36%
Treating the Welsh language less favourably than the English language?	17%
TELEPHONE CALLS	
Deal with the call and provide a complete answer in Welsh	56%
Treating the Welsh language no less favourably than the English language?	39%
Automated system provides complete service in Welsh	73%
FORMS	
Form available in Welsh	68%
Treating the Welsh language no less favourably than the English language?	33%
DOCUMENTS	

¹Compliance with standard 7 “You must state--(a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.”

Form available in Welsh	81%
Treating the Welsh language no less favourably than the English language?	29%
WEBSITES	
Pages available in Welsh	84%
Treating the Welsh language no less favourably than the English language?	41%
SOCIAL MEDIA	
Post available in Welsh	83%
Treating the Welsh language no less favourably than the English language?	27%
PUBLICITY AND ADVERTISING	
Advertising material and videos available on social media or websites in Welsh	73%
Treating the Welsh language no less favourably than the English language?	35%
CORPORATE IDENTITY	
Use of body corporate identity – such as logo, name etc	81%
Treating the Welsh language no less favourably than the English language?	23%
JOB ADVERTS	
Advert available in Welsh	66%
Treating the Welsh language no less favourably than the English language?	50%

Main Findings:

Telephone services

The Commissioner's monitoring work shows that the level of compliance of organisations with the requirements to deal with telephone calls in Welsh is inconsistent and inadequate.

On average, organisations subject to Welsh language standards **deal with calls in Welsh during half of cases (56%)**. This gives consumers no assurance that a Welsh language telephone service will be available.

The table below shows the performance of bodies subject to regulations no. 1–7. (A list of the surveyed bodies within each set of regulations can be found in Appendix 2).

Telephone services	Average	No. 1	No. 2	No.4	No. 5	No. 6	No. 7

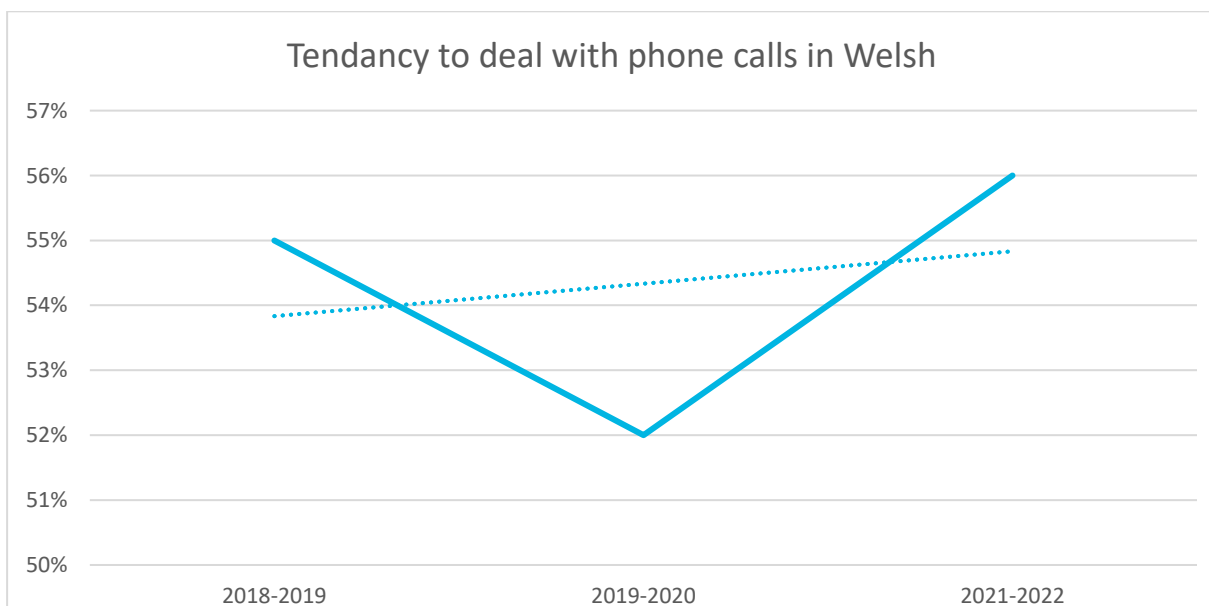
Was the enquiry fully dealt with in Welsh?	56%	60%	84%	90%	42%	29%	30%
Was the Welsh language treated less favourably than the English language?	39%	35%	25%	0%	67%	17%	73%
Compliance with standard 8 : "When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh."	74%	79%	89%	100%	76%	50%	60%
Compliance with standard 22: "Any automated telephone system that you have must provide the complete automated service in Welsh."	73%	82%	62%	100%	57%	96%	41%

As the table shows, the performance of bodies subject to regulations no. 6 (which are further education colleges and Universities), and regulations no. 7 (which are health boards and health service trusts) is below average; **bodies subject to regulations no. 6 and 7 managed to deal with 30% of the calls in Welsh.**

The table shows that Welsh was treated less favourably than English during almost 40% of the phone calls initiated by the Commissioner's staff.

The performance of the bodies improves when arrangements can be established— with 73% of automated telephone systems complying with the requirements of standard 22.

Overall, the trend in terms of the level of compliance of the bodies, whose duties require them to deal with telephone calls in Welsh in their entirety, is pretty consistent around 50% – the graph below shows the trend (dotted line):



It is a matter of concern that there has been no progress with the level of telephone services in Welsh over the last period. The Commissioner believes that bodies need to act to see change – particularly in the further education and health sectors. Consideration must be given to fundamentally changing the arrangements to be able to comply, ensuring that Welsh-speaking staff are available to respond to queries over the phone. The Commissioner will open investigations and enforce compliance if necessary where suspicions of failures are encountered regarding telephone services.

It may be premature to consider whether the COVID-19 pandemic had an impact on the level of performance in telephone services. However, anecdotal feedback from organisations states that the move to hybrid and home working is making it harder for them to organise the workforce to ensure calls can always be responded to in Welsh.

Investigation and enforcement: telephone services

The Commissioner carried out an investigation after receiving a complaint from a member of the public about being unable to access a service in Welsh when calling a pensions fund operated by a County Council. He had phoned a number that was displayed in a letter that he received from them. The investigation was therefore concerned with the standard relating to direct telephone numbers which require bodies to deal with calls in Welsh in their entirety. The Commissioner determined that there was a failure to comply with the Welsh language standard on the grounds that the Council had not dealt with the call in Welsh with the complainant, as the only Welsh language element of the call was the greeting. This was an important investigation as it relates to direct telephone numbers, which are becoming more relevant as organisations work flexibly. Bodies need to consider how changes to workforce settings as a result of the pandemic are having a long-term impact on their ability to comply with duties; and to consider therefore whether a review is needed of the arrangements that may have been in place since pre-pandemic planning.

Welsh language standards impose supplementary duties on bodies to support their planning and report on their performance in relation to the service delivery standards. Organisations therefore have an opportunity to re-consider the arrangements they have announced to ensure they still enable compliance from workforce changes and to plan for hybrid working.

Digital services

The Commissioner's surveys found that across all organisations surveyed, 84% of web pages surveyed are available in Welsh. (This statistic represents an increase of 3% percentage points from 81%, which was the result at the end of 2020). In general, therefore, use of Welsh on bodies' websites provides high certainty and users are generally able to access the websites of organisations in Welsh with ease.

However, the performance is not consistent across all sectors, **with only 45% of further education colleges and universities web pages (regulations no. 6) fully available in Welsh.** The surveys show that web pages of further education colleges and universities are available in Welsh, but that regular use of machine translation or infrastructure problems means that there is less favourable treatment of Welsh than English. This means that the pages do not fully comply with the requirements of the standards.

The table below shows the performance of bodies subject to regulations no.6 in terms of the range of standards that apply to the organisation's websites. The table shows that less than 20% of organisations' web pages comply with high assurance.

A very high number of web pages treat Welsh less favourably than English, which leads to very low compliance with standard 55. These results have led to specific interventions by the Commissioner including carrying out investigations which will be reported on during the next financial year.

	Further Education Colleges	Universities
Was the Welsh language treated less favourably than the English language? Were there shortcomings in promoting and facilitating the use of Welsh?	74%	80%
Compliance with standard 55 (Regulations no. 6): “You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.”	22%	23%

Compliance with standard 58 (Regulations no. 6): “If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.”	67%	60%
Compliance with standard 55 (Regulations no. 6): “You must provide the interface and menus on every page of your website in Welsh.”	65%	72%
Based on the verification alone, an assessment of the high level of assurance of compliance	20%	19%

The Commissioner will tend to open investigations when there are suspicions of non-compliance by colleges and universities with a view to enforcing improvement where necessary.

It was found that 62% of health boards and health trusts’ web pages (regulations no. 7) were available in Welsh.

Investigation and enforcement: health board website

The Commissioner carried out an investigation after receiving a complaint from a member of the public that a health board had launched a new corporate website and that most of the pages were only available in English.

Following an investigation, the Commissioner determined that the health board had failed to comply with Welsh language standards requirements because it had not ensured that:

- the text of each page of its website was available in Welsh;

- that every Welsh language page on the website was fully functional
- the Welsh language was treated less favourably than the English language in relation to the homepage of the website.

For example, the health board had compiled and published content from scratch in English and migrated content from its old website without first translating it into Welsh. There were examples of content appearing on English pages that was completely absent from the Welsh pages, with some Welsh pages containing erroneous or incomprehensible Welsh. The health board had also published pages on the Welsh side of the website which contained links leading to English-only pages or content, even though some of them were available in Welsh. Some resources on the website such as the search engine were lacking. Links on some Welsh pages were also found to be broken or resulted in an error message, which in one case meant that users of the Welsh language website did not have access to important forms relating to the health board's COVID-19 service.

The Commissioner's intervention resulted in the health board acquiring the services of an external translation company to increase its translation capacity to make the website bilingually available. The health board also carried out a comprehensive review of the website to identify and correct any content on the website that failed to comply with the standards, with the health board allocating a budget to carry out a quality assurance exercise over an ongoing period to ensure the website complies as it developed.

The impact of imposing enforcement action on the organisation was significant, as it prompted a positive change in the health board's conduct, following an extended period of inaction to ensure it published its corporate website in Welsh in accordance with the requirements of the standards (and the commitments of its former Welsh language scheme).

The Commissioner's inspection work has also encountered problems and shortcomings when third parties conduct services online on behalf of bodies. Many bodies rely on external software or infrastructure developers to maintain services online, and in many cases, this results in less favourable treatment of Welsh than English, or full services not being available in Welsh.

Investigation and enforcement: digital services

An investigation was carried out by the Commissioner following receipt of a complaint about an online pre-order system for vehicle parking in the car park of a national park. It

was determined that there had been a lack of compliance with Welsh language standards as the pages for online pre-booking were in English only, and the Commissioner acted by asking the park to prepare an action plan to ensure compliance. It was a requirement to include a Welsh pre-order form, interface and menus to the pre-booking pages and make all pages of the website relating to the parking pre-booking process available in Welsh.

The park initiated discussions with such service providers and although the companies said that what was set out as part of the action plan on the Commissioner's action was not possible, a private company changed its initial position and confirmed that a bilingual service could be provided to pre-book the car park in Welsh. Without the statutory investigation and enforcement action imposed by the Commissioner, it is unlikely that a private company would have changed its approach.

Social media

Welsh language bodies' use on social accounts is improving, with 86% of content surveyed on organisations' Facebook and Twitter accounts complying with the requirements of the standards.

Survey year	Percentage of social media content surveyed available in Welsh
2021–2022	86%
2020–2021	No data ²
2019–2020	74%
2018–2019	63%

The use of organisations' publicity and advertising on websites and social media is also increasing, so for the first time this year, the Commissioner surveyed the visibility of Welsh language use by organisations with their advertising material and videos on social media or websites.

The surveys found that 73% of this publicity was available in Welsh, and with 65% of the material, there was no less favourable treatment of Welsh or English.

However, again, the picture is mixed across sectors, with organisations subject to number 7 regulations performing lower than the others, with only 55% of online

² No data for 2021–2022 due to a cyber attack on the Welsh Language Commissioner's technology systems.

publicity material available in Welsh and less favourable treatment of Welsh than English was seen in 70% of the cases surveyed.

PUBLICITY AND ADVERTISING (e.g. videos and advertising materials on social media and websites)	Average	No. 1	No. 2	No.4	No. 5	No. 6	No. 7
Was the example available in Welsh?	73%	96%	57%	100%	79%	53%	55%
Was the Welsh language treated less favourably than the English language? Were there shortcomings in promoting and facilitating the use of Welsh?	35%	13%	44%	0%	28%	44%	70%
Compliance with standard 37 (Regulations 1/6): “Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.”	64%	90%	55%	100%	74%	47%	30%

Digital innovation

As the Commissioner reported last year, looking at the impact of the pandemic on compliance arrangements, it was noted that a number of bodies had innovated and looked for opportunities to work virtually in a different way.

This case study of virtual conference development by Ofcom is an example of this innovation and each organisation has the opportunity to consider how it wants to adapt arrangements in the hybrid world of work: [20211224-dg-c-incident-case-study-ofcom.pdf \(welshlanguagecommissioner.wales\)](https://www.welshlanguagecommissioner.wales/20211224-dg-c-incident-case-study-ofcom.pdf)

Correspondence

The findings of the Commissioner's surveys found that when Welsh correspondence was answered by organisations, it was answered in Welsh 81% of the time. (This is a reduction from 2019-2020 where 92% of responses were in Welsh when a response was received).

However, this does not reflect the actual experience considering that only in 73% of cases did the correspondence receive a response at all.

Of all the Welsh language correspondence sent to the bodies, only 60% received a response in Welsh (considering the level of queries that received no reply at all).

This figure is consistent with the number of responses to English-only correspondence received by organisations (62%), and therefore general customer

service problems can be found in both languages as organisations respond to correspondence.

Additional factors

In 17% of cases, the Commissioner found that Welsh language correspondence from organisations treated Welsh less favourably than English. This level was much higher by organisations subject to the number 7 regulations (health boards and health services trusts), with half of Welsh correspondence treating Welsh less favourably than English.

To promote and facilitate the use of Welsh, the Welsh language standards include a requirement in the standards for organisations to:

“state—(a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.”

The surveys found that only 38% of Welsh-language correspondence received as part of the verification work included such a statement, and only 34% of response correspondence in English contained this statement.

Complaints procedures

In recent years, the Commissioner has called on organisations to develop their self-regulatory arrangements – that is, improve their ability to inspect and maintain ongoing improvement processes at their level of compliance with the standards without the need for intervention from the Commissioner's office.

Being responsive to consumers by preparing and implementing a direct complaints procedure that is open and welcoming to feedback is one important factor to maintaining an effective self-regulation procedure.

The relevant duty by means of the standards is as follows:

You must—(a)ensure that you have a complaints procedure that deals with the following issues—(i)how you intend to deal with complaints regarding your compliance with the service delivery standards that you are under a duty to comply with, and (ii)how you will provide training to your staff about dealing with those complaints, (b)publish a document documenting that procedure on your website, and (c)make a copy of that document available in each of your offices that is open to the public.

The Commissioner's surveys show that, for the most part, organisations do not fully fulfil this requirement. A number of organisations meet some of the requirements, such as publishing a complaints procedure, but are not fully compliant – mostly because the procedure does not discuss how the body will provide training to its staff on dealing with complaints about service delivery standards in Welsh (these are identified as 'partial compliance' in the table below:)

COMPLIANCE WITH THE REQUIREMENTS TO PUBLISH A COMPLAINTS PROCEDURE



The above table shows that a high percentage of the bodies named in each set of Welsh language standards regulations have not had a complaints procedure published at all in accordance with the requirements of the standards.

The Commissioner considers that the low level of compliance is not acceptable. The duty has been in operation for a number of years and there has been no significant progress in the field. The Commissioner has collected data on organisations' compliance with this requirement in recent years and shared the findings with bodies and some organisations have responded by developing better procedures. It's hard for organisations to justify not taking the required steps – which are so elementary and about informing the public how to complain directly to the body. The Commissioner believes that not welcoming feedback on Welsh language services is a lost opportunity. Organisations must be open and accountable to their users and without good procedures in a place an organisation does not learn and develop. This is particularly true in the context of the fact that it is unclear how organisations train staff on how to respond to complaints.

The Commissioner's Enforcement Policy encourages individuals initially to complain to organisations if they are not satisfied with Welsh language services, but to be able to do so requires assurances from individuals and from the Commissioner that a bespoke complaints procedure is in place by the organisation to deal with responding to complaints appropriately. The monitoring work as presented above shows that there is currently no assurance that all organisations have procedures in place that can adequately respond to complaints which may require no intervention by the Commissioner through investigation and enforcement work in order to resolve complaints and change behaviour.

The Commissioner will correspond with the head of each non-compliant organisation referring them to this report and giving them a short period of time to comply.

The effect of service shortcomings on Welsh language users

The Commissioners regulatory work is there to protect the rights that are created by the Welsh language standards. When measuring the performance of organisations, it is also important to remember the impact on the lives of people that can happen when things go wrong with regards the standards. The examples below reflect on situations where Welsh language speakers were in a vulnerable position were negatively affected when public sector organisations did not treat their language choice with respect and dignity.

A complaint was received by a member of the public that related to an allegation that a local council did not provide social care to their mother in Welsh. The complainant was a full-time carer for their mother who is living with dementia.

The complainant said that the Council had refused their application for a Welsh speaking social worker. They alleged that two members of staff had advised them that there were no Welsh speaking social workers available despite repeated requests for the service. Once the Council did begin to provide care in Welsh in time, the complainant advised that the Welsh speaking staff worked part time and that the service was therefore slow.

It is not possible to ignore the experience of the complainant in this case. The fact is that the complainant felt that they and their mother had such difficulties in receiving Welsh language care from the Council, and that the service was less effective when it was received. The complainant felt that they had been ignored when trying to convey their mother's language choice at a time when they were already in a difficult and worrying situation. One should also consider the impact of not receiving Welsh language services on the vulnerable person living with dementia and all the research that supports that receiving care in the language of choice has a significant impact on their outcomes and quality of life.

A member of the public visited a cancer treatment centre within a general hospital. At the end of the preparation session for receiving their treatment in hospital, they were given a multiple part bilingual consent form in order to agree to treatment.

They decided to lodge a complaint with the Commissioner alleging that the member of staff told them before signing the form that they should do so on the English side of the form (rather than the Welsh side). They felt that the member of staff was giving clear encouragement to use the English version against their wishes. Rather than encourage or indicate that it was possible to use the Welsh side of the form, the member of staff encouraged them to complete the English side of the form, saying "Sign on the English side, since we all understand English".

This happened in a period that was difficult for the complainant, when they were vulnerable and facing treatment, and being treated with respect with regards language choice would have made a difference at a time when they were under significant strain and pressure and considering factors and making important decisions regards their health. When completing the form they were dealing with a personal and emotional matter, and therefore to ensure dignity and respect of the complainant, the Health Board should have facilitated and respected their desire to complete the agreement process fully through the medium of Welsh.

Promoting and facilitating the use of Welsh

There are a number of standards imposed on bodies to promote and facilitate the use of Welsh or to highlight to Welsh users that Welsh language services are available. These include a set of standards which require bodies to include a statement that an equivalent Welsh language service is available. For example, stating on forms and documents that an equivalent Welsh version is available, or to proactively offer job applicants that it is possible to request an interview in Welsh or that there is an opportunity to submit a job application in Welsh.

Generally, as set out in specific areas above, bodies' compliance with the promotion and facilitation standards here is low.

To increase the level of use of Welsh and to highlight the availability of Welsh language services, bodies must address these standards and improve their compliance with these standards.

The table below provides some examples of the standards involved and the level of compliance across the various regulatory bodies.

What is clear is that bodies have developed good arrangements in terms of complying with the standard of promotion on websites, but that practice has not transferred to other services. It shows that it is possible to comply to a very high level with such a standard, but bodies do not do this consistently across all services.

	No. 1	No. 2	No. 4	No. 5	No. 6	No. 7
You must state—(a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	69%	45%	50%	78%	35%	15%
If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	22%	45%	28%	63%	25%	28%
If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	95%	95%	96%	90%	91%	96%
You must ensure that your application forms for posts provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes,	14%	0%	50%	0%	0%	0%

you must conduct any interview or other method of assessment in Welsh (without the assistance of a simultaneous or consecutive translation service).						
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Comparing results

There is no data available for the year 2020 to 2021. However, the current situation is comparable with the results from the previous year.

The table below shows that overall performance in a number of service areas is semi-stable – as discussed above this is true mainly in telephone services.

There are some service areas where compliance level is higher as discussed above – websites and on social media. There is a higher level of job advertising in Welsh, and this is fully discussed in this report.

There is a more negative trend with response to Welsh correspondence in Welsh and in terms of forms available in Welsh.

	Total		
	2021-2022	2019-2020	Chane
Telephone services	53%	55%	
Dealing with the call in Welsh			
Correspondence	81%	92%	
Receive a Welsh response to Welsh language correspondence (if a reply was received)			
Social Media	86%	74%	
Post on Twitter or Facebook available in Welsh			
Websites	84%	81%	
Pages available in Welsh			
Job Adverts	66%	47%	
Advert available in Welsh			
Forms	69%	78%	
Form available in Welsh			
Corporate Identity	83%	88%	
Use of corporate identity such as logos online or on documents etc.			

Focus on compliance with the policy making standards

In September 2020 the Commissioner published an advice document offering guidance on the implementation of the policy-making standards imposed on bodies subject to Welsh language standards:

[Policy Making Standards: Creating opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language \(welshlanguagecommissioner.wales\)](#)

The advice document responded to weaknesses identified with the arrangements of a number of bodies in implementing these standards.

Following the publication of the document, the Commissioner held a number of events to improve organisations' understanding of the requirements of these standards. There was an emphasis on the effective implementation of the policy making standards and the importance of establishing robust internal arrangements that enable all those responsible within bodies for making policy decisions to comply with the requirements of these key standards in order to move this agenda forward.

Self-assessment of compliance level

Over the past year, organisations have been reporting on their self-assessment of their performance with the policy-making standards.

Organisations generally report in their self-assessments that they meet the requirements of the standards group - '*standards about considering the effects of policy decisions made by a body on the Welsh language*'. These standards require organisations to ensure that they consider opportunities for persons to use Welsh and not treat Welsh less favourably than English when formulating policy. The standards also require that bodies consider opportunities to make their policy decisions less adverse in terms of the Welsh language and more positive in the context of opportunities to use the Welsh language.

75% of the bodies that reported (namely 71 bodies) on their compliance with these standards stated that they complied with 'high' certainty and only 1.5% were of the opinion that they did not comply sufficiently.

The same level of 'high' compliance was reported in terms of the standards that set consultation document requirements.

However, despite the high figure of certainty reported in the self-assessment, the Commissioner's experience does not support that position. The Commissioner's intervention in the wake of complaints or requests for evidence, usually finds that body arrangements are not always followed and there remains uncertainty about when the standards apply – that is, when a decision undertaken by an organisation is subject to the standards as it is a 'policy decision'.

It is also true to note that an increase in the level of compliance of bodies with the policy-making standards comes as a result of the Commissioner's interventions following investigations and improving organisations' arrangements and guidance with the policy-making standards has been subject to enforcement by the Commissioner.

It is important that all organisations subject to Welsh language standards understand their responsibilities and ensure that they develop decision-making processes that ensure compliance with the policy-making standards as there are implications for non-compliance with the requirements.

The Welsh Language Tribunal

Guidance has been given by the Welsh Language Tribunal (Tribunal) in the context of interpreting what is meant by a recent 'policy decision' in the case of *Swansea Council v Welsh Language Commissioner (TyG/WLT/21/01)*.

The decision is significant because it provides clarity on the interpretation of the term "*policy decision*" as that term is used in the Welsh Language Measure and the Welsh Language Standards Regulations.

Background to the case

Following a complaint from a member of the public, the Commissioner conducted an investigation into how Swansea Council made its decision that the Ysgol Gynradd Gymraeg Felindre building was not required as a public resource following its closure as a school, and that the impact of the resulting decision, namely, to transfer a community asset to the private sector, on the Welsh language, was not assessed.

This investigation resulted in a determination that the Council had failed to comply with standards 88, 89 and 90 of the Welsh Language Standards Regulations (no. 1) as it failed to consider the impact of this new policy decision on the Welsh language.

The Council appealed the Commissioner's determination to the Welsh Language Tribunal arguing that a new policy decision had not been made but rather, that an operational decision had been made in accordance with the Community Asset Transfer Scheme.

Decision and interpretation of the Tribunal

The Tribunal dismissed the Council's appeal, and the Commissioner's determination confirmed that the Council had failed to comply with standards 88, 89 and 90. The main grounds of the decision were:

- That the term "policy decision" means more than a written policy document, and may include decisions made regarding the exercise of an organisation's functions;
- That the definition in the Welsh Language Measure and the Welsh Language Standards Regulations is therefore to be interpreted more widely than the common use of the word "policy" often used in common discussion to mean a written document;

- This means that it is not only a decision about how to make a decision but that it may include the decision itself engaged in the conduct of the business of a body. It could also refer to the conduct of its business e.g., closing a school, siting a community building, moving or restructuring a service, disposing of a community asset.
- The level at which decisions are made, strategic or operational, is relevant. This decision involved a decision by high-level officers and members of the Council. It was not a normal decision that Council officers could make alone, and therefore it was not an operational decision.
- The Welsh language standards regulations “define a “*policy decision*” as any decision made by a body about the exercise of its functions or about the conduct of its business or other undertaking.....” The decision to transfer the school from being a public asset owned by the Council to being owned by the private sector, was a decision about the conduct of the Council's business and therefore there was a requirement to comply with standards 88, 89 and 90.

The tribunal's full determination can be found on the Welsh Tribunal website:

[TYG/WLT/21/01: Swansea City and County Council | Welsh Language Tribunal \(gov.wales\)](https://www.gov.wales/tyg/wlt/21/01)

Award of grants and financial support

The compliance of bodies with the policy-making standard which imposes a requirement to formulate and publish a policy on the award of grants or the provision of financial support, with a requirement for that policy to consider matters of effects on the Welsh language when making decisions on grants; is low.

For example, only 50% of bodies subject to this standard within the set of bodies named in Regulations no. 6 (namely further education colleges and universities) comply with the requirement to formulate and publish a policy on the award of grants and financial support in accordance with the requirement of the relevant standard.

In addition, only 25% of the bodies subject to this standard within Regulations no. 2 (national bodies for Wales) comply with the requirement to formulate and publish a policy on the award of grants consider impacts on the Welsh language in accordance with the requirement of the relevant standard.

It is also worrying that 32% of bodies subject to this standard under Regulations no. 1 (namely local authorities, Welsh Ministers and national parks) continue not to comply with the standard's requirement to formulate and publish a policy on awarding grants despite being subject to the standard since 2017.

Research and enforcement of policy making standards:

The Commissioner receives complaints from members of the public about policy decisions made by bodies, where it is suspected that the real impact of the decision

on opportunities to use Welsh or considerations about not treating Welsh less favourably than English has been adequately considered.

Many of the complaints and investigations considered by the Commissioner relate to local authority decisions in dealing with schools, and some precedent has now been set by the Commissioner in this area (see enforcement actions register on the Commissioner's website: [Register Enforcement Action \(welshlangaugecommissioner.wales\)](https://www.welshlanguagecommissioner.wales)).

The cases in education reflect on difficulties some authorities recognise in considering the need to carry out impact assessments on the Welsh language under different regimes, which meet the requirements of different regulations. The Commissioner is clear, however, that the statutory duties of a body as manifested under Welsh language standards are clear and need to be met, even if there is a requirement under different regulations for Welsh language impact assessments for different reasons. The requirement to comply with policy-making standards is statutory, separate, and important to meet in the context of each policy decision.

Investigation and enforcement: Policy making standards

An investigation was carried out relating to a consultation on the reorganisation of English language education; although this was a Council consultation on the expansion of English language education provision, a complaint was lodged with the Commissioner that the potential impact on the Welsh language was not considered by the Council when consulting on its plans. The Council confirmed that the consultation was flawed as the Welsh language and the impact on the Welsh language were not considered within the original consultation. It was determined that there had been no compliance with a policy making standard and enforcement action was imposed to ensure compliance with these standards within three months. The Council fully accepted the Commissioner's comments and submitted new consultation documents on all policy decisions considering the Welsh language and the impact on the Welsh language as required. In addition, the inquiry offered the Council the opportunity to change its procedure on policy making standards within the county and a new procedure was adopted by the Council along with new documents in consultation on any matter of policy and matters relating to the Welsh language.

Strategic work with the policy making standards

The Commissioner believes that the impact of the policy-making standards is wide-ranging and is likely to have a significant impact on people's ability to use Welsh in

the future; and therefore, it is key that the requirements of the standard are fully implemented and met.

When the impact of a policy decision on the Welsh language is not meaningfully assessed, the impact on users of the Welsh language can be striking and long term. The decisions made by public bodies can have a significant impact on individuals' ability to live their life in Welsh, not only within statutory areas such as at school or with services, but also socially. The policy-making standards are there to support organisations to think carefully about this potential impact and support bodies to plan for increasing the use of Welsh in practice and to promote and facilitate a society where the Welsh language is not treated less favourably.

Organisations need to further consider the level of training given to staff on how to carry out assessments and consider potential impacts on the Welsh language from policy decisions. The Commissioner's feedback from bodies and investigative and enforcement work leads to a perception that more investment is needed and upskilling people responsible for considering the potential impact of Welsh language decisions at all levels. The impact assessments that organisations complete are often superficial, and do not adequately take into account the potential range of impacts that can be on the Welsh language as a result of a decision. Significant investment in the skills of officers and senior body officers is needed to enable them to design strategic responses that enable progress in this area.

Supporting compliance with these standards therefore remains an important strategic objective for the Commissioner. To this end the Commissioner therefore intends to hold workshops with individual organisations to raise levels of understanding of the requirements of the policy making standards together with holding workshops on specific policy areas.

Focus on compliance in job advertising and recruitment processes

Background

Assurance Report 2018 to 2019: "Claiming Opportunities" the Commissioner declared:

"User experience is dependent on organisations having enough Welsh-speaking staff, and those staff being in the right roles".

A number of recommendations were given to organisations to try to improve on their job recruitment and advertising arrangements in that assurance report, as well as advice on providing training, so that the efficiency of the workplace as a whole can be improved in complying with all Welsh language standards. It was recommended that organisations carry out work in the following areas in order to see progress following poor compliance outcomes in that year:

- **identifying the skills of the current workforce**
- **improving the Welsh language skills of the existing workforce**
- **conduct a meaningful assessment of the language needs of each vacancy**
- **attracting Welsh speakers to work for the organisation**
- **innovation to manage demand for staff**
- **effective training and allocation of staff**

The Current Situation

The Commissioner continues to believe that no fundamental change has occurred in planning and implementation in recruitment, assessment of Welsh language skills and development of workplace skills in order to improve organisations' compliance levels with the range of Welsh language standards as a whole.

Organisations' compliance with standards that are dependent on staff members' ability to respond in Welsh – such as when dealing with phone calls, is lower than it is with standards where translation or preparation can be relied upon in advance.

Without Welsh-speaking staff available to provide services accountably, compliance with these standards is not going to improve.

Organisations must therefore consider from the start of the recruitment process what skills are necessary for jobs and then follow meaningful assessment, develop adverts and recruitment packs that clearly promote the need for Welsh language skills and attract speakers to these roles by promoting the Welsh language throughout the recruitment process.

There is also a need to improve the commitment to developing the skills that the current workforce has, by identifying staff who have language skills but are not being used to their full potential or where individuals' confidence to use their Welsh with others needs to be developed.

Strategic focus

To this end, over the course of the Commissioner's next strategic plan, there will be a further focus on improving performance in skills assessment and improving the quality of recruitment processes to see progress in obtaining Welsh language skills within the workplace of bodies subject to Welsh language standards.

Welsh language standards place a duty on public bodies to assess the need for skills in Welsh for vacancies and new posts and to keep a copy of those assessments. The Commissioner will commission an independent evaluation of how organisations assess the need for skills in Welsh and how that contributes to their success in recruiting Welsh-speaking staff. It is hoped that the findings of this research will provide an opportunity to establish a baseline and overview of the current situation to inform further work in the future.

The Commissioner will also open investigations and force change in this area where deficiencies persist.

The Commissioner also sees the relationship between using Welsh internally within bodies with improving skills and confidence to use Welsh at work. It will therefore also focus on considering how organisations develop internal Welsh language use policies to encourage and promote the use of Welsh at work.

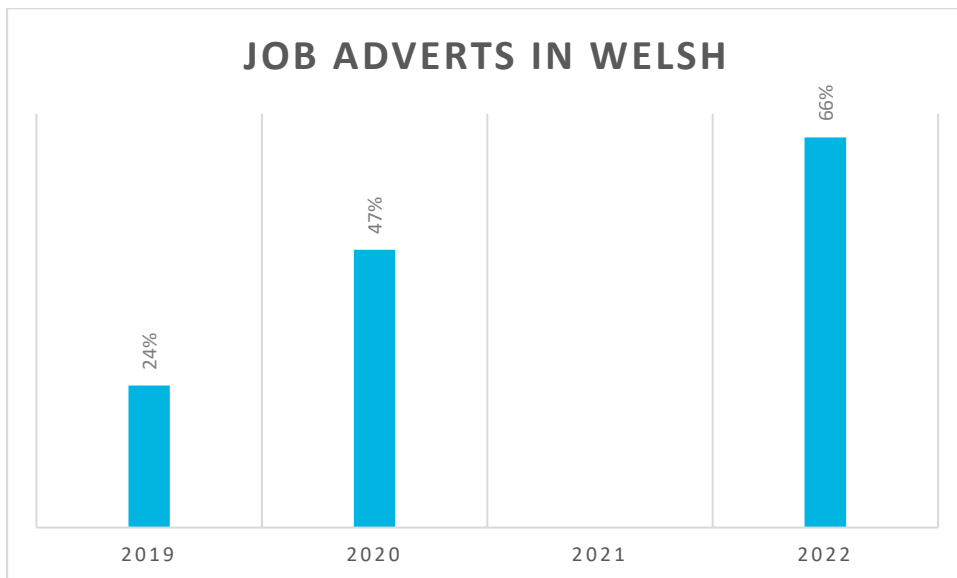
A successful practice has emerged in this area during the year and this can be built on over the next few years. The practice demonstrates easy and simple methods adoption bodies can to increase the use of Welsh within a workplace.

[encourage-welsh-in-the-workplace.pdf \(welshlanguagecommissioner.wales\)](#)

Advertising jobs in Welsh

The Commissioner checks job adverts made by organisations annually to ensure they comply with the requirements of Welsh language standards.

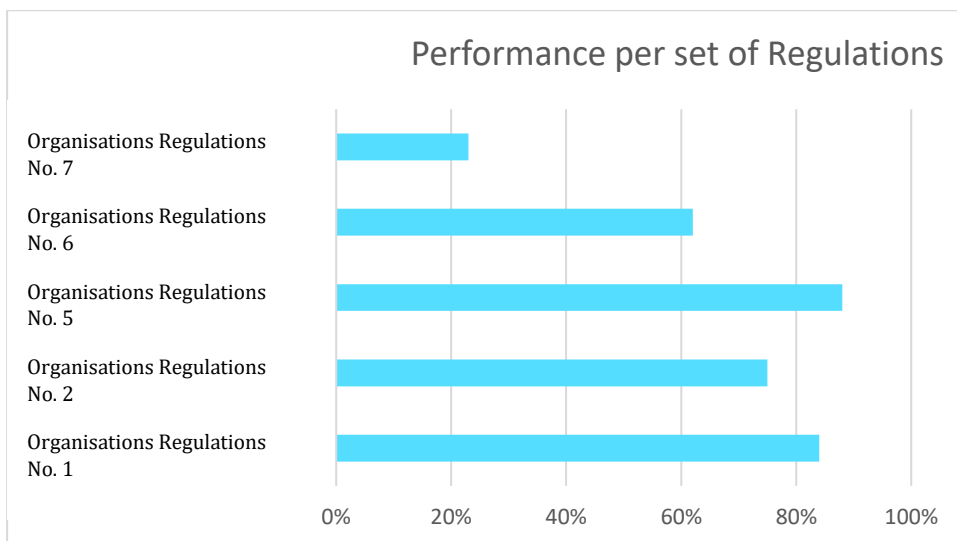
In 2021-22 it was noted that 66% of surveyed job adverts were published in Welsh, this shows an increase since the above assurance report was published in 2019. However, this is not sufficient progress considering the requirements that all relevant advertisements be published in Welsh.



*no data for 2021

Sectoral situation

However, the picture is mixed across sectors, with assurances that organisations will publish adverts in Welsh varying:



While it is difficult to make direct links between the performance seen here in job advertising and the compliance of bodies more generally with the service delivery and operating standards, it is clear that there is a correlation between the poor performing bodies across these categories of standards and the bodies that do not have adequate advertising and recruitment arrangements to meet the requirements of the standards.

The surveys show that bodies subject to Welsh language standards regulation number 7 (namely National Health Service Health Boards and Trusts) **publish only 24% of their job adverts in Welsh.**

Problems with systems and software have caused failures to comply for some bodies

subject to Welsh language standards regulation number 6 – namely further education colleges and universities. The findings of the Commissioner's surveys within this sector led to interventions to see improvement and progress as a result of noting that use of online systems did not support compliance.

Enforcement in the area of skills and recruitment:

The Commissioner conducted an investigation under section 71 of the Measure following the identification after standard monitoring and surveys that there was non-compliance with Welsh language standards regarding recruitment requirements by two further education bodies through the use of software and an online recruitment package. The software only enabled job application with the bodies through the medium of English while submitting initial information and creating an account on the job application website. Job adverts also included English-only phrases to the Welsh adverts.

The organisations recognised that they were not complying with the specific operating duties requiring application forms in jobs to be available in Welsh as well as duties regarding job information to be available in Welsh. It was explained that this was a result of data and text being extracted directly through a system provided by a third party.

The Commissioner determined that there was a failure to comply with Welsh language standards in relation to the application form, and that Welsh was treated less favourably than English, as the initial page to apply for jobs was only available in English.

It was also determined that there was a failure to comply in terms of job advertising as not all elements were available in Welsh language and English-only vocabulary was included in job notices in Welsh.

The above investigations demonstrate the need for organisations to ensure that adequate Welsh language arrangements are in place for various systems they use, including services provided through a third party, or through a procurement process.

The principle established in the Welsh Language Measure that Welsh should not be treated less favourably than the English language applies equally to services provided directly by public bodies as to those provided by contract.

Those systems may have been in place for a long time by the organisation, and indeed before the advent of the standards. But the requirements remain in terms of the standards. It is essential that discussions regarding the Welsh language take place as soon as possible when installing new systems.

Useful information can be found in the Commissioner's advice document [Contracting out Public Service Contracts: Welsh Language Considerations](#) on how the requirements of the standards can be taken into account when procuring services. The document also discusses the need to review arrangements with Welsh

language providers for example where there is a long-term agreement to provide for the organisation.

The council is considering the approach that should be used to effectively include, implement and monitor those obligations throughout the tender process and through the life of the contract that follows from that process.

Requirements in recruitment

Although there has been an increase in jobs advertised by organisations in Welsh, it does not always follow that the supporting documents for the jobs are also available in Welsh (only 9/10 Welsh advertisements include correct supplementary documents in Welsh) or that the Welsh language is promoted and facilitated during the recruitment process.

The findings of the surveys by the Commissioner's officials are that Welsh is treated less favourably than English when advertising jobs in 50% of the cases surveyed.

Only 36% of job adverts surveyed contained a statement that it was possible to apply for a job in Welsh.

The surveys also show that there is insufficient compliance with the standard that sets the requirement:

“When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.”

This standard is an important one to promote people's understanding that applications can be submitted in Welsh and to reassure them that submitting applications in Welsh will not affect the recruitment process.

Promoting and facilitating the use of Welsh during the recruitment process is vital to establishing that the organisation welcomes the use of Welsh and is a workplace where there is a natural use of Welsh. In order to attract Welsh speakers, organisations must ensure that they make it clear that Welsh is used in the organisation's operation.

Only 7% of job adverts surveyed contained an application form where applicants were able to indicate a desire to use Welsh.

It is also a requirement for bodies to facilitate the use of Welsh in interviews, by proactively asking applicants if they wish to use Welsh:

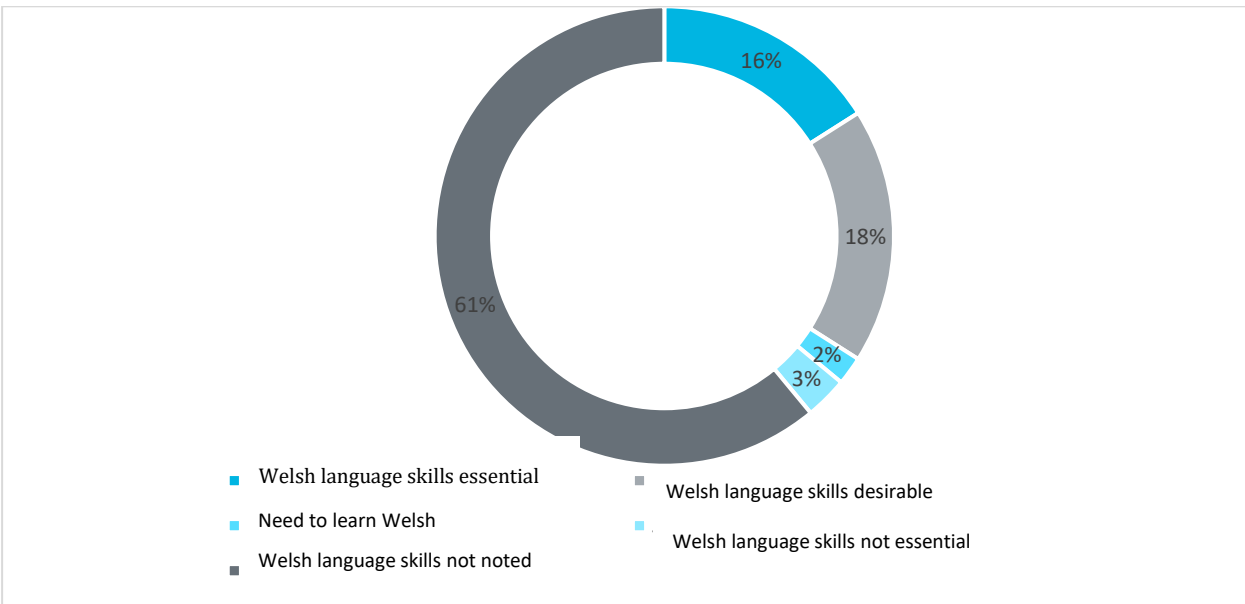
You must ensure that your application forms for posts provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes, you must conduct any interview or other method of assessment in Welsh (without the assistance of a simultaneous or consecutive translation service).

In general, the inspection work carried out by the Commissioner's officers with the requirements of the standards associated with recruitment finds that only **10% of advertising and recruitment processes provide high assurance of compliance.**

Assessing the need for Welsh language skills

Welsh language standards impose clear operational duties on organisations as they recruit new or vacant posts, that they must assess the need for skills in Welsh and then go on to categorise those jobs as being where skills in Welsh are essential, that skills in Welsh need to be learnt when someone is appointed to the post, that skills in Welsh are desirable or that skills in Welsh are not necessary.

Of the job adverts analysed this year, here's how the category of need for skills in Welsh was identified in advertising:



As can be seen from the table above, 61% of surveyed adverts failed to mention what skill level the job required, or that was not properly identified.

The fact that half of the public organisations in Wales fail to comply with the requirements to clearly state the Welsh skills needed to conduct a job is a concern as failing to take the opportunity to analyse language needs for a job leads to a risk of being unable to meet the requirements of the service delivery standards. A lack of assessment and planning for the future is likely to have a long-term impact on a body's ability to do to meet language duties and meet users' wishes.

This is an element of recruitment that urgently needs attention from organisations so that they can improve on their ability to design the workplace and distribute staff with Welsh language skills to the positions that can make an impact.

Having a workforce with adequate Welsh language skills that are strategically distributed across the organisation's functions is essential for success in meeting the requirements of Welsh language standards.

The Commissioner has developed a comprehensive advice document [Recruitment \(welshlanguagecommissioner.wales\)](https://welshlanguagecommissioner.wales) and organisations need to take note of its content as a matter of urgency.

Research and enforcement around assessing the need for Welsh language skills

An investigation was carried out by the Commissioner into the alleged failure of a body to carry out a meaningful assessment of the Welsh language requirements for a management team level post. Although the body carried out an assessment, the Commissioner concluded that that assessment had not been sufficient to ensure that full consideration had been given to all the key factors, such as the job's responsibilities, involvement with both the public and public bodies in Wales as well as linguistic capacity within the management team. In addition, the body was ruled to have failed to comply with Welsh language standards because it failed to categorise the post according to the categories listed in the wording of the standard. In light of the determination of failure, the Commissioner required the body to undertake a full review of its process for carrying out a job linguistic needs assessment and to amend its template for carrying out that assessment.

Compliance of bodies with language scheme duties

Background

Despite the fact that 124 public bodies now implement Welsh language standards, a large number continue to implement Welsh language schemes. The Commissioner is responsible for regulating compliance with both regimes.

A language scheme sets out how an organisation will give effect, as far as is appropriate in the circumstances, and reasonably practicable, to the principle established by the Welsh Language Act, namely - when conducting public business and administering justice in Wales, that Welsh and English should be treated on an equal basis.

As a result of the services they provide, a number of the organisations that implement language schemes have a significant impact on people in Wales' opportunities to use Welsh on a daily basis, and therefore the performance and compliance of these bodies with their language duties remains critically important, and central to the Commissioner's work.

Performance analysis

Overall, the performance of bodies implementing language schemes is disappointing, and it is a matter of concern that a number of bodies are failing to provide core services such as answering Welsh correspondence in Welsh, answering the phone in Welsh or making page contents on websites available in Welsh at all. This is despite the fact that a large number of the organisations involved have been implementing language schemes for many years.

The poor performance of some organisations means that, on average, the level of compliance with language scheme commitments is low and offers no assurance to the Welsh public that quality and reliable services will be available from these organisations.

It must be acknowledged, however, that the picture is mixed, and that some of the bodies surveyed maintain high quality services and a good level of compliance.

The Commissioner's finding is that organisations that invest resources and ensure clear guidance, with responsibilities for compliance with duties given to individuals or a team within the organisation, perform much better than organisations where the responsibility is included within general job specifications. It is increasingly clear that if there is no responsibility at a high level within a body for ensuring compliance with Welsh language duties, it is unlikely that the body will perform well in maintaining quality Welsh language services or planning and organising a sustained improvement in provisions.

Key findings from service verification surveys of bodies implementing language schemes:

Dealing with a phone call in Welsh	47%
Response to Welsh-language correspondence	62%
Posts in Welsh on social media	30%
Pages available in Welsh	52%
Advertise jobs in Welsh.	5%
Documents available in Welsh	44%
Forms available in Welsh	58%
Use of corporate identity in Welsh	59%

Digital services:

As discussed in the Commissioner's assurances report last year (Stepping forward, 2020-21), the bodies' decisions regarding the response and adaptation of their services in light of the pandemic, and their ability to move services online, significantly affected the way in which the public was able to continue to use services in Welsh.

Nevertheless, and particularly over the most recent period, there has been an increase in the ability of organisations to deliver Welsh language services online – a key increase in terms of the long-term developments to digitise the core services of many organisations, and the emphasis on ensuring online accessibility to customers.

Increase in bilingual online services

A number of UK Government departments and agencies have successfully created new bilingual online services in the past year.

The Department for Work and Pensions (DWP) has made all their online services available and accessible to customers through the medium of Welsh. DWP's Welsh Language Unit continues to be involved with and to support the various teams responsible for all these services, to ensure that updates to all online services are

made to the Welsh language service, at the same time as they are made in English.

There has been a permanent increase in the number of bilingual services from the Driver and Vehicle Licensing Agency (DVLA). There are 10 links to pages for vehicle services and 12 direct links to driver transactions. Two other direct links for purchasing a vehicle registration number and vehicle tax exempt vehicle information page are also bilingual. There has been an increase in recent years in the use of Welsh language services on the DVLA line, partly because it is now easier to access the Welsh language services.

HM Land Registry, as part of their transformation programme through the gov.uk website, has also made a number of their online services available bilingually. These services include 'Search for land and property information', 'UK House Price Index', 'Local Land Charges Programme' and 'Search for Local Land Charges.'

Prominence of the Welsh language

With a view to moving increasingly to digital and online provision, this year we surveyed how much Welsh is used by the organisations that implement language schemes on their social media. The prominence of the Welsh language was measured when bodies discussed issues in or related to Wales. The surveys found that only **30% of content surveyed on Twitter and Facebook was bilingual.**

In addition, when using their corporate identity, organisations used/published their corporate identity bilingually or in Welsh during 56% of the examples surveyed.

This often meant that the Welsh language was not promoted by the organisations online or on social media. It is likely that this leads to less involvement with organisations in Welsh as it is not actively promoted.

Advertising Jobs

The surveys carried out found that the level of compliance of organisations in advertising jobs in Welsh, was very low. **Only in 5% of ads surveyed** was the advert available in Welsh, and there was little promotion and facilitation of Welsh within the organisations' recruitment process.

As discussed in the section on job advertising and recruitment in this report, the level of compliance under the standards regime is concerning, but it must be noted that the level of use of Welsh that the language scheme organisations surveyed here is very low. The advice on the need for improving reach and duties in advertising is therefore equally relevant and requires a significant change in the prominence of the Welsh language in job advertising in Wales by the bodies concerned.

Researching the duties of language schemes

The complaints, under the Welsh Language Act, submitted to the Commissioner's attention during the period 2021-2022 are very varied. 15 complaints were received from members of the public against bodies implementing language schemes, of which 13 were valid complaints.

A complaint was received about the failure to receive telephone service in Welsh and a face-to-face service in Welsh.

The main concern that tends to lead to complaints seems to be the lack of Welsh language resources and forms, along with links on websites leading to English language materials, perhaps a reflection of the length that many of the bodies implementing language schemes are moving more to promoting online services and as a result, weaknesses will emerge.

There are also a number of complaints relating to delays in responding to correspondence sent in Welsh, which again reflects the fact that many of the bodies subject to a language scheme do not have adequate arrangements in place to secure services in Welsh.

DVSA investigation

The investigation was carried out in the wake of suspicion of alleged failures on the part of the Driver and Vehicle Standards Agency (DVSA) to fully implement its Welsh language scheme. The investigation was linked to doubts about the implementation of three clauses within the DVSA's Welsh language scheme in providing Welsh medium driving tests. The investigation found that this failure was widespread and ongoing. The failure prevents people from using Welsh and has the effect of encouraging the use of English. This is because users whose tests have been delayed must make the choice between waiting long periods for a test in Welsh or choosing to do a driving test in English without delay. There is undisputed evidence of this in the report itself.

Following the investigation, 5 recommendations were presented to the organisation: i) the DVSA make changes to how they offer language choice when practical driving tests are ordered online to ensure that Welsh practical driving tests are offered proactively and on a par with English; ii) it reports on statistics in relation to test cancellations, and what happens to requests for Welsh tests that are not carried out in Welsh; iii) it prepares a strategy for recruiting examiners who can provide practical driving tests in Welsh; iv) it is preparing a strategy to ensure that existing Welsh-speaking examiners can move between centres to meet demand, and should prioritise driving tests in Welsh; v) it creates a procedure to report on the achievement of the language scheme and on Welsh medium tests specifically to an internal scrutiny committee.

The Commissioner also receives complaints and enquiries from members of the public about organisations not implementing a Welsh language scheme. A number of complaints/ enquiries have been received over the last 2 years about different elements of the process relating to COVID-19.

The need to consider the Welsh language at a United Kingdom level – and secure its status – was highlighted very clearly in the context of the COVID-19 pandemic when the decision was made to procure and organise a number of key responses to the pandemic centrally by Westminster's Department of Health and Social Care. The end result of the centralization of these efforts by a department unfamiliar with operating under the requirements of the standards was that not all of the services provided were planned with the Welsh language as a central consideration. Lessons must be learned from this and ensure that the Welsh language has sufficient constitutional and political standing at United Kingdom level to ensure the provision of necessary services to Welsh citizens, particularly in times of crisis.

Appendix 1

Evidence that forms the basis of the report

The report is based on solid and diverse evidence, including:

- monitoring – conducting user experience surveys (checking services such as correspondence, phone, forms, documents, corporate identity, websites, etc.);
- checking annual reports, supplementary documents and job advertisements
- liaison with organisations – impressions of officers who deal with organisations in providing support for compliance, setting standards, and conducting investigations.
- Evidence gathering meetings with organisations.

In terms of user experience surveys, it should be noted the results are based on checking services of each institution in regulations number 1 and 7, and a sample of bodies in regulations numbers 2, 4, 5 and 6 as well as a selection of organisations implementing language schemes. A list of the bodies subjected to surveys is in appendix 2.

The services were checked three times during the year in most cases and with a clear methodology based on the requirements of the standards in terms of what is marked as compliance or not.

User experience is the main aim of the verification work; however, the verification fully considered the requirements of the standards, and these are referred to in the report where relevant to identify the need for better planning etc.

Due to decisions made as a result of the pandemic, outsourced surveys have not taken place in the last two years, this meant that no data on performance with services such as signs displayed by bodies, receptions and self-service machines has been included as it was not possible to check.

Welsh Speaker Surveys:

400 interviews were conducted with Welsh speakers in November 2021, due to the pandemic, the interviews were conducted online. About half of respondents reported fluency in Welsh. The sample was representative of Welsh speakers aged 16 and over in Wales (by looking at a proportion who can speak Welsh within the 22 Local Authorities in Wales).

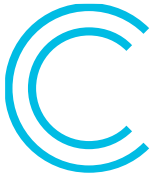
Due to the pandemic and the loss of data following a cyber-attack on the Commissioner's systems the Commissioner was unable to engage with the public in other ways during this year.

Appendix 2:

List of organisations surveyed for verification survey findings

No. 1 Regulations	<p>Pembrokeshire Coast National Park Authority Brecon Beacons National Park Authority Snowdonia National Park Authority Blaenau Gwent County Borough Council Caerphilly County Borough Council Neath Port Talbot County Borough Council Conwy County Borough Council Merthyr Tydfil County Borough Council Bridgend County Borough Council Rhondda Cynon Taf County Borough Council Torfaen County Borough Council Wrexham County Borough Council Vale of Glamorgan Council Cardiff Council Newport City Council Gwynedd Council Ceredigion County Council Denbighshire County Council Monmouthshire County Council Carmarthenshire County Council Pembrokeshire County Council Powys County Council Flintshire County Council Isle of Anglesey County Council Welsh Ministers</p>
No. 2 Regulations	<p>Colleges Wales Ltd The Royal Commission on the Ancient and Historical Monuments of Wales. The Children's Commissioner for Wales The Commissioner for Older People in Wales National Lottery Community Fund The Arts Council of Wales Wales Council for Voluntary Action Estyn Welsh National Opera The Learning and Work Institute The Local Government Data Unit Wales The Electoral Commission BBC The Office of Communications</p>
No. 4 Regulations	Education Workforce Council

	<p>Social Care Wales Special Educational Needs Tribunal for Wales Special Educational Needs Tribunal for Wales Valuation Property Tribunal for Wales</p>
No. 5 Regulations	<p>Powys Police and Crime Commissioner Gwent Police and Crime Commissioner South Wales Fire and Rescue Service North Wales Police Gwent Police British Transport Police Independent Office for Police Conduct</p>
No. 6 Regulations	<p>Cardiff and Vale College Gower College Swansea Bridgend College Higher Education Funding Council Wales Swansea University Bangor University University of Wales Trinity St David University of South Wales The Open University Coleg y Cymoedd NPTC Group Merthyr Tydfil College Limited</p>
No. 7 Regulations	<p>Powys University Health Board Aneurin Bevan University Health Board Swansea Bay University Health Board Betsi Cadwaladr University Health Board Cardiff and Vale University Health Board Cwm Taf University Health Board Hywel Dda University Health Board Velindre NHS Trust Welsh Ambulance Services NHS Trust Public Health Wales NHS Trust</p>
Bodies implementing language schemes	<p>Department for Work and Pensions Driver and Vehicle Standards Agency Rural Payments Agency Driver and Vehicle Licensing Authority Health and Safety Executive Financial Conduct Authority National Heritage Memorial Fund HM Revenue & Customs Dŵr Cymru Welsh Water Severn Dee Water Royal Mail Group plc HM Prison and Probation Service Hybu Cig Cymru</p>



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