

## **GWYNEDD COUNCIL'S WELSH LANGUAGE SCHEME** **MONITORING REPORT 2009-2010**

### **1. Introduction**

This is the first Language Monitoring Report to be presented by Gwynedd Council to the Welsh Language Commissioner. The past months have seen significant and far-reaching changes to the statutory framework surrounding the Welsh language, and we welcome the increasing emphasis that is being placed upon raising standards and ensuring consistency in the provision and promotion of the Welsh language across Wales.

We look forward to the challenge of engaging with the proposed statutory Welsh Language Standards and to identifying through them ways of improving our delivery. In the meantime of course, our priority is to comply with the requirements of our Welsh Language Scheme, and so, as instructed, we present the following report, based upon the requirements established by the Welsh Language Board.

## 2. Complying with the Welsh Language Scheme (against 2011-12 targets)

N.B. Completed aims which have already been reported in previous Monitoring Reports are not noted

### A. Policies and New Initiatives

AIM	ACTION	UPDATE
A.1. We will mainstream the Welsh language into all the Council's policies, initiatives and key decisions by strengthening and consolidating our arrangements for mainstreaming cross-cutting issues	* Ensure Members give full consideration to the effects that policies and decisions have on the Welsh language	Original aim reached, but we will need to consider how best to ensure this following the establishment of the new Cabinet system

### B. Providing Services

AIM	ACTION	UPDATE
B.1. The Council will ensure that we communicate and monitor the requirements of the Welsh Language Scheme as an integral element of services provided by others and that these requirements are a condition of any contract, grant or backing provided by the Council	<p>* In accordance with DIG 1, report on the number and % of 3<sup>rd</sup> party providers monitored for language compliance, giving consideration to:</p> <ul style="list-style-type: none"> <li>- Social care contracts</li> <li>- Contracts providing for young people</li> <li>- Contracts providing for pre-school age children</li> </ul> <p>* Review language guidelines for staff setting contracts following the publication of the Welsh Language Board's Procurement guidelines</p> <p>* Deliver training on language requirements in relation to procurement and setting contracts for relevant staff based upon the Welsh Language Board's Procurement Guidelines.</p>	<p>See 4A) below</p> <p>Guidelines reviewed and copies of the Welsh language Board's guidelines on contracting shared out to all Council Departments</p> <p>Key officers within the Council attended the Welsh Language Board's standard training sessions on contracting (two sessions- end of 2011 and start of 2012)</p>

<b>AIM</b>	<b>ACTION</b>	<b>UPDATE</b>
	* Agree upon monitoring arrangements to increase number of contracts to be monitored as part of Annual Language Monitoring Report	Slippage to original timetable; However, more details provided this year on Social care Contracts (see 4A)
B.2. Ensure that joint provision of services conform to the requirements of the Welsh language Scheme	* Ensure that Section 33 Schemes give due attention to language matters and that the Welsh language is covered within annual reviews	Currently working with Betsi Cadwaladr University Health Board on the language needs of Specialist Children's Services Section 33 Scheme
B.3. Ensure that Youth Services promote the Welsh language	* According to the requirements of the Welsh Language Board, report annually on how the Services delivers and promotes Welsh language services and activities	See 3A) below

### **C. Dealing with the public who speak Welsh and quality standards**

<b>AIM</b>	<b>ACTION</b>	<b>UPDATE</b>
C.1. The Council will safeguard and improve the range of quality services provided through the medium of Welsh	* Monitor compliance through Heads of Services' reports and language complaints * Conduct independent audit of the Council's compliance with its Language Scheme	See 3C) below  To be conducted during 2012
C.2. Ensure ( according to DIG2) that staff at the main reception, contact centre or one-stop-shop are able to provide a bilingual service	* Continue to ensure that all main reception and Galw Gwynedd post are designated "Welsh essential" and that we appoint bilingual staff	See 3B) below

<b>AIM</b>	<b>ACTION</b>	<b>UPDATE</b>
C.3. Ensure quality of Council's translations	* Monitor the quality of language within any public written material produced by staff	See Complaints 3C) Below
C.4. Promote the Welsh language through Information Technology	The Information Technology Strategy to note the Welsh language as the default choice where possible on each Windows adjuster which is available bilingually	Expecting a decision from the IT Management Group in September
C.5. Ensure and promote language choice in meetings	* Monitor public meetings	See Complaints 3C) below

#### **Ch. Public Face of the Council**

<b>AIM</b>	<b>ACTION</b>	<b>UPDATE</b>
CH.1. Comply with the requirement to present a corporate identity that is fully bilingual and which promotes the Welsh language	* Ensure that all the Council's public material is bilingual (signage, stationary, forms, exhibition materials etc.)	See Complaints 3C) below
CH.2. Ensure to the best of our ability that signs and place names within the County reflect the language, history and culture of the area	* Ensure signposting and road signs comply with the Council's Language Scheme * Monitor and ensure Welsh names are given to new developments * Letters are sent to those applying to change Welsh house names, requesting they consider the context and nature of the area	See Complaints 3C) below  Comply with requirement  Letter updated in view of changes to the Welsh Language Helpline

#### **D. Implementing and reviewing the Scheme**

<b>AIM</b>	<b>ACTION</b>	<b>UPDATE</b>
D.1. Develop a Language Skills Strategy for staff based upon the Welsh Language Board's Recruitment and the Welsh Language guidelines	* Improve our arrangements for monitoring staff skills in accordance with DIG 5 (by department, grade and workplace) to map capacity and recognise gaps in provision	Problem continuing with establishing a robust monitoring system (see 5B) below)

AIM	ACTION	UPDATE
	<ul style="list-style-type: none"> <li>* Draw up a Language Skills Strategy Action Plan</li>   <li>* Review our arrangements for determining the language skills for posts</li> <li>* Ensure an appropriate language skill level is prescribed for each post according to the arrangements outlined above</li> <li>* Assess the language skill levels of all staff against their post language level</li> <li>* Provide appropriate training to match the post skill levels with those of post holders</li> </ul>	<p>Action Plan approved by Language Sub-Committee on 11/10/11</p> <p>Language skills matrix has been developed: Need to decide on how to consult following changes to the democratic structure</p>
D.2. Provide Welsh language training for staff (DIG 4 a)	Report annually on Welsh language training for staff	See Workforce Development Officer's report 5A) below
D.3. Ensure Language Awareness Training for staff (DIG4b)	<ul style="list-style-type: none"> <li>* Promote the e-learning modules on Language and Equality and the Respect module (Equality and language modules have already been designated "essential" for all staff within the Corporate Training Matrix)</li> <li>* Develop half day language awareness session which can be adapted to needs on individual services</li> </ul>	<p>The modules are currently being reviewed , but the "essential" requirement will still stand</p> <p>The next sessions will be presented to the Youth Offenders' Team during June 2012</p>

AIM	ACTION	UPDATE
D.5. Ensure that language complains are dealt with according to the Council's corporate standards	* Improve the overview of complaints by pressing upon Heads of Service to report all complaints and action taken to the Equality and Language Officer for monitoring purposes	See 3C) below

### 3) Quality of Frontline Services

#### A) Welsh Language Youth Services Provision

##### i) Activities aimed at promoting the Welsh language amongst young people

Specific attention was given to promoting the Welsh language through the Youth Service within the Hunanlaith action plan. The 2011-2012 programme builds upon what has been achieved before and was reported as part of the 2011 Annual Report (i.e. a survey of language use within the youth clubs, staff language skills and language awareness training for staff).

A series of 5 activities were designed for promoting the Welsh language amongst young people for youth service providers:

- **Quiz**                      The quiz raises young people's awareness that speaking a minority language, bilingualism or multilingualism is the norm across the world. It also raises awareness of language demography on the level of Wales, Gwynedd and the electoral ward. It challenges myths and stresses that Welsh is language spoken mainly by young people.
  
- **Timeline**                This is a practical activity which requires young people to place cards noting the main events in the language's history and the percentage of Welsh speakers next to the appropriate dates. The activity raises awareness of these events and their long term effect on the ideology of Welsh speakers over the centuries.
  
- **CV**                            This is another practical exercise where young people are asked to draw up a CV for the imaginary post of Prince/ Princess of Gwynedd. While collecting different skill cards to create a personal CV, the young person should realize that the ability to speak Welsh or be bilingual is an important skill for employment. It raises awareness of the fact that a great many employers are looking for bilingual staff.

- **Music Quiz** This is a quiz where the young people have to decide if songs played on a CD are Welsh or English within the few seconds of the musical introduction. It makes them realize that a song can be good and effective whatever language it is sung in, so challenging some young people's perception that Welsh music is in some way inferior to English music.
- **Word Search** The Word Search includes terms and words included in each of the other activities and provides an opportunity to discuss some of them again at further length.

The Activity Pack was presented to the County's Youth Club Leaders, Area Leaders and Senior Youth Officers. Presentations included training on using the activities. It was also distributed to Snowdonia and Meirionnydd Young Farmers and to the Urdd.

When a report was received on the use of the resources as part of the County's Youth Service at the end of the financial year, it was confirmed that the activities were used by 16 clubs in Meirionnydd, 7 clubs in North Arfon, 8 in Dwyfor and South Arfon, as part of 11 Youth Bus visits and as part of the 3 regional quizzes and county quiz. Following each session the Youth Service's standard appraisal process was followed.

Feedback from the appraisal showed that the Quiz and Timeline were the most popular activities, with many stating that the CV activity made them consider their career future within the area and the advantages provided by speaking Welsh. The young people praised the activities and the opportunities they provided to discuss the importance and history of the language and their attitudes to these.

The Senior Youth Workers reported a change in young people's attitudes since presenting the activities and confirmed that they had taught club members the importance of using and promoting the Welsh language in their communities. They were also surprised that members had such a high awareness of Welsh history and the language.

ii) Brwydr y Bandiau

The original Hunanlaith action plan included staging a round of Brwydr y Bandiau ( Battle of the Bands) in Gwynedd, but since only one band from Gwynedd had registered, the BBC allowed this group to go on to the regional heat.

Following this, and with the agreement of the Welsh Language Board and Gwynedd's Youth Service, it was decided to hold alternative musical activities that would still achieve the target. Thus, working with Ciwddod and Community Music Wales, a series of rock workshops were held at youth clubs in Dyffryn Nantlle, Nefyn, Bethesda, Caernarfon and Aberdyfi during March 2012.

## B) Reception Areas

DIG 2 Number and % of main reception, contact centre or one-stop-shop posts that have been designated “Welsh essential” and are filled with bilingual staff:

The Council’s main reception areas are based at the Headquarters, Penrallt (Caernarfon), Town Hall (Bangor), Siop Gwynedd, Ffordd y Cob (Pwllheli), Penarlâg (Dolgellau)

<b>Number of Staff</b>	<b>Welsh Speakers (number and %)</b>	<b>Welsh essential (number and %)</b>	<b>Target 2013 %</b>
8	8 (100%)	8 (100%)	100%

Telephone calls are handled by the Contact Centre in Penrhyndeudraeth, and noted below is a summary of staff skills:

### Penrhyndeudraeth Contact Centre

<b>Number of Staff</b>	<b>Welsh Speakers (number and %)</b>	<b>Welsh essential (number and %)</b>	<b>Target 2013 %</b>
34	34 (100%)	34 (100%)	100%

As part of its Customer Care Strategy, the Council will consider extending its complaints monitoring procedure through Galw Gwynedd, One-Stop-Shop and Gwynedd Shops. This arrangement would include a category for noting and language complaints., and is likely to provide us with a better picture of our Welsh language provision.

## C) Leisure Centres: Leisure Centres Welsh Language Champions Plan

In our 2011 Language Monitoring Report, we reported on work undertaken with the County’s Leisure Centres to raise language awareness, monitor customer satisfaction and staff’s ability and confidence in using the Welsh language in different aspects of their work.

Leading on from this, in May 2011, a bid was presented to the Welsh Language Board to establish Language Champions for Leisure Centres in Welsh-speaking areas. It was decided to work in conjunction with Anglesey, Ceredigion and Carmarthenshire on this bid, with Gwynedd acting as the lead body. In July



2011, we were informed that our bid to the Board's Bilingual Workplaces Scheme had been successful.

The bid recognised 10 objectives for the Leisure Centres Welsh Language Champions Plan. These were closely related to developing the role of the Language Champions in order to:

- Create a bilingual ethos within the workplace
- Become leaders and lead through example to raise the profile of the Welsh language, by using it as much as possible in the workplace, in meetings and with learners.
- Be well-versed in the practical requirements of the Welsh language Scheme and what is required of staff to ensure compliance
- Brief staff on matters concerning bilingual service provision
- Present language awareness sessions to staff as required
- Challenge negative attitudes
- Report information to the relevant service/ Officer on language matters e.g. failure to comply with policy
- Promote the use of Welsh resources e.g. Cysgliad
- Pair learners with Welsh speakers
- Attend internal meetings related to the Welsh language

In order to achieve these 10 objectives, the bid contained 3 separate elements:

- Training
- Language Champions' Handbook
- Seminar

i) Training

It was agreed that 3 days of training be set aside to establish the role of the Language Champions. The training sessions included:

- Language awareness
- An introduction to the Language Scheme
- The role of the Language Champion
- Case studies
- Complaints
- Good practice
- 5 language commitments
- Pairing Language Champions

The training sessions were held between November and December 2011.

ii) Language Champions' Handbook

It was also agreed to draw up a language Champions' Handbook to provide further support and direction for the Champions as they engage with their new role within the workplace.

iii) Seminar

It was agreed to hold a seminar in order to share good practice, provide a stage for the Champions to share their work programmes and experiences of starting their new roles and to provide an opportunity to launch the Language Champions' handbook. The Seminar was held at Ty Siamas, Dolgellau on 3 February 2012.

iv) The Next steps For Gwynedd

As agreed, a final report on the Leisure Centres Welsh Language Champions Plan was produced and presented to the Welsh language Board. This Report contains the full details of the Scheme, including feedback on the training and an outline of all the language Champions' commitments.

We feel strongly however that this work is only beginning, and over the years to come we will continue to develop this work:

Preliminary discussions have taken place between Language Officers and senior Officers within the Provider and Leisure Department of Gwynedd Council in order to agree the next steps for the Language Champions in terms of increasing the use of the Welsh language.

Obviously, each of the Champions' 5 commitments has to be monitored against the agreed timetable.

The need for a commitment within the Provider and Leisure Department's Business Plan was also discussed and further talks will be needed to agree on the precise wording.

It was also agreed that that the Equality and Language Officer, Language Promotion Officer and Head of the Translation Services attend Departmental meetings to inform the Language Champions of the support that's available to them in order to increase the use of the Welsh language in Leisure Centres.

The Language Sub-committee has commended the final report and requested a further update on the project in March 2013.

#### D) Complaints Against the Language Scheme

The complaints have been received from members of the public, elected Members, staff and monitoring reports from Service Heads. They include:

- Complaints against the Council (including complaints against those delivering on our behalf or receiving funding)
- Complaints against other organisations

#### **COMPLAINTS AGAINST THE COUNCIL (INCUDING PARTNERSHIP AND 3<sup>RD</sup> PARTY ARRANGEMENTS)**

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>April 2011</b>	Complaint from Member regarding language errors in a guideline document outlining expectations of staff in the event of a fire in the workplace	Refer the matter to the Human Resources Service: The Service apologised for the errors and confirmed that the document has been corrected.
<b>April 2011</b>	Complaints regarding an English-only questionnaire (Gwynedd Food Hub) sent on behalf of the Council by the company Innovation Partnership	The Economy and Regeneration Department contacted the company, pointing out that this contravened their agreement, and insisting that Welsh versions be distributed.
<b>May 2011</b>	Complaint from a member of staff regarding an English-only Local Government Pensions poster being displayed in the Council Headquarters	The Poster was produced in Welsh and English and both versions displayed side by side; in this case the Welsh version was lost. The Service has now ensured that the display of its posters complies with the requirements.
<b>May 2011</b>	Complaint from Member about English-only tickets and promotional material for a performance arranged through Pontio (which receives aid from the Council for arts projects)	Member has contacted the University: Also identify the need to give full consideration to Welsh language matters as part of the forthcoming review of Gwynedd's strategic arts grants.

DATE	COMPLAINT	RESPONSE
<b>May 2011</b>	Complaint by member of staff regarding details of training being sent out in English only	The Training Unit confirming that the message was English only because that was the medium of this particular session. A Welsh only message was sent to those attending the Welsh sessions. The Unit have agreed to send out bilingual messages in relation to English-medium sessions from now on. N.B. This particular course was available for Council staff outside Gwynedd
<b>June 2011</b>	Complaint by member of staff regarding an English-only "Out of Office" message (Consultancy Department)	E-mail to Head of Department requesting that staff be reminded of the requirement to send bilingual messages, with the Welsh appearing first
<b>June 2011</b>	Complaint regarding an invitation to the launch of Insport and Family Gym where the message was presented with the English ahead of the Welsh text	Following the complaint, an apology was sent by the Service to those invited, stating that the language of the message had been presented in the wrong order
<b>August 2011</b>	Complaint sent to the Leader of the Council regarding an English-only letter received from the Council	Individual complaint dealt with and Council Leader following this with a note sent to all Heads of Department, reminding them of the correspondence requirements of the Welsh Language Scheme

DATE	COMPLAINT	RESPONSE
<b>August 2011</b>	Complaint that an E-bulletin from Gwynedd Economic Partnership (PEG) was sent out in English only (Welsh and English e-mails are in this instance sent separately)	An apology was sent by the Department. The system controlling the distribution makes it impractical to send out messages bilingually in one e-mail and in this instance, the English version was received first. The system normally caters for individuals who have registered on the partnership's website, and they asked to state their language preference (in accordance with the language Scheme). In this instance, the bulletin was distributed to a wider audience where the language choice was not known. Although Welsh and English versions were sent out, the English was unfortunately sent first. In the future and in the spirit of the language Scheme, when messages are circulated more widely, the Welsh version will be sent first, with an explanatory note at the foot of each e-mail
<b>October 2011</b>	Complaint about standard of language in correspondence from the Democracy and Legal Department and use of English language on an enclosed plan	Department responding in conjunction with the Regulatory Department, noting that there were some English-only references on a document prepared by a consultant. The Regulatory Department will now review its use of language when inserting descriptions into plans

DATE	COMPLAINT	RESPONSE
<b>October 2011</b>	English-only reply sent by the Finance Department in response to an enquiry in Welsh	Department responding with an apology for being unable on this occasion to respond to the correspondent's language choice
<b>November 2011</b>	Over-use of English language on Neuadd Dwyfor tickets	Economy and Regeneration Department have confirmed that they have now changed the system to include full details in Welsh. They will also be adopting the Welsh alphabet on seating
<b>December 2011</b>	Two complaints regarding the Council's failure to ensure language choice in widely-circulated material e.g Council Tax demands which are produced bilingually (Note that these were requests for material in English only)	The Equality and Language Officer responding, outlining the requirements of the Welsh Language Act and explaining that the standard practice is to produce material intended for wide circulation bilingually.
<b>December 2011</b>	3 complaints about the Provider and Leisure and Regulatory Departments for English advertisements and information in the local press	Remind the relevant Services of the Language Scheme's requirements. Two of the examples were in relation to information presented in an article format, and it was pointed out that such articles (which are under the Council's control, rather than the editor's) should be bilingual

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>January 2012</b>	Complaints regarding arrangements for a public meeting organised by the Youth Justice Team: Information sheet initially delivered only in English and lack of simultaneous translation during the meeting itself	Social Services have apologised for the mistakes. Following discussions with the Team, we will be presenting two Language Awareness training sessions to the staff during June 2012
<b>January 2012</b>	Complaint regarding English-only road sign in Trefor	The Regulatory Department have no record of when the sign was put up, but confirm that the sign has now been changed
<b>February 2012</b>	Complaint from the Gwynedd Environmental Partnership regarding an English language presentation by the Consultancy Department	Misunderstanding over the language needs of the meeting. However, the opportunity was taken to remind the relevant officers of the need to promote the Welsh language in such meetings

### **COMPLAINTS AGAINST OTHER ORGANISATIONS**

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>March 2011</b>	Complaint by member regarding the re-branding of Hufenfa De Arfon produce	Contacted the company and received a reply outlining their reasons for re-branding
<b>March 2011</b>	Complaint from members of the Sub-committee about the misleading nature of question 18 in the 2011 Census- "What is your main language?" (It is likely that many Welsh speakers would reply "English" due to lack of opportunities to speak Welsh	Census office noting that the question's purpose was to establish people for whom English or Welsh was not their main language: The previous question gave an opportunity to declare Welsh language skills

DATE	COMPLAINT	RESPONSE
<b>April 2011</b>	Complaint by two members of staff regarding poor standard of Welsh from a letter received from the Census office	Census office apologising and stating that a computer error had been responsible in this instance
<b>April 2011</b>	Complaint by member of the public that an English version of his address appeared on correspondence from the Census office	Confirmation that the Census use the Royal Mail lists (see 3.2. below) and the land and property Register
<b>April 2011</b>	Complaint from staff that only part of the National Indicators Guideline (Data Unit Wales) was available in Welsh	Contact Data Unit Wales
<b>April 2011</b>	Complaint from staff that the document <i>Delegated Authority for Foster Carers</i> (Welsh Government) is not available in Welsh	Contact Welsh Government
<b>April 2011</b>	Complaint from Pentir Community Council regarding signage on the front of Padarn buses	Correspond with the company: Discussions ongoing
<b>April 2011</b>	Complaint from staff English-only forms sent to be distributed ( public sector partnership)	The Council translating the forms, but using partnership funding
<b>May 2011</b>	Complaint from Head of Customer Care regarding the lack of Welsh language forms on the electronic licensing system, ELMS	The matter was referred to the Welsh Language Board, and discussions are continuing through the Welsh Language Commissioner's office



DATE	COMPLAINT	RESPONSE
<b>May 2011</b>	Complaint from member of staff that there were no bilingual background papers or simultaneous translation at a Community Councils' Charter Network Meeting arranged by the Welsh Assembly Government	Apology received from the organisers, with confirmation that language choice will be respected from now on
<b>June 2011</b>	The software for producing Energy Certificates for public buildings has changed and now organisations are expected to pay twice for bilingual versions	Matter referred to Welsh Language Board, who succeeded in securing a solution
<b>August 2011</b>	Complaint that the document "Protecting Children and Young People from Child Sexual Exploitation" ( Wales Government) is not available in Welsh	The Government responding that the document had not scored sufficiently to be prioritised for translation. The Children and Families Steering Group have discussed the matter and as a result the Chairman will send a letter to the relevant Minister
<b>August 2011</b>	Complaint about a new sign at the Bodawen roundabout noting the initials "WC" (sign put up by the Welsh Government)	Welsh Government responding that "WC" is an international symbol recognised under the Vienna Convention on Road Signs and Signals 1968
<b>September 2011</b>	"State of Play" questionnaire by Play Wales only sent in English to the Council	Contact Play Wales

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>September 2011</b>	Complaint by Head teacher regarding training provided for member of cleaning staff. The documentation was all in English and the applicant was asked to complete a written test in English	The Provider department is looking into the matter and will be raising this with the agency providing the training
<b>January 2012</b>	Communications Unit expressing concern over the availability of bilingual communication guidelines for the Olympic torch relay	The Unit have contacted the Welsh Government and have received confirmation that they will support our case for bilingual documentation
<b>January 2012</b>	Complaint from Porthmadog Town Council regarding English-only invitations to the Porthmadog bypass opening ceremony	Contact the Welsh Government's Welsh Language Unit to express disappointment and ask for further comment: Apology received along with confirmation that an English only invitation was a mistake
<b>January 2012</b>	Complaint from Porthmadog Town Council regarding the use of Ffordd y Traeth (translation of "Beach Road") instead of "Ffordd Gwydryn on a map	Regulatory Department confirm that this was a misunderstanding and that Ffordd Gwydryn is the correct form

In terms of complaints against the Council's Language Scheme, we can summarise table i) above according to the Welsh Language Board's indicators as follows:

iii) DIG 6

<b>Number of Complaints</b>	<b>% Dealt with</b>	<b>% Dealt with according to corporate standards</b>	<b>Target 2012-13</b>
18	100%	100%	100%

### 3. Management and Administration of the Scheme

#### A) Third Party Arrangements

##### i) Social Care Contracts

During the Spring of 2012, the Welsh Government's consultation documents "More Than Just Words" (strategic framework for Welsh language services in health, Social Services and social care) was published. This sets robust requirements and priorities in relation to Welsh medium services. One key area for this challenge will be social care services under contract.

Because of this and in the light of practical advice given to the Commissioning Unit through the Welsh Language Board's Guidance on Setting Contract and the related training, it was decided this year to provide a specific focus on our arrangements in this area. Since the Unit is already preparing for the new requirements, we will be presenting a report on arrangements for 2011-12 and outlining changes for the future.

It should be noted that current results are currently 100% successful in each category: This is based upon information received under the current processes. As we strengthen our monitoring this % could decrease, but at the same time, we can also be more confident that we have a clearer picture of the true situation.

This year's report therefore is divided into two parts: An outline of current arrangements in terms of compliance and monitoring methods (desk top and visits) and finally a series of bullet points summarising the proposed improvements for 2012-13.

In addition to this, it should be noted that the Contracts and Commissioning Unit also monitors any language complaints linked to services under contract. Complaints are usually received through the Contracts Manager and the Unit's Monitoring, but complaints are also received through the Brokerage Team. Complaints are either dealt with informally through the Unit or more formally through the Social Services' Customer Care Unit. During the current monitoring period, no language complaints (formal or informal) were reported.

#### Reporting on 2011-12

##### Voluntary Organisations

Number	% monitored	% complying	% not complying
29	100%	100%	0%

The agreement between the voluntary organisations and the Council takes the form of a Service Level Agreement and two clauses within the agreement refer to the Welsh Language:

**A 17. Specific Language Requirements**

In accepting the grant and delivering the agreement, you must comply with the relevant clauses of Gwynedd Council’s Language Scheme by:

- Ensuring that the service is delivered in the users and his/her family’s choice of language;
- Record the users and his/her family’s choice of language;
- Ensure that information and literature provided for the public is bilingual;
- Ensure that signage and advertisement is bilingual;
- Ensure that translation arrangements are in place.

We would encourage you to develop and adopt a Language Policy or Statement. Further help is available through Gwynedd Council’s Language Promotion Officer.

**B 1. Bilingual Policy**

The Provider is expected to adhere to Gwynedd Council’s Language Policy or To a policy adopted and approved by the Welsh language Board which Demonstrates clearly a commitment to provide bilingual service

The Pprovider will ensure:-

- i. That the services are provided in the user’s choice of language
- ii. That the information and litreature provided for the public is bilingual
- iii. That signage and advertisments are bilingual.
- iv. That translation arrangements are in place.

**Monitoring Voluntary Organisations (Desk Top):**

- Social Services’ **Workforce Development Partnership** send out an annual questionnaire to voluntary organisations, home care providers and care and residential homes which includes the question:

**Language**

How many staff speak Welsh?	
How many staff speak English?	
How many staff do not speak English or Welsh as a first language?	

Questionnaires are returned to the Contracts Assistant who monitors their contents.

- Some organisations volunteer information an services as part of their quarterly monitoring reports which are sent to the Contracts Assistant e.g.

### 1. Trais yn y Cartref

Number of women and children supported

#### Ethnicity

White Welsh	Welsh British	White European
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#### First language

Welsh	English	Russian
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### 2. Cil De Gwynedd

Are users offered the service in their choice of language?

### 3. Gisda

Indicator	Annual Target	Quarterly Output			Progress/ Traffic light system
Number of service users who are Welsh speakers.		32	39	34	☺

### Monitoring Voluntary Organisations (Visits)

The Unit employed a Part-Time Contracts Monitoring Officer between April-December 2011 and s he was able to visit:

- i) Care and Repair
- ii) Cil De Gwynedd

### Community Care Providers

Number	% monitored	% complying	% not complying
18	100%	100%	0%

Service Contracts with Community Care providers contain the following requirements;

### **43. COUNCIL'S LANGUAGE POLICY**

43.1 Providers are required to adhere to the Gwynedd Council's Language Policy or with a Policy adopted and approved by the Welsh Language Board which shows a commitment to providing bilingual service.

43.2 The Provider will ensure:-

- i. That services are provided in the service user's choice of language
- ii. That information and literature provided for the public are bilingual
- iii. That signs and advertisements are bilingual.
- iv. That translation arrangements are in place.

### **Monitoring Community Care (Desk Top)**

- As above, the Workforce Development partnership sends out a questionnaire which asks for staff language skills. Responses are monitored.

### **Monitoring Community Care (Visits)**

- During 2011/12 a Home Care User's questionnaire was sent out which included the following question:

**Was your home care service provided in your choice of language?**

Yes  No

**Further comments:**

100% response- all service users were offered the service in their choice of language.

### **Homes**

<b>Number</b>	<b>% monitored</b>	<b>% complying</b>	<b>% not complying</b>
34	100%	100%	0%

Homes contracts contain the following requirements:

### **Bilingual Policy**

The owner must adhere to Gwynedd Council's Language Policy or to a policy adopted by the organisation and approved by the Welsh Language Board which shows a clear commitment to providing bilingual services

The Owner will be expected to ensure:

- i. That the service is provided in the user's choice of language
- ii. That information and literature provided for the public is bilingual
- iii. That signs and advertisements are bilingual
- iv.** That translation arrangements are in place

### **Monitoring Homes ( Desk-Top)**

- As above, the Workforce Development partnership sends out a questionnaire which asks for staff language skills. Responses are monitored.

Often, the Contracts Assistant will receive ad-hoc information- here is an example of information gathered in November 2011:

## Residential and Nursing Homes in Criccieth and Porthmadog

Home	Area	Number of Staff	Number of staff who speak Welsh
Madog	Porthmadog	47	24
Bryn Awelon	Criccieth	24	10
The Pines	Criccieth	30	24
Plas Gwyn	Criccieth	48	32
Plas Newydd	Criccieth	20	16

### **Monitoring Homes (Visits)**

- During the monitoring visits, the Officer asked to see a copy of the Home's language Policy. In some instances the Officer worked with the Manager to develop such a Policy.

### **Home Care**

The Contracts Unit's Brokerage Team process Social Care Contracts. It is possible to monitor language by noting whether Welsh-speaking Home Carers have been provided according to the user's wishes/ Since 01/01/12, 7 applications were received and there was, unfortunately 1 case of non-compliance.

#### ii. Changes and Improvements for 2012-13

- An inspection by the Audit Unit is ongoing which will concentrate on the Contracts Unit's strengths/weaknesses in relation to monitoring the Welsh Language, taking into account staffing levels etc. This will highlight any current weaknesses and provide a basis for future improvement.
- The Unit is about to recruit a full-time Monitoring Officer. It is hoped that this Officer will be able to visit a much higher proportion of organisations during 2012-13. The direct contact also allows proactive work with the organisations, as happens already with encouraging and supporting organisations to develop language policies.
- The Nursing and Residential Homes Monitoring Framework Questionnaire contains a section which asks how many staff at different grades can speak Welsh

- The Workforce Development Partnership will continue monitoring as outlined above. In the wake of “More Than Just Words” (Welsh Government) it will be possible to put more pressure on organisations to attend Language Awareness Training. These matters are currently being discussed by the Workforce Development Partnership and Contracts and Commissioning Unit.
- Over the coming year, the Care Providers’ Forum will be used to raise awareness of language needs and of the requirements of “More Than Just Words”. This information will be presented positively, with practical help available as needed.
- A Task Group will look at recording homes’ excellence in specific areas: One of these areas will be Welsh-language provision.
- A new contract for Residential and Nursing Homes is about to be confirmed. This was drawn up in the context of the Regional Framework and the Welsh Language Board’s guidance on setting contracts. The matter was discussed with the language Promotion Officer and the Equality and Language Officer to ensure that it was fully compliant with the Council’s Welsh Language Scheme.

i) ac iii) Contracts providing for young people and pre-school provision contracts

i) Cymorth Schemes

For 2011-2012 Cymorth Scheme the language conditions are as noted in previous Monitoring Reports, but this is about to change, as the grant will become “Families First” which targets child poverty. This year again will therefore be a transitional one where schemes will change in response to the needs and principles of the new grant which aims to- concentrate of families, be appropriate, integrated, proactive, intensive and local. Local provision will also need to concentrate increasingly on improving outcomes for children and young people and their families who are living in poverty.

These schemes are monitored for language compliance through a mixture of monitoring visits by team staff and “mystery shopper” visits. Monitoring reports are also prepared by the providers and a series of contract and update meetings are held.

<b>Number</b>	<b>% monitored</b>	<b>% complying</b>	<b>% not complying</b>
<b>27</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>



### Joint Contract with Social Services

Number	% monitored	% complying	% not complying
1	100%	100%	0%

### Child Care and Early Years Contracts

#### Dechrau'n Deg Schemes

Cyfanswm Cynlluniau	% wedi'u monitro	% yn cydymffurfio	% ddim yn cydymffurfio
12	100%	83.3%	16.7%

2 of the above schemes are not compliant and the reasons for this are outlined below:

- a) Dechrau'n Deg Health Visitor Service: The reason for non-compliance is that some staff members employed by the Health Board do not speak Welsh. By now the Early Years Quality Improvement Officer has set a condition that non-Welsh speaking staff must attend Welsh language courses to improve the quality of service. The Officer has also been in discussion with the Health Board to ensure that new posts within the Dechrau'n Deg areas are advertised as being Welsh essential. It should be noted that the Welsh Government now also emphasise the importance that the health Boards advertise posts as Welsh essential, thus supporting our needs as service providers in Gwynedd.
  
- b) National Childminding Association (NCMA): The main reason that this service does not comply is due to staffing; It should be noted however that this does not affect the service provided to the public, but rather the support provided for childminders.

## **5. Adequacy of Welsh Language Skills**

### A) Language Training and Language Awareness

#### Welsh Language Training

See below the Workforce Development Officer's report on staff who have received Welsh language lessons between January 2011- December 2011. monitoring takes place every 6 months and further information is not expected until July. However, it should be pointed out that this report provides a consistent link with the previous Monitoring Report.

**May 2012 Report on Welsh Language Training 2011**  
**Welsh Language Training for Gwynedd Council Staff January- December**  
**2011**

	January/ July 2011	August/ December 2011
Total Learners-all standards	48	47
<b><u>Internal Classes</u></b> <b><u>Caernarfon</u></b>		
Wlpan (Entry level)	5	
Pellach (Middle level)		5
Meistroli (Higher level)	5	3
<b><u>External</u></b> <b><u>Various Providers:</u></b>		
• Aberystwyth University	8	12
• Bangor University	9	18
• Coleg Menai	1	1
• Coleg Meirion-Dwyfor (Llandrillo)	7	6
• Popeth Cymraeg	2	2
• Coleg Glannau Dyfrdwy	1	0
<b><u>Intensive External Courses</u></b>		
• Ysgol Ionawr Dolgellau 2011	3	
• Ysgol Galan Bangor 2011	4	
• Ysgol Haf Dolgellau 2011	2	
• Ysgol Haf Bangor 2011	2	
<b><u>Welsh in the Workplace Course- 3 days- all levels in collaboration with Ynys Mon, Conwy and Flint Councils, North Wales Police, Fire Service, Countryside Council for Wales</u></b>		
September 2011	16	
<b><u>Language Improvement</u></b>		
<b><u>Courses up to 20 hours over a period of weeks</u></b>		
<b><u>Total:</u></b>	5	
Coleg Menai Bangor	1	
Coleg Llandrillo Dolgellau		

## **Monitoring Improvement 2011**

Improvement monitoring forms were sent to tutors and line managers in July and December to note the staff's improvement in the Welsh language and any relevant comments regarding the learning process. The following boxes were available to be ticked:

- *No measurable improvement*
- *A little*
- *A lot*

These options were listed against Listening and Speaking and Reading and Writing. If no comments were provided by the line manager, the tutor's comments were taken as evidence.

Here are the percentages- from the evidence received:

	A lot	A little	No measurable improvement
July 2011	43%	57%	0%
December 2011	55%	45%	0%

### **Comments:**

It is interesting to note that the percentage of staff studying at Middle and Higher levels has risen this year – 64% combined (see below). If a learner is at Middle level, then he/she can communicate quite well on a day-to-day basis, and those on the Higher level can work professionally- verbally at least- through the medium of Welsh.

### **Language Levels CBAC – December 2011**

#### **Percentage of staff attending lessons according to language levels**

**Entry:** Entry Courses 1 and 2 or first half Wlpan  
**Foundation:** Foundation Course or second half Wlpan  
**Intermediate:** Intermediate or Higher Course (equivalent to GCSE standard)  
**Higher:** Higher Course (1) mastering Course (2)

Entry	Foundation	Intermediate	Higher
17%	19%	28%	36%

### **Organisation:**

Two internal classes were held in Caernarfon and locations were found for other learners on courses provided by external suppliers.

Some difficulty was encountered arranging appropriate classes for some individuals in Meirionnydd. Distance and inappropriate times made the work difficult at times. This meant that some individuals had to go without suitable training for some periods. In an attempt to alleviate this situation, it was decided from January 2012 that the Language Tutor travel to Dolgellau and Tywyn to provide lessons for some groups.

### **Dafydd Orwig Memorial Prize 2011/12**

Two individuals were nominated at the end of 2011 and the prize was awarded at a prize-giving in March 2012:

- Kathryn Anne Williams, Occupational Therapist, Social Services
- Keira Hendry, Duty Manager, Provider and Leisure

Since both had attained such a high standard, it was decided that they both should receive the *Crossing the Bridge* prize.

### **Language Awareness Training**

As noted in the previous Report, Language Awareness forms part of our staff induction process (presentation and pack). Sessions are available to all “white collar” Council staff (with the exception of temporary- under 6 months or occasional staff.) Between April 2011 and March 2012, 133 staff attended the Induction Sessions. For those not attending these sessions, Induction is conducted in-post with the Line Manager, who is also required to draw attention to the Council’s language requirements as part of this process.

When it comes to presenting Language Awareness through e-learning, not much progress has been made this year: However, the intention is to have arrangements in place (including Language Awareness) by May 2013. The Human Resources Management Team is currently reviewing the process of presenting Policies online, with the aim of including the Welsh Language Scheme as part of the new arrangements.

As outlined in 3i) above, the Workforce Development Partnership and the Contracts and Commissioning Unit (Social Services) are looking at promoting and encouraging Welsh Language Awareness amongst social care providers under contract, this will be backed up by the requirements of “More Than Just Words” (Welsh Government).

It should also be noted that Social Services provide Language Awareness as part of their staff induction course. During 2011-12, 5 such courses were held, with 20 attending each one.

During June 2012, and following discussions with the service, two language Awareness sessions were presented to the Youth Justice Team by the Workforce Development Officer and Equality and Language Officer.

#### B) Staff Language Skills

Once again this year, in the absence of a consistent system to record staff language skills, Department Heads were approached for information.

The Council has long recognised that a comprehensive electronic human resources system would help us keep better information on our workforce: We have recognised the need for such a system and allocated resources for it.

Because of the obvious advantages of working in partnership on such a system, we have been trying to persuade other Councils in North Wales to work with us on this. To date however, it is clear that there is no wish to proceed with this. This has created a significant delay, but by now, the work is moving ahead on establishing a system for the Council, and it is hoped that this will be in place by March 2014..

The data noted below summarises all the information received. Once again, we have not published all the details because the number of non-Welsh speakers is so low in some Departments that this could contravene the Data Protection Act.

More work will clearly need to be done in the future to monitor staff language skills. But although the figures noted below are fairly elementary, they do help us to identify priority areas.

#### **Education**

All staff within the Department can speak Welsh (100%)

#### **Human Resources**

All staff within the Human Resources Department can speak Welsh (100%)

#### **Finance**

98.8% of Finance staff can speak Welsh

#### **Provider and Leisure**

##### Residential Services

96% of Residential Services staff can speak Welsh

##### Community Services

80% of Community Care staff can speak Welsh

### Catering

78% of Catering Staff can speak Welsh

### Cleaning

80% of Cleaning staff can speak Welsh

### Leisure

87% of Leisure staff can speak Welsh

### Sports and Fitness Team

86% of the Sports and Fitness Team can speak Welsh

### Management and Administration

97% of Management and Administration staff can speak Welsh

## **Democracy and Legal**

98% of Democracy and Legal Department staff can speak Welsh

## **Economy and Community**

### Business Support

100% of Business Support staff can speak Welsh

### Skills and Employability

100% of Skills and Employability staff can speak Welsh

### Strategic Projects

100% of Strategic Projects staff can speak Welsh

### Strategic and Development

100% of Strategic and Development staff can speak Welsh

### Community Regeneration

100% of Strategic and Development staff can speak Welsh

### Maritime and Country Parks

91.3% of Maritime and Country Parks staff can speak Welsh

### Youth Service

84.79% of Youth Service staff can speak Welsh

### Museums, the Arts and Archives

96.43% of Museums, Arts and Archives staff can speak Welsh

## **Customer Care**

99% of Customer Care staff can speak Welsh

## **Social Services**

### **Social Work Services for Adults**

98% of Social Work Services for Adults staff can speak Welsh

### **Social Work Services for Children and Young People**

100% of Social Work Services for Children and Young People staff can speak Welsh

### **Hospital/ Clinic Settings**

100% of Hospital/Clinic Settings staff can speak Welsh

### **Domiciliary Services for Adults**

78.6% of Domiciliary Services for Adults staff can speak Welsh

### **Domiciliary Services for Children**

91.9% of Domiciliary Services for Children staff can speak Welsh

## **Highways and Municipal**

98.5% of Highways and Municipal staff can speak Welsh

## **Regulatory**

### **Planning and Environmental**

100% of Planning and Environmental Service staff can speak Welsh

### **Transport and Street Care**

94.26% of Transport and Street Care staff can speak Welsh

### **Biodiversity**

100% of Biodiversity staff can speak Welsh

### **Public Protection**

98.48% of Public Protection staff can speak Welsh

### **Parking and Street Safety**

83.3% of Parking and Street Safety staff can speak Welsh

## **Strategic and Improvement**

100% of Strategic and Improvement staff can speak Welsh

## **Consultation**

### **Roads and Procurement**

84% of Roads and Procurement staff can speak Welsh

### **Buildings and Environmental**

82.5% of Buildings and Environmental staff can speak Welsh

## **4. Mainstreaming the Welsh Language**

### **A) Mainstreaming (Structures and Responsibilities)**

During the monitoring period and as part of the requirements of the Equality Act 2010, the Equality Duties for public bodies in Wales came into force. Some of these duties give specific attention to mainstreaming equality; publishing a Strategic Equality Scheme and conducting equality impact assessments for example. Whenever possible, we have taken the opportunity to make use of these requirements to also mainstream the Welsh language.

We are required to assess any new policy or decision in relation to its possible or likely effect on equality. As part of this process, Gwynedd Council's equality impact assessment template also requires the relevant officers to give the same consideration to the Welsh language. Where an impact is identified, those responsible are required to reconsider the policy, justify the policy or put in place any necessary measures that may negate or ameliorate any negative impact. e.g. When assessing the impact of outsourcing a service, making sure that there is no deterioration in the quality and availability of Welsh language provision through outlining robust conditions within the contract and ensuring specific language monitoring arrangements.

Within such a bleak economic climate, it's of key importance that our commitment to the Welsh language and to equality is not compromised. With this in mind, we have begun a process of screening our savings projects in the context of equality and the Welsh language. If any relevance is identified, then an impact assessment will be required as the project is developed.

This process is not necessarily a negative one: Sometimes it is possible to identify benefits in terms of the Welsh language, and in this respect, the process can become a means of making the most of positive opportunities.



We also look forward to the opportunities which will arise from the language Standards to further mainstream language matters.

Following the Local Government Elections of May 2012, the Council has moved to a cabinet system, and over the coming year, we must ensure that Welsh language considerations continue to permeate through the Council's democratic structures. We are happy to note that under the new regime, the Council has made provision for a specific forum to discuss and give direction to matters relating to the Welsh language Scheme; this is the Language Committee, which will meet from the end of June.

## B) Promoting the Welsh Language

As noted in our previous Monitoring Reports, the structure through which the Welsh language is promoted in Gwynedd is known as Hunaniaith; this includes a number of organisations from the public, voluntary and private sectors, with Gwynedd Council acting as the lead body.

Over the period 2011-12, many Hunaniaith projects were put into action and started ; Some of these projects are put into action by the Council's Departments, while others are based upon wider collaboration.

### **i) Council Projects**

- Leisure Champions( see 3A) above)
- Diving Into Welsh; a scheme to raise confidence in the parents of young children to use the Welsh language in swimming lessons
- Youth Services( see 3C) above)
- Gwynedd Primary Schools' Charter agreed upon with the aim of increasing the social use of the Welsh language
- Sustainable Communities Scheme; one of the Economy and Community Department's projects.

### **ii) Wider Hunaniaith Projects**

- Collaborating with the Northern Welsh for Adults Centre to plan Welsh courses for families.
- Marketing campaign to promote bilingual matters and the Welsh language as a skill.
- Working with North Wales language Enterprises on a cross-border scheme on community opportunities, up-skilling outdoor training, and ensuring the continuation of Welsh classes in rural areas.
- Establishing a "Welsh Together" scheme to help intermediate and higher learners to join in Welsh-medium community events.
- Establish an Academy to improve the Welsh language skills of senior managers.

- Bilingual Workplaces Seminar
- Research into the feasibility of a Welsh Holidays brand.

## 6. Analysis of performance

### A) Good Practice

- i) Promoting the Welsh language through the Youth Service ( see 3A) above)
- ii) The Language Development Officer and Equality and Language Officer working with the Youth Service on a Language Policy for the County's Youth Clubs
- iii) Leisure Service's Language Champions project (see 3C) above)
- iv) Ensuring that language impact is a core element within our equality impact assessment process (see 5A) above)
- v) Ensure the continuation of a Language Committee following the move to a cabinet system
- vi) Working with Social Services, Provider and Leisure and the Language Sub-Committee to co-ordinate a response to the Welsh Government's consultation Document "More Than Just Words" on Welsh language services in health, social services and social care.

### B) Priority Areas

- i) Contingent upon funding, we will commission research on the arrangements within partnerships and other instances of collaboration between the Council and others in relation to the Welsh language and compliance with Gwynedd's language Scheme.
- ii) Need to improve monitoring of staff language skills
- iii) Following the publication of the 2011 Census figures, Hunaniaith will be arranging a "Future of Welsh Communities" conference.
- iv) During the coming year, we will stay in close contact with the Welsh Language Commissioner, and respond positively and enthusiastically to the new requirements.

## 7. Publishing Information

We will present the Annual Monitoring Report to the Language Committee and to the Welsh Language Commissioner. The documents will then be published on the Council's website.