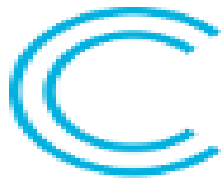


Conwy County Borough Council Welsh Language Scheme / Welsh Language Standards Annual Monitoring Report 2015 - 2016

Prepared in accordance with the requirements of



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

May 2016

1.0 INTRODUCTION

- 1.1 Conwy County Borough Council has adopted the principle that in the conduct of public business and the administration of justice in Wales, it will not treat the Welsh language any less favourably than the English language.
- 1.2 The Welsh Language (Wales) Measure 2011 establishes a legal framework to impose a duty on the Council, amongst other organizations, to comply with Standards of conduct on the Welsh Language. The Council have had 167 Standards to comply with in the following areas:
 - Service Delivery
 - Operational
 - Policy Making
 - Promotion
 - Record Keeping
- 1.3 The duties which derive from the Standards mean that organizations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language (making it easier for people to use their Welsh language skills in everyday life).
- 1.4 Standards will:
 - provide greater clarity to organizations on their duties on the Welsh language
 - provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
 - ensure more consistency of Welsh language services and improve their quality.
- 1.5 The Welsh Standards supersedes the Council's Welsh Language Scheme first approved by the Welsh Language Board on 23rd July, 1997, which was revised on 14th May, 2004 and then on 23rd April 2009.
- 1.6 This report is available to the public at the Council's public offices and on its website. The report is also circulated to all the individual services by way of the Welsh Language Scheme Link Officers and in addition, information about the general monitoring report, along with the recommendations, is published on the intranet, and disseminated via the internal postmaster messaging system, the Team Brief and the Staff Newsletter.
- 1.7 This monitoring report reflects progress against actions and targets from the Welsh Language Scheme during the 2015-2016 financial year. The information included in this report was collated on a continuous basis as the Council undertook the monitoring of its Services.

2.0 SIGNIFICANT IMPROVEMENT

Several initiatives have meant an increase in the amount of opportunities for staff to use their Welsh language skills in the workplace and to make it easier for people to use their Welsh language skills in everyday life. Please find a summary below:

- 2.1 **Working Welsh Lanyards** – All members of fluent Welsh speaking staff now wear Working Welsh lanyards and use the logo "Write to me in Welsh or English" in their signature on e-mails.
- 2.2 **Lanyards for Welsh Learners** – Following feedback from Welsh learners over the last few years, saying they didn't feel comfortable wearing the Working Welsh lanyards as they felt that they were for fluent Welsh speakers, we purchased lanyards for Welsh Learners which has the word 'Dysgwr' (Welsh for Learner) on them. A vast number of staff have requested them and wear them daily.
- 2.3 **Collecting information about staff's Welsh Language Skills** – there are only a small number of staff who haven't given details about their Welsh language skills since the system was developed last year. The information collected is also available when searching for a member of staff on the intranet in order to identify Welsh speakers when contacting other staff in the Council. By now, with the help of the Information Technology Service, the system has been developed to include a question about whether the officers work in a main reception, call centre or one stop shop.
- 2.4 **Language Skills Tool and E-mail Messages** – with Information Technology's assistance, the Language Skills Tool is now connected to the staff list who have an e-mail account. So, if a member of staff writes an e-mail to another staff member, and he/she speaks Welsh, then a message appears above his/her name saying "Rydw i'n siarad Cymraeg / I can speak Welsh". This is a great help to staff when communicating with others as it makes it much easier to know what staff's language skills are and makes it easier to start e-mail conversations in Welsh.
- 2.5 **Shwmae Sumae! Day 2015 – 14 October 2015** - The aim of this national day is to encourage everyone, Welsh speakers and non-Welsh speakers alike, to greet other people on the day by saying "S'Mai?" (Welsh for how are you?), thereby raising awareness of Welsh. Here in Conwy County Borough Council a message was sent to all Council staff on the morning to encourage them to greet with "S'mai?". Following this, several services arranged to raise awareness of the day by organising a "S'mai?" day themselves.
- 2.6 **Complaints** – No complaints were received during the year.
- 2.7 **Training** – The success seen last year continued this year as a number of staff and Members registered for various Welsh language training sessions. These courses included courses that form part of the provision of the North Wales Welsh for Adults Centre, at various levels. Bilingual customer care / language awareness courses were also held. Further information about Welsh language training can be seen in point 4.4.

- 2.8 The last 6 months of the year (1 October 2015 – 31 March 2016) was a very busy period informing all services about the new Welsh Language Standards and the new requirements that derive from them. The Welsh Language Officer met with all Heads of Services and management teams and various other individual teams, and also sent out a weekly message to all staff informing them about changes and reminding them of various requirements deriving from the Welsh Standards. Although the Council already conformed with the majority of the Standards, there were several new requirements included in them and therefore it was a busy period implementing all 151 Standards by 30 March 2016. The Council is therefore confident that it is adhering to all 151 Standards that came into force on 30 March 2016.
- 2.9 A new Welsh Language Policy and a new Policy on using Welsh internally was put in place in March 2016. They will ensure that Council staff comply with the Welsh Language Standards and will increase the opportunities to use Welsh in the workplace.

3.0 RECOMMENDATIONS FOR IMPROVEMENT

- 3.1 **New Standards** – The next 6 months will also be a busy period as we implement the Policy Making and Promotion Standards. Some measures have already been implemented in preparation for them, but, work will continue over the next 6 months to comply with them.
- 3.2 **Collecting information about staff's Welsh Language Skills** - Continue with the system on the intranet to collect information about Council staff's Welsh language skills and continue to gather information about the language skills of council staff who do not use computers at work

4.0. RECORD KEEPING

- 4.1 **Complaints** – No complaints were received about the Welsh language during 2015-16.
- 4.2 **Main reception** - The Council's main reception/switchboard is located at the Council's main offices in Bodlondeb. Each one of the main reception/switchboard posts has been designated Welsh essential and each one of the 7 members of staff (100%) who works there is bilingual and has Welsh language skills at or above level 4
- 4.3 **Collecting information about staff's Welsh Language Skills** - the number of staff who have given details about their Welsh language skills has increased significantly since the system was developed last year. The information collected is also available when searching for a member of staff on the intranet in order to identify Welsh speakers when contacting other staff in the Council.
- With the exception of schools, the authority employs 2,281 of staff.
 - Since the Information Technology Service developed the tool that appears on all computers that can collect information about the Welsh language skills of staff, there has been an increase in the accuracy of statistics relating to staff's Welsh language skills. By now, all staff members can use the tool, and with Information Technology's help, we are currently collecting information about the rest of the staff that can't access the intranet.

- We have already collected details about the Welsh language skills of 1,984 council staff by using this tool. Council staff have used the tool on the intranet to note their Welsh Language Skills by using the table found in the Language Skills Strategy. Although some members of staff haven't completed their information yet, please see below the language skills of the 1,984 of staff who have responded to the questions on the intranet.
- From those who have answered, 27.4% have noted that they are fluent Welsh speakers (Levels 4 & 5).
- It is now considered that the details below are correct as it is the staff themselves who have provided the information, however, because of doubt about the validity of the statistics in previous years, and given that only 1,245 members of staff gave their Welsh language skills last year, it is considered that these figures can't be compared with the previous figures. A window will appear on all member of staff's computers every 90 days from now on and will require staff to check and update their details, so it will be possible to make sure that the information is updated regularly from now on.

Listening/Speaking		
Level	Number of staff	%
Level 0	429	21.6
Level 1	369	18.6
Level 2	194	9.8
Level 3	448	22.6
Level 4	239	12.0
Level 5	305	15.4
CYFANSWM	1,984	

Reading/Understanding		
Level	Number of staff	%
Level 0	399	20.1
Level 1	389	19.6
Level 2	186	9.4
Level 3	452	22.8
Level 4	249	12.6
Level 5	309	15.5
CYFANSWM	1,984	

Writing		
Level	Number of staff	%
Level 0	536	27.0
Level 1	353	17.8
Level 2	204	10.3
Level 3	487	24.5
Level 4	155	7.8
Level 5	249	12.6
CYFANSWM	1,984	

4.2 Recruiting - Jobs advertised during the year – Please find below the number/percentage of jobs advertised during the year where Welsh was essential; Welsh was advantageous; Welsh was desirable, and the number and percentage of posts where Welsh speakers were appointed. It is evident from these statistics that a high number of Welsh speakers have been appointed to Welsh essential, Welsh advantageous and Welsh desirable posts, a total of 83.8%. Since the implementation of the Standards, the advantageous category has disappeared, so from now on, that category won't be used.

CATEGORY	NO. AND % BY LANGUAGE CATEGORY	NO. AND % OF POSTS WHERE WELSH SPEAKERS WERE APPOINTED
CATEGORY A ESSENTIAL: CONTACT WITH THE PUBLIC	41.1% - 113 posts	Of the posts recruited (100 posts), Welsh speakers (level 4 and above) were appointed to 100 (100%) of them. To date, no one has been appointed to 13 of these posts as the recruiting process is ongoing.
CATEGORY B ADVANTAGEOUS	29.6% - 134 posts	Of the posts recruited (95 posts), Welsh speakers (level 4 and above) were appointed to 72 (54.5%) of them. To date, no one has been appointed to 39 of these posts as the recruiting process is ongoing.
CATEGORY C	13.1% - 51 posts	Of the posts recruited (48 posts), Welsh speakers (level 4 and above) were appointed to 32 (41.4%) of them. To date, no one has been appointed to 3 of these posts as the recruiting process is ongoing.
TOTAL IN ALL CATEGORIES	298 (243 posts recruited)	Therefore, from the 243 posts recruited, a total of 204 were Welsh speakers, a percentage of 83.8%.

4.4 **Welsh Language training completed** – Please find attached the information about the number of staff that have received training in Welsh to a specific qualification level and the number of staff who have had language awareness training during 2015-16.

COURSES IN THE COMMUNITY

Date/Length of Course	Suitable for	Details	Application	Total attendees
Beginners 2015/16	Those wishing to learn Welsh	One year course for people who wish to learn Welsh	Staff's personal choice	0
Middle WLPLAN 2015/16				1
Pellach (Further) 2015/16				3
Pellach Drwy'r Post (Further by post) 2015/16				1
Uwch (Higher) 2015/16				3
TOTAL NUMBER THAT ATTENDED THE COURSE				8

WELSH IN THE WORKPLACE

Date/Length of Course	Suitable for	Details	Application	Total attendees
9-11 September 2015 (3 days)	Every level from pure learners to fluent speakers	A course which provides an opportunity for learners to review and practice their Welsh skills with a special emphasis on using Welsh in the workplace. (Bangor University)	Staff's personal choice	3
TOTAL NUMBER THAT ATTENDED THE COURSE				3

CORPORATE INDUCTION SESSION

Date/Length of course	Suitable for	Details	Application	Total attendees
29 May 2015 (1 day)	New members of staff – (Every new member of staff should attend a corporate induction session within 6 months of starting to work for the Council).	During the day, officers are given an introduction to Conwy, are addressed in Welsh by the Leader via a video clip and are addressed by the Chief Executive, with part of the address in Welsh. In addition, information is given to them by various council services, including a presentation about the Welsh Language Scheme, and about the Assistance and Support that is available from the Corporate Language Services Unit, including the Translation Service. (Staff from various services of Conwy County Borough Council)	Compulsory for every new member of staff who starts working for the Council	18
24 July 2015 (1 day)				16
13 November 2015 (1 day)				17
15 January 2016 (1 day)				21
11 March 2016 (1 day)				18
TOTAL NUMBER THAT ATTENDED THE COURSE				90

BILINGUAL CUSTOMER CARE – ½ DAY

Date/Length of course	Suitable for	Details	Application	Total attendees
8 September 2015 (½ day course)	Frontline staff (Non Welsh speakers)	Raise awareness of the importance of providing bilingual customer care as an integral part of implementing the Council's Welsh Language Scheme.	Next step of the Corporate Induction – compulsory for each new member of Council staff who isn't fluent in Welsh and who haven't attended a school in Wales	7
TOTAL NUMBER THAT ATTENDED THE COURSE				5

LANGUAGE AWARENESS

Date/Length of course	Suitable for	Details	Application	Total attendees and percentage invited
6 May 2015 (3 hours)	New staff at the Council – Welsh Speakers and non-Welsh-speakers.	Session which concentrates on awareness and sensitivity in dealing with the Welsh-speaking public. The session has been designed for Welsh speaking and non-Welsh speaking staff and therefore is presented in both languages, side by side. Helps staff to provide bilingual Customer Care and enables them to deal comfortably and confidently with the public in ensuring that they can implement the bilingual service guidelines which are part of our Welsh Language Scheme. (Cwmni Iaith)	Next step of the Corporate Induction – compulsory for every new member of staff at the Council	9 (100%)
8 September 2015 (3 hours)				17 (100%)
14 January 2016 (3 hours)	If there are spaces available, the course is offered to any member of Council staff who is interested in attending.			15 (100%)
10 March 2016 (3 hours)				12 (100%)
TOTAL NUMBER THAT ATTENDED THE COURSE				53 (100%)