

GWYNEDD COUNCIL'S LANGUAGE SCHEME MONITORING REPORT 2012-13
(Draft)

1. Introduction

This reporting period commences following the establishment of the role and office of the Welsh Language Commissioner, and during this period there was close and constructive contact between the Council and the Commissioner at several levels:

- A task group of Language Committee members was established to draw up observations on the draft Language Standards during July 2013.
- A response to the Commissioner's observations was formulated and this was followed by a meeting between the relevant Council officers and the Commissioner's Office.
- There was contact between the Council and the Commissioner's Office regarding language complaints (complaints against the Council and complaints from the Council regarding other bodies).
- The Welsh Language Commissioner was invited to a meeting of the Language Committee on January 15, 2013 to give a presentation on her role and to respond to questions and the Committee's observations.

Another substantial development during this period was the publication of the 2011 Census linguistic data. This information is of great importance to Gwynedd Council in terms of establishing a robust statistical baseline for strategic language planning. Thus far, the Council has responded via:

- Detailed analysis work by the Council's Research and Information Unit as the figures were announced.
- Presentation of the initial results to the Language Committee on 15 January 2013.
- Seminar to elected Members on the results at a national, county and electoral ward level.
- Seminar looking at the Future of Welsh Speaking Communities in light of the Census results, organised by Hunaniaith and sponsored by the Welsh Government.

2. Compliance with the Welsh Language Plan (against 2011-12 targets)

N.B. Completed aims which have 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	* Ensure Members give full consideration to the effects that policies and decisions have on the Welsh Language	It is the Democracy and Legal Department that establishes a procedure to ensure

consolidating our arrangements for mainstreaming cross-cutting issues		that full consideration is given to any linguistic impact that may be attached to reports submitted to the Cabinet (see 6A below)
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B. Delivering 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 3rd party providers monitored for language compliance, giving consideration to:</p> <ul style="list-style-type: none"> - Social Care Contracts - Contracts providing for young people - Contracts providing for pre-school age children <p>* Reviewing language guidelines for staff setting contracts following the publication of the Welsh Language Board's Procurement Guidelines</p>	<p>See 4A) below</p> <p>The original action undertaken, but note that Iait Cyf was commissioned to conduct a survey of the Social Services commissioning arrangements in relation to linguistic requirements (see 4A below)</p>
AIM	ACTION	UPDATE
	<p>* Agree upon monitoring and reporting arrangements across the Council to increase the range of contracts reported in our Annual Report</p>	<p>We will look at the recommendations of the survey on commissioning arrangements of Social Services as a starting point to look at arrangements in other Departments</p>
B.2. Ensure that joint provision of services conform to the requirements of the Welsh Language Scheme	<p>* Ensure that Section 33 Schemes give due attention to language matters and that the Welsh language is covered within annual reviews</p>	<p>Interim arrangements in place between Derwen (Specialist Children's Services) and the Health Board – to be reviewed in light of the Language</p>

		Standards
B.3. Ensure that Youth Services promote the Welsh language	* In accordance with the requirements of the Welsh Language Board, report annually on how the Service delivers and promotes Welsh language services and activities.	See 3A) below

C. Dealing with the public who speak Welsh and Quality Standards

AIM	ACTION	UPDATE
C.1. The Council will safeguard and try to improve the range of quality services provided through the medium of Welsh	Monitor compliance through Heads of Services' reports and language complaints * Conduct independent random check of the Council's compliance with its Language Scheme	See 3C) below Random check not conducted yet
AIM	ACTION	UPDATE
C.2. Ensure (in accordance with 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 receptions and Galw Gwynedd posts are designated 'Welsh essential' and that we appoint bilingual staff	See 3B) below
C.3. Ensure quality of Council's translations and language	* 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 application available bilingually	The resolution was confirmed by the IT Management Group in September 2012
C.5. Ensure and promote language choice at meetings	* Monitor public meetings	See Complaints 3C) below

Ch. The Public Face of the Council

AIM	ACTION	UPDATE
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, headed papers, forms, exhibition materials etc)	See Complaints 3C) below
AIM	ACTION	UPDATE
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	<ul style="list-style-type: none"> * Ensure all signposting and road signs comply with the Council's language requirements * Monitor and ensure compliance that Welsh names are given to new developments * Ensure letters are sent to those applying to change Welsh house names, requesting they consider the context and nature of the area 	<p>See Complaints 3C) below</p> <p>Compliance with requirement</p> <p>Compliance with requirement</p>

D. Implementing and Reviewing the Scheme

AIM	ACTION	UPDATE
D.1. Develop a Language Skills Strategy for staff based upon the Welsh Language Board's Recruitment and Welsh Language guidelines	<ul style="list-style-type: none"> * 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 * Review our arrangements for determining the language skills for posts * Ensure an appropriate 	<p>See 5B) below</p> <p>Language skills matrix has been agreed. We will set the new levels</p>

	<p>language skill level is prescribed for each post according to the arrangements outlined above</p> <ul style="list-style-type: none"> * Assess the language skill levels of all staff against their post language level * Provide appropriate training to match the post skill levels with those of post holders 	<p>against posts and identify the language skills of individuals against the new framework</p>
AIM	ACTION	UPDATE
D.2 Provide Welsh language training for staff (DIG 4a)	The Workforce Development Officer to organise and provide lessons and report annually on this	See the Workforce Development Officer's report 5A) below
D.3. Ensure language awareness training for staff (DIG4b)	* Promote the e-learning modules on <i>Language and Equality</i> and the <i>Respect</i> module (these modules have already been designated 'essential' for all staff within the Corporate Training Matrix	The Training Unit in the process of developing a new e-learning programme
D.4. Ensure staff are aware of the requirements of the Welsh Language and promote the work with confidence	* Place the Language Scheme on the CETIS system (computer programme for staff to read and accept policies)	See above – this will be part of the e-learning development process
D.5. Ensure that language complaints are dealt with in accordance with 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 Medium Youth Service Provision

i) Activities to promote the Welsh language amongst young people

As part of the Hunanlaith work programme, specific attention was given to promoting the Welsh language through the Youth Service. The programme for 2012-13 built on what had already been achieved, as reported in the 2011 Monitoring Report (i.e. a review of the language used in the clubs, the staff's linguistic skills and language awareness training for staff).

A series of 5 activities to promote the Welsh language amongst young people was devised for youth service providers:

- **Quiz** The quiz raises young people's awareness that speaking a minority language and being bilingual or multilingual is the norm throughout the world. It also raises young people's awareness of the linguistic demography of Wales, Gwynedd and their local electoral ward, as well as raising awareness that Welsh is spoken mainly by young people, thereby expelling some myths.

- **Timeline** This is a practical activity, which asks the young people to arrange cards noting some of the main events in the history of the Welsh language, and to match the percentages of Welsh speakers to correspond to those dates. This activity raises young people's awareness of these events and their significant impact on the mindset of Welsh speakers over the centuries.

- **CV writing** This is another practical activity where the young people draft a CV to apply for the imaginary post of prince / princess of Gwynedd. By collecting various skill cards to draft a personal CV, the young people should realise that the ability to communicate in Welsh, or to being bilingual, is an important skill for employment. It raises their awareness that a large number of employers are seeking workers with bilingual skills.

- **Music Quiz** In this quiz the young people must decide whether a song played on CD is sung in Welsh or in English, based on hearing the first few seconds of the song's instrumental introduction. This is a way of making young people realise that music can be enjoyable and effective irrespective of language in which the words are sung, and tries to dispel some young people's beliefs that Welsh language music is somehow inferior to English language music.

- **Wordsearch** The wordsearch includes terms and words which have been included in all the other activities, and provides an opportunity for the young people to discuss some of them again in more detail.

The Activities Pack was presented to the Youth Club Leaders, Area Leaders and the County's Senior Youth Officers. The presentations included training on how to use the activities. They were also distributed to Young Farmers and Urdd Clubs in the Snowdonia and Meirionnydd regions.

When a report was received at the end of the financial year on the use of the resources as part of the County's Youth Service provision, it was confirmed that the activities had been used. These resources remain available in 19 clubs in Arfon, 11 clubs in Dwyfor and 17 clubs in Meirionnydd. The resource continues to be used on the Youth Bus which travels throughout Gwynedd to rural areas where there is no youth club provision. It is also used as part of the 3

regions quiz and the county quiz. With all these sessions, the Youth Service's standard evaluation process was followed.

The feedback shows that the young people's favourite activity was the quiz and the timeline, and that the CV writing activity had made them consider their future career within the County, by highlighting the benefits of the Welsh language. The young people praised the activities for giving them an opportunity to discuss the importance and the history of the language, as well as their attitudes towards it.

The Senior Youth Workers reported a change in the young people's attitudes since the introduction of the resources, and confirmed that the activities had educated the members on the importance of using and promoting the language in their communities. They were also surprised how much awareness their members had of Welsh history and the Welsh language.

ii) Battle of the Bands

The original Hunanlaith work programme included a county round of the Battle of the Bands in Gwynedd, but as only one band from the county registered for the competition, the BBC agreed that this band could proceed straight to the regional heat.

The Youth Service continues to promote this competition in the clubs. Following the sessions held in the clubs, it is hoped that a band from Caernarfon youth club will compete next year, in 2013/14.

As a result, and in agreement with the Welsh Language Board and the Youth Service, it was decided to hold other musical activities with the aim of achieving the target by different methods. Therefore, in collaboration with Ciwddod and Community Music Wales, a number of rock workshops were arranged in the Dyffryn Nantlle, Nefyn, Bethesda, Caernarfon and Aberdyfi clubs during March 2012.

Following the rock workshops held by Community Music Wales in these clubs during 2012, Caernarfon club still holds sessions. Maesgeirchen and Pwllheli clubs have also held similar sessions during 2012/13.

B) One-stop-shops

DIG 2 Number and % of posts in the contact centre or the one-stop-shop designated 'Welsh essential' and filled by bilingual staff:

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

Number of Staff	Welsh speakers (no. and %)	Welsh essential (no. and %)	Target 2014. %
13		13 (100%)	100%

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

Penrhyndeudraeth Contact Centre

Number of Staff	Welsh speakers (no. and %)	Welsh essential (no. and %)	Target 2010. %
34	34 (100%)	34 (100%)	100%

It should also be noted that the Customer Care Department is looking to extend the complaints monitoring procedure by using the call management computer system. This system will allow us to identify complaints based on language.

C) Leisure Centres: Language Champions Scheme in Leisure Centres in the Welsh Speaking Areas

As was noted in our previous Monitoring Report, a budget was received from the Welsh Language Board as part of the Bilingual Workplaces Scheme to train and develop Language Champions in Leisure Centres in the Welsh Speaking Areas. As part of the scheme training was provided to 13 Language Champions in Gwynedd Leisure Centres, this means that we have Language Champions in all our Centres.

By now, the functions of the Language Champions have been established and they include:

- Conveying information to staff on language requirements and matters concerning the Welsh language
- Leading through example
- Supporting Welsh learners and Welsh speakers lacking in confidence to use Welsh in the workplace

Over the period following the establishment of the project, the service has noted the following benefits from the point of view of the workforce:

- Increase in language awareness amongst staff
- Good linguistic practices fostered in the workplace
- Increase in the confidence of staff to use Welsh
- The professional development of staff has been promoted and this has assisted the establishment by ensuring linguistic courtesy and customer care

In addition, there have been benefits for the Council:

- Improved service for the customer.
- The service has been strengthened to meet the customer's aspirations
- Supporting the Welsh Language Education Scheme

Since we reported on the scheme as part of our Annual Report 2011-12, the service has confirmed the following developments:

- It is expected that every Language Champion will lead his/her team by example, support and mentor learners and Welsh speakers. This happens daily in the Leisure Centres by answering the telephone, commencing conversations, talking amongst staff, writing messages and e-mails through the medium of Welsh. In addition, every staff meeting now has an agenda and minutes in Welsh. The role of the Language Champion is to talk, assist and be a friend and mentor to encourage learners/Welsh speakers lacking in confidence to speak Welsh.
- Swimming lessons, gymnastics, tennis etc are provided to our schools in Welsh and through this the Centres reinforce the County's Welsh Education Scheme and ensure opportunities for children and young people to have their lessons through the medium of Welsh.
- As part of the Business Plan and the work of the Unit's Technical Team, there is an arrangement in place to undertake a language skills review/audit of the use of Welsh at the Centres. This will be conducted at least twice a year through the work of a team of technical auditors within the Unit.

- The Service is proud that this scheme has improved the provision and aim for continuous improvement in the use of the Welsh language at the Leisure Centres for the benefit of all the customers who receive a service and activities to promote 'Healthy Living'.
- In accordance with the original commitment, a Progress Report on the project was submitted to the Language Committee on 16/04/13.

Ch) Complaints against the Language Scheme

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

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

COMPLAINTS AGAINST THE COUNCIL (INCLUDING PARTNERSHIP AND 3RD PARTY ARRANGEMENTS)

DATE	COMPLAINT	RESPONSE
March 2012	Complaint from a member of the public regarding incorrect Welsh in a letter received from the Highways and Municipal Department in response to another complaint	The Department responded fully to the complaint and apologised that they had not followed the expectations of the Language Scheme
April 2012	Complaint from a member of the public regarding a bilingual recycling calendar, expressing a wish for the Welsh and English to be separate.	The Department responded drawing attention to the publication requirements of the Language Scheme
May 2012	Complaints from staff regarding the Council circulating a North Wales Software Questionnaire with English appearing before the Welsh.	Questionnaire was produced by Denbighshire Council, however, the attention of Human Resources and IT staff was drawn to the fact that it is expected that Welsh appears first in accordance with the Language Scheme
May 2012	Complaint from a member of staff regarding an advertisement for a	Education Department looked into the complaint, and came to the conclusion

	Breakfast Time Supervisor that did not state the need for linguistic skills	that the incorrect template was used. It can be confirmed that there are linguistic expectations attached to the post
May 2012	Complaint from a member of the public regarding English only correspondence concerning swimming lessons	Usually letters are sent out bilingually, but there was an error in this case: The letters were re-designed in order that the Welsh and English appear together.
May 2012	Complaint from a member of staff that the Council's Cycling Scheme included a link to an English only website	The website was totally bilingual by the time of its official launch: However, it was made quite clear to the Service that attention should not be drawn to any website until it is available totally bilingually
June 2012	Complaint from a member of the public (non-Welsh speaker) regarding a Welsh message left on his answer phone	Social Services and Housing are currently looking into the complaint
June 2012	Complaint from a Member regarding English only signage near the work on the One-stop-shop in the Headquarters Reception	English signs were erected by the company that undertook the work rather than the Council. They were reminded of the requirement in the contract to provide bilingual signage and they were ordered to take down the signs
July 2012	Complaint from a Councillor regarding English only instructions on the new crossing on the Porthmadog by-pass	Trunk Roads Unit confirm that this issue is the responsibility of the Welsh Government and the complaint has been forwarded. If no positive response is received we will refer the matter on to the Welsh Language Commissioner
July 2012	Complaint from a Councillor regarding the use of the term "gwastraff cŵn" (rather than "baw cŵn") on Council bins	Response from Highways and Municipal stating that this is the standard wording
July 2012	Complaint from Llandwrog	Regulatory Department

	Community Council regarding a 'Stop' sign painted on a road	state that the current regulations and the dictionary accept 'Stop' as the Welsh term
August 2012	Complaint from a Councillor regarding an Events Licence form in English only (Home Office document without a designated Welsh version)	Public Protection Unit have translated the form and receive applications on it. However, the Home Office have not agreed formally to it and therefore this was raised with the Welsh Language Commissioner. In the meantime, guidance is requested from the Language Committee regarding the default use of the Welsh (unofficial) version
August 2012	Complaint from a member of staff that the internal electronic messages filter system is in English only	The Customer Care Service has raised the matter with the company and is trying to resolve the problem
August 2012	Complaint from a member of the public that the landlords accreditation course was not available through the medium of Welsh	The Council pays for this service and although the requirement to be able to provide through the medium of Welsh was noted in the brief, there had not been a demand for a course in Welsh before. The Housing Service has received confirmation that Welsh trainers will be available and will make it clear that it is possible to receive the training through the medium of Welsh
August 2012	Complaint regarding the use of English street names in a standard letter regarding resurfacing roads	Response from the Highways and Municipal Department confirming that it is expected that Welsh names are used and apologising for this. See also the Report submitted on place, street and house names
September 2012	Complaint from the Welsh Language Commissioner on behalf of a member of the	The Department responded that the person was offered a service through the

	public who did not receive an interview through the medium of Welsh in accordance with his wish. In addition, the Commissioner enquired about our compliance with our recruitment requirements as a result of this failure	medium of Welsh at all levels (meetings, correspondence) and confirming the staffing arrangements: Interim post filled by a learner, however the Council has and is addressing the needs in terms of language improvement training. Following discussion with the Commissioner's Office the Department is drafting an improvement plan.
September 2012	Complaint regarding a Design and Access Statement in English only attached to a planning application from the Highways and Municipal Department to the Snowdonia National Park	The Department state that it had sent instruction for such material to be produced in Welsh and English, be it an internal application, or the work of consultants on the Department's behalf
October 2012	Complaint that Leisure Centres award English only swimming certificates N.B. the Council is not responsible for these certificates rather the Amateur Swimming Association (ASA). The Department has been pressing for bilingual certificates for some time, without success thus far.	By now the Department has received confirmation from ASA that bilingual certificates will be available from Easter 2013 onwards
October 2012	Complaint regarding an English only Criminal Record Disclosure form sent out	It appears that this error occurred as the forms were about to be changed, and there was an insufficient supply of the Welsh version. The situation has been amended and now there is a sufficient supply of the Welsh version in stock
November 2012	Complaint regarding the use of the form 'Caernarvon' on a road sign near the A55	Error has been rectified
November 2012	Complaint that the new parking machine does not give electronic instruction	The Service notes that the machines do offer change and a choice of language

	through the medium of Welsh	
November 2012	Complaint regarding English names that appear on planning maps	Maps are produced by the GIS system, however, a sufficient Welsh layer will be available soon
January 2013	Complaint by a member of the public regarding an English only message on the Gwynedd Museums and Galleries answer phone	Apology from the Unit. It appears that technical difficulties caused the machine to lose the bilingual message and transfer the call to BT
January 2013	Query from a Member regarding businesses with English names and signs who receive funding grants from the Council	Having raised the matter with the Legal Unit it appears that we cannot enforce Welsh language brand names and cannot attach conditions to elements that we do not fund. However, following this the Economy and Community Department will take advantage of this opportunity to look at how the linguistic conditions can be improved
January 2013	Complaint from a Member that appropriate attention was not given to linguistic requirements when drafting a tender for conducting a consultation on the Leisure Service	Response from the relevant Cabinet Member ensuring translation assistance (simultaneous translation and translation of documents) for the company undertaking the work
February 2013	Complaint from a member of the public regarding language errors on Benefit/Council Tax form for the self-employed	It appears that the incorrect form was sent in error. Apologise for this and send the correct version of the form
February 2013	Complaint from Llanystumdwy Community Council regarding an English only draft text for heritage interpretation boards sent to them by a company working under contract for the Council	Apology from the Department and assurance to the Community Council that any similar material will be sent out bilingually from now on
February 2013	Complaint from a member of	Apology from the Unit to the

	the public regarding an English receipt for payment of a fee to the Public Protection Unit (although she had corresponded in Welsh)	individual and assurance given that it is reviewing its processes in terms of compliance with the Language Scheme
March 2013	Complaint from a Member regarding an English presentation on Active Travel in a Bangor Project meeting	Apology from the Department
March 2013	Complaint from Pwllheli Town Council regarding the use of the Welsh and English version of 'Stryd Penlan' on a diversion sign	Remind the relevant Unit of the Language Committee's decision in October regarding street names
March 2013	Complaint regarding an English only letter warning the resident of a dangerous wall	The complaint has been referred to Consultancy; Awaiting response

COMPLAINTS AGAINST OTHER ORGANISATIONS

DATE	COMPLAINT	RESPONSE
April 2012	Complaint regarding English only correspondence from the Welsh Government's Rural Programmes Team	Economy and Community Department to contact the team to express its disappointment
June 2012	Complaint from staff regarding a request from CAF/CASS for bilingual correspondence rather than in Welsh	The Officer has contacted the body outlining the requirements of the Council's Language Scheme, and awaiting further response
August 2012	Economy and Community Department to write to the Welsh Government's Rural Programmes Team regarding the standard of Welsh in a letter sent to it from the Team	Awaiting a reply from the Welsh Government
August 2012	Complaint from a member of staff regarding an English only letter from the Welsh Care Council	Member of staff received an apology and a letter in Welsh
October 2012	2 complaints by members of	Refer the complaints to the

	the public regarding incorrect signage outside B&M shop in Bangor	Welsh Language Commissioner
October 2012	Complaint/query regarding recruitment and interviewing arrangements by Cartrefi Cymunedol Gwynedd	Confirm the requirements of CCG Language Scheme; not take the query any further, as it was based on a second-hand report
November 2012	Complaint regarding linguistic provision of Beddgelert Community Council (Welsh only)	Explain that Community Councils are independent of the Council and refer the individual to the Welsh Language Commissioner for further information

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

Number of complaints	% Dealt with	% Dealt with in accordance with corporate standards	Target 2013-14
31	100%	100%	100%

4. Management and Administration of the Scheme

A) Third Party Arrangements

i) Social Care Contracts

Voluntary Organisations

Number	% monitored	% complying	% not complying
25	88%	65%	35%

Community Care Providers

Number	% monitored	% complying	% not complying

7	28%	100%	-
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Independent Homes

Number	% monitored	% complying	% not complying
26	50%	80%	20%

12 Internal Homes – monitored under the Provider unit

Home Care

Number	% monitored	% complying	% not complying
9	50%	90%	10%

ii) and iii) Contracts that provide for young people and contracts for pre-school age provision

During 2012/13, the Gwynedd Children and Young People Partnership has been in the process of preparing a Family Support and Parenting Commissioning Plan as part of the Gwynedd Families First Action Plan for 2012/13.

As an interim arrangement, the Gwynedd Children and Young People Strategic Partnership used its allocation from the Families First Fund for 2012/13 to commission existing Cymorth services and the services commissioned during the innovation period for **another year only**. It was hoped that this would allow plenty of time for the new commissioning arrangements to be established, to give stability to providers and give continuity for existing service users for another year.

The Children and Young People Strategic Partnership decided to 'group' services around the following priority fields with one agency responsible as lead providers for monitoring schemes within their packages:

Priority 1: Establish a Gwynedd Family Support Service (Team Around the Family)

Priority 2: Provide Better Support to Families and Promote Positive Parenting 2a) Caban Bach Barnardo's; 2b) Plas Pawb Integrated Centre

Priority 3: Support Young People to Achieve (Youth Services)

Priority 4: Promote the Health and Well-being of Children, Young People and Families (Play Officer, Gwynedd Council)

Priority 5: Promote the Social Inclusion of Children, Young People and Families (NYAS)

Priority 6: Support Disabled Children and Young People and their Families - Derwen

All these schemes have been monitored and 100% comply.

5. Adequacy of Welsh Language Skills

A) Language Training and Language Awareness

Welsh Language Training

Below is the Workforce Development Officer's report on staff who have received Welsh language lessons between January - December 2012. Monitoring takes place every 6 months and further information is not expected until July.

Welsh Language Training for Gwynedd Council Staff
January – December 2012

	January/ July 2012	August/ December 2012
Total Learners – all standards	56	52
<u>Departments</u>	1	3
Education	1	1
Finance	21	18
Provider and Leisure	1	0
Economy and Regeneration	13	12
Social Services	4	3
Highways and Municipal	5	4
Regulatory	3	2
Strategic and Improvement	7	9
Consultancy		
<u>Course Providers:</u>		
<ul style="list-style-type: none"> • Internal Tutor: 2 classes in Caernarfon (throughout the period) and one in Dolgellau (until June 2012) • Bangor University • Aberystwyth University • Llandrillo-Menai Group (Coleg Meirion Dwyfor/Coleg Menai) • Nant Gwrtheyrn 		
<u>Intensive External Courses (i.e. 3-5 days):</u>		
<ul style="list-style-type: none"> • Nant Gwrtheyrn • Ysgol Ionawr Dolgellau (Aberystwyth Uni.) • Ysgol Galan Bangor (Bangor Uni.) • Ysgol Basg Conwy (BU) 	1 2 10 4	4

<ul style="list-style-type: none"> • Ysgol Haf Bangor/Pwllheli/Mold (BU) 	3	
<p><u>Welsh in the Workplace Course – 3 days – all language levels</u> <i>In collaboration with Ynys Môn, Conwy, Flint Councils, North Wales Police, Fire Service, Countryside Council for Wales</i> September 2012</p>	-----	8
<p><u>Language Improvement Courses up to 20 hours over a period of weeks</u></p> <p>Total: Coleg Menai Bangor/Coleg Llandrillo Dolgellau</p>	5	10
<p><u>Half-day Internal Workshops:</u> ‘Clear Welsh’ ‘Mutation’ ‘Verb tenses’</p>		1 1 1

Monitoring Progress 2012

Progress monitoring forms were sent to tutors and line managers in July and December to note the improvement of staff 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, 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 2012	38%	50%	12%
December 2012	50%	47%	3%

Observations:

Staff turnover

The number of staff who attend language training changes constantly as new staff arrive and others leave for various reasons.

This is the position at the end of August 2012:

No. withdrawn from the list - **18**

Reasons:

Attained the aim - **2**

Left the Council - **5**

Unable to find a suitable class - **4**

WJEC Language Levels – December 2012

Percentage of staff attending lessons according to language levels

Entry: Entry Course 1 and 2 , or first half of Wlpan Course
Foundation: Foundation Course or second half of Wlpan Course
Intermediate: Intermediate or Higher Course – equivalent to GCSE standard
Higher: Higher Course (1) Mastering Course (2)

Entry	Foundation	Intermediate	Higher
27%	17%	29%	27%

Dafydd Orwig Memorial Prize 2012/13

Four individuals were nominated for these two prizes this time. The standard was especially high and therefore it was decided to award the following:

Beginners Prize:

- **Grace Bristow** – Occupational Therapist based in Caernarfon

Crossing the Bridge Prize:

- **Kate Wheatcroft** – Occupational Therapist based in Caernarfon

Both of the above received a certificate and a copy of 'Bywgraffiadur Cymru'.

Consolation Prizes:

As the standard of the other two was so high they were given book tokens:

- **Laura Grant** – Environment Officer, Gwynedd Consultancy
- **Jonathan Chapman** – Chief Engineer, Gwynedd Consultancy

The new Language Framework – update and WJEC Language Level Indicators

The Internal Tutor has re-drafted the Language Framework in order to comply with the recognised national language levels. (It has not been submitted for implementation thus far)

As a fortunate coincidence, WJEC has responded to the challenge of how workplaces can measure the language standards of individuals by presenting Language Indicators based on recognised levels of Welsh language learning for Adults i.e.:

- Entry
- Foundation
- Intermediate
- Higher
- Proficiency

At the beginning of 2013, Gwynedd Council took part in a pilot scheme to see how this would work. It enables individuals to undertake a test on their computers in Reading, Writing, Listening and Speaking.

Language Awareness Training

The Council has already developed Language Awareness Training for staff and during this period 2 sessions were provided for the Youth Justice Team. However, it has to be admitted that this number is a failure against our target of 4 sessions per year.

Although dates and locations were allotted for 4 sessions, the response was insufficient to justify proceeding with the lessons. Obviously, this was very disappointing and during the next period it will be necessary to re-visit this by contacting Heads of Services and looking at the role of language awareness in the context of the work on developing a new e-learning programme.

However, it should be noted that language awareness is a key part of the staff induction process.

B) Staff Language Skills

Once again this year, the data on staff language skills is based on the direct collection of data from the various Departments. As a result of the Commissioner's observations on our previous report, more detailed information was requested this year.

In future, the hope is that the work of setting new language levels (based on the WJEC framework) against posts and then identifying the skills of individuals against the same levels will lead to a corporate and more robust system. In due course, this procedure will correspond to our human resources and integrated wages system which is currently under discussion.

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Education	Resources	Arfon	1	0
	Special Needs	Arfon Dwyfor Unknown	10 1 12	0 0 0
	Education Consortium	Arfon	3	0
	Wages and School Contracts	Arfon	5	0
	Assistance for Students	Arfon	2	0
	Pupils and	Arfon	10	0

	Inclusion	Dwyfor Meirion Unknown	1 3 25	0 0 0
	Welfare	Arfon Dwyfor Meirion Unknown	4 1 3 3	0 0 0 0
	Buildings Access and Catering	Arfon Dwyfor Unknown	4 1 1	0 0 0
	Education Area Offices	Arfon Dwyfor Unknown	1 9 1	0 0 0
	Organisation of Schools	Arfon Meirion	6 1	0 0
	Management Unit	Arfon	2	0
	Schools	Arfon Dwyfor Meirion Unknown	1,371 475 695 421	0 0 0 0
Education Total			3,072	0

SERVICE	UNIT	AREA	NO.	NO. OF NON- WELSH SPEAKERS
Human Resources	Human Resources and Developing the Organisation	Arfon	5	0
		Unknown	1	0
	Support	Arfon	32	0
	Learning and Development	Arfon	15	0
		Unknown	1	0
	Health and Safety	Arfon	10	0
		Unknown	5	0
	Personnel	Arfon	17	0
		Unknown	1	0

	Management Unit	Arfon	4	0
Human Resources Total			91	0

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Finance	Internal Audit	Arfon	12	0
	Benefit Fraud Prevention	Arfon	4	0
	Investment and Treasury Management	Arfon	3	1
	Payroll	Arfon	11	0
	Accountancy	Arfon Unknown	38 4	0 0
	Finance	Arfon	2	0
	Pensions	Arfon	15	0
	Revenue - Cashiers	Arfon	5	0
	Revenue – Income/Debtors	Arfon	9	0
	Revenue – Payments/Creditors	Arfon	7	0
	Revenue – Taxes and Benefit	Arfon Dwyfor Meirion	38 17 12	0 0 2*
	Risk Management / Insurance	Arfon	2	0
	Management Unit	Arfon	2	0
Finance Total			181	3

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
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Economy and Community	Community Regeneration	Unknown	4 2 2	0 0 0
	Museums	Arfon Dwyfor Unknown	6 3 1	0 0 0
	Archives	Arfon Meirion Unknown	5 5 8	0 0 0
	Business Support	Arfon	9	0
	The Arts	Arfon Unknown	1 1	0 0
	Performing Arts	Dwyfor Meirion	17 7	1 back-up
	Europe	Arfon	1	0
	Youth	Arfon Dwyfor Meirion Unknown	60 25 39 17	1 0 8 0
	Maritime	Dwyfor Meirion Unknown	8 3 9	2 0 0
	Galleries	Arfon Unknown	1 1	1 part-time 0
	Rural Parks	Arfon	6	0
	Major Projects	Arfon Unknown	5 3	0 0
	Skills and Enterprise	Arfon Dwyfor Meirion Unknown	9 4 2 -	0 0 0 -
	Strategy and Development	Arfon	4	0
	Tourism, Marketing and Customer Care	Arfon Dwyfor Meirion Unknown	13 4 4 12	0 0 0 0
	Management Unit	Arfon	3	0
Economy and Community Total			304	2

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Customer Care	Communication	Arfon	5	0
	Emergency Planning	Arfon	3	0
	Customer Contact	Arfon Dwyfor Meirion Unknown	13 5 28 3	0 0 0 0
	Property	Arfon Unknown	23 1	0 0
	Information	Arfon	3	0
	Libraries	Arfon Dwyfor Meirion Unknown	38 9 18 10	0 0 0 0
	Information Technology	Arfon	46	1
	Management Unit	Arfon	2	0
Customer Care Total			207	1

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Highways and Municipal	Commissioning	Arfon Dwyfor Meirion Unknown	21 13 19 19	0 0 0 0
	Fleet	Arfon Dwyfor Meirion Unknown	9 7 5 9	0 0 0 0
	Municipal Work	Arfon Dwyfor Meirion Unknown	104 71 79 75	0 0 0 0
	Highway Work	Anglesey	4	0

		Arfon Dwyfor Meirion Unknown	27 19 34 34	0 3 0 0
	Waste Treatment	Arfon Meirion Unknown	2 13 5	0 3 0
	Management Unit	Arfon Unknown	3 1	0 0
Highways and Municipal Total			573	6

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Regulatory	Environmental	Arfon	30	0
		Dwyfor	5	0
		Meirion	5	0
		Unknown	1	0
	Food, Health and Safety	Arfon	9	0.4fte
		Dwyfor	4	0
		Meirion	3	0
		Unknown	1	0
	Public Protection - Centre	Arfon	4	0
		Dwyfor	1	0
		Meirion	2	0
		Unknown	1	0
	Planning	Arfon	1	0
		Dwyfor	20	0
		Meirion	2	0
	Pollution and Pest Control	Arfon	5	0
		Dwyfor	5	0
		Meirion	3	0
	Trading Standards	Arfon	9	0
		Dwyfor	3	0
		Meirion	9	0
		Unknown	1	0

	Transportation and Street Care		56 3 24	0 0 14
	Licensing	Arfon Dwyfor Meirion	2 1 1	0 0 0
	Management Unit	Arfon	2	0
Regulatory Total			213	14.4

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Consultancy	Management Unit	Arfon	5	0
	Consultancy Temporary	Arfon Dwyfor Meirion	29 4 2	7 1 1
	Consultancy Permanent	Arfon Dwyfor Meirion	76 8 14	10 1 2
Consultancy Total			152	22

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Democracy and Legal	Legal	Arfon Dwyfor Meirion Unknown		0 0 0 0
	Registration	Arfon Dwyfor Meirion Unknown		0 0 0 0

	Compliance and Language	Arfon Dwyfor Meirion Unknown		0 0 0 0
	Management Unit	Arfon		0
Democracy and Legal Total			[details to follow]	0

SERVICE	UNIT	AREA	NO.	NO. OF NON-WELSH SPEAKERS
Strategic and Improvement	Management Unit	Arfon	4	0
	Strategic Planning	Arfon Dwyfor Meirion Unknown	17	1
	Agendas	Arfon Dwyfor Meirion Unknown	8	0
	Democratic Service	Arfon	16	0
	Arfon & Môn Partnerships	Arfon) Môn)	21	0
	Performance Improvement & Efficiency	Arfon	10	0
	Change Delivery	Arfon	1	0
Strategic and Improvement Total			92	1

	UNIT	AREA	NO.	NO. OF
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SERVICE				NON-WELSH SPEAKERS
Social Services, Housing and Leisure	Management Unit	Arfon Dwyfor Unknown	5 1 4	
	Sports Development	Arfon Dwyfor Meirion Unknown	6 8 5 5	0 0 0 0
	Leisure	Arfon Dwyfor Meirion Unknown	119 59 70 5	14 1 7 0
	Supporting People	Arfon	3	0
	Homelessness and Supported Housing	Arfon Dwyfor Meirion Unknown	18 3 4 9	1 0 0 1
	Rent and Housing Management	Unknown	1	0
	Private Sector Housing	Arfon Dwyfor Meirion Unknown	8 8 6 1	0 0 1 0
* Social Services				
Social Services, Housing and Leisure			[to follow]	To follow]

*The statistics for Social Services must be collected and reported to the Welsh Government. It is hoped therefore that the figures will be available by the time the Committee meets.

6. Mainstreaming the Welsh language

Mainstreaming (Structures and Responsibilities)

Following the May 2012 elections, Gwynedd Council moved to a Cabinet system, and the Welsh language forms part of the remit of a specific Cabinet Member. Under the new system, a Language Committee was also established to ensure focus specifically on Welsh language issues. Not only is the Committee responsible for the Council's Welsh Language Scheme (and the proposed Standards) but it also acts as an advisory body on strategies to promote the Welsh language within the county making recommendations to the Cabinet as necessary.

The Council will continue to ensure a prominent position for the Welsh language within our statutory equality impact assessment procedures, and we will be looking at strengthening these requirements through the new Cabinet system.

We also anticipate a robust procedure in place in which the Equality Officers monitor the Cabinet's Work Programme, raising the need equality and language impact assessments as soon as possible within the policy planning cycle.

We will monitor the effectiveness of these arrangements, and will adapt and strengthen them as required.

A) Promoting the Welsh Language

Gwynedd Council is the host and lead body of Hunaniaith. Hunaniaith is a multi-agency partnership that was established to implement projects and give strategic direction to promoting the Welsh language in Gwynedd. Hunaniaith consists of 4 implementation groups, namely:

Strategic Direction Group
Community Language Planning Group
Bilingual Workplaces and Services Group
Task Group to Influence Children's Social Use of Welsh

Two officers are responsible for co-ordinating, giving strategic direction and implementing hunaniaith's work programme:

- Welsh Language Officer (employed directly by the Council)
- Welsh Language Development Officer (financed through a Welsh Government grant)

Hunaniaith is responsible for implementing a number of projects through various Council Departments taking advantage of opportunities to promote the Welsh language beyond statutory requirements, such as:

- Gwynedd Primary Schools Welsh Language Charter
- Blas ar Gymru (a project for families who attend Gwynedd Language Centres)
- Music workshops and language awareness activities through the Youth Service
- Hold a consultation on the Welsh language through the Gwynedd Residents Panel

Hunaniaith also implements various community based projects to foster positive attitudes, increase the status of the language and increase people's confidence to use the Welsh language in various contexts, such as:

- Hold a stall at parents evenings to promote the advantages of bilingualism
- Hold Welsh medium activities for families
- Assist communities to work in favour of the Welsh language by increasing their activities locally
- Co-operate with organisations to increase their use of Welsh
- Implement the 'Magu Gwaith' project
- Hold a national conference on 'The Future of Welsh Speaking Communities'

Hunaniaith also co-operates with a number of Language Officers who work in public sector organizations that provide services in Gwynedd. In 2011/12, Hunaniaith implemented the following project in co-operation with them:

- Academy to Develop the Welsh Language Skills of Managers

Gwynedd Council has also identified the Welsh language as a priority field within the Council's 2013-2017 Strategic Plan, with hunaniaith being responsible for implementing a number of the priorities identified.

7. Analysis of performance

A) Good practice.

- i) Response to Census results: Analysis work on the language data by the Council's Research and Information Unit; organise two seminars to discuss the linguistic implications – one for Elected Members and another on the Future of Welsh Speaking Communities organised by Hunaniaith and sponsored by the Welsh Government
- ii) Develop arrangements to ensure that consideration is given to any linguistic impact before a report is submitted to the Cabinet
- iii) Social Services Department commissioning a review of its commissioning arrangements in relation to Welsh Language requirements
- iv) Proceed with the Language Champions work within the Leisure Service
- v) Review of the sponsorship and grants conditions of the Economy and Community Department in relation to the Welsh language
- vi) Gwynedd News online with a resource for the translation of some words in order to expand the vocabulary of Welsh learners

B) Priority Areas

- i) Respond to the requirements of the Language Standards
- ii) Develop a strategic response to evidence from the 2011 Census data
- iii) Proceed with the Linguistic Skills Strategy: Set new levels, identify skills against the new levels and record for monitoring purposes
- iv) Improve and expand our arrangements for Language Awareness training

8. Publishing Information

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