

Report to	Welsh Language Strategic Committee
Date of meeting	10 November 2020
Lead Member / Officer	Councillor Huw Hilditch-Roberts/ Nicola Stubbins
Report author	Gareth Watson, Team Leader – Communications and Campaign Management
Title	Welsh Language Commissioner's Monitoring Work

1. What is the report about?

The report is about the Welsh Language Commissioner's Monitoring work.

2. What is the reason for making this report?

To update Members on the findings of the 2020 monitoring work, carried out by the Commissioner's office.

3. What are the Recommendations?

To note the contents of the report and to agree the associated actions resulting from the work.

4. Report details

4.1 The Welsh Language Commissioner annually monitors user experience by testing specific services – including correspondence, telephone, reception, websites etc – for a random sample of organisations.

4.2 The work happens intermittently during the year through mystery shopper exercises, site visits, and online inspection. The work is designed so that it does not lead to unreasonable use of organisations' resources.

4.3 In 2019-20, Denbighshire was part of the random sample of organisations. The

findings are outlined by the Commissioner's Office, with a view to the organization taking appropriate steps to ensure compliance with statutory requirements.

4.4 A summary of the main findings can be found in Section 5. Generally a virtual clean bill of health with the majority of issues assessed found to be in compliance with the Welsh Language Standards.

4.5 Issues raised involved one e-mail received not being responded to in Welsh and a complete service in Welsh was not received when visiting one of the Council's reception areas.

4.6 Main Findings:

<p>Correspondence</p> <ul style="list-style-type: none">○ Three e-mails were sent in Welsh to the Council's online form between June and November 2019.○ A reply was received in Welsh to two e-mails.○ Additional material was provided in Welsh with one reply. The other reply did not need additional information to answer the enquiry.○ The replies included a statement that you welcome correspondence in Welsh and corresponding in Welsh will not lead to a delay.
<p>Telephone calls</p> <ul style="list-style-type: none">○ Three phone calls were made to 01824 706000 between June and December 2019.○ All automatic information was available in Welsh.○ A proactive offer of a Welsh Language Service was received at the start of every call.○ The organisation successfully dealt with all three calls in their entirety in Welsh and provided a full response to the enquiry.
<p>Forms</p> <ul style="list-style-type: none">○ Three forms were subject to the survey.○ The three forms were available fully in Welsh.○ All English versions stated that the forms were also available in Welsh.
<p>Press releases</p> <ul style="list-style-type: none">○ Three press releases were subject to the survey.○ The three were available fully in Welsh.○ The three were pages on the website, and a language choice button was available on the English versions.

Brochure / pamphlet / leaflet / card

- Three examples were subject to the survey.
- The three examples were available fully in Welsh.
- One English version did not state that the document was also available in Welsh.

Corporate identity

- Three examples were subject to the survey.
- The three examples appeared in Welsh.

Website

- 30 pages from the organisation's website were subject to the survey.
- The text on every page was available fully in Welsh.

Facebook and Twitter

- 15 posts on the organisation's Facebook page were subject to the survey.
- The 15 posts were available in Welsh.
- 15 tweets on the organisation's Twitter account were subject to the survey.
- The 14 tweets were available in Welsh.

New and vacant posts

- 9 posts were subject to the survey.
- The Welsh language was mentioned in all posts.
- The Welsh language was considered 'essential' for 0 posts.
- 15 job advertisements were available in Welsh.
- The application form and job descriptions for all posts were available in Welsh.
- The application form included an option to note language choice for assessment.

Reception areas

- Two visits were made to the Caledfryn offices, Denbigh, between October and December 2019.
- The visitor was not greeted in Welsh by the receptionist in either visit.
- A staff member did not succeed to deal with both visits in Welsh.
- The staff member noted that she was learning Welsh and wore a lanyard showing this.
- The organisation had signs in the reception area stating that visitors were welcome to use the Welsh language.
- All Welsh speaking staff wore a badge showcasing this ability.
- The organisation promotes the use of the Welsh language in the reception area.

Self-service machines

- No self-service machines were available

Signs

- Six signs were subject to the survey during the visits to the Caledfryn offices, Denbigh, during October and December 2019.
- All text on 6 signs was available in Welsh.
- The text of all signs was set so that Welsh is likely to be read first.
- All text was correct in meaning and expression.

4.7 Action Plan 2020

ACTION	BY WHO	WHEN
Address the matters raised in the report directly with the services.	Manon Celyn	December 2020
A communications programme of messages to remind staff of their roles and responsibilities	Gareth Watson Manon Celyn	December/ January 2021
Mystery Shopper exercise	DCC's Welsh Language Champions	March 2021

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 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 consultations have been carried out with Scrutiny and others?

None required, as this was an external piece of work.

9 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.