



Gwasanaeth Democraidd
Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Cyfarfod / Meeting

PWYLLGOR IAITH
LANGUAGE COMMITTEE

10.30AM, DYDD MAWRTH, 16 EBRILL, 2013

10.30AM, TUESDAY, 16 APRIL, 2013

Lleoliad / Location

YSTAFELL GLYDER FAWR, SWYDDFA ARFON,
PENRALLT, CAERNARFON,

Pwynt Cyswllt / Contact Point

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(DOSBARTHWYD / DISTRIBUTED 8/04/13)

PWYLLGOR IAITH LANGUAGE COMMITTEE

AELODAETH/MEMBERSHIP (15)

Plaid Cymru (8)

Y Cynghorwyr/Councillors

Craig ab Iago

Elwyn Edwards

Alan Jones Evans

Dyfrig Jones

Liz Saville Roberts

Mair Rowlands

Gareth Thomas

Mandy Williams-Davies

Annibynnol/Independent (4)

Y Cynghorwyr/Councillors

Tom Ellis

Eric M.Jones

Eirwyn Williams

Elfed Williams

Llais Gwynedd (3)

Y Cynghorwyr/Councillors

Gweno Glyn

Alwyn Gruffydd

Gruffydd Williams

Aelodau Ex-officio/Ex-officio Members

Cadeirydd ac Is-gadeirydd y Cyngor / Council Chairman and Vice-chairman

RHAGLEN

1. YMDDIHEURIADAU

Derbyn unrhyw ymddiheuriadau am absenoldeb.

2. DATGAN BUDDIANT PERSONOL

Derbyn unrhyw ddatganiad o fuddiant personol.

3. MATERION BRYD

Nodi unrhyw eitemau sy'n fater bryd ym marn y Cadeirydd fel y gellir eu hystyried.

4. COFNODION

Bydd y Cadeirydd yn cynnig y dylid llofnodi cofnodion y cyfarfod diwethaf o'r pwyllgor hwn a gynhaliwyd ar 17 Ionawr, 2013 fel rhai cywir (copi yma – papur eog).

5. CYLCH GORCHWYL Y PWYLLGOR

Ystyried adroddiad y Swyddog Monitro (copi yma – papur glas).

6. ADRODDIAD LLWYDDIANT PROSIECT PENCAMPWYR IAITH CANOLFANNAU HAMDDEN GWYNEDD

Ystyried adroddiad yr Uwch Reolwr Gweithredol (copi yma – papur gwyrdd).

7. CYFRIFIAD 2011: SEMINAR SEFYLLFA'R GYMRAEG YNG NGWYNEDD

Ystyried adroddiad y Swyddog Cydraddoldeb ac Iaith (copi yma – papur melyn).

8. CWYNIION IAITH

Ystyried adroddiad y Swyddog Cydraddoldeb ac Iaith (copi yma – papur lelog).

9. ADRODDIAD AR GYNNYDD DISGYBLION Y CANOLFANNAU IAITH

Ystyried adroddiad y Pennaeth Addysg (copi yma – papur hufen).

AGENDA

1. APOLOGIES

To receive apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

3. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

4. MINUTES

The Chairman shall propose that the minutes of the last meeting of this committee held on 17 January, 2013, be signed as a true record (copy herewith - salmon paper).

5. TERMS OF REFERENCE OF THE COMMITTEE

To consider the report of the Monitoring Officer (copy herewith – blue paper).

6. REPORT ON THE SUCCESS OF THE GWYNEDD COUNCIL LEISURE CENTRES LANGUAGE CHAMPIONS PROJECT

To consider the report of the Senior Operations Manager (copy herewith – green paper)

7. 2011 CENSUS: SEMINAR ON THE SITUATION OF THE WELSH LANGUAGE IN GWYNEDD

To consider the report of the Equality and Language Officer (copy herewith – yellow paper)

8. LANGUAGE COMPLAINTS

To consider the report of the Equality and Language Officer (copy herewith – lilac paper)

9. REPORT ON PUPILS' PROGRESS AT THE LANGUAGE CENTRES

To consider the report of the Head of Education (copy herewith – cream paper)

LANGUAGE COMMITTEE, 17.01.13

Present: Councillor Liz Saville Roberts (Chair);
Councillor Gweno Glyn (Vice-chair).

Councillors: Craig ab Iago, Elwyn Edwards, Tom Ellis, Alwyn Gruffydd, Eric M. Jones, Mair Rowlands, Gareth Thomas, Eirwyn Williams, Elfed Williams and Mandy Williams-Davies.

Officers: Iwan Trefor Jones (Corporate Director), Dewi R. Jones (Head of Education Department), Sion Huws (Compliance and Language Manager), Ruth Richards (Equality and Language Officer) and Eirian Roberts (Member Support and Scrutiny Officer).

Also present: Meri Huws (The Welsh Language Commissioner) along with Dyfan Sion (Senior Officer – Policy and Compliance) and Hunydd Andrews (Policy and Compliance Officer).

Observer: Councillor Ioan Thomas (Cabinet Member – Customer Care).

Apologies: Councillors Alan Jones Evans, Selwyn Griffiths, Dyfrig Jones and Gruffydd Williams.

1. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received from any members present.

2. MINUTES

The Chairman signed the minutes of the previous meeting of this committee held on 11 October 2012 as a true record.

3. AN INTRODUCTION TO THE WORK OF THE WELSH LANGUAGE COMMISSIONER

Meri Huws, the Welsh Language Commissioner was welcomed to the meeting to give a presentation on the work of the Commissioner.

During her presentation, the Commissioner noted the following:-

- The Welsh Language Commissioner post had been created by the Welsh Language (Wales) Measure 2011.
- This measure had given official status to the Welsh language in Wales, and this for the first time ever, but that it did not affect the status of the English language in Wales.
- The Commissioner's statutory powers had come into effect on 1 April, 2012.
- The Commissioner was independent.
- The Commissioner could do anything that she deemed appropriate in order to promote the use of the Welsh language, to facilitate the use of the Welsh language and work towards ensuring that the Welsh language was treated no less favourably than the English language.

She then elaborated further on the functions and powers of the Commissioner, which included the power to conduct inquiries and to investigate complaints. She elaborated on

the standards that the 105 organisations or companies that came under the Language Measure would be expected to reach, together with the proposal to establish a Welsh Language Tribunal to receive appeals from organisations.

She noted further that the Commissioner received approximately 50-100 complaints a month, which mainly derived from health care and Crown bodies, and that she had already instigated an inquiry into basic health care.

Members were then given an opportunity to ask questions and submit observations. Attention was drawn specifically to the following issues:-

- The need to put pressure on the Government from every direction to review TAN 20 as soon as possible as it was not possible to give appropriate consideration to the Welsh language within the current planning process.
- The need to disseminate growth, rather than centralise growth, in order to support communities in areas such as Gwynedd.
- Concern that the Commissioner's powers had been restricted to devolved matters. In response, the Commissioner noted that the Language Act 1993 continued to be in force and that the Welsh Language Measure stated that it was possible to impose standards on all bodies that were operational in Wales, with the consent of the Secretary of State.
- The importance of influencing the 3rd Sector.
- The emphasis placed on dignity in care and the fact that people receiving care in their chosen language was a matter of dignity.
- The importance of supporting and promoting the Welsh language and that implementation steps took place within the Government to drive this forward.
- The need for a linguistic solution for the tendencies to regionalise.
- A desire to see a language assessment as part of any change in the care service.

RESOLVED to put pressure on the Government from every direction to review TAN 20 as soon as possible, by placing the matter on the agenda of the Planning Committee and request the support of the Welsh Local Government Association, the Snowdonia National Park Authority and all community councils in the county on this.

The Commissioner was thanked for her detailed and interesting presentation.

The Chair then announced that a *Hunaniaith* Conference on the Future of Welsh – speaking Communities would be held in Galeri, Caernarfon on 22 March.

4. 2011 CENSUS: FIRST RESULTS ON THE WELSH LANGUAGE

Submitted – the report of the Equality and Language Officer noting that the first results of the 2011 Census on the Welsh language had been announced on 11 December, 2012, which detailed some of the key results for Wales and Gwynedd. The linguistic data on ward level was expected to be published on 30 January.

During the subsequent discussion, the following main observations were highlighted:-

- The figures had not been surprising at all as the trend was very obvious. If this was not addressed now, we were talking about the annihilation of the language. A mental revolution and a different culture was required, but it was feared that we did not have the desire and will to do so.

- There was a need to persuade the remaining councillors, e.g. in their roles as school governors when making appointments.
- That the Welsh language needed to be introduced as the norm to young people and to make the language more attractive to them, as there was a danger they might be discouraged by the prophecies of doom.
- The language had been losing ground for 100 – 150 years and annihilation was on the horizon unless there would be a change in Cardiff.
- Immigration was obliterating the Welsh Language.
- That it was important to raise the confidence of those young people who felt that their Welsh was not good enough.
- In light of publishing the linguistic data on ward level on 30 January, a seminar should be arranged for all councillors around the end of February to discuss the results of the Census per ward, to submit information about policies that affect the language, to discuss the role of councillors as language leaders in their communities and to consider how to best influence policies for the future.
- That the seminar should be well-timed to be inputted into the Council's new Strategic Plan so that proposals could be implemented through the Strategic Plan.
- That the influence of the University on these figures was not clear at present, but once the results would be received in full, the position of the Welsh language in Gwynedd, with and without the students, would be clearer.
- That the Commissioner's role as an advocate was also key in terms of preventing the deterioration in the everyday use of the language and the importance of marketing the language in a positive way was emphasised.
- That young people needed to be educated regarding the history of the Welsh language.

RESOLVED

- (a) To note the content of the report.**
- (b) In light of publishing the linguistic data on ward level on 30 January, a seminar should be arranged for all councillors around the end of February to discuss the results of the Census per ward, to submit information about policies that affect the language, to discuss the role of councillors as language leaders in their communities and to consider how to best influence policies for the future, and inputting the proposals into the Council's Strategic Plan.**

5. WELSH IN EDUCATION STRATEGIC PLAN

Submitted – the report of the Head of Education Department asking the members to consider and approve the contents of the final draft version of the plan.

A revised version of page 10 of the plan was circulated as there were a few errors in the version that had been circulated with the agenda. A copy of the Gwynedd Primary Schools Welsh Language Charter was also circulated.

In order to involve all councillors in the discussion, the Head of Education Department noted his intention to submit the final version of the Strategic Plan and the Language Charter to a meeting of the full Council.

During the subsequent discussion, the following main observations were highlighted:-

- That councillors and school governors had an important role in terms of promoting the plan.

- That it would be desired for every school's governing body to appoint a Welsh language champion.
- That school head teachers had an important role in terms of highlighting and selling immersion plans and the latecomers centres for non-Welsh speaking parents. In addition, the success of the children with the Welsh language was a way to sell these centres.
- That pride should be taken in the provision of the language centres and that this committee could receive a report on the progress of children who had experienced this system.
- That it could be difficult to attract Welsh-speakers to help in *cylchoedd meithrin*, Ti a Fi groups, reading groups in primary schools, etc, and that there was a role for councillors here as leaders within the community in terms of spurring people on to the right direction.
- A wish was expressed to see an appointment being made to the post of primary schools Welsh Language Charter Coordinator.

RESOLVED

- (a) To accept the contents of the final draft version of the Welsh in Education Strategic Plan.**
- (b) To submit a progress report to this committee on the progress of those children who have attended the language centres.**

6. LANGUAGE COMPLAINTS

As the time had flown by, there was no time for a discussion on this item and members were requested to send any observations on the report to the attention of the Equality and Language Officer.

The meeting commenced at 10.30am and concluded at 1.10pm.

MEETING	LANGUAGE COMMITTEE
DATE	16 APRIL 2013
TOPIC	TERMS OF REFERENCE OF THE COMMITTEE
AUTHOR	DILYS PHILLIPS, MONITORING OFFICER.

1. When the Language Committee was established last year the Council adopted terms of reference for it as shown in the Appendix. Since then experience has shown that there is room to review and strengthen the terms of reference. There will be an opportunity to amend them in the Annual Council meeting.
2. Under the Cabinet procedure the responsibility for language matters, other than the Council's Welsh Language Plan belongs to the Customer Care Cabinet Member. The function of adopting the language plan is one for the full Council, which has delegated the work of preparing and monitoring it to the Committee.
3. The present language plan comes to an end this year and a new plan will have to be considered to bridge the period until the new language standards come into force. This is a matter for the Committee to make recommendations on to the full Council.
4. Following the results of the census it will also be necessary to look at the strategic direction for the Welsh language within the county. The work of creating a strategy and promoting the language belongs to the Cabinet Member. There is the opportunity here to use the committee as a consultative body for this strategic work. If so, it will be necessary to add this to the terms of reference.
5. Monitoring of the language plan is already within the Committee's terms of reference but perhaps there is a need for clarification on which complaints are within the plan and are therefore dealt with by the Committee and which ones are outside its powers to deal with.
6. The purpose of the language plan is to ensure that the Council's services to the public are provided in Welsh and English equally. This means that complaints appertaining to provision by the Council itself or to services provided on behalf of the Council by a third party come within the Committee's terms of reference. Equally complaints about provision by a partnership that the Council is part of or about bodies that have breached a language condition attached to a grant or sponsorship are within the Committee's terms of reference.

- 7 Other complaints about bodies where there are no provision of services for the Council, are outside the committee's powers to do anything regarding them.
8. As part of the monitoring work, perhaps the Committee would like to take a proactive role to look at some of the Council's main policies and procedures by conducting a language impact assessment. The assessment can be used to check any decisions made by the Cabinet with a report back to the Committee on the findings occasionally.

RECOMMENDATIONS.

9. It is recommended that the Committee
 - 9.1 Considers its work programme for the coming year in light of its powers and terms of reference.
 - 9.2 Recommends to the Full Council on the 2nd May that the following clause be added to the Committee's terms of reference :

"Act as a consultative body on strategies to promote the Welsh language within the county and to make recommendations to the Cabinet as required."

MEETING	Language Committee
DATE	April 16 2013
TITLE	Report on the Success of Gwynedd Council Leisure Centres Language Champions Project
PURPOSE OF THE REPORT	Present an update and final report on the Gwynedd Council Leisure Centres Language Champions Project
AWDUR	Gwenno Williams Senior Operations Manager
RECOMMENDATION	For information

1. Background

In 2011, funding was received from the Welsh Language Board as part of the Bilingual Workplaces scheme to train and develop Language Champions within Leisure Centres. As part of the scheme, training was provided for 13 Gwynedd Leisure Centres language Champions, and this has meant that we have Champions for all our Centres in Gwynedd.

2. Core Responsibilities of the Language Champions

The Champions have many responsibilities, here are some of them.

- Communicate information to staff on language needs and matters related to the Welsh language
- Leading by example
- Supporting learners and under-confident Welsh speakers to use the Welsh language in the workplace

3. Advantages of Language Champions to the Workforce

- Increase language awareness among staff
- Cultivate good language practice in the workplace
- Increase staff confidence to use to use the Welsh language
- Encourage staff professional development by ensuring language courtesy and customer care

4. Advantages of Language Champions for the Council

- Improve service for the customer
- Strengthen the service to meet customers' wishes
- Support the Welsh Language Education Scheme

5. Steps taken by the Operational Unit

- The Language Scheme is relevant to everyone and its effective implementation is the responsibility of every staff member within our leisure Centres. Leading on from this, each Language Champion is expected to lead their team through example, to support and mentor learners and speakers. This takes place daily in our leisure Centres through answering the telephone, at the start of each conversation, conversation between staff, writing notes and e-mails in Welsh. In addition, all staff meetings now have Welsh agendas and notes. The role of the Champion is to converse, help and be a friend and mentor to encourage under-confident learners/speakers to speak Welsh...
- When delivering swimming, gymnastics, tennis and other lessons for schools through the medium of Welsh, we strengthen the Welsh Language Education Scheme and ensure opportunities for children and young people to learn through the language of their schools.
- As part of the Unit's Technical Team Unit's Business Plan and work, arrangements are in place to conduct an audit of staff language skills and the use of the language within the Centres. This will be undertaken at least twice a year by the Unit's team of technical inspectors.
- As a Service, we take pride that this scheme has improved provision and there will be continuous improvement in the use of the Welsh language throughout our Leisure Centres for all our customers who receive services and activities to encourage "Healthy Living".

MEETING:	LANGUAGE COMMITTEE
DATE:	APRIL 16 2013
TITLE:	2011 CENSUS: SEMINAR ON THE SITUATION OF THE WELSH LANGUAGE IN GWYNEDD
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF REPORT:	FOR INFORMATION

1. BACKGROUND

- 1.1. During the meeting of the Language Committee held on January 17 2013, a report was presented on the initial results of the 2011 Census in relation to the Welsh language. By now, data is available to ward level and, and to raise awareness of this amongst elected Members and to promote discussion of the implications, a Seminar was arranged to present the evidence and provide an opportunity to discuss the situation and response on a local level.
- 1.2. The Seminar was held at the Canolfan in Porthmadog on March 20 2013 .

2. THE SEMINAR

- 2.1. There were presentations by the Council leader and by the Council's Information and Research Manager. Following an introduction to the Census data on a national, county and district level, discussion groups for Arfon, Dwyfor and Meirionnydd were assembled, facilitated by Council officers and with members of the Corporate Research Unit at hand to analyse the statistics.
- 2.2. Discussions were based upon two questions: "What has changed or not since 2001?" and "what are the reasons for this?" This provided an opportunity for Members to discuss the situation within their wards and to analyse changes and identify future priorities.
- 2.3. Following on from the Information and Research Manager's presentation and the results of the discussions, it would appear that the main factors behind the change are:
 - Migration
 - The Economy
 - Education Policy

- Planning Policy
- Use of the Language.

We can see from the discussions that the same themes were raised by the 3 groups:

- Use of the language and the confidence to use it
- In and out-migration patterns
- The role of schools and education in promoting the language
- Housing and planning matters
- Raising awareness of the Welsh language
- Influencing other organisations.

2.4. A summary of the discussions can be seen in Appendix 1.

3. NEXT STEPS

- 3.1. As more Census information is published, it is essential that we continue to analyse and that elected Members remain core to this process. It is also accepted that members have a key role to play within their wards as promoters and champions of the Welsh language.
- 3.2. The intention is to develop and expand upon this work through the organisations following the Area Committees, where Members will be given more opportunities to discuss, analyse and identify local priorities and responses.

LANGUAGE SEMINAR: CENSUS RESULTS
Y Ganolfan Porthmadog 20/03/13

Dwyfor Discussion Group Comments

What has changed or not?

What are the reasons for this?

- Need to consider changes on a lower level; changes can happen in small pockets.
- Need to keep an eye on when and how young people use the Welsh language; not only losing contact with the language when they move away, but how they use the language in their own communities.
- Tourism attracting in-migration- this tendency spreading beyond the tourist areas to more rural communities.
- Some parents sending their children to schools that are seen as being more “English”- need for more consistency in education policy and school Governors who are supportive of the Welsh language.
- Influence of the chapel declining- schools now being seen as the main local institutions for promoting the language.
- Affordable housing and lettings policy of key importance in rural areas.
- Decline in the number of older Welsh speakers can change the community’s dynamic. Retired people moving in with spare time to contribute to the community- this can change the language of activities.
- Families important- what language is used in the home? Need more Welsh activities and language support for parents.
- In-migration can challenge organisations and arrangements- e.g. language of Community Councils.
- Welsh speakers need to be more inclusive and also more confident of our language and right to use it.
- Need more economic opportunities- particularly in the private sector.
- Need awareness of language and culture and positive promotion. Councillors with a role to play in this.

- Health: message of “More than Just Words” of key importance.
 - Raise people’s confidence to use the Welsh language publicly.
 - Houses on the open market which get planning permission often become second homes.
 - English used to be seen as the “official” language- elements of this still remain.
-

Meirionnydd Discussion Group Comments

What has changed or not?

What are the reasons for this?

- In-migration. Population movement cannot be prevented, but it’s very difficult to respond when a pattern of in-migration has established itself in an area for years.
- Out-migration: The rural economy is weak- world-wide pattern- this leads to out-migration. In Meirionnydd, because of lack of work, the “cream” of the younger generation move to towns and cities to make the most of job and economic opportunities, leading to a lack of young leaders in our communities, young people, vulnerable families and unemployment.
- Lack of confidence. Native Welsh speakers, particularly in disadvantaged areas worrying that their Welsh is “not good enough”. Need to raise the confidence of Welsh speakers who live in Gwynedd (those that remain).
- Gwynedd’s education policy has been successful in developing the Welsh language skills of children and young people. However concern voiced about the differences in the implementation of the policy within some schools. Concern also voiced about the social use of the language on school playing field.
- If the population of Gwynedd had remained the same, the county would have a higher proportion of Welsh speakers, and so the general increase in population has led to the decline.
- Planning and housing of key importance.

- It was noted that jobs are available within the unique landscape of Snowdonia, but that local people do not recognise or take advantage of the opportunities afforded by the landscape.
 - Challenge of bringing the Welsh language and use of it into the business world noted.
 - Need to raise awareness of the language crisis to promote action.
 - The Welsh language needs to permanently be on meeting agendas.
 - Joint working with Snowdonia national Park on planning the future of the Welsh language.
-

Arfon Discussion Group Comments

What has changed or not?

What are the reasons for this?

- Y Felinheli – Decline to below ‘70%’
 - Students etc = only half the picture
 - Planning/ housing - Marina (population moving from Bangor)
 - Residential housing
 - Luxury homes = in comers- too expensive for local people
 - Need to consider this in future
- Growth in Botwnnog and Clynnog
 - Is this a direct result of the house building?
 - Do these need to be treated differently? (e.g. wards under 70%)
- Llanrug – increase
 - Houses built = different effect
 - Professional Welsh families- why is this different to Bangor and Felinheli?
- Need work on migration- what are the reasons for this?
- Pentir – surprising it’s not worse, but young people move there and their children learn Welsh. But parents may note that children understand Welsh and their true skills are not fairly reflected.

- Need to look at Bangor in its entirety
 - Education policy
 - Need to change the culture within some schools
- Talybont and Llandygai – considered non-Welsh schools although they are within Dyffryn Ogwen, which has very Welsh areas
- Ensuring homes for local people is a priority
- Bangor houses – many converted to ‘Homs’ (Houses of Multiple Occupancy). Families move out of Bangor because of a lack of appropriate housing.
- Lack of confidence in Welshness in Bangor
 - Need to market the language
 - Many understand the language but don’t use it in Bangor
 - Not seen as something “cool”
- Cyngor Gwynedd – example of living “Welshly”
 - Ynys Môn not the same- many senior officers can speak Welsh but don’t use it
 - Cyngor Gwynedd language policy helps to maintain the level
- Cyngor Gwynedd’s influence is strong in the Caernarfon area
- Organisations based in Bangor should be targeted.
 - They have a settled workforce but not the same commitment e.g. Countryside Commission, health Board, University etc
- Need to differentiate between students and the rest of the population as they skew the overall picture
- Need to create a community of interest e.g. “ Bangor Pride”

- Bangor University – administration – no excuse not to employ Welsh speakers
- Betsi Cadwaladr – Closing services
 - Say this is because of a risk of being unable to find people to work there, but they don't employ locally.
 - Language not considered as part of the recruitment process, so local people have no advantage in applying jobs.
- Perhaps inaction has helped to preserve the situation in Caernarfon and Dyffryn Nantlle
- One risk of increasing skills of local people would be that they would then move away.
- Lack of properties on the housing ladder in places such as Gerlan and Penygroes
- “Sustainable Planning” is needed i.e. where there are enough housing choices for local people.
- Skills
- Clear Welsh- needs to be used
- Cyngor Gwynedd is a good model
- But some instances e.g. ‘Schools Reorganisation’ where people don't understand us.
- In Caernarfon, the schools are “Welsh Welsh” = the population and situation fairly static.
- Language awareness session
- Senior officers in Môn – working in English (although they can speak Welsh)

- Need to insist on speaking Welsh
- In Penygroes – the ‘default’ is Welsh
 - This promotes its use
 - Children who move to the village learn
 - This is very valuable (priceless)
 - We must enthuse
 - Must use every opportunity to use the language
- Need to consider how to target the University
- Need to congratulate the ysgolion Meithrin, as they are making good progress in promoting the language
- We are trying to establish a Menter Iaith in Bangor

MEETING:	LANGUAGE SUB-COMMITTEE
DATE:	APRIL 16 2013
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF THE REPORT	PRESENT AND PROVIDE AN UPDATE ON LANGUAGE COMPLAINTS

1) COMPLAINTS AGAINST THE COUNCIL

DATE	COMPLAINT	RESPONSE
January 2013	Complaint by a member of the public regarding an English-only message on an answer machine accessed through a Gwynedd Gallery and Museums number	Apology from the Unit: It would appear that this was caused by technical problems which lost the original bilingual message and transferred the call to BT
January 2013	Enquiry from an Elected Member regarding businesses with English names and signage receiving grant aid from the Council	Having raised this with the Legal Department, it would appear that we cannot insist upon Welsh names and we cannot impose conditions on what we do not fund. However, following this, the Economy and Community Department will look at how to improve their Welsh language conditions in relation to grant aid
January 2013	Complaint from an Elected Member that sufficient attention was not given to language requirements when drawing up a tender for conducting a consultation on the Leisure Service	Response from relevant Cabinet Member assuring that all assistance would be given to the successful company in ensuring translation (Simultaneous translation and bilingual documents)

DATE	COMPLAINT	RESPONSE
February 2013	Complaint from a member of the public about language mistakes within a Benefit/ Council Tax form for the self-employed	It would appear that the wrong form was sent out by mistake. Apologies offered and a correct version sent
February 2013	Complaint from Llanystumdwy Community Council on receiving an English-only draft of text for heritage interpretation boards sent by a company working for the Council	The Department apologising and assuring the Community Council that any similar material will in future be sent bilingually
February 2013	Complaint from a member of the public about an English receipt for a fee paid to the Public Protection Unit (although the complainant's choice of language was Welsh)	The Unit apologising to the individual, and sending assurance that they will review their processes in relation to compliance with the Welsh Language Scheme
March 2013	Complaint from an Elected Member about a an English presentation on Active Travel at a Bangor Project meeting	The Department responding that the specialist officer on this matter is a Welsh learner and not yet comfortable presenting a technical report through the medium of Welsh, particularly as the report had to be produced at short notice. With the Department's permission, the officer explained this through the medium of Welsh. The Department apologises that the presentation slides were not bilingual
March 2013	Complaint from Pwllheli Town Council about the use of the English and Welsh versions of "Stryd Penlan" on a diversion sign	Remind relevant Unit of the Language Committee's decision to use Welsh street names (October 2013)
March 2013	Complaint about an English-only letter warning a resident about a dangerous wall	Complaint referred to Consultancy Department- awaiting response

DATE	COMPLAINT	RESPONSE
March 2013	Complaint from a Member regarding English-only Criminal Records Bureau Certificates (School Governors)	Matter raised with the Support Services: They will look into the matter and established the Council's role in this

2) COMPLAINTS AGAINST OTHER ORGANISATIONS

DATE	COMPLAINT	RESPONSE
January 2013	Complaint by an Elected Member about Welsh-medium provision in a maternity class	Complaint referred to Health Board and Welsh Language Commissioner
February 2013	Complaint from an Elected Member that the Planning documents TAN 5,8 and 21 are not available in Welsh	Contact the Welsh Government and Welsh Language Commissioner. The specific documents did not come up as a priority for translation under the Government's scoring system. Since this complies with their current Language Scheme, the Commissioner cannot enforce at the present moment
February 2013	Complaint from the Services Scrutiny Committee about English-only document and presentations from the Health Board	Refer the complaint to the Health Board in the first instance; if the response is unsatisfactory, the Committee may consider referring the complaint to the Language Commissioner

3) UPDATE

Padarn Buses

A meeting was held between the company's Director and the Language Committee's Chair and Equality and Language Officer. It was agreed that the company consider changing the signs "Menai College", "Town Clock" and "Menai Bridge".

ITEM

MEETING	COUNCIL'S LANGUAGE COMMITTEE
DATE	16 April 2013
TITLE	Report on pupils' progress at the Language Centres
PURPOSE	To present information
RECOMMENDATION	To accept the report
AUTHOR	Dewi R Jones, Head of Education
CABINET MEMBER	Clr Sian Gwenllian

BACKGROUND

The aim of the Language Centres is to provide an intensive course in the Welsh Language for incomers to enable them to assimilate with the bilingual community and full participate in bilingual educational experiences. This provision lies at the core of assisting primary and secondary schools to implement the Language Policy.

A good link exists between the schools and centres, and their success is evident when the pupils return to their schools and communities with a firm foundation in the Welsh language, following a term of intensive learning (half a term at the Secondary Centre).

There are now four primary centres and one secondary centre, which is unique in Wales. The primary centres are located in Caernarfon, Dolgellau, Llangybi and Penrhyndeudraeth, and the secondary centre in Porthmadog.

The situation in terms of number of pupils and provision is monitored regularly, with the Adviser for Welsh (Welsh in Education Officer from April 2013) visiting and conducting discussions and regular formal meetings.

Between 2005 and the autumn of 2013, a total of **1056** primary pupils and **358** secondary pupils have benefited from attending the language centres.

In order to ensure appropriate follow-up at the schools, the teachers at the centres will offer after-care for every pupil when they return to their schools, as well as providing teachers with guidance on appropriate follow-up for pupils.

During the autumn term 2009, the after-care strategy that existed at Primary Centres was developed further, and this was introduced for primary school head teachers and is now in operation since the spring term 2010.

A second teacher (permanent post) was appointed to the Secondary Language Centre in September 2012, further developing the implementation of the after-care programmes for pupils, offering guidance for the secondary schools as necessary. This element lies at the core of the work's success.

PRIMARY LANGUAGE CENTRES

Noted below is information on the percentage of pupils following Welsh as a first language after they transfer to the secondary sector (2010 - 2012), which is very encouraging.

Cefn Coch Language Centre

Year	Total	First Language	Second Language	Percentage following First Language
'12	24	22	2	91%
'11	25	25	0	100%
'10	26	19	7	73%

Llangybi Language Centre

Year	Total	First Language	Second Language	Percentage following First Language
'12	13	12	1	92%
'11	8	8	0	100%
'10	19	18	1	94%

Dolgellau Language Centre

Year	Total	First Language	Second Language	Percentage following First Language
'12	5	4	1	80%
'11	2	1	1	50%
'10	9	4	5	44%

Maesincla Language Centre

(Not including Ysgol Friars data, i.e. the children who do not attend Ysgol Friars)

Year	Total	First Language	Second Language	Percentage following First Language
'12	4	4	0	100%
'11	6	6	0	100%
'10	6	6	0	100%

Maesincla Language Centre

(Including Ysgol Friars data, i.e. the children who attend Ysgol Friars)

Year	Total	First Language	Second Language	Percentage following First Language
'12	13	6	7	46%

'11	18	6	12	33%
'10	30	6	24	20%

SECONDARY LANGUAGE CENTRE

Noted below is information on the results of former Secondary Language Centre pupils who have sat exams (data fund since 2007):

- Welsh First Language (GCSE)
- Welsh Second Language (GCSE)
- Welsh First Language (Admission Level)
- Welsh Second Language (Admission Level)

Welsh First Language (GCSE)

Number - 20

A*	A	B	C	D	E	F
0	0	1	6	6	5	2

Welsh Second Language (GCSE)

Number - 56

A*	A	B	C	D	E	F
12	12	7	10	11	3	1

Welsh First Language (Admission Level)

Number - 4

Grade 1	Grade 2
1	3

Welsh Second Language (Admission Level)

Number - 1

Grade 3
1

The progress of pupils who have attended the language centre is very encouraging, and it is pleasing to note that a number of pupils have 'crossed the bridge', and are following the study programme for Welsh as a first language.

The provision offered is effective and of a very high quality. The most significant success is the fact that pupils return to their schools with the ability to communicate effectively in their second language, commit themselves to their educational programmes and integrate successfully with the school community. It is worth noting that the progress of some individual pupils is excellent.

The excellent provision offered by the Primary and Secondary Language Centres is acknowledged and appreciated.

In a recent Authority inspection, Estyn noted that the work of promoting the Welsh language leads the sector, and that the contribution of the Language Centres is an integral part of this success.

RECOMMENDATION

The Language Committee is asked to accept the information.