

# Contents

Agenda	2
6 - Minutes of the previous meeting	8
8 - Common Allocation Policy and the allocation of Social Housing	14
9 - Gwynedd Council's Language Scheme - Monitoring Report 2013-14	17
Appendix 1	43
Appendix 2	49
10 - Update on Language Standards	53
11 - The Committee's Work Programme	54
12 - Mynyddoedd Pawb Campaign	56
Appendix 1	58
Appendix 2	59
14 - Language Complaints	60



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

Cyfarfod / Meeting

**PWYLLGOR IAITH**  
**LANGUAGE COMMITTEE**

**10.30AM, DYDD IAU, 26 MEHEFIN, 2014**

**10.30AM, THURSDAY, 26 JUNE, 2014**

Lleoliad / Location

**SIAMBR HYWEL DDA,**  
**SWYDDFA'R CYNGOR / COUNCIL OFFICES,**  
**STRYD Y JÊL / SHIREHALL STREET,**  
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# PWYLLGOR IAITH LANGUAGE COMMITTEE

## **AELODAETH/MEMBERSHIP (15)**

### **Plaid Cymru (8)**

Y Cynghorwyr/Councillors

Craig ab Iago

Elwyn Edwards

Alan Jones Evans

Sian Gwenllian

Dyfrig Jones

Liz Saville Roberts

Mair Rowlands

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

### **Aelod Arall a Wahoddir / Other Invited Member**

Y Cynghorydd / Councillor Ioan Thomas – Aelod Cabinet – Y Gymraeg / Cabinet Member – The Welsh Language

# RHAGLEN

## 1. CADEIRYDD

Ethol Cadeirydd am 2014/15.

## 2. IS-GADEIRYDD

Ethol Is-gadeirydd am 2014/15.

## 3. YMDDIHEURIADAU

Derbyn unrhyw ymddiheuriadau am absenoldeb.

## 4. DATGAN BUDDIANT PERSONOL

Derbyn unrhyw ddatganiad o fuddiant personol.

## 5. MATERION BRYS

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

## 6. COFNODION

Bydd y Cadeirydd yn cynnig y dylid llofnodi cofnodion y cyfarfod diwethaf o'r pwyllgor hwn a gynhaliwyd ar 4 Ebrill, 2014 fel rhai cywir (ynghlwm).

## 7. ADRODDIAD YR AELOD CABINET – Y GYMRAEG

Ystyried adroddiad llafar yr Aelod Cabinet – Y Gymraeg.

## 8. GOSODIADAU TAI CYMDEITHASOL

Derbyn adroddiad (ynghlwm) a chyflwyniad gan yr Uwch Reolwr Tai.

## 9. CYNLLUN IAITH CYNGOR GWYNEDD - ADRODDIAD MONITRO 2013-14

Ystyried adroddiad y Swyddog Cydraddoldeb ac Iaith (ynghlwm).

## 10. DIWEDDARIAD AR Y SAFONAU IAITH

Ystyried adroddiad y Swyddog Cydraddoldeb ac Iaith (ynghlwm).

## 11. RHAGLEN WAITH Y PWYLLGOR

Ystyried adroddiad y Swyddog Cydraddoldeb ac Iaith (ynghlwm).

## 12. YMGYRCH MYNYDDOEDD PAWB

Ystyried adroddiad y Swyddog Datblygu Iaith (ynghlwm)

**13. ENWAU TAI**

Ystyried adroddiad llafar y Swyddog Cydraddoldeb ac Iaith.

**14. CWYNION IAITH**

Ystyried adroddiad y Swyddog Cydraddoldeb ac Iaith (ynghlwm).

# AGENDA

**1. CHAIRMAN**

To elect a Chairman for 2014/15.

**2. VICE-CHAIRMAN**

To elect a Vice-Chairman for 2014/15.

**3. APOLOGIES**

To receive apologies for absence.

**4. DECLARATION OF PERSONAL INTEREST**

To receive any declaration of personal interest.

**5. URGENT BUSINESS**

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

**6. MINUTES**

The Chairman shall propose that the minutes of the last meeting of this committee held on 4 April, 2014 be signed as a true record (attached).

**7. REPORT OF THE CABINET MEMBER – THE WELSH LANGUAGE**

To consider the verbal report of the Cabinet Member – The Welsh Language.

**8. SOCIAL HOUSING ALLOCATIONS**

To receive a report (attached) and presentation by the Senior Housing Manager.

**9. GWYNEDD COUNCIL'S LANGUAGE SCHEME - MONITORING REPORT 2013-14**

To consider the report of the Equality and Language Officer (attached).

**10. UPDATE ON LANGUAGE STANDARDS**

To consider the report of the Equality and Language Officer (attached).

**11. THE COMMITTEE'S WORK PROGRAMME**

To consider the report of the Equality and Language Officer (attached).

**12. MYNYDDOEDD PAWB CAMPAIGN**

To consider the report of the Language Development Officer (attached).

**13. HOUSE NAMES**

To consider the verbal report of the Equality and Language Officer.

**14. LANGUAGE COMPLAINTS**

To consider the report of the Equality and Language Officer (attached).

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## LANGUAGE COMMITTEE, 04.04.14

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**Present:** Councillor Liz Saville Roberts (Chair).

**Councillors:** Craig ab Iago, Elwyn Edwards, Tom Ellis, Alan Jones Evans, Alwyn Gruffydd, Eric Merfyn Jones, Mair Rowlands, Gareth Thomas, Eirwyn Williams, Elfed Williams and Gruffydd Williams.

**Officers:** Gwenno Williams (Senior Executive Manager, Social Services, Housing and Leisure Department), Sion Huws (Compliance and Language Manager), Gwenan Ellis Jones (Welsh Language Charter Coordinator), Bethan Roberts (Education Quality Improvement Officer), Ruth Richards (Equality and Language Officer) and Eirian Roberts (Member Support and Scrutiny Officer).

**Also present:** Councillor Ioan Thomas (Cabinet Member for the Welsh Language).

**Apologies:** Councillors Gweno Glyn, Dyfrig Jones and Mandy Williams-Davies.

Welcome was extended to Councillor Eddie Dogan, who was present to observe the meeting along with Rhys Parri, a student from Bangor University who was on work experience with the Council.

### 1. DECLARATION OF PERSONAL INTEREST

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

### 2. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 15 January, 2014 as a true record, subject to noting that it had been decided to ask the Cabinet Member for the Welsh Language to give a report at every meeting of the Language Committee.

#### Matters arising from the minutes

#### Item 2 – Urgent Item – Dealing with a Welsh prescription

Copies of correspondence between the Cabinet Member for the Welsh Language, the Health Board and the Morrisons company were distributed following an incident at the pharmacy in Morrisons, Bangor when a prescription had been refused because it had been written in Welsh.

The Cabinet Member for the Welsh Language noted that although the observations of the Morrisons company did not correspond with a number of facts he had heard from others, those observations had to be accepted as facts. However, he was of the opinion that the Health Board's letter was idle talk and was incomprehensible and believed that he should return to the Health Board to ask when a number of the points referred to in the last two paragraphs would happen. He added that it was the role of the Language Commissioner to deal with such matters and the Equality and Language Officer had sent copies of the responses by the Morrisons company and the Health Board to her, but had not received a response thus far.



Concern was expressed that staff were not monitored in such situations and that they tended to do things on their own and breach the rules. As other examples of this, reference was made to the use of an English only questionnaire in a doctor's surgery (the nurse asked the patients the questions in Welsh and translated the answers and noted them down in English on the form, although Welsh language forms were available) and paying-in slips were only available in English on the counters in banks. This was an on-going battle and was completely unacceptable.

**RESOLVED to give the Cabinet Member for the Welsh Language the right to write back to the Health Board to enquire about the timescale for the developments referred to in their letter and that the Equality and Language Officer contacts the Language Commissioner again to request an update.**

Item 7 – The Welsh Language in Education Strategic Plan 2014-2017

It was noted that it was unclear what the significance of the sentence “*Only in very exceptional cases will consideration be given to supporting courses that are available in one language only*” (second paragraph, page 6) was, and the Member Support and Scrutiny Officer agreed to ask the department for a further explanation.

**5. UPDATE ON THE LANGUAGE CHAMPIONS SCHEME AND THE USE OF THE WELSH LANGUAGE AT BANGOR, TYWYN AND DOLGELLAU LEISURE CENTRES**

Submitted – a verbal update by the Senior Executive Manager, Social Services, Housing and Leisure Department on the Language Champions Scheme and the use of the Welsh language at Bangor, Tywyn and Dolgellau Leisure Centres.

She noted the following:-

- (1) Each of the leisure centres had a manager who was a Language Champion.
- (2) Since she had last reported, the situation had improved at the Bangor and Tywyn Centres. 11 out of the 30 members of staff at Bangor were attending lessons and attempting to speak more Welsh, and more Welsh was also being spoken at the Tywyn Centre, where the manager could now follow the discussion through the medium of Welsh in meetings.
- (3) Problems continued at the Dolgellau Leisure Centre. Some staff lacked confidence or were reluctant to use the Welsh language, despite efforts to persuade them to at least greet customers in Welsh.
- (4) People who went on courses did succeed, and she referred to two recent examples of this, namely Caroline Jackson (Blaenau Ffestiniog Swimming Pool) who had won the Learner of the Year Award and Tracey Ann Linton (Frondeg, Caernarfon) who had come second.
- (5) The department was pressing on staff who were reluctant to use the Welsh language that the next step could possibly be to discipline them, as they were breaching the language policy.
- (6) She believed that the Language Champions Scheme was very valuable, and there was consideration to establishing a similar scheme in the county's residential homes.

Members were given an opportunity to ask questions and offer their observations. During the discussion the following main matters were highlighted:-

- (1) It was suggested that a customer questionnaire should be distributed at all the leisure centres to obtain feedback from the users.
- (2) In response to an enquiry, the Senior Executive Manager noted that the Welsh language was not essential for these posts, but every effort was made to appoint

Welsh speakers. Most of the staff were local people who had received their education in the county's schools through the medium of Welsh, but yet they were reluctant to use the language. It was suggested that the Welsh language should be essential for these posts, and that this element should be examined. The Council should also be clear what its expectations were when appointing people.

- (3) It was emphasised that people's attitudes could be changed, not only in the leisure centres, but across the Council, and it was suggested that the Language Charter could be amended to foster this new attitude amongst staff.
- (4) The Chair noted that there would be a report to the next meeting in June on More than Words, namely an appendix to the Language Scheme on the use of the Welsh language in residential homes and through the external services as well. She welcomed the aim to establish a Language Champions Scheme in the residential homes and she noted that disciplinary steps were also important. She welcomed the idea of having a questionnaire and added that there was a need to look at the policy with respect to advertising posts. She was of the opinion that the Welsh language should be essential for these types of jobs and it should be made clear to people in interviews what the Council's expectations were in terms of the language.
- (5) She emphasised that every member of the Council's staff should be a language champion and adopt the right attitude in favour of the Welsh language, and give priority to the Welsh language in their work.
- (6) It was noted that non-Welsh speaking people moved in to community houses, and there was no purpose having a Welsh council with no one speaking the language in the outside world.

Referring to a complaint (under item 9 on the agenda) regarding the failure to provide a first-contact Welsh response on four separate occasions at Dolgellau Leisure Centre, the Senior Executive Manager noted that she had been given to understand that the officer in question had attended Welsh lessons two years ago and that she had been encouraged to attend further lessons. The department was also looking at changing the working method at the centre and had considered different options with the Human Resources Department.

The Chair noted that the Council had a duty to be a respectful employer to its staff and their needs, but it also had a duty to provide a bilingual service to the public.

The Senior Executive Manager was thanked for her update.

## **6. PUPILS' PROGRESS AT THE LANGUAGE CENTRES**

Submitted – the report of the Head of Education Department on pupils' progress at the Language Centres together with a presentation from the Language Charter Coordinator on levelling pupils' oracy, who showed examples of the different levels, which was the result of the work of the Gwynedd, Anglesey and Conwy Language Centres.

Members were given an opportunity to ask questions and offer their observations. During the discussion the following main matters were highlighted:-

- (1) It was emphasised that this scheme was one of the great successes of the nation, and the children's incredible progress in a matter of weeks was evidence of the staff's enthusiasm and commitment to this endless task.
- (2) A request was made to record the fact that between 5,000 and 10,000 children had gone through the language centres since they were established in 1984, which showed how different the situation would have been without the centres' contribution.

- (3) The importance of monitoring the children after they had left the centre and returned to their schools was emphasised. In response, the Language Charter Coordinator agreed that monitoring was essential to the continuation of the good work, and she gave details of the aftercare plan for teachers.
- (4) A member noted the importance of tracking the children throughout their time at school in order to see what their attainments were e.g. in Welsh GCSE and A level, and through which medium the pupils studied their GCSE and post-16 subjects.
- (5) In response to an enquiry, the Language Charter Coordinator confirmed that there was a 5-6 week assimilation course for parents, to correspond with their children's course, and that 15 parents had attended the course this year to date.
- (6) In response to an enquiry, the Language Charter Coordinator explained that it was recommended very strongly that immigrants attended the language centres, or otherwise, they could not cope in a mainstream class.
- (7) In response to an observation that information from the Census would offer a baseline for the work, the Language Charter Coordinator noted that every child in Gwynedd had completed an on-line questionnaire of their use of the language. The results of the survey would be published on 28 April and Gwynedd would be the first council to know what children's habits were in terms of language use.
- (8) It was noted that there was a risk for these children to associate the Welsh language with schools and teachers, rather than the real world outside the school walls.
- (9) The Cabinet Member for the Welsh Language was asked to give an update to the committee on developments regarding the Language Strategy and the Census.

The Chair noted that the Council could take pride in the sweeping success of this scheme and she thanked the Language Charter Coordinator for her detailed and interesting presentation.

## **7. SUSTAINABLE PROCUREMENT SCRUTINY INVESTIGATION**

Submitted – a verbal update by the Chair of the Sustainable Procurement Scrutiny Investigation Group, namely Councillor Mair Rowlands.

She elaborated on the background of the investigation and noted that the final draft report for the investigation had been submitted to the Cabinet Member for the Economy at the Corporate Scrutiny Committee on 27 March. She explained that one of the recommendations of the investigation referred to the position of the Welsh language, namely:-

“A review should be undertaken of the use of the Welsh language within procurement arrangements in the context of the *Awarding public services contracts and the Welsh language* document and any recommendations should be included in the new Procurement Strategy and Sustainable Procurement Policy and arrangements developed to monitor compliance.”

She noted that there was a role for the Language Committee to ensure that the Council's language standards and requirements were duly addressed in this field, and the investigation group, which would continue, could also look into the field and keep an eye on this.

The Chair of the Scrutiny Investigation Group was thanked for her thorough work.

A member enquired what percentage of contracts complied with the document. The Chair of the Scrutiny Investigation Group agreed to make enquiries.

It was suggested that a copy of the document be sent to Cartrefi Cymunedol Gwynedd.

## 8. WELSH LANGUAGE COMMISSIONER'S STANDARDS INVESTIGATION

Submitted – the report of the Equality and Language Officer giving details of the Welsh Language Commissioner's Standards Investigation, suggesting a series of comments that could be noted under the 'Further Comments' section of the questionnaire.

The report was warmly received and members agreed with the suggested comments.

**RESOLVED to note the comments below under the 'Further Comments' section of the questionnaire:-**

- **The Council would appreciate reassurance that the Standards represent a basic requirement, and requests confirmation of the Commissioner's support to any organisation wishing to work and develop beyond the Standard's core requirements.**
- **We will ask that the Commissioner considers the role of an Authority such as Gwynedd in relation to partnership, regional and any other joint provision arrangements. The Council's aim is to ensure that collaboration arrangements never lead to any deterioration in language provision. Again, we would appreciate the encouragement to aim higher than the Standards, and the support to continue to influence our partners' provision.**
- **We note in the Questionnaire that we failed to reach every Standard due to other organisations' failure. The Language Committee will already be aware of many examples of this; the effort to get Welsh Swimming Certificates and Cremation Forms, for instance.**
- **Some of the Record Keeping Standards may prove to be problematic. Since Welsh is the default language when the public contact us, it would be impractical to count each contact made through the medium of Welsh. Since we are aiming for 100% compliance in relation to this, it is difficult to see how such detailed records would add value.**

## 9. LANGUAGE COMPLAINTS

Submitted – the report of the Equality and Language Officer giving details of the latest language complaints to hand involving the Council, partners or third party organisations.

A member noted that he had a complaint regarding the Gwynedd Archaeological Trust and he was asked to pass on the complaint to the Equality and Language Officer to be discussed at the next meeting.

Referring to a complaint that the Planning Department used the English version of an address in correspondence, it was noted that an English version did not exist for the road in question. It was also noted that the Planning Department had used 'Ffordd y Traeth' for 'Lôn Gwydryn' in Welsh (*Beach Road*), Abersoch and 'Ffordd y Capel' for 'Stryd Wesla' in Welsh (*Chapel Street*), Porthmadog.

Referring to a complaint regarding incorrect language in an e-mail from a member of Council staff, it was emphasised that it was important that officers had the confidence to use the Welsh language, and that they should not be criticised for making the effort to correspond through the medium of Welsh. On the other hand, it was noted that some level of standard must also be maintained.

**RESOLVED to accept the report.**

At the end of the meeting, a request was made to place the following items on the committee's work programme:-

- The situation of the Welsh language in the context of allocating social housing;
- Support from the Council to businesses;
- Changing old house names.

The meeting commenced at 10.30am and concluded at 11.55am.

<b>COMMITTEE</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE</b>	<b>26 June 2014</b>
<b>TITLE OF REPORT</b>	<b>Common Allocation Policy and the allocation of Social Housing</b>
<b>RECOMMENDATION</b>	<b>For information</b>
<b>AUTHOR</b>	<b>Senior Housing Manager Housing Options Team Leader</b>

## **1.0 Introduction**

Gwynedd Council, Cartrefi Cymunedol Gwynedd, Grŵp Cynefin and North Wales Housing have adopted a Common Housing Allocations Policy which is overseen by the Gwynedd Common Housing Register Partnership. The current policy was introduced in September 2012 when the Housing Options Team was established and replaced 5 different policies that existed previously. The purpose of establishing the policy was to facilitate arrangements for applicants by having a common allocation scheme and better arrangements for providing more effective and timely information and advice to applicants. It led to:

- a single point of contact and one application form for social housing in Gwynedd
- one common allocation scheme for each allocation in Gwynedd
- an opportunity for applicants to make informed choices about the housing options available

## **2.0 Gwynedd Common Housing Register Partnership**

All housing associations involved in the partnership are industrial and provident societies with charitable aims that require them to provide accommodation for people who need housing as a result of hardship or because their needs are related to their age or infirmity.

## **3.0 Gwynedd Common Housing Allocation Policy**

The policy satisfies Part 6 of the Housing Act 1996 (as amended by the Homelessness Act 2002)("the Act"), giving reasonable preference to applicants in greatest need. It is a scheme based on points, and gives priority to applicants in the reasonable preference categories and gives additional preference to applicants with a local connection with Gwynedd and its communities.

Housing associations are expected to allocate accommodation to the applicant with the highest points on their application based on the area in which the property is located, the type of property and the number of bedrooms (subject to the housing association's household composition criteria).

The policy also includes provision for:

- Rural Letting Scheme - in areas that are defined as rural and where two applicants have the same points score the property may be allocated to the applicant with the most connection with the community where the property is located,
- Section 106 Letting Scheme – limits allocating to applicants unless they have a local connection of a specific length with the community where the property is located and that such a condition was part of the planning permission

- Local Lettings Plan - allows landlords to allocate in a designated area for a certain period of time outside the policy to tackle housing management issues
- Sensitive Lettings Scheme - allows landlords to make some allocations outside the policy in order to protect the interests of existing tenants
- Accessible Housing Register - to match applicants whose families include one or more persons with a disability, with housing suitable for their needs

### 3.1 The Legal Framework

Part 6 of the Act sets out the legal framework for allocating accommodation. Gwynedd Council administers the Common Housing Register on behalf of the Partnership and will ensure that it is fully compliant with legislation and regulations. Part 6 of the Act requires that "reasonable preference" is shown to certain groups of applicants, namely:

- people who are homeless (within the meaning of Part 7 of the Act); this includes people who are intentionally homeless and those who are not in priority need
- people who are owed a homelessness duty by any housing authority under section 190(2), 193(2) or 195(2) of the Act (or under section 65(2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under section 192(3)
- people who are occupying insanitary or overcrowded housing or living in unsatisfactory housing conditions
- people who need to move on medical or welfare grounds
- people who need to move to a specific location in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or to others)

Part 6 of the Act also states accommodation shall be allocated only in accordance with the policy. The Council must also have regard to the Welsh Government's Code of Guidance on the Allocation of Social Housing and Homelessness ("the Code").

Each application for accommodation will be assessed and points awarded on the basis of housing need. Points are awarded under the following headings:

- Security of Tenure
- Housing Conditions
- Medical and Welfare Grounds
- Social Factors
- Housing Management Factors (current tenants of the Partnership members only)
- Local and Community Connection

### 3.2 Local Connection with Gwynedd

The policy's definition of a local connection with Gwynedd is a person who:

- lives in Gwynedd
- does not currently live in Gwynedd but has lived in the past in Gwynedd
- currently living outside Gwynedd but either provide support to, or receives support from, someone who lives in Gwynedd; or
- has been continuously employed in Gwynedd during the past 12 months

3 points are awarded for each full year of local connection to a maximum of **15 points**.

### 3.3 Community Connection

Priority is also given to applicants who either currently live, or have lived in the past, in the

community where the property is located. 2 points are awarded per year to a maximum of **10 points** after 5 years.

### **3.4 Language**

The Code states that social housing should meet the needs of a diverse range of people. The Equality Act 2010 defines those characteristics which are protected by law against all forms of discrimination, including indirect discrimination. The characteristics are:

- Gender (Sex)
- Gender Identity
- Disability
- Ethnicity
- Sexual Orientation
- Religion or Belief
- Age
- Marriage and Civil Partnership
- Pregnancy and Maternity

Although language is not included in the list above, it is associated with ethnicity and therefore there cannot be discrimination on the basis of language.

### **3.5 Recent Allocations**

The Housing Department has completed an analysis of recent allocations to recognise the pattern of allocations in Gwynedd. This analysis will be presented during a presentation at the meeting.

### **4.0 Recommendation**

Note and accept the contents of the report for information.



**GWYNEDD COUNCIL'S LANGUAGE SCHEME  
MONITORING REPORT 2013-14**

**1. Foreword**

This is the final Annual Report that will be submitted in this form and which responds to indicators set by the Welsh Language Board.

Having completed the Commissioner's Questionnaire earlier this year, we are awaiting further guidance regarding the requirements there will be on us as a result of the Language Standards. We look forward to this challenge and to continuing to develop our commitment to empowering the Welsh language in Gwynedd and beyond.

**2. Complying with the Welsh Language Scheme**

Whilst awaiting details regarding the requirements of the Language Standards, Gwynedd Council continued with our Welsh Language Scheme 2010-2013. In respect of the Scheme's Work Programme, we can note that many of the Objectives are now in force, whilst some remain as actions to be developed further in light of the Standards. The situation can be summarised as follows:

<b>OBJECTIVE</b>	<b>CURRENT STATUS</b>	<b>ACTION FOR THE FUTURE</b>
A.1. We will mainstream the Welsh Language into all of the Council's policies, initiatives and key decisions by strengthening and consolidating our arrangements for mainstreaming cross-cutting issues	A procedure established to assess the possible effect of our Cabinet decisions on the Welsh language	Assess the need for any changes to the procedure in accordance with the requirements of the Language Standards
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 funding provided by the Council	The details are presented below (4(A))	Develop in accordance with the requirements of the Language Standards. Continue to develop Social Services' monitoring arrangements in accordance with the Language Planning Centre's review.

OBJECTIVE	CURRENT STATUS	ACTION FOR THE FUTURE
B.2. Ensure that agreements for joint provision of services conform to the requirements of the Welsh Language Scheme	Continue to ensure that agreements for joint provision do not undermine our commitment to the Welsh language	Develop in accordance with the requirements of the Standards, and continue to press on other bodies to look beyond the minimum requirements
B.3. Ensure that Youth Services promote the Welsh language	See 3A) below	Continue to collaborate with the Youth service to promote the Welsh language
C.1. The Council will secure and seek to improve the range of quality services provided through the medium of Welsh	A report submitted annually to the Welsh Language Board, and later to the Welsh Language Commissioner	Monitor compliance in accordance with the requirements of the Language Standards
C.2. Ensure (in accordance with DIG2) that staff at the main reception, the contact centre or the one-stop-shop are able to offer a bilingual service	See 4B) below	Continue to ensure there are bilingual staff in Siop Gwynedd and the Contact Centre
C.3. Ensure the quality of the Council's translation and language	The Translation Unit within the Council is available for translating and checking. There is CySill on every computer.	Continue to monitor complaints against the standard of language.
C.4. Promote the Welsh language through Information Technology	The IT Strategy is committed to record a Welsh language provision as the default choice wherever possible on each Windows application which is available bilingually	Continue with the commitment and comply with the IT requirements of the Language Standards
C.5. Ensure and promote language choice at meetings	Ensure Welsh and bilingual (internal and public) meetings and encourage staff to contribute through the medium of Welsh at external meetings.	Continue with the commitment, and monitor and act on any complaints

OBJECTIVE	CURRENT STATUS	ACTION FOR THE FUTURE
CH.1. Comply with the requirement to present a corporate identity that is fully bilingual and which promotes the Welsh language	All the Council's public material is bilingual (signs, headed papers, forms, exhibition materials etc.)	Continue with the commitment, and monitor and act on any complaints
CH.2. Ensure as far as possible that signs and place names in the County reflect the Welsh nature, history and culture of the area	The objective is being implemented	Continue to develop our commitment to Welsh names and signs as much as we possibly can
D.1. Develop a Language Skills Strategy for staff based on the Welsh Language Board's Recruitment and the Welsh Language guidelines	Continue to secure staff who can speak Welsh according to the requirements of their posts, and the commitment to Welsh-medium internal administration	Develop in accordance with our requirements and the Language Standards' requirements.
D.2. Provide Welsh language training for staff (DIG 4a)	See the Workforce Development Officer's report (Appendix 2)	Continue to ensure opportunities for learning and improving staff's language skills
D.3. Ensure language awareness training for staff (DIG4b)	Language Awareness training is available for staff and Members	Promote the training and develop an e-learning module on Language Awareness
D.4. Ensure that staff are aware of the Welsh Language Scheme's requirements and promote the language confidently	A guidance on language requirements for staff is part of the induction process	Review the arrangements in accordance with the requirements of the Language Standards
D.5. Ensure that complaints against the Language Scheme are dealt with in accordance with the Council's corporate standards	See 3C) below. Complaints are also reported to the Language Committee.	Continue to report complaints to the Language Committee and the Commissioner in accordance with the requirements of the Standards

### 3) The Quality of Frontline Services

#### A) Welsh-medium Youth Service Provision

The Youth Service conducts all its activities through the medium of Welsh and/or bilingually. It awards grants every year to the Urdd and the Young Farmers Federation; two organisations that offer Welsh-medium activities to young people.

In our previous Monitoring Reports, details were given of the work that was completed through Hunaniaith to promote the Welsh language through the Youth Service. Several activities were drawn up to promote and raise awareness of the Welsh language amongst the members of the Clubs, and we can report again this year that we are continuing to use these activities and resources in the County's Youth Clubs.

#### B) Siop Gwynedd

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

The Council's main receptions are based at the Headquarters, Penrallt (Caernarfon), Town Hall (Bangor), Siop Gwynedd, Embankment Road (Pwllheli), Penarlâg (Dolgellau)

Number of Staff	Welsh speakers (number and %)	Welsh Essential (number and %)
15	15 (100%)	15 (100%)

The Contact Centre in Penrhyndeudraeth deals with phone enquiries, and shown below are details regarding the language skills of the staff:

#### Penrhyndeudraeth Contact Centre

Number of Staff	Welsh speakers (number and %)	Welsh Essential (number and %)
29	29 (100%)	29 (100%)

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

- (i) Each of the leisure centres has a manager who is a Language Champion.
- (ii) Since the last report, we can note that the situation has improved at the Bangor and Tywyn Centres. 11 out of the 30 members of staff at Bangor were attending lessons and attempting to speak more Welsh, and it is reported that more Welsh is also being spoken at the Tywyn Centre, where the manager can now follow the discussion through the medium of Welsh at meetings.
- (iii) Problems continue at the Dolgellau Leisure Centre. Some members of staff lack confidence or are reluctant to use the Welsh language, despite efforts to persuade them to at least greet customers in Welsh.
- (iv) There have been successes amongst those who attend courses; one member of staff won the Dafydd Orwig award.
- (iv) The department is continuing to press on staff who are reluctant to use the Welsh language, and consideration will be given to disciplinary measures in some circumstances.
- (vi) The Language Champions Scheme is seen as valuable and the Department is considering establishing a similar scheme in the county's residential homes.

Ch) Complaints against the Language Scheme

DATE	COMPLAINT	RESPONSE
April 2013	Use of the name 'Rhedyw Road' rather than 'Ffordd Rhedyw' on the system following planning applications	The Service tends to use what the applicant has submitted. When cases are brought to light, they are corrected and the Welsh name is added to the database. The name has been verified in this case.

DATE	COMPLAINT	RESPONSE
August 2013	Planning Officers presenting their case in a planning appeal through the medium of English, and the documentation provided by them was also in English only.	<p>The appeal was presented to the Planning Inspectorate in English. An appeal in the form of a hearing is considered to be equivalent to a tribunal or legal hearing, and in this context, it is believed that the Bilingualism Before the Courts Policy which is implemented by the Council is relevant. The Policy states "...Gwynedd Council will deal with cases that are instigated by or against individuals...in those individuals' chosen language, whether that is Welsh or English." It also states that "those representing the Council will present the case verbally in the language of the case".</p> <p>Consequently, the hearing was conducted in English with a simultaneous translator present.</p> <p>The Council's written documents were prepared in English, since English was the chosen language of the agent who was submitting the appeal. In respect of appeal documents, the timetable is tight; therefore they are prepared firstly in the language the appellant has chosen. It is believed that there is room to improve arrangements in terms of the documentation to ensure that the Council's</p>

		documents which will be on the public appeal file are bilingual, accepting there are cost implications attached to achieving this.
August 2013	A complaint from a Member regarding an English-only data report from the Transportation and Street Service; this was available to be shared with electors, but a Welsh version did not become available until later.	The initial report was prepared in English, with the Welsh version prepared later. The English version was circulated before the Welsh version to the member in an attempt to facilitate a discussion on matters that were of considerable interest locally. The Department recognises that the work of translating and circulating the Welsh version took longer than it should have in this case. The complaint prompted the Department to ensure that the Welsh version had been circulated and to remind officers of the need to try to have the Welsh and English versions ready at the same time.
August 2013	An application from the Economy and Community Department to change the use of a building was made in English only	It appears the application was submitted by an architect who was working for the Council without passing it to the Department first. The timescale for the application was also very tight. The Department states that it has now submitted a Welsh copy of the application, and it is confident that this case was an exception.

DATE	COMPLAINT	RESPONSE
September 2013	A complaint regarding the standard of language in an e-mail from the Council regarding the Electoral Register	The Department sent an apology and a revised version
October 2013	A complaint regarding correspondence for registering electors, with the English version most prominent when taking them out of the envelope	The Unit has responded to the complaint and has contacted the complainant
November 2013	A complaint regarding licence forms for public houses only being available in English – a request from the Language Commissioner for an explanation of the situation	Contacted the relevant Unit, and received an explanation that there is no current Welsh version available. The Unit has already raised this with the Government. The matter was referred back to the Language Commissioner for further guidance.
November 2013	Observations received from the Dyffryn Ogwen Language Initiative expressing concern regarding planning matters and the Welsh language, and requesting the Council to collect information and form community planning strategies for the county's wards	The Regulatory Department responded with an outline of the statutory framework. Invited formal observations from the Language Initiative as part of the public consultation on the Draft Deposit Plan as part of the Joint Local Development Plan process.
November 2013	A complaint regarding the use of 'Gaul Street' in a Flooding Inspection Report	Reminded the relevant Department that the Council uses Welsh versions of street names.



DATE	COMPLAINT	RESPONSE
November 2013	A complaint regarding the music lessons provided in schools – that the standard of Welsh by some of the tutors is inadequate to secure lessons through the medium of Welsh.	The Department responded, and acknowledged that it is difficult to recruit fully fluent music experts, but emphasised the language support that is offered, together with training on musical terms.
March 2014	A complaint regarding incorrect language in an e-mail which led to the Officer being called to attend a Language Refresher course.	Contact with the Line Manager identified that sending official messages is not part of the usual work of the Officer in question. This was done in response to pressure on the rest of the Department. It was agreed that the individual's language skills are suitable for the duties of the post and to maintain the Welsh language as the internal language.

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

iii) DIG 6

Number of complaints	% dealt with	% dealt with according to corporate standards
11	100%	100%

## 4. The Management and Administration of the Scheme

### A) Third Party Arrangements

#### i) Social Care Contracts

During 2013, the Language Planning Centre was commissioned to undertake a review of Gwynedd Council's requirements and practice when providing Care Home (Residential and Nursing) services, and Home Care, in order to ensure that we continued to uphold the best standard possible in relation to language.

Over the year, the Social Services Department has been responding to the recommendations of the review, by setting higher and more specific standards. The monitoring procedure identifies and addresses any concerns, and produces an improvement plan. This may include:

- Language training (free of charge) through the Gwynedd Workforce Partnership
- Encouragement and a target to recruit bilingual staff within a specified timescale
- Ensuring that Welsh speaking staff are available on every shift in a care home
- Identifying users' language needs on care plans in order to ensure suitable home care workers
- Raising awareness of language with providers and raising their awareness of the Language Planning Centre's report
- Strengthening language clauses within our contracts in accordance with the recommendations of the Language Planning Centre.

Under the new arrangement, a baseline was established in relation to residential and home care, with a database to monitor language compliance.

In response to the requirements of "More than Words", a Task Group was established to monitor our progress against the expectations. The Group will scrutinise third party providers' compliance in the Social Services field and the monitoring data that will derive from the new database.

As we have reviewed and strengthened our arrangements, the figures collected so far and the compliance % to be lower than past figures. We trust however that this will provide a better illustration of the actual situation, and will identify specific fields for improvement. Where non-compliance has been identified, the Department will work to ensure improvement and will continue to monitor and report upon progress.

## Voluntary Organisations

Number	% monitored	% complying	% not complying
22	60%	75%	25%

### Comments:

Language Policy not comprehensive enough

Language Policy not available in both languages

Some information for the public not available bilingually

## Community Care Providers

Number	% monitored	% complying	% not complying
10	100%	60%	40%

### Comments:

Less than 50% staff speak Welsh

Need to ensure that client receives services according to language need

Some information for staff not available bilingually

## Independent Homes

Number	% monitored	% complying
26	65%	Between 90-100% <b>29.5%</b> Between 50-90% <b>41%</b> Between 0-50% <b>29.5%</b>

### Comments:

Nursing Homes tend to be less compliant

More Nurses tending to be non-Welsh speakers, bringing down the home's overall compliance

Lower compliance in some areas

Homes not noting the number of Welsh learners

See also the copy of the Report on Gwynedd Council's response to the More Than Just Words Strategic Framework ( Appendix 1)

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

Through the Gwynedd and Anglesey Partnership, Gwynedd Council has commissioned four Strategic Packages (LOT 1-4) for implementing the

'Gwynedd Families First 2013-2017' Plan and also funding the Gyda'n Gilydd Team and a package for 'Promoting the Voice of Parents, Children and Young People'.

Gwynedd Families First Strategic Packages  
(Providing a service for children, young people and families)

LOT	LEAD PROVIDERS	SUPPORTING PROVIDERS
Lot 1 – Supporting Families in Gwynedd by promoting positive parenting and strengthening family resilience	Caban Bach Barnardos	Early Years Unit, Gwynedd Council Derwen GISDA Cartref Bontnewydd Gwynedd and Anglesey YJS NYAS Action for Children
Lot 2 – Supporting Families in Gwynedd by promoting financial knowledge and literacy and assisting parents into work	CAB Gwynedd	Gwynedd Council Libraries Service GISDA Barnardos, Caban Bach
Lot 3 – Supporting Families in Gwynedd through opportunities for play, sports and active leisure	Early Years Unit, Gwynedd Council	Derwen
Lot 4 – Supporting Families in Gwynedd throughout the early years	Early Years Unit, Gwynedd Council	BCUHB Barnardos, Caban Bach
Families First – Gyda'n Gilydd Team and workforce development	Gyda'n Gilydd Team, Gwynedd Council	
Promoting the Voice of Parents, Children and Young People	Cartref Bontnewydd and Bangor University	Cartref Bontnewydd and Bangor University

All these schemes have been monitored and 100% comply with the requirements of the Language Scheme.

We also note that work is continuing to strengthen the linguistic arrangements between Derwen and the Health Board. The Language Guidelines were

reviewed based on the Language Commissioner's observations and the needs of the team, and both bodies will discuss methods for monitoring the implementation of the guidelines.

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

### **A) Language and Language Awareness Training**

#### Welsh Language Training

See the Workforce Development Officer's report (Appendix 2)

#### Language Awareness Training

Language Awareness training is available through the Social Services' training unit and it is available corporately. Language Awareness training was also introduced to Members this year.

The main challenge, as has been noted in previous reports, is to promote the courses. To the future, we will look at having online training as part of the e-learning project. Language Awareness will also be introduced to Social Services staff who are receiving language training.

### **B) Language Skills of Staff**

The numbers below are based on the responses by Heads of Department. As the vast majority of the Council's staff are able to speak Welsh, they were asked to note how many members of staff did not speak Welsh.

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Education</b>	Resources	Arfon	1	0
	Special Needs	Arfon	10	0
		Dwyfor	1	0
		Unknown	12	0
	Education Consortium	Arfon	3	0
	School Salaries and Contracts	Arfon	5	0
	Student Support	Arfon	2	0
	Pupils and Inclusion	Arfon	10	0
		Dwyfor	1	0
		Meirion	3	0
		Unknown	25	0
	Well-being	Arfon	4	0
		Dwyfor	1	0
		Meirion	3	0
		Unknown	3	0
	Access to Buildings and Catering	Arfon	4	0
		Dwyfor	1	0
		Unknown	1	0
	Education Area Offices	Arfon	1	0
Dwyfor		9	0	
Unknown		1	0	
Schools' Organisation	Arfon	6	0	
	Meirion	1	0	
Management Unit	Arfon	2	0	
Schools	Arfon	1,371	0	
	Dwyfor	475	0	
	Meirion	695	0	
	Unknown	421	0	
<b>Education Total</b>			<b>3,072</b>	<b>0 (100% speak Welsh)</b>

<b>SERVICE</b>	<b>UNIT</b>	<b>AREA</b>	<b>NUMBER</b>	<b>NUMBER OF NON-WELSH SPEAKERS</b>
<b>Human Resources</b>	Human Resources and Organisational Development	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
<b>Human Resources Total</b>			<b>91</b>	<b>0 (100% speak Welsh)</b>

<b>SERVICE</b>	<b>UNIT</b>	<b>AREA</b>	<b>NUMBER</b>	<b>NUMBER OF NON-WELSH SPEAKERS</b>
<b>Customer Care</b>	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
<b>Customer Care Total</b>			<b>207</b>	<b>1 ( 99.5% speak Welsh)</b>



SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Highways and Municipal</b>	Commissioning	Arfon	21	0
		Dwyfor	13	0
		Meirion	19	0
		Unknown	19	0
	Fleet	Arfon	10	0
		Dwyfor	11	0
		Meirion	8	0
		Unknown	6	0
	Municipal Work	Arfon	104	0
		Dwyfor	71	0
		Meirion	79	0
		Unknown	75	0
	Highways Work	Anglesey	2	0
		Arfon	29	0
		Dwyfor	21	0
		Meirion	38	0
		Unknown	30	0
	Waste Treatment	Arfon	2	0
		Meirion	10	1
		Unknown	5	0
	Management Unit	Arfon	3	0
		Unknown	1	0
<b>Highways and Municipal Total</b>			<b>577</b>	<b>1 (99.8% speak Welsh)</b>

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Regulatory</b>	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	Arfon	56	0
		Dwyfor	3	0
		Unknown	24	14
	Licensing	Arfon	2	0
		Dwyfor	1	0
		Meirion	1	0
	Management Unit	Arfon	2	0
<b>Regulatory Total</b>			<b>213</b>	<b>14.4 (93.2% speak Welsh)</b>

SERVICE	UNIT	AREA	NUMB	NUMBER OF NON-
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			ER	WELSH SPEAKERS
<b>Consultancy</b>	Roads and Engineering	Arfon	49	8
		Meirion	6	2
		Dwyfor	6	1
	Building and Environmental	Arfon	37	1
		Meirion	14	0
		Dwyfor	8	0
	Business Unit	Arfon	8	1
		Meirion	0	0
		Dwyfor	1	0
	Management Unit	Arfon	3	0
		Meirion	0	0
		Dwyfor	0	0
<b>Consultancy Total</b>			<b>132</b>	<b>13 (90.2% speak Welsh)</b>

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS	
<b>Democracy and Legal</b>	Legal				
		Registration	Arfon	17	0
			Dwyfor	3	0
			Meirion	6	0
			Unknown	2	0
	Compliance and Language	Arfon	11	0	
	Management Unit	Arfon	2	0	
<b>Democracy and Legal Total</b>			<b>41</b>	<b>0 (100% speak Welsh)</b>	

Service	Unit	Area	Number	Number of non-Welsh speakers

<b>Strategic and Improvement</b>	Management Unit	Arfon	5	0
	Strategic Planning	Arfon	18	1
	Programmes	Arfon	8	0
	Democratic Service	Arfon	16	0
	Anglesey and Gwynedd Partnerships	Arfon/Anglesey	21	1
	Improving Performance and Efficiency	Arfon	9	0
	Supporting Change	Arfon	1	0
	Projects	Arfon	15	0
<b>Strategic and Improvement Total</b>			<b>92</b>	<b>2 (97.8% speak Welsh)</b>

<b>SERVICE</b>	<b>UNIT</b>	<b>AREA</b>	<b>NUMBER</b>	<b>NUMBER OF NON-WELSH SPEAKERS</b>
<b>Social Services, Housing and Leisure</b>	Leisure Centres	Arfon	124	13
		Dwyfor	65	0
		Meirion	70	5
	Housing Management	Arfon Dwyfor	3 1	0 0
	Supporting People	Arfon	3	0
	Homelessness and Supported Housing	Arfon	10	1
		Dwyfor	4	0
		Meirion	4	0
		Arfon HOT	7	0
		Hostels	7	2
	Private Sector Housing	Arfon	7	0
		Meirion	10	0
		Dwyfor	8	1
			<b>323</b>	<b>22 (93.2% speak Welsh)</b>

N.B. More data from Social Services will be available at the meeting

<b>SERVICE</b>	<b>UNIT</b>	<b>AREA</b>	<b>NUMBER</b>	<b>NUMBER OF NON-WELSH SPEAKERS</b>
<b>Finance</b>	Internal Audit	Arfon	12	0
	Benefit Fraud Prevention	Arfon	4	0
	Investment and Treasury Management	Arfon	3	0
	Payroll	Arfon	11	0
	Accountancy	Arfon	46	0
	Pensions	Arfon	15	
	Revenue – Income/Debtors	Arfon	11	0
	Payments / Creditors	Arfon	8	0
	Revenue – Taxes and Benefits	Arfon Dwyfor Meirion	36 17 11	0 0 2
	Risk Management / Insurance	Arfon	2	0
	Management Unit	Arfon	2	0
<b>Finance Total</b>			<b>178</b>	<b>2 (98.9% speak Welsh)</b>

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
<b>Economy and Community</b>	Community Regeneration	Unknown	4	0
			2	0
			2	0
	Museums	Arfon	6	0
		Dwyfor	3	0
		Unknown	1	0
	Archives	Arfon	9	0
		Meirion	3	0
	Business Support	Arfon	9	0
	The Arts	Arfon	1	0
		Unknown	1	0
	Performing Arts	Dwyfor	17	1 (reserve)
		Meirion	7	
	Europe	Arfon	1	0
	Youth	Arfon	60	0
		Dwyfor	25	0
		Meirion	39	8
		Full-time	17	0
	Maritime	Dwyfor	16	0
		Meirion	2	1
		Unknown	0	0
	Galleries	Arfon	1	1 part-time
		Unknown	1	0
	Country Parks	Arfon	6	0
	Major Projects	Arfon	5	0
		Unknown	3	0
	Skills and Enterprise	Arfon	5	0
		Dwyfor	1	0
		Meirion	2	0
	Strategy and Development	Arfon	4	0

SERVICE	UNIT	AREA	NUMBER	NUMBER OF NON-WELSH SPEAKERS
	Tourism, Marketing and Customer Care	Arfon Dwyfor Meirion Unknown	13 3 4 12	0 0 0 0
	Management Unit	Arfon	3	0
<b>Economy and Community Total</b>			<b>288</b>	<b>2 (92.4% speak welsh)</b>

## 6. Mainstreaming the Welsh language

### A) Mainstreaming (Structures and Responsibilities)

The Council ensures a prominent place for the Welsh language within our statutory arrangements for equality impact assessment. Our Cabinet documentation clearly notes the need to consider the need for such an assessment and the Equality and Language Officer scrutinises the Cabinet's work programme in order to highlight the requirements in relation to any reports that are prepared. We will look at our arrangements in light of the Standards and adapt them accordingly.

### B) Promoting the Welsh Language

Gwynedd Council is the founding and host body of Hunaniaith. This is a multiagency partnership formed to undertake projects and set a strategic direction for the promotion of the Welsh language in Gwynedd. Its executive structure is as follows:

Strategic Direction Group

Workplace Group and Bilingual Services

Working Group: Influencing Children's Social Use of the Welsh Language

5 officers were responsible for co-ordinating, strategic planning and implementing Hunaniaith's action plan during 2013-14:

- Language Promotion Officer (directly employed by the Council). Supervisory role only between June 2013 and September 2014, while officer on secondment
- Gwynedd Language Development Officer x3, one post grant-funded by the Welsh Sub-Department, Welsh Government and the other two through a combination of Gwynedd Council Strategic Scheme funds and Language Promotion Officer employment funding.



- Gwynedd Primary Schools Language Charter Coordinator; post funded through Gwynedd Council and Welsh Sub-Department, Welsh Government grant funding.

Hunaniaith commissioned a consultant to prepare a Language Strategy for Gwynedd and work programme for 2014-17.

Hunaniaith implements a number of projects through the Council's departments, making the most of opportunities to promote the language and language planning beyond the statutory requirements:

- Coordinating the Primary Schools Language Charter in 98 schools across the county.
- Identifying the baseline use of the Welsh language amid 14 year old secondary school pupils in Gwynedd.
- Researching the factors which influence the Welsh language in specific communities in the light of 2011 Census results.
- Ensuring opportunities for community language planners to meet Policy Officers for the Joint Planning Policy Unit - Gwynedd and Mon

Hunaniaith operates on a community level to encourage positive attitudes, and increase the confidence of people to use the Welsh language in different contexts. There has been an emphasis on working in communities where there was according to the 2011 Census a significant decrease in the percentage of Welsh speakers

- Days and events were held to promote the Welsh language and encourage its use amongst families and young people.
- A process was facilitated for the mapping the situation of the language and planning its growth within communities that showed a decrease in the percentage of its speakers.
- Awareness and pride of Welshness was promoted through football workshops.
- Working with further education colleges and the Sgiliaith agency to create an on-line module for vocational students to promote the Welsh language as a skill and learning medium.

Hunaniath also works with many public sector language officers working in Gwynedd. In 2013-14, Hunaniaith worked with them on the following project;

- Welsh Language Skills Academy for Managers

The Welsh language remains a priority within Gwynedd Council's Strategic Scheme 2013 – 2017; Hunaniaith is the driver of many of its identified priorities.

## 7. Analysis of performance

### A) Good Practice

- Establish a Task Group to respond to and report on Gwynedd Council's response to the strategic framework, More than Words
- Act on the recommendations of the Language Planning Centre in relation to Social Services contracts
- Consider extending the Language Champions project to the Council's Residential Homes
- Review and agree upon Language Guidelines between Derwen and the Local Health Board, working closely with the Language Commissioner's Office.

### B) Areas of Priority

- Respond to the requirements of the Language Standards, and ensure that we aim to achieve beyond the core requirements, wherever possible
- Use the Language Standards as a starting point to improve our provision and to persuade other bodies to improve their Welsh-medium provision
- Establish arrangements to be able to measure and report on our compliance with the Language Standards.

## 8. Publishing Information

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

<b>NAME OF SCRUTINY COMMITTEE</b>	<b>Scrutiny Committee - Services</b>
<b>DATE OF MEETING</b>	<b>10 April 2014</b>
<b>TITLE OF ITEM</b>	<b>The 'More than Just Words' Strategic Framework – Gwynedd Council situation</b>
<b>CABINET MEMBER</b>	<b>Councillor R H Wyn Williams</b>

## **1. Purpose of the report**

1.1 The purpose of this report is to note the way in which the Council is responding to the requirements of the 'More than Just Words - Strategic Framework for Welsh Language Services in Health, Social Services and Social Care' (More than Just Words).

1.2 Information is provided on the progress made against the Welsh Government expectations and information is also provided in response to specific questions raised at the preparatory meeting for this Committee.

## **2. Context**

2.1 'More than Just Words' was published in 2012, along with action plans (one for Social Services and another for the National Health Service). They are to be implemented over a three-year period between April 2013 and March 2016.

2.2 At the core of the strategic framework is the commitment by public services in Wales to provide Services which are citizen-focused, including acknowledging that many people can only communicate their need for care and to participate in their care as effective partners through the medium of Welsh.

2.3 The principle of the 'Proactive Proposal' is evident in all parts of 'More than Just Words'. What that means is that the user's language requirements must be satisfied, bearing in mind that establishments have a responsibility to identify and respond to linguistic needs as a core part of care.

2.4 'More than Just Words' was published in the legal context of the Welsh Language (Wales) Measure and it is important to bear in mind that the standards for the Welsh language which will accompany the Measure will lead to creating rights in order for Welsh-speakers to receive Services through the medium of Welsh.

### **3. The Council's response to the 'More than Just Words' Strategic Framework**

3.1 Gwynedd Council has been committed to More than Just Words from the very beginning, releasing the time of a Senior Manager to represent Social Services departments on the Ministerial Task Group established to prepare the Strategic Framework.

3.2 Following the publication of the framework itself, the following steps have been taken, which have been crucial in driving forward this important agenda:

- Commissioning a 'Survey of the requirements and practice of Gwynedd Council in providing Care Home Services (Residential and Nursing) and Home Care', by the Language Planning Centre – the findings were published in March 2013
- The content of contracts and contracts monitoring procedures has been adapted in response to the survey by the Language Planning Centre
- Influencing the specification of the Care and Community Health Management System which will replace our current system (RAISE) when it reaches the end of its lifetime in April 2016, in order to facilitate the work of identifying needs and responding appropriately to them
- Securing the commitment of the Corporate Director / Statutory Director of Social Services and the Cabinet Member for Care to publishing a statement expressing their wish to see sensitivity towards the Welsh language being reflected across the Council and noting the importance of identifying the Welsh-language needs of users when assessing and caring for users
- Information has been gathered from the Census regarding the language profile of communities, and work is afoot to review the Commissioning Plans incorporating the findings which will influence the 'Market Position Statements' which will be prepared in the coming months
- Collecting data regarding care staff in Gwynedd, as a basis for further planning and action
- An audit has been carried out of the way in which social workers and other professionals record the language choice or requirements of the users and findings have been shared with all relevant managers
- As part of an annual questionnaire sent to all internal and external residential and nursing homes in Gwynedd, specific questions were included regarding the ability of these providers to meet the language needs of the users
- A commitment to extend the 'language champion' scheme which exists within the Council's Leisure Centres to all its residential homes
- Appointing 'Welsh-language Development Officers' on Senior Manager level
- Establishing a cross-departmental Task Group to co-ordinate action in response to the national requirements.

#### **4. Response to specific questions raised by the preparatory meeting**

4.1 See below the questions asked along with a brief response to each one.

***a. What were the expectations on Social Services following the introduction of the Strategic Framework 'More than Just Words'?***

We were expected to act in accordance with the requirements within the action plan published by the Welsh Government. This work is afoot, and as shown above, substantial progress has been made within the first year.

***b. The Scrutiny Committee has a specific concern regarding language conditions when the Council is commissioning. How confident can the Council be that care services provided via an agreement on behalf of Gwynedd Council provide Welsh-language services, recruit bilingual staff and plan the workforce in order to ensure that bilingual staff are available for every shift?***

The highest percentage by far of the care provision commissioned is in the Older People field. The Language Planning Centre was asked to review contracts for home care and residential and nursing care, and 12 recommendations were made. During 2013/14, we have revised all relevant contracts in order to strengthen the clauses referring to the Welsh language. We have also strengthened our monitoring arrangements in order to ensure compliance with these contracts.

Our intention is to extend this work to the remaining Adults and Children fields (day care, after care, adults' placement plan, supported housing etc.) as the contracts expire and are renewed.

It should be noted that the Contracts Unit has specific examples of cases where they have terminated a contract and changed providers as the provider did not meet the contractual expectations in relation to the Welsh language.

The Brokerage Team, which currently only works in the home care field, plays a crucial role as it ensures that Welsh-speaking carers are directed to those users who require the service in that language. There are plans afoot to extend this Team's work to other fields.

***c. The document noted four specific categories which required attention, namely children and young people, older people, people with learning disabilities and people with mental health difficulties. In which fields does the Council anticipate the biggest challenges?***

There are two main fields which cause difficulties, namely fields in which medical staff need to be recruited, such as nursing homes, and fields in which a shortage of local provision means that we commission out-of-county placements. These are mainly residential placements, in the fields of Children and Learning Disabilities.

The challenge for us in terms of Older People is to ensure adequate provision to coincide with the high numbers. The rate of Welsh-speakers within this category is high and the fact that dementia is a common condition strengthens the need for care through the medium of Welsh. As well as strengthening our contracts monitoring arrangements, we have amended our annual questionnaire (a questionnaire to gather information from our providers) to include information about the level and skills of the workforce in relation to the Welsh language.

***ch. How do the workforce planning arrangements (rotas/caseloads) ensure the availability of a bilingual workforce for Welsh-speaking service users and their families?***

Owing to the Council's language policy, the situation in terms of our internal workforce is exceptionally strong in the context of our ability to provide services through the medium of Welsh. Situations where a Social Worker is unable to speak Welsh are very few and far between. Nonetheless, examples are highlighted from time to time where feedback proves that the correspondence does not always meet the linguistic needs of service users and their families. Training and supervision must address this.

There is a higher number of the front-line care workforce who are non-Welsh-speakers; however, the internal Provider department has firm arrangements in place in terms of identifying linguistic needs and ensuring that the support corresponds to those needs. In future, it must be ensured that the Council's language policy, in terms of recruitment, is followed without exception.

***d. What pressure does the Department place on other agencies regarding their use of the Welsh language?***

As noted above, for agencies which provide services to users, the Department is unequivocal in terms of the pressure, as it is part of the providers' contracts. Responsibilities to collaborate with the Health Board are on the increase, and officers take every possible opportunity to seek to influence practice and increase language awareness amongst Health colleagues. Recently, examples have been seen increasingly where representatives from the Department insist that regional and multi-agency meetings and workshops do not turn to English when Welsh-speakers who wish to speak Welsh are present. The County Forum is a multi-agency forum which has been established to promote and co-ordinate our work

jointly and a senior management representation from the Council will ensure an appropriate platform for the 'More than Just Words' agenda.

***dd. Are there barriers that prevent the ability to provide Welsh-language services to service users? How will the service go about overcoming these barriers?***

Compared with the rest of Wales, we in Gwynedd are very fortunate as we have access to a suitable workforce which is well-versed in the Welsh language and can meet a large proportion of the requirements. However, recruiting suitable staff continues to be a barrier in some areas and in some specific fields. An example of this is home care and nursing care in parts of Meirionnydd. Another barrier is the attitude of some establishments which provide care and their understanding of their responsibilities. Sometimes, acceptable service is provided in terms of one-to-one care, however, other aspects such as information leaflets, websites, posters etc. are in English only. Another barrier which becomes apparent fairly often is that a provider does not have sufficient knowledge of written Welsh to understand care plans and whilst they are able to provide a carer to do the work, they cannot ensure that a manager or supervisor can speak Welsh well enough to instruct and supervise the member of staff.

We try to overcome these difficulties, firstly by evaluating the size of the problem. As already noted, a questionnaire has been created to gather detailed information for each and every provider. We have assisted establishments with their commitment to bilingual written documentation by referring to the Association of Welsh Translators and Interpreters in contracts. The Workforce Partnership and the Providers Forum are two crucial groups in terms of offering advice, information and specialist training on the proactive approach and language awareness. In February this year, language awareness training was held for elected members, in the hope that the principles would be disseminated further. An 'End to End' review is about to start in the Adults field and the intention is to ensure that More than Just Words becomes a theme throughout the review of the quality and appropriateness of our current services.

***e. To what extent has the service managed to integrate More than Just Words as part of the Social Services Department's culture e.g. service user centred, proactive approach?***

Owing to the Council's language policy, we are extremely fortunate in that, even before the publication of More than Just Words, we have gone much of the way to realising the requirements. As the Welsh language is the native language of so many service users and staff members, we do satisfy many of the requirements. What has been strengthened in recent months is the expansion of this culture in a broader sense to the care community beyond the Council's boundaries. By working in partnership with other agencies, including providers, we see progress in terms of our ability to meet people's real linguistic needs. However, we must

not rest on our laurels and it is intended to continue to offer training, review our recording methods and monitor our contracts.

## **5. The way forward**

5.1 The Committee's observations on this information is welcomed and these observations will be useful as we summarise our progress in the Statutory Director's Annual Review (a specific request which has come from the Welsh Government).

5.2 It is proposed that a further report on progress is submitted to this Committee and / or the Language Committee within a period of six months to a year.



## Report on Welsh Language Training in 2013 (May 2014)

### Welsh Language Training for Gwynedd Council Staff January – December 2013

	January/ July 2013	August/ December 2013	
Total Learners – all standards	<b>50</b>	<b>47</b>	
<b><u>Departments</u></b>		<b><u>Departments</u></b>	
Education	<b>4</b>	Education	<b>2</b>
Trunk Road Agency	<b>4</b>	Trunk Road Agency	<b>6</b>
Finance	<b>1</b>	Finance	<b>1</b>
Provider and Leisure	<b>16</b>	Social Services	<b>27</b>
Economy and Community	<b>0</b>	/Housing/Provider and Leisure	
Social Services	<b>10</b>	Economy and	<b>0</b>
Regulatory	<b>4</b>	Community	
Strategic and Improvement	<b>2</b>	Regulatory	<b>4</b>
Consultancy	<b>9</b>	Strategic and Improvement	<b>1</b>
		Consultancy	<b>6</b>
<b><u>Course Providers:</u></b>			
<ul style="list-style-type: none"> <li>• Internal Tutor: 2 classes in Caernarfon throughout the year</li> <li>• Bangor University</li> <li>• Aberystwyth University</li> <li>• Llandrillo-Menai Group (Coleg Meirion Dwyfor/Coleg Menai)</li> <li>• Nant Gwrtheyrn</li> </ul>			
<b><u>Intensive External Courses (i.e. 3-5 days):</u></b>			
<ul style="list-style-type: none"> <li>• Nant Gwrtheyrn</li> <li>• Dolgellau January School (Aberystwyth Uni.)</li> <li>• Bangor and Mold New Year School (Bangor Uni.)</li> <li>• Dolgellau Easter School (PA)</li> <li>• Bangor/Pwllheli/Mold Summer School (BU)</li> <li>• Dolgellau Summer School</li> </ul>			<b>7</b> <b>3</b> <b>3</b> <b>1</b> <b>2</b> <b>2</b>
<b><u>Welsh in the Workplace Course – 3 days – all language levels</u></b>			
<i>In collaboration with Anglesey, Conwy, Flint Councils, North Wales Police, Fire Service, Countryside Council for</i>			<b>10</b>

<p><b>Wales</b> <b>10 – 12 September 2013</b></p> <p><b><u>Language Improvement</u></b> <b><u>Courses up to 20 hours over a period of weeks</u></b></p> <p><b>Total:</b> Coleg Menai Bangor/Coleg Llandrillo Dolgellau</p> <p><b><u>Half-day Internal Workshops:</u></b> 'Mutation' Verb Tenses Common Errors</p>	<p><b>12</b></p> <p><b>11</b></p>
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### **Monitoring Progress 2013**

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 2013	48%	38%	14%
December 2013	46%	46%	8%

### **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 during 2013:

**No. withdrawn from the list** - 14

#### **Reasons:**

Attained the aim - 2

Left the Council - 6

Unable to find a suitable class - 4

### WJEC Language Levels – December 2013

#### 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)

Access	Foundation	Intermediate	Higher
27%	23%	20%	30%

### Dafydd Orwig Memorial Prize 2013/14

Two were awarded this year – both came from amongst the 'Beginners':

- The first prize was awarded to **Caroline Jackson** from Blaenau Ffestiniog Leisure Centre.
- The second prize was awarded to **Tracey Linton**, Care Assistant in Frondeg residential home, Caernarfon.

### The new Language Framework – an update

No move has been made to officially adopt the new language framework thus far.

### WJEC Language Level Indicators

This tool is a good way of assessing the language levels of staff - be that learners or confident Welsh speakers.

The Language Indicators are based on acknowledged steps for learning Welsh for Adults – namely:

- Access
- 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. 47 have participated in them thus far.

More than one manager has recently made enquiries in order to use it to assess the language level of their staff, including fluent staff in order to assess the level of their written language.

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	<b>JUNE 26 2014</b>
<b>TITLE:</b>	<b>UPDATE ON LANGUAGE STANDARDS</b>
<b>AUTHOR:</b>	<b>EQUALITY AND LANGUAGE OFFICER</b>
<b>PURPOSE OF REPORT:</b>	<b>UPDATE THE COMMITTEE FOR INFORMATION</b>

## **1. BACKGROUND**

- 1.1 During the Language Committee meeting of April 4, it was confirmed that Gwynedd Council was preparing a response to the Welsh Language Commissioner's Standards Investigation.
- 1.2 The main requirement of the Investigation was for us to provide information on what is provided through the medium of Welsh and our capacity to comply with the proposed Standards. However, we also presented more general comments on our response to these proposed Standards.
- 1.3 The Language Committee agreed upon these comments on April 4.
- 1.4 The Welsh Language Commissioner has now published a Standards Report, which notes the conclusions of the Investigation. In addition to this report, an advice document for Welsh Ministers has also been produced which summarises the comments received from the public and interest groups regarding the nature of the proposed Standards themselves.
- 1.5 These documents can be seen on the Welsh Language Commissioner's website:

<http://www.comisiynyddygydraeg.org/English/News/Pages/Welsh-Language-Commissioner-presents-standards-reports-and-advice-to-Welsh-Ministers.aspx>

## **2. NEXT STEPS**

- 2.1. The regulations are expected to come into force in November 2014.

<b>COMMITTEE</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE</b>	<b>June 26, 2014</b>
<b>TITLE</b>	<b>The Committee's Work Programme</b>
<b>RECOMMENDATION</b>	<b>To agree the programme, adding to it as required</b>
<b>AUTHOR</b>	<b>Equality and Language Officer</b>

## 1. Background

- 1.1. In October 2013, following discussion at the previous Committee on 27 June, a draft Work Programme was presented. The table below updates the Programme for the next few months. It includes items raised by Members as well as standing items, such as language complaints. Since we are uncertain of the exact requirements, time has been set aside at each meeting for an item on the Language Standards.
- 1.2. Further items will obviously arise at subsequent meetings, and so the following programme represents a very basic outline.

## 2. Draft Work Programme 2014-2015

<b>23/10/14</b>	<b>29/01/15</b>	<b>23/04/15</b>	<b>June 2014</b>
Welsh Language Commissioner's report on Standards Inquiry	Update on Language Standards	Update on Language Standards	Update on Language Standards
Commissioner's response to our Annual Monitoring Report	3 <sup>rd</sup> party use of Council resources	Update on Hunanlaith/ Gwynedd's Language Strategy	House and Street Naming Policy
Language assistance to businesses	Departmental presentation	Departmental presentation	Departmental presentation
Departmental presentation	Language complaints	Language complaints	Language complaints
Language complaints			

### **3. Recommendation**

3.1. Approve the draft Work Programme and add to it as necessary.

<b>MEETING:</b>	LANGUAGE COMMITTEE
<b>DATE:</b>	JUNE 27, 2014
<b>TITLE:</b>	MYNYDDEODD PAWB CAMPAIGN
<b>AUTHOR:</b>	LANGUAGE DEVELOPMENT OFFICER
<b>PURPOSE OF REPORT:</b>	REQUEST FOR SUPPORT TO THE MYNYDDOEDD PAWB CAMPAIGN.

### **THE MYNYDDOEDD PAWB STATEMENT**

At a conference, under the banner of 'Mynyddoedd Pawb' (Everyone's Mountains) a number of organisations and individuals came together at Gwersyll Glan-Ilyn, Llanuwchllyn on November 23rd, 2013. The conference's aim was to discuss the threat to Welsh names for landscape features such as mountains, valleys and lakes in the face of a process of supplanting those names with English translations or the practice of coining completely different names in English.

Following the conference representatives from the following organisations were tasked with drafting a statement that would encompass the conference's concerns and objectives: Menter Iaith Conwy; Antur Stiniog; Cymdeithas Edward Llwyd, the Welsh Place-names Society; Clwb Mynydda Cymru, Yr Urdd, and the Welsh Language Society, see appendix 1.

Through the networking of the Mentrau Iaith in the north the Mynyddoedd Pawb campaign organisers sought hunaniaith's support.

The Mynyddoedd Pawb's campaign calls on public bodies, third sector organisations and those private concerns active in the environmental, tourism and outdoor pursuit sectors to respect the wealth of Welsh names carried by features of the Welsh landscape.

Specifically the campaign calls on:

- the Welsh Government to bring the changing of long established and traditional place-names under the control of the planning system;
- out-door pursuit centres to respect traditional native place –names;
- public agencies, third sector organisations and private concerns active in the environmental, heritage and tourism sectors to high-light the wealth of Welsh place-names that are an integral part of the Welsh landscape.

The Mynyddoedd Pawb campaign also calls on public bodies, third sector organisations and private concerns that support its aims to publically do so that the campaign will be placed in a stronger position to achieve its goal.



A letter of support has already been sent to the campaign organisers by the chair of hunaniaith's Strategic Direction Group confirming support, see appendix 2.

### **LANGUAGE COMMITTEE'S PAST DISCUSSIONS**

During its meeting of October 1, 2012 the Language Committee discussed the standardisation of names given to streets, houses and locations. At that time it was noted that Gwynedd Council's Language Scheme states:

**“.....the Welsh name only will be used by the Council in respect of places, rivers, mountains, etc. and also in respect of the Council's establishments expect where the Council itself has authorised the use of another version/other versions.” (4.2.1.)**

The Committee also noted at its meeting in June, 2012 the importance of using local Welsh names for geographical features such as headlands, islands and cliffs etc. and also to ensure the use of Welsh names on the Welsh Coastal Path.

Good will and support for the campaign's aims is widespread and the support of a range of organisations and agencies will assist the campaign in achieving its aims. The Ordnance Survey have already stated, as reported to the Language Committee in October, 2012 have that they are open to considering changing the language of specific names at the request of stake-holders such as local authorities and the Welsh Place-names Society.

### **THE COMMITTEE IS ASKED TO:**

Comment on the request for support for the aims of the Mynyddoedd Pawb campaign.

To consider contacting the campaign organisers to declare the Gwynedd Council Language Committee's support for those aims.

**Declaration agreed upon at the ‘Mynyddoedd Pawb’ conference at Gwersyll Glan-Ilyn, Llanuwchllyn on November 23<sup>rd</sup>, 2013.**

“We wish to express our concern that there are processes at work that are endangering Welsh place names. The processes we refer to are **1.** Ignoring a Welsh name and placing an English name in its place. **2.** Needlessly placing an English name next to a Welsh name with the English name increasingly used in publications and in the media. **3.** Omitting Welsh place names from maps, with English names being conceived for those locations in their place. **4.** Replacing original Welsh place names through the use of English translations.

We are of the opinion that an awareness of the importance of safeguarding Welsh place names needs to be increased and that organisations and voluntary societies locally, regionally and nationally have a vital role in this task. Also, schools should ensure that children and young people are given the opportunity to appreciate the wealth of local Welsh names as part of their national heritage.

We believe that place names, together with the cultural inheritance and history inked to them should be an integral part of environmental courses within further and higher education as well as outdoor pursuit activities provided by other organisations. It must be ensured that training organisations, centres and clubs involved with mountaineering and outdoor pursuits respect Welsh place names.

We ask that the relevant organisations, such as the Welsh Government, Local Authorities, Natural Resources Wales, The National Trust and the National Park Authorities (who have a duty to “Protect and enhance ....cultural heritage of the National Park”) together with other organisations in the statutory, public, voluntary and private sectors to take appropriate steps to safeguard Welsh place names.”

We should celebrate the wealth of our place names:

- 1) to promote an interest in the Welsh language and to ensure and increase in its use;
- 2) to increase a sense of identity amongst local communities so that they may appreciate and share the richness of their inheritance with others;
- 3) so that an interest and increased awareness amongst tourists in the richness of our inheritance can bring educational and economic benefits.

(This statement was drafted and agreed by representatives from: Menter Iaith Conwy, Antur Stiniog, The Welsh Place-name Society, Clwb Mynydda Cymru, Cymdeithas Edward Llwyd, Yr Urdd, The Welsh Language Society)

May 15<sup>th</sup>, 2014

Esyllt Tudur  
Mynyddoedd Pawb  
Menter Iaith Conwy  
Y Sgwâr  
Llanrwst  
LL26 0LG

Dear Esyllt

Thank you for this opportunity to place on record hunaniaith's support for the Mynyddoedd Pawb campaign.

I would, in the first place like to welcome the campaign's inauguration. Over a long period of our history as Welsh people the names of our mountains, our rivers and other features of our landscape have gradually changed. Governments, authorities, businesses and individuals have coined new names in English due to their lack of knowledge or their unwillingness to acknowledge the validity of Welsh names. Through this process some names have been lost for ever and with them a vital swathe of our history as Welsh people.

Speaking personally, I have been involved with safeguarding and promoting Welsh names for many years, as an activist with the Welsh Language Society or as a member of community and county councils.

I can declare here hunaniaith's total support for the campaign. I shall also be placing the Mynyddoedd Pawb campaign as an agenda item for the next meeting of hunaniaith's Strategic Group. We shall, at that meeting as a multi-agency group identify further actions for promoting the campaign here in Gwynedd.

We would also welcome the opportunity of working jointly with all the other Mentrau Iaith in Wales to ensure that the campaign gains a profile in all parts of Wales as well as at a national level.

I look forward to further cooperation.

Sincerely,

Dafydd Iwan,  
Chair hunaniaith Strategic Direction Group.

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	<b>JUNE 26, 2014</b>
<b>TITLE:</b>	<b>LANGUAGE COMPLAINTS</b>
<b>AUTHOR:</b>	<b>EQUALITY AND LANGUAGE OFFICER</b>
<b>PURPOSE OF THE REPORT:</b>	<b>TO PRESENT LATEST LANGUAGE COMPLAINTS TO MEMBERS.</b>

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>April 2014</b>	Complaint from a member of the public who received a Housing Multiple Occupation Licence in English only	Following research, the Service confirmed that a mistake had been made which was contrary to expectations, and sent an apology to the complainant
<b>April 2014</b>	Complaint about incorrect Welsh used in an advertisement for Foster Carers	A draft (uncorrected) version was sent to the Daily Post by mistake. A corrected version was then sent and an apology sent out to the complainant
<b>April 2014</b>	Complaint regarding English response from Leisure Centre to a telephone enquiry	Matter receiving the Service's attention through the Language Champions Scheme- apology sent
<b>Ebrill 2014</b>	Complaint about Occupation Therapist's unwillingness to use the Welsh language	Further enquires suggest this is a language awareness issue. The Workforce Development Officer and Social Services' Training Unit will look at strengthening this element within the Council's Welsh lessons
<b>Mai 2014</b>	Complaint about English-only tender pack for re-surfacing road near school entrance	Although the contractor had requested English-medium technical documents, the Property Service accept the mistake and apologised that the tender presentation documents were not available bilingually. Also confirm staff have been made aware of the requirements