

# **The way in which Conwy County Borough Council intends to comply with the Welsh Language Standards – March 2016**

## **Produced in line with the requirements of The Welsh Language Standards Regulations (No 1) 2015**

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This document notes the way the Council intends to comply with the Service Delivery Standards, the Policy Making Standards, the Operational Standards, the Promotion Standards and the Record Keeping Standards.

### **Service Delivery Standards**

- We have provided communication to staff around responding to correspondence, arranging meetings, telephone answering, social media, recruitment, e-mail messages, signs, and internal communication.
- We have ensured that staff offer people the opportunity to be transferred to a Welsh speaker when contacting the Council (if they aren't Welsh speakers themselves).
- We have provided wording for staff to include in letter templates, offering residents an opportunity to receive correspondence in Welsh in future.
- We have notified staff arranging public meetings that all invites to the meeting should be bilingual, that simultaneous translators should be arranged for public meetings and that organisers of public meetings should remind people at the start of meetings that they can contribute in Welsh.
- All documents produced for public use will be bilingual, including promotional materials and exhibition documentation.
- The interface and menus on every page of our website are bilingual.
- All signage is checked for compliance with the Standards.
- Signs have been placed in main reception areas to state that people may communicate through the medium of Welsh.
- All public notices and adverts are bilingual.
- All grant forms received in Welsh will be responded to in Welsh and any interviews needed will be conducted through the medium of Welsh (with the aid of a simultaneous translator if needed)
- Any education courses we offer to the public will be offered in Welsh.

### **Policy Making Standards**

- We will inform managers to consider the effects of any new policy (or amendments to policy) on opportunities for people to use the Welsh Language and ensure that the Welsh language is treated no less favourably than the English language.
- When a new policy is formulated, we will ensure that all managers are aware of the need to consider the effects of policy decisions on the Welsh Language. This will be done through introducing a section on formal Council reports

which will demonstrate what kinds of consideration has been given to the Welsh Language.

- If research is commissioned that is intended to assist with policy making, we will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh Language.
- We will inform managers to ensure that any consultation on policies offers the opportunity for people to comment on the effects of any new policies on the Welsh Language use.
- We will publish a policy on awarding grants.

### **Operational Standards**

- How the Council is going to comply with operational standards with which we are under a duty to comply:
- We have produced a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language and this document has been published on our intranet.
- We have introduced a HR process where all staff will be asked whether they wish to receive their contract of employment in Welsh.
- We have asked all staff whether they wish to receive paper correspondence relating to his or her employment and which is addressed to him/ her personally (in Welsh).
- We have asked all staff whether they wish to receive paper correspondence relating to his or her training needs or requirement in Welsh.
- We have asked all staff whether they wish to receive documents that outline their performance objectives in Welsh and we will provide documents in Welsh if that is their wish.
- We have asked all staff whether they wish to receive documents that outlines their career plan in Welsh and we will provide documents in Welsh if that is their wish.
- We have asked all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh.
- Staff are able to make complaints in Welsh through the corporate complaints procedure and this has been publicised to staff.
- The Council's Corporate Complaints Procedure already states that staff may make a complaint in Welsh and has the right to respond to a complaint made about him or her in Welsh. Staff have been made aware of that right.
- All staff will be offered an opportunity to host any meetings regarding complaints made against them in Welsh (with or without the use of a translator)
- Any record of decision relating to a complaint against a member of staff will be issued in Welsh (and any subsequent meeting will be conducted in Welsh).
- Our HR policies state that staff can respond in Welsh to any allegations made against them.

- Computer software for checking spelling and grammar has been provided to all staff who speak or learn Welsh and Welsh Language interfaces for software (such as Microsoft Word) is provided in Welsh when staff wish to make use of this interface.
- We have translated the text of our intranet homepage into Welsh.
- Any pages on the intranet that have corresponding pages in Welsh includes a direct link to the Welsh language page.
- Pages have been created on the intranet which provides services and support material to promote the Welsh language and assist staff in using the Welsh language.
- The interface and menus on the intranet are in Welsh.
- The Council has carried out an assessment of the Welsh language skills of employees through a self-assessment.
- The Council actively promotes opportunities during working hours for employees to receive basic Welsh Language courses
- The Council provides opportunities for staff wanting to further their basic Welsh training through offering further training.
- The Council has developed an e-learning module, to raise staff's awareness of the Welsh Language.
- Information to raise awareness of the Welsh language is provided to all new staff.
- We have provided wording for staff to use on their e-mail signature, to inform people if they are fluent Welsh speakers or are learners.

### **Promotion Standards**

- Further information about the way we intend to implement our Promotion Standards can be seen in our Promoting Welsh Strategy.

### **Record Keeping**

- We will keep a record of the number of complaints we receive relating to our compliance with the Standards and will report back to the Welsh Language Commissioner on an annual basis.
- We will keep a copy of written complaints that we receive and compile any complaints that will be held centrally by the Communications Team.
- We will keep a record of the number of employees who have Welsh Language skills through placing the information on our HR systems.
- We will carry out an annual audit of the number of posts where Welsh language skills are essential, need to be learnt when appointed to the post, where they are desirable and where Welsh Language skills are not necessary.
- We will keep a record of (a) the number of members of staff who attended training courses offered by the Council in Welsh (in accordance with standard

128), and (b) if a Welsh version of a course was offered in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.

### **Complaints Procedure**

- A link to the Welsh Language Standards page of the Council's website informs members of the public how they can make a complaint relating to compliance with the standards or a failure to receive Welsh medium services.
- Service users are able to present their concerns in Welsh or English in accordance with their language of choice.
- Complaints can be made about the level or standard of provision of Council services provided through the medium of Welsh, or in relation to implementation and compliance with the Welsh Language Standards.
- If the complainant is dissatisfied with the response from the Council, the Council will inform the complainant that they may seek further advice from the Welsh Language Commissioner.
- The Council records and monitors all complaints received.
- As part of the Council's Corporate Complaints Procedure, the Welsh Language & Translation Manager and the Welsh Language Promotion & Development Officer are notified of all complaints relating to the Welsh language in order to advise officers and consider further action.
- As part of the Council's complaints training programme, officers are informed of the procedure for dealing with complaints relating to Welsh language matters.