

Welsh Language Commissioner Feedback

Report to	Welsh Language Steering Group
Date of Meeting	12/11/19
Lead Member	Councillor Huw Hilditch Roberts
Report Author	Gareth Watson, Team Leader- Communications

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 visits the Council annually to discuss the findings and to report on progress with the annual Welsh Language Monitoring Report, which was agreed by the Committee at its last meeting.

THE FINDINGS

The Council was one of those organisations checked and generally there was compliance across the Board.

Telephone calls: The research involved telephone calls to the Council's main 01824 706000 number during August and December 2018 and February 2019. Automatic options were available in Welsh during all three calls and the Council succeeded in dealing with these calls entirely in Welsh and succeeded to provide a full response to the enquiry in Welsh.

Council's website: The Council's website proactively offers the Welsh Language; the organisation's homepage is available in Welsh and of the 30 pages looked at during the survey, all were available in Welsh.

Social Media: 15 posts were checked on both Facebook and Twitter – they were all available in Welsh.

Corporate identity: Three examples of the Council's corporate identity were looked at – they were all available in Welsh.

Jobs: The Commissioner's team looked at job advertisements (85 of them). The Welsh language was mentioned in 75 of the jobs; Welsh Language skills were not categorised as essential in any jobs; Welsh language skills were categorised as desireable for 75 of the jobs.

All jobs were advertised in Welsh and it was possible to apply for all jobs in Welsh.

Correspondence: Three Welsh language e-mails and three English language e-mails were sent to the following addresses: refeniw@sirddinbych.gov.uk , admissions@denbighshire.gov.uk and porthcpt@sirddinbych.gov.uk were checked. One Welsh reply was received out of the three Welsh e-mails- that reply included a statement that you are welcome to receive correspondence in Welsh.

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Three replies were received to the three English language e-mails. One of the replies included a statement that the Council welcomes receiving correspondence in Welsh.

- Documents: Agendas, papers and minutes from the last meeting of the Cabinet – 3/3 available in Welsh.
- Booklet, Pamphlet or card: 3 /3 available in Welsh
- Policy/ strategy/ annual report/ corporate plan: 3/3 available in Welsh.
- Consultation papers: 2/2 available in Welsh.
- Forms: 2 out of 3 available in Welsh.

The feedback to the Council's annual monitoring report was also positive. The Commissioner's Office questioned the process for recruiting Welsh speakers and how services identified the linguistic needs of specific roles.

They also asked and were provided details of what the Council was doing to promote Council services available in Welsh.

The Council also took the opportunity of promoting the proactive work around internal communications and increasing awareness of the Welsh Language within the organisation. It also reported on the joint working going on as part of the multi-agency work around promoting the Welsh Language strategically across the county. The Council reported that it was a significant contributor to the partnership's work and led on a number of key initiatives.

One issue raised during the meeting was the need to report on providing evidence.

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.

Plan Title Info

9. Action Plan

ACTION	WHO	WHEN
Report issues to relevant department	Manon Celyn	November 2019
Meet HR to discuss Welsh Language requirements in job advertisements and encourage services to put greater emphasis on Welsh Language in key public facing roles	Manon Celyn	November 2019
Internal communications to remind staff of their duty to comply with the Welsh Language Standards around telephone answering, responding to correspondence	Manon Celyn	November 2019- March 2020
Carry out mid-year internal research to check on compliance	Manon Celyn	April 2020

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