



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

10.30 am, THURSDAY, 14TH JANUARY, 2016

Location

Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd. LL55 1SH

Contact Point

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(DISTRIBUTED 07/01/16)

LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (8)

Councillors

Craig ab Iago
Alan Jones Evans
Sian Gwenllian
R. Hefin Williams

Elwyn Edwards
Gweno Glyn
Charles Wyn Jones
John Wyn Williams

Independent (4)

Councillors

Thomas G. Ellis
Eirwyn Williams

Eric M. Jones
Elfed Williams

Llais Gwynedd (2)

Councillors

Alwyn Gruffydd

[*vacant seat*]

Labour (1)

Councillor Sion W. Jones

Aelodau Ex-officio / Ex-officio Members

Chairman and Vice-Chairman of the Council

Other Invited Member

Councillor Dyfrig Siencyn, Cabinet Member - The Welsh Language

A G E N D A

1. APOLOGIES

To receive apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declarations of personal interest

3. URGENT BUSINESS

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

4. MINUTES

1 - 5

The Chairman shall propose that the minutes of the previous meeting of this committee held on 22 October, 2015 be signed as a true record (attached)

5. REPORT OF THE CABINET MEMBER - THE WELSH LANGUAGE

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

6. PRESENTATION BY THE LEARNING AND DEVELOPMENT TEAM

To receive a presentation by the Learning and Development Team on the process of developing non-Welsh speaking staff.

7. MORE THAN JUST WORDS

To receive a presentation by the Senior Business Manager on the progress of the More than Just Words Task Group.

8. THE COUNCIL'S LANGUAGE STANDARDS AND POLICY

6 - 49

To consider the report of the Senior Manager (Democratic and Delivery) (attached).

9. UPDATE ON THE MEETING WITH CARTREFI CYMUNEDOL GWYNEDD

50 - 52

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

10. LANGUAGE COMPLAINTS

53 - 55

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

LANGUAGE COMMITTEE, 22.10.15

Present: Councillor Eirwyn Williams (Vice-chairman in the chair)

Councillors: Craig ab Iago, Elwyn Edwards, Tom Ellis, Alan Jones Evans, Alwyn Gruffydd, Siân Gwenllian, Charles W. Jones, Eric M. Jones, Sion Jones, Elfed Williams, Hefin Williams and John Wyn Williams.

Also in attendance: Councillor Dyfrig Siencyn (Cabinet Member for the Welsh Language).

Officers: Dilwyn Williams (Chief Executive), Arwel Ellis Jones (Senior Manager – Democracy and Delivery), Gwenllian Williams (Language Development Officer), Garem Jackson (Education Improvement Officer) and Eirian Roberts (Member and Scrutiny Support Officer).

Apology: Councillor Gweno Glyn.

1. DECLARATION OF PERSONAL INTEREST

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

2. URGENT MATTER – PLAS GLYNLLIFON'S NAME

This matter had not been included on the agenda; however, the Chairman agreed to hold a discussion on this matter as an urgent item under Section 100B (4)(b), Local Government Act 1972, as the matter had arisen since the last committee meeting, that the situation was changing on a daily basis and that it was important to ascertain the formal view of the Council's Language Committee sooner rather than later.

The Chair explained that a request had been received from Councillor Siân Gwenllian for the committee to discuss the matter of Plas Glynllifon's name, and the member was invited to further elaborate.

Councillor Siân Gwenllian referred to the recent reports in the press in relation to this matter, and noted:-

- Although everybody had understood that the MBI Sales company, Plas Glynllifon's prospective buyer, had reconsidered its decision to market the country house under the name of Wynnborn, as the name had disappeared from its website for a while, that the name had now been reinstated on its website, and the house was still being marketed under this name.
- She had met with a representative from the company's executive, who emphasised that Wynnborn would be the name used during the initial marketing period of one or two years, but there was a risk that the name would become established during this time.
- She had requested a further meeting with a representative of the company's sales and marketing department. Hywel Williams MP intended to table a motion in Parliament and an online petition had started.
- The situation as it stood emphasised the need for the inclusion of a clause relating to the Welsh Language in the Historic Environment Bill which was currently being considered by one of the Assembly's committees. <<

RESOLVED

- (a) To write to the MBI Sales company to state our position regarding the use of the name Wynnborn, and ask whether they would be willing to receive a deputation from the Council, to include the Leader, Deputy Leader and the local member.
- (b) To prepare a press release stating our position.
- (c) To write to the Minister for the Welsh Language and the Welsh Language Commissioner.
- (ch) To contact the Chair of the Assembly Committee that is discussing the Historic Environment Bill to pressurise for the inclusion of a clause in relation to the Welsh Language in the bill, and to contact Anglesey and Ceredigion Councils on this point, and submit a report to the next committee meeting if not sooner.

3. MINUTES

The Chairman signed the minutes of the previous committee meetings held on 18 June and 8 July 2015 (special meeting) as a true record.

4. LANGUAGE INVESTIGATION REPORT – THE USE OF THE WELSH LANGUAGE AT MEETINGS

- (a) Submitted – Language Investigation report – The Use of the Welsh Language at Meetings. The Chair of the Investigation, Craig ab Iago presented the report and the response of the Cabinet Member for the Welsh Language to the recommendation was requested.

The Cabinet member thanked the Investigation Group members for their work, and noted:-

- He welcomed the report which contained many very positive aspects.
- The recommendations were ones that he would follow, in particular number 5, regarding influencing not only other councils, but also public bodies, and he was confident that all the recommendations could be implemented within six months.
- The work with the public bodies was ongoing through the Local Services Board, and it was hoped, with the development of this work, that the public bodies which formed the Board would commit to the use of the language.
- The work of undertaking an audit on the use of the Welsh Language within the Council was due to start imminently and a report would probably be published in due course.
- He would be willing to submit the report to the formal Cabinet as this would strengthen the recommendations.

During the discussion, it was noted:-

- Before seeking to influence bodies outside the county, there was a need to influence bodies within Gwynedd that continued to operate through the medium of English, such as community councils and governing bodies.
- The response to the questionnaire by the external bodies had been disappointing, whereas the responses to the questionnaire for managers and members were extremely positive.
- The investigation had produced a good outcome, it had analysed the matters requiring attention in detail, and presented clear recommendations to the Cabinet Member.

RESOLVED to accept the recommendations of the investigation and to formally submit them to the Cabinet Member.

(b) Submitted – two suggestions for the next investigation:-

- Consider the extent of the visibility of the Welsh language.
- Consider how the planning system promoted and safeguarded the Welsh language.

The Senior Manager - Democracy and Delivery, noted:-

- The Communities Scrutiny Committee, at its next meeting, would receive an overview of the position of the Welsh Language and planning and, without presumption, this could lead to an investigation by that committee in due course.
- A message could be sent to the Communities Scrutiny Committee to state that the Language Committee would be eager to support any work undertaken by it in this area.

RESOLVED to note a wish to consider the visibility of the Welsh language and to work on a brief for an investigation. In the meantime, to hold a discussion with the Communities Scrutiny Committee about the next developments in relation to planning and the Welsh Language, and to authorise officers to proceed with either, or both, if capacity allows this.

5. REPORT OF THE CABINET MEMBER FOR THE WELSH LANGUAGE

Submitted – the verbal report of the Cabinet Member for the Welsh Language, detailing the recent developments within the field, which included the ongoing work with the Local Services Board, the audit on the use of the Welsh Language, the establishment of a new language centre in Bangor, the current work in relation to a bilingual workforce, the Language Charter, the initial response to the Language Standards, linguistic planning and the project in Dolgellau to promote the language.

RESOLVED to note the content of the report.

6. UPDATE ON THE LANGUAGE STANDARDS

Submitted – the report of the Language Development Officer noting that the final Compliance Notice on the Language Standards had been received on 30 September, and attached, for information, the standards requiring compliance with within 6 months, along with a summary of the action points.

During the discussion, it was noted:-

- The definition in the Standards should not be the language of ‘choice’, but rather ‘the language normally spoken’ as it is immediately obvious whether or not somebody speaks Welsh.
- Gwynedd Council would exceed the requirements of the Standards due to the linguistic nature of this county.
- There was a need to improve the language of some of Galw Gwynedd’s staff, who tended to refer to numbers and months of the year etc. in English.
- The Standards were aimed at other councils that in general did not pay sufficient attention to the Welsh language, and that consideration should be given to appealing against any Standard that required this Council to collect information in order to prove something that was already evident, as that this would be a waste of money for Gwynedd’s residents, and would draw resources away from the work of promoting the language.

RESOLVED to accept the report and to present an update at the next meeting that would also refer to any appeals lodged in the meantime against any Standard that is deemed as continuing to be disproportionate or unreasonable.

7. THE WELSH LANGUAGE COMMISSIONER'S RESPONSE TO THE ANNUAL REPORT ON THE LANGUAGE PLAN

Submitted – the Language Development Officer's report, presenting the Council's response to the further enquiries in the Commissioner's response to the Annual Report, and the members' response to the following matters which arose from the report:-

- Language complaints reporting procedure – a recommendation that complaints should not be reported to the Language Committee before any enquiries had been completed and a response sent to the complainant, if appropriate.
- Arrangements for recording the language skills of staff – members were asked to consider to what extent the Council should record language skills.

During the discussion, it was noted:-

- It was beneficial for members to hear about any language complaints that were received, and it was suggested that two categories of complaints could be presented to the Language Committee in future: resolved and unresolved complaints.
- Regardless of what the Standards stated, the arrangements for recording the language skills of staff must be as unbureaucratic as possible, while still providing a functional illustration of the linguistic skills of staff e.g. werethey able to hold a conversation, write a report, etc., in Welsh, and possibly ask them how supportive they were of the Welsh Language.
- The information about skills and the softer information relating to attitude etc. could help to target the work of the Learning and Development Service, rather than it being a purely responsive service.

The Language Development Officer was congratulated on her thorough work in relation to this and other linguistic matters.

RESOLVED

- (a) To accept the response of the Welsh Language Commissioner and the Council's response to the request for further information.**
- (b) Two categories of complaints should be presented to the Language Committee in future, namely resolved complaints and also to report for information on those complaints that the department are still investigating.**
- (c) Consideration should be given to the arrangements for recording the language skills of staff, with as little bureaucracy as possible, while still providing a functional illustration of the skills of staff.**

8. SCRUTINY INVESTIGATION REPORT – WELSH LANGUAGE EDUCATION

Submitted – the final report of the Scrutiny Investigation – Welsh Medium Education by the Chair of the Investigation, Councillor Alwyn Gruffydd. He noted that:-

- The investigation included the implementation, consistency and success of the authority's language policy in the County's schools, and he thanked his fellow members on the group and the officers who had worked so hard over a period of 6-7 months.
- The draft investigation report had been submitted to the Services Scrutiny Committee on 22 September. The committee had decided to accept the contents of the report, to approve the recommendations which were submitted to the

LANGUAGE COMMITTEE Thursday, 22 October 2015

Cabinet Member for Education, and requested that he presented a progress report on the actions in six months' time.

The Education Quality Improvement Officer presented the response of the department to the report, and noted:-

- The department welcomed the work and praised and recognised the immense work that had been achieved in this field, which underpinned all the department's work.
- The Cabinet Member for Education had accepted the recommendations, and as a next step, discussions would be held between the department and the Cabinet Member in relation to the practicality of implementing the recommendations.
- The scrutiny committee had reached many of the same conclusions as the *Trywydd* company who had been commissioned to undertake work on the secondary sector.

In discussing the conclusions of the investigation:-

- Specific reference was made to the linguistic situation in Bangor, and the positive impact of the Language Charter on the attitudes of the area's children towards the Welsh Language.
- It was noted that children were making good progress at the Latecomers Centres. However, frustration was expressed that the drivers transporting the pupils to and from these centres were not Welsh speakers. In response, it was noted that this observation had also been made at the Scrutiny Committee, and it was confirmed that the Education Service was investigating the matter.
- The members of the investigation and officers were thanked for their thorough work that had led to a series of clear and far-reaching recommendations.

RESOLVED to note the report.

9. LANGUAGE COMPLAINTS

Submitted – the report of the Equality and Language Officer detailing the latest language complaints to hand.

Referring to a complaint about insufficient Welsh language provision on a website which schools were directed to by the Welsh Government for specialist information and advice on outdoor activities (OEP website), the Language Development Officer further noted:-

- The English-only reply from the Government's Education and Skills Department to the complaint explained that the Government was not of the view that it was its responsibility to pay for the translation of the resources as it was an external website.
- It was intended to send a complaint to the Language Commissioner regarding the English-only reply that was received to the complaint.

A member expressed concern that there was no translator present at a planning appeal in Porthmadog on 13 October against the Council's decision to refuse an application to erect a wind turbine in Llanaelhaearn. The officers agreed to make enquiries.

RESOLVED to note the content of the report.

The meeting commenced at 10.30am and concluded at 12.45pm.

Agenda Item 8

MEETING	LANGUAGE COMMITTEE
DATE	14 January 2016
TITLE	The Council's Language Standards and Policy
CABINET MEMBER	Councillor Dyfrig Siencyn
AUTHOR	Arwel E Jones (Senior Manager – Democracy and Delivery)
PWRPAS YR ADRODDIAD	To submit an update and a draft policy for the committee's attention

The Background in terms of the Language Standards

1. At the moment, the Council's statutory commitments with regard to the Welsh Language are summarised in the Council's statutory Language Plan but, as members of the Language Committee will be aware, the system of language plans is coming to an end with the introduction of the new Language Standards from 1 April, 2016.
2. From that point, we will be reporting annually on our Language Standards rather than a language plan.
3. As a Council, we had an opportunity to submit observations on the draft Standards presented by the Language Commissioner and a number of observations were submitted. Throughout, the Council's emphasis was one of expressing general support for the Language Standards and to the effort to ensure consistency and the use of the language across all Welsh councils.
4. Of course, our situation is different to most of the Welsh councils, since our current arrangements mean that Welsh is the language of our internal administration and is used naturally in the daily work of the Council.
5. As a result, since the Council already conforms with most of the Standards, we did not foresee a major problem, although there were some administrative implications in recording some details related to some of the Standards.
6. In response to the observations we submitted, the Commissioner did reduce the burden on us by removing 14 of the draft Standards on which we were consulted when our final Standards were published.
7. Having had an opportunity to look at the final Standards (a copy of which are attached as Appendix 2), and, since some of the more troublesome of the draft

Standards have been removed, the intention is not to appeal against any of the Standards placed upon us.

The Need for a Policy

8. Standard 98 asks us to “develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language”
9. In essence, the Standards set a minimum for the provision of Welsh and the fact is that that minimum is too low to address the Council’s ambition for the Welsh Language in several fields. During the discussion on the draft Standards, it was emphasised several times that we did not want them to weaken the Council’s current position.
10. Therefore, we have concluded that we need more than an internal policy document that will address the Council’s ambition for the Welsh Language in all our services.
11. It will then be possible to use this policy as evidence to confirm the implementation of some of the Standards in the Council’s work.
12. A draft policy is appended as Appendix 2 to this paper. The policy document as submitted is an update of the current Language Plan and, therefore, there are not many changes of substance here.
13. However, some issues do merit specific attention and guidance on them is sought before proceeding to develop the policy further.

Policy Considerations

14. The first question of principle is the issue of language “choice” or “need”. In several places in the Standards and in the previous Language Plan, there are references to “language of choice” of the user. The “language of choice” is not always consistent with the Council’s wish to promote the use of Welsh. The draft policy therefore emphasises the need to deal with someone through the medium of Welsh and goes further than simply offering a choice.
15. The draft document also updates the content of the Language Plan in terms of the visibility of the Welsh Language even to non Welsh speakers who choose to read the English content. The main change is in the area of Information Technology, where the policy notes that it will be easy to move backwards and forwards from Welsh to English pages on the Website.

16. The document refers to the need to mainstream the Welsh language and a number of the Standards in the policy field require us to evidence this. This could lead to the need to document some things in a way that we have not done in the past to show our conformance with the Policy Standards. Creating a system simply to satisfy the requirements of regulators does not really add value for the people of Gwynedd, and is contrary to the principles of Ffordd Gwynedd. The committee's views are sought as to how we should address those requirements.

Recommendation

17. The Language Committee's observations are sought on the appended draft document before its submission to the full Council for adoption.



COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Gwynedd Council – Issue Date: 30/09/2015

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/03/2016
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/03/2016
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	30/03/2016

7	Service Delivery	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/03/2016
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2016
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2016
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2016
14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2016

15	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	30/03/2016
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	30/03/2016
18	Service Delivery	If a person contacts one of you departments on a direct line telephone numbers (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/03/2016
21	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	30/03/2016

22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/03/2016
23	Service Delivery	If you invite one person only ("P") to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	30/03/2016
25	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must - (a) ask A whether A wishes for the meeting to be conducted in Welsh, and (b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	30/03/2016
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	30/03/2016
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	30/03/2016
27CH	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive	30/03/2016

		translation service).	
28	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and (b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	30/03/2016
30	Service Delivery	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	30/03/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2016
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
33	Service Delivery	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh -	30/03/2016

		(a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2016
35	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	30/03/2016
36	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	30/03/2016
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/03/2016
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	30/03/2016
40	Service Delivery	Any documents that you produce for public use must be produced in Welsh.	30/03/2016
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016

49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	30/03/2016
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	30/03/2016
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	30/03/2016
51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	30/03/2016
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	30/03/2016
55	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English	30/03/2016

		language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	30/03/2016
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/03/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2016
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/03/2016
61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2016

64	Service Delivery	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.	30/03/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2016
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/03/2016
69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	30/03/2016
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	30/03/2016
72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	30/03/2016
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	30/03/2016
73	Service Delivery	If you receive an application for a grant in Welsh and it is necessary	30/03/2016

		to interview an applicant as part of your assessment of the application, you must offer to conduct that interview in Welsh and, if the applicant so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).	
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/03/2016
76	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	30/03/2016
77	Service Delivery	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	30/03/2016
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	30/03/2016
78	Service Delivery	If you receive a tender in Welsh and it is necessary to interview a tenderer as part of your assessment of the tender, you must offer to conduct that interview in Welsh and, if the tenderer so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).	30/03/2016
80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/03/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016

82	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2016
84	Service Delivery	If you offer an education course that is open to the public, you must offer it in Welsh.	30/03/2016
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how	30/03/2016

		<p>an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	
91	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/03/2016
92	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/03/2016
93	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/03/2016

94	Policy Making	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant -</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	30/03/2016
95	Policy Making	When you commission or undertake research that is intended to	30/03/2016

		assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
96	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
97	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/03/2016
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/03/2016
106	Operational	If you publish a policy relating to health and well-being at work, you	30/03/2016

		must publish it in Welsh.	
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/03/2016
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/03/2016
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/03/2016
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/03/2016
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/03/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	30/03/2016
112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
113	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) offer to conduct the meeting in Welsh, and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	30/03/2016

115	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	30/03/2016
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2016
116A	Operational	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	30/03/2016
117	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	30/03/2016
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff -	30/03/2016

		(a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	
120	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	30/03/2016
121	Operational	You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.	30/03/2016
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/03/2016
127	Operational	You must assess the Welsh languages skills of your employees.	30/03/2016
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction;	30/03/2016

		(d) dealing with the public; and (dd) health and safety.	
129	Operational	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/03/2016
130	Operational	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2016
131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	30/03/2016
132	Operational	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	30/03/2016
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/03/2016
134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2016
135	Operational	You must provide wording for your employees which will enable them	30/03/2016

		to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	30/03/2016
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	30/03/2016
137A	Operational	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably	30/03/2016

		than any English language versions of those documents.	
137B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).	30/03/2016
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	30/03/2016
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
147	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/03/2016

148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	30/03/2016
149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	30/03/2016
150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/03/2016
152	Record Keeping	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	30/03/2016
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the	30/03/2016

		post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	
155	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
156	Supplementary - Service Delivery	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
157	Supplementary - Service Delivery	You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services,	30/03/2016

		<p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
158	Supplementary - Service Delivery	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
159	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
161	Supplementary - Policy Making	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent	30/03/2016

		to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	
162	Supplementary - Policy Making	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
163	Supplementary - Policy Making	You must - (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
164	Supplementary - Policy Making	(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.	30/03/2016

		<p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/03/2016
166	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
167	Supplementary - Operational	<p>You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
168	Supplementary - Operational	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to</p>	30/03/2016

		<p>comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	
169	Supplementary - Operational	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	30/03/2016
170	Supplementary - Operational	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in</p>	30/03/2016

		<p>accordance with standard 152);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where -</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
175	Supplementary - Record Keeping	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent	30/03/2016

		to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	
176	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	30/03/2016

Standards required to comply with within a year and 6 months.

Standard Number	Class of Standard	Standard	Imposition Date
145	Promotion	You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) - (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).	30/03/2017
146	Promotion	Five years after publishing a strategy in accordance with standard 145 you must - (a) assess to what extent you have followed that strategy and have reached the target set by it, and (b) publish that assessment on your website, ensuring that it contains	30/03/2017

		the following information - (i) the number of Welsh speakers in your area, and the age of those speakers; (ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.	
173	Supplementary - Promotion	You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2017
174	Supplementary - Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	30/03/2017

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/09/2015



GWYNEDD COUNCIL WELSH LANGUAGE POLICY 2016

INTRODUCTION

This Policy is published in accordance with Gwynedd Council priorities and the requirements set upon the Council under the Welsh Language Standards, Section 4 Welsh Language Measure (Wales) 2011.

The purpose of the Policy is to note how the Council will plan and provide to ensure that all of its services meet the need of the local population from a linguistic perspective. It will also serve as a means to ensure compliance with the Welsh Language Standards.

DECLARATION OF BASIC PRINCIPLES

- Promoting the use of the Welsh language is one of the Council's improvement aims. The Strategic Plan notes that the aim is to see:

“The people of Gwynedd [are] taking advantage of opportunities to use the Welsh language in the community, the workplace and in accessing public services.
The Council's services promote the Welsh language amongst residents and residents take advantage of those opportunities to use the Welsh language.”
- The Council will operate according to the basic principle set out in the Welsh Language Measure (Wales) 2011, of treating the Welsh and English language as equal, giving both languages equal status and validity.
- The aim of this policy is to ensure all residents of Gwynedd are able to use the services of the Council through the medium of Welsh and English, and that steps are taken to ensure that language choice of the user is noted and respected at all times.
- A responsibility is put upon **all** Council officials and Members to promote the Welsh language in all parts of their work.
- The Council has made a commitment to the Gwynedd Welsh Language Strategy, along with hunaniaith, Gwynedd's language initiative (Menter Iaith), to promote the language and increase opportunities for residents of Gwynedd to use the Welsh language. The long term aim is to increase the number of Welsh speakers in Gwynedd.

- All external bodies are encouraged to communicate with the Council through the medium of Welsh, or bilingually.
- Any external bodies or businesses that provide services on behalf of the Council are expected to do so in accordance with the Welsh Language Standards that are set on the Council. Expectations will be clearly expressed in service level agreements and proper monitoring procedures will be put in place.
- The Welsh language is an element within the Equality Improvement Framework for Wales, a tool developed by the Welsh Local Government Association to facilitate the link between equality and the Welsh language and the structures of the Wales Programme for Improvement. Gwynedd Council has committed to the Framework and to the goal of mainstreaming the Welsh language throughout all its work and procedures

WELSH LANGUAGE STANDARDS IN THE WEORK OF THE COUNCIL

SERVICE PROVISION

This section deals with the way the Council intends to comply with some of the Service Provision Standards and ensure that there is efficient bilingual communication with the public at all times.

1. Written correspondence

- 1.1 Any member of the public is free to correspond with the Council in Welsh or English; and all personal correspondence shall be answered in the language it was sent, be that by letter or email.
- 1.2 Letters, in whatever language, shall receive a reply in accordance with the corporate targets for replying to letters - an acknowledgement at least within 7 working days and a full reply within 15 working days.
- 1.3 After speaking face to face or over the phone in Welsh, any resulting correspondence will be in the language of the original conversation, or in the language chosen by the member of the public.
- 1.4 When a Council officer starts corresponding with any individual, association or company in the form of a formal letter or email, they will write that correspondence bilingually. Writing in Welsh only is permitted if the officer knows that the recipient can read and respond in Welsh as well.
- 1.5 Correspondence with any public bodies and any devolved bodies in Wales must be in Welsh only. If another public body, which is also subject to the Welsh Language Standards (local authorities, Welsh Government etc) sends English only correspondence, officers should ask for a Welsh or bilingual copy before responding in Welsh only.

- 1.6 The correctness of any correspondence sent should be ensured. Staff are encouraged to use CySill and follow the Cymraeg Clir guidelines.

2. Phone correspondence

- 2.1 Any member of the public will be able to access Welsh medium or English medium services when they contact the Council over the phone.
- 2.2 Each member of frontline staff and every automated answering systems – in the Headquarters, regional offices, and other public offices – will answer phone calls bilingually (in Welsh first and then in English) and in a courteous and welcoming manner.
- 2.3 The vast majority of Council staff who receive direct phone calls from the public will be able to deal with those calls in Welsh. If the member of the public starts the conversation in Welsh, but that the officer who answers can not speak Welsh fluently enough to deal with the matter fully in Welsh, then they should explain that to the member of the public and offer to transfer the call to an officer who will be able to deal with the call in the language choice of the caller. If the officer who answers the call is learning Welsh, they are encouraged to practice their skills to the best of their ability.
- 2.4 Automated messages on Council answering machines will be fully bilingual, with the message heard in Welsh first, and then in English.

3. Meetings

- 3.1 The Council will ensure that any individual invited to a meeting in the Council can contribute through the medium of Welsh or English.
- 3.2 If an individual attends a meeting relating to welfare, and that they wish to discuss matters through the medium of Welsh, that meeting **must** be held in the language of their choice. It is the responsibility of the Council to ensure that all staff attending the meeting can speak Welsh, and if they can not, that simultaneous translation is provided to ensure that the presence of non-Welsh speakers does not impede the ability of individuals (and officers) who wish to contribute through the medium of Welsh to do so. The language of the meeting **SHOULD NOT** be changed for the convenience of the officers present.
- 3.3 It should be ensured that any individual invited to a meeting in the Council offices are made aware that all internal meetings in the Council are conducted in Welsh. An opportunity should be given for them to specify if they wish to contribute through the medium of Welsh or English, and it shall be the responsibility of the Council officers to arrange for simultaneous translation if it is needed to ensure that the meeting can be held through the medium of Welsh.

- 3.4 In accordance with the aim of the Council, every effort will be made to ensure that bilingual staff are available at all times that can complete the task in hand through the medium of Welsh or English. As the vast majority of Council staff are already Welsh speakers, a situation should not arise where the language of a meeting with a member of the public is changed to English when the member of the public has requested to speak in Welsh.

4. Public Meetings

- 4.1 Any individual can contribute to public meetings arranged by the Council in Welsh or English, and simultaneous translation will be provided to facilitate that.
- 4.2 When a public meeting, hearing or enquiry is organised by the Council, officers will conduct and lead the meetings through the medium of Welsh and simultaneous translation will be provided if an Officer is not available who can present in Welsh.
- 4.3 It is expected that the leading officer or Chair of any meetings will draw attention to translation services at the beginning of any meeting, and encourage attendees to use the equipment to facilitate language choice.
- 4.4 The person responsible for arranging the meeting will also be responsible for ensuring that it is made clear in any agenda, invitation or advertisement in connection with the meeting, that the meeting will be held through the medium of Welsh, and that translation services will be available.
- 4.5 All supporting documentation should be bilingual.
- 4.6 Council officers are expected to contribute in Welsh in any externally-arranged public meetings, committees and conferences that are arranged by other authorities or bodies, and they are encouraged to ask for simultaneous translation services if needed.

5. Publications and Written Materials

(Note: This part of the Policy deals with any material written and published by the Council and made available to members of the public. This includes any forms and explanatory materials, press releases, public notices, and any materials relating to exhibitions, publicity campaigns and consultations, be they published on paper or electronically.)

- 5.1 All documents shared with the public in the name of the Council, be that produced internally or by an external body or establishment, will give the same status to the Welsh and the English language. At the same time, the Council will always try and reflect the linguistic nature of Gwynedd and the fact that the Welsh language is the operational language of the Council and the natural language of most of the population.

- 5.2 Any written material intended for public use, and written by the Council itself will be provided bilingually. This includes written printed material and materials published electronically.
- 5.3 If Officers share written materials by other bodies (either as printed documents or by referencing other sources of information, like websites) it is expected that the Officers make every effort to ensure that the material in question is available bilingually. If the documents are shared as part of consultation work, and that the external establishment can not provide bilingual copies, arrangements should be made to translate them internally before making those documents public.
- 5.4 The Council will ensure that any written materials are consistent in their format and style, in both Welsh and English, and that both languages will be equal in size, form, quality and clarity. This includes ensuring that any materials are comprehensible and easy for the public to read, and that they follow the principles of Cymraeg Clir / Plain English.
- 5.5 All materials will be published bilingually whenever possible, on the same page or in the same document.
- 5.6 If it was necessary for any reason (e.g. size of the document) for the Council to publish Welsh and English versions separately, they will be published at the same time and be available together wherever they will be available to view.
- 5.7 The Welsh language will be given priority in any written material, forms, posters or public notices. The Welsh version will be above the English version or the Welsh on the left and the English on the right.
- 5.8 Any materials published electronically will also follow these guidelines and be published bilingually. It should be easy to navigate between the Welsh and English versions in any websites or apps developed by the Council.
- 5.9 All signs erected by the Council in any public spaces which are under the care of the Council will be bilingual, with the Welsh version appearing first and then the English following underneath.
- 5.10 This policy shall also include literature of other bodies and companies which is from time to time displayed in the Council's buildings. The only exception will be materials from bodies who's main aim is to promote Welsh language and culture.
- 5.11 All Council press releases or statements to the media shall be completely bilingual.
- 5.12 All replies to enquiries from the press or the media shall be in Welsh or English, dependent on the language of the reporter concerned.
- 5.13 All resources used for raising awareness and marketing in order to promote and attract investment into the area will recognise the importance of the

language.

- 5.14 Any marketing campaigns carried out by or on behalf of the Council shall be completely bilingual. This includes exhibitions, information stalls and conferences. This means that any publicity, advertising and research work will be conducted bilingually.

The only exception to the above will be:

- a) activities which are aimed towards ventures that primarily support the Welsh language, e.g. the Urdd Eisteddfod and the National Eisteddfod.
 - b) in the case of radio or television programmes. The language of the advertisements or information bulletin shall depend on the channel or station in question. In the case of channels or stations received in Wales (whether the medium is Welsh or English), they shall be bilingual. On the other hand, in the case of channels or stations received mainly in England, broadcasts shall be in English only.
 - c) leaflets mainly aimed at the market beyond Wales. They will be Welsh in tone and make use of the Welsh language. Any department of the Council can get advice from the Language Promotion Unit about the need to provide bilingual materials or not in this context.
 - ch) All public advertisements published in the Welsh media will appear in Welsh only.
- 5.15 All advertisements and publicity on behalf of another party which appear on the Council's property, land or buildings will be expected to follow the above guidelines. Where there is an agreement between another party and the Council for use of the Council's property, land or buildings, there will be a condition to this effect in the agreement, including associated publicity (e.g. posters, advertisements).

6. Reception

- 6.1 All members of the public shall be able to access a full bilingual service in every one of the Council's public receptions. This means that all customer advisers and receptionists in leisure centres and schools etc will be able to communicate effectively in both Welsh and English.
- 6.2 Signs will be displayed in the Council receptions and any public service points that will note clearly that a bilingual service is available. This is to ensure that clause 1.3 of this Policy is operated effectively and naturally.
- 6.3 Staff in receptions and public service points are encouraged, where appropriate, to wear badges and/or lanyards to make it clear to the public where there are Welsh speakers or learners who can provide a fully bilingual service.

7. Grants

- 7.1 Grants or benefits given to a sector, group or individual will be used as one tool to promote the use of Welsh and bilingualism locally. This can also be a means of supporting bilingualism visually.
- 7.2 When providing a grant or benefit to any organisation or community group, the Council will ask for an explanation of how they will provide a bilingual service with the grant, setting terms in accordance with the needs of the application.
- 7.3 The Council will expect organisations, groups, bodies and individuals providing services for the business community locally to do so bilingually
- 7.4 The Council will expect any such businesses and organisations to show a commitment to the Welsh language and to operate according to the same standards as the Council.
- 7.5 By offering a grant to businesses, the Council will automatically encourage those businesses to use the Welsh language as a marketing tool.
- 7.6 All communication relating to the allocation of grants or service tenders will be in Welsh and English, as appropriate.
- 7.7 Any interviews conducted in relation to grants or tenders will need to be held in the language choice of the applicant. It will be the responsibility of the Council officer to ensure that translation services are arranged if needed to ensure that language choice is respected.
- 7.8 Any contract relating to the allocation of grants to businesses will include a clause that will refer to the Council language policy and specify the responsibility on each party to use the Welsh language in a constructive and appropriate way.

8. Joint Provision and Outsourcing Services

- 8.1 Arrangements for the joint provision and joint funding of services, as well as outsourcing, are of key importance to the future and an area which the Council will increasingly be required to develop. As structures and agreements with others are developed, the Council will protect and ensure the language expectations of the people of Gwynedd.
- 8.2 When drafting and reviewing joint provision and funding contracts, the Council will ensure compliance with this Policy to ensure that there is no deterioration in the bilingual provision. We will monitor contracts to ensure compliance.
- 8.3 We will take advantage of all opportunities to raise awareness of the importance and raise the profile of the Welsh language within the County among our joint-providers and to work together to provide better bilingual services.

8.4 The Council works in partnerships with public bodies, the voluntary sector and other agencies. It works at several levels in co-operation and thus :-

- i. When the Council leads a partnership, strategically and operationally, it will ensure that the public service meets the Policy's requirements.
- ii. When the Council participates in a partnership which another organisation leads, the input of the Council to that partnership will meet the element of the policy, and the Council will encourage the same from other partners.
- iii. When the Council is part of a consortia, it will encourage the consortia to adopt a language policy. When working in the public domain in the name of the consortia, the Council will operate within the Language Policy.
- iv. When the Council joins or formulates a partnership, it will ask the proposed partners for their language policy or the way in which they will work bilingually. As a part of each partnership, the Council will provide guidance.

8.5 The Council will be able to support the above, by offering for example, guidance on bilingualism, hiring translation equipment.

POLICY MAKING

9. New Policies and Initiatives

- 9.1 It should be ensured that any new plans, initiatives or policies adopted by the Council conform to the requirements of this Policy and promote and facilitate the use of the Welsh language. Reference shall be made to this policy where relevant in any of the Council's other plans, initiatives or policies. Also, an assessment will be undertaken of the likely linguistic effects of any policy or new initiative in preparing it and the effect of any policy or initiative adopted by the Council will be assessed in monitoring that policy or initiative.
- 9.2 In the same way the measures of this Policy will be applied as new policies and initiatives are implemented. This will be achieved by an objective assessment of the obligations.
- 9.3 Service Managers will ensure that full consideration is given to the possible effects on the Welsh language of any new policy decisions, or any changes or adaptations to existing policies. Assessments will be conducted where appropriate to ensure that no new policies have an adverse or negative effect on the sustainment of the Welsh language in Gwynedd.
- 9.4 Any research or consultation conducted in relation to new policies should pay adequate attention to the possible effects of any decisions on the Welsh language.

- 9.4 The Welsh language should be considered along side any other equality matter in creating new policies.

INTERNAL OPERATIONS

This section deals with the way in which the Council will comply with the Operational Standards and go beyond what is stated in the Standards to ensure that the internal operations of the Council remains through the medium of Welsh.

- 10.1 In order to encourage the confidence and ability of workers in their Welsh language skills, the internal democratic process of the Council will be conducted through the medium of Welsh. This means that the Welsh language will always be given priority in internal operations.
- 10.2 The Council intranet will be in Welsh only, as well as staff information bulletins and emails. English versions of the information bulletins will be provided as an attachment to the email.
- 10.3 In order to enable the Council to operate in accordance with this Policy, it will be necessary that all the Council's staff are able to communicate effectively in Welsh and English to a standard which is appropriate to the requirements of the post in order that they may fulfil their responsibilities. The Council will co-operate with its staff in order to achieve that situation and it recognises that it will be necessary to be flexible in achieving that aim. In the same way the Council expects its staff to show commitment and to cooperate in achieving that aim.
- 10.4 Translation support will be offered, from English to Welsh, and vice versa, wherever needed, to ensure that no member of staff who is less confident or less able in Welsh is put at a disadvantage.

11. Staff Policies

- 11.1 All matters relating to employment and essential matters such as Health and Safety will be available in Welsh and English.
- 11.2 All members of staff shall be able to present complaints through the medium of Welsh or English, and all cases should be dealt with in the language of choice of the member of staff.
- 11.3 All members of staff will have the right to deal with any discipline issues or any other employment, working condition, or performance issues through Welsh or English, as they chose.

12. Training

- 12.1 The Council will provide in-job training opportunities to enable staff to develop their language skills in both English and Welsh.
- 12.2 Staff are encouraged to develop their language skills further and they will be released from their work, if needed, to learn Welsh or to improve their skills. The Council will provide training for staff on many levels and provide funding for any relevant training.
- 12.3 It will be the responsibility of line Managers to encourage staff to attend training and to assess the need for language improvement training within their teams.
- 12.4 Language awareness training will be provided for all staff members, that will raise awareness about the importance of the Welsh language and its history.
- 12.3 In providing for members of staff to develop the language skills appropriate to the requirements of their posts, training and appropriate support will be prepared and provided for the individual. This training and support will be based on a detailed assessment of his or her needs following the appointment to the post. It is appreciated that the ability to develop linguistic skills will vary from officer to officer and the Council will take this into consideration in assessing them.
- 12.4 There will also be an opportunity for elected members wishing to improve their linguistic skills to join the Council's language classes.
- 12.5 The Dafydd Orwig Memorial Prize is presented annually to learners in order to acknowledge the efforts of staff who have made particular progress over the past twelve months. The prize also acknowledges the work and contribution of Mentors.

13. Recruiting / Job Advertisement

- 13.1 The Council will adopt a Language Skills Strategy to support this Policy.
- 13.2 When advertising posts the Council will declare that post-holders will be required to be able to communicate through the medium of Welsh and English to the level required for the post.
- 13.3 All posts within the Council will be given a language level appropriate to the requirements of that post. It will be essential for the holders of designated posts to be able to fully meet these language requirements from the start of their employment in that post.
- 13.4 For other posts it may be possible for post holders to develop the skills to reach the required standard for the post over time. If it is not possible to appoint an officer to these posts who fully meets the language requirements, the Council will consider whether it would be appropriate to appoint an applicant who shows a commitment to develop to this level. These applicants will be appointed on condition that they reach the appropriate standard for the

post within an agreed timescale in consultation with a Welsh tutor; these timetables will take account of the post, its language levels and the current linguistic level of the applicant. This will be the condition of an employment contract.

- 13.5 The Line Manager and the appointee will be fully aware of the implications of the post's language level by reference to the language framework. Where the language framework is not sufficiently detailed, it will be necessary to set linguistic targets which match the level in the framework and which agree with the post's requirements. The Workforce Development Officer/Language Coordinator can help with this. The framework is used as a basis for setting the specific language requirements of the post.
- 13.6 Every staff recruitment advertisement published by the Council will be bilingual, excepting:-
- a) Welsh Only
Advertisements published in Welsh medium magazines and newspapers
 - b) In Welsh but with a short explanatory note in English
Advertisements published in English medium magazines and newspapers for posts:
 - where it is essential for the post holder to fully meet the language requirements of the post from the commencement of employment in that post
 - where it is not essential for the post holder to fully meet the language requirements of the post from the commencement of employment; this will be the case until evidence is available to show that appointing an officer who fully meets the language requirements is not possible
- 13.7 The vast majority of the Council's staff are bilingual but when appointed there will be some who are not able to speak Welsh. Every Department of the Council is expected to make internal arrangements so that correspondence sent by non-Welsh speaking members of staff is translated before being sent and that should usually be done internally without referring the correspondence to be translated by the Council's translators. The translators will be available to assist when necessary with long, complicated or technical correspondence.

RECORD KEEPING

- 14.1 The Council welcomes any complaints regarding compliance with our Language Policy and the Welsh Language Standards as evidence of performance and a chance to improve
- 14.2 We will deal with each language complaint according to the Council's corporate standards.
- 14.3 The Language Promotion Unit has the responsibility for monitoring language complaints and they are regularly reported to the Language Sub-Committee.

The Unit will follow the procedure of reporting formally on any complaints made that have been dealt with in full, and informally on complaints that are still to be investigated or brought to completion.

- 14.4 When a complaint is not immediately reported to the Language Promotion Unit all Council Services are expected to note any language complaints and then report them to the Language Promotion Unit either as they arise or as part of their report for the annual Welsh Language Monitoring Report.
- 14.5 Any complaints relating to the Language Policy or the Councils compliance with the Welsh Language Standards (2015) will be reported to the Language Commissioner annually.

Agenda Item 9

MEETING:	LANGUAGE COMMITTEE
DATE:	14 January 2016
TITLE:	Update on the meeting with Cartrefi Cymunedol Gwynedd
AUTHOR:	Gwenllian Williams Language Development Officer
PURPOSE OF REPORT	Update the committee

1 BACKGROUND

- 1.1 In the meeting of the Language Committee held in January 2015, a complaint was made regarding CCG's implementation of their language plan and their intention to advertise two senior managerial posts without the ability to communicate in Welsh being an essential skill.
- 1.2 Concern was raised about the matter, and it was agreed that further action would be needed and that the Councillors on the Board of CCG should be persuaded to try and influence the matter.
- 1.3 Correspondence was sent to CCG and to the Welsh Language Commissioner, and a meeting was requested between representatives of the Language Committee and the Chief Executive of CCG.
- 1.4 In an update to the Language Committee in April 2015, the Democratic and Delivery Senior Manager reported that the Language Commissioner was in the process of investigating the matter, and that a report would be published later in the month.
- 1.5 The Commissioner's report was published at the end of April 2015. The report was not much more than a record of the correspondence between the Commissioner's office and CCG, but it did make a note of the fact that the Commissioner's officers had not had access to the research documents that CCG had commissioned to the recruitment problems in the field of work, and that they had used to justify their decision not to set linguistic ability as one of the essential skills. The report did not give any recommendations or set out steps for monitoring.
- 1.6 CCG went ahead and appointed two Senior Managers who are non-Welsh speakers, and they both started in post in the middle of 2015.
- 1.7 On November 23rd 2015, a meeting was held between Ffrancon Williams, Chief Executive of CCG and representatives from the Language Committee. Present in the meeting were Councillors Eric M. Jones, Alwyn Gruffydd and Dyfrig Siencyn, as well as Gwenllian Williams, Language Development Officer.

2. SUMMARY OF THE DISCUSSION

- 2.1 Ffrancon Williams apologies for not being available to meet the representatives at an earlier date.
- 2.2 Ffrancon Williams outlined the circumstances that lead to the current situation, and also the steps they had taken in the past to try and recruit senior managers with the right skill set that could also work through the medium of Welsh. He referred to the research conducted by Trowers & Hamlin to recruitment difficulties in the sector and to efforts to develop skills and experience within the organisation itself. He referred also to the steps they were taking internally to ensure that the Welsh language is still given priority, including providing translating services for internal meetings and a mentoring scheme.
- 2.3 The representatives of the Language Committee acknowledged the difficulties, agreeing that it was becoming increasingly difficult to recruit in some areas and in some sectors, but they were also keen to gain some assurance from CCG that the appointments would not have an adverse affect on the ability of the rest of the staff to work and provide services through the medium of Welsh.
- 2.4 Concern was also expressed that the condition to learn Welsh had not been included in the contracts of the new managers. This contravened clause 7.2.3 of their Language Plan. The Chief Executive reported that one of the new senior managers was already learning Welsh and that the other had shown a commitment to start learning in the new year.
- 2.5 The Chief Executive shared the staffing structure of CCG, stating that all of the managers on the level underneath the senior managers can and do work through the medium of Welsh. The remaining senior manager post – Communities and Customer Director - will be re-advertised in early 2016, with the Welsh language as an essential skill.

3. NEXT STEPS

- 3.1 It was agreed that it had been a productive meeting in so far as it re-established links and communication between the two organisations, but that there was a need to look again at the commitment of CCG to more concrete action.
- 3.2 It was agreed to invite a representative (most probably the Manager with responsibility for the Welsh language) to hunaniaith's Workforce and Welsh Services Group. Some of the group's work could be beneficial to CCG.
- 3.3 There was an interest in having a discussion with hunaniaith about working together to find ways of increasing confidence and skills in the use of the Welsh language in vocational sectors.

4. RECOMMENDATIONS

The Language Development Officer to organise a meeting with the Chief Executive or Manager with responsibility for the Welsh language in CCG early in 2016 to discuss ideas or further concerns.

Agenda Item 10

MEETING:	LANGUAGE COMITTEEE
DATE:	14 January 2016
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	GWENLLIAN MAIR WILLIAMS LANGUAGE DEVELOPMENT OFFICER
PURPOSE OF REPORT	PRESENT THE MOST RECENT COMPLAINTS TO THE COMMITTEE.

FORMAL COMPLAINTS AGAINST THE LANGUAGE PLAN

DATE	COMPLAINT	RESPONSE.
June 2015	<p>A complaint was received from the Welsh Language Commissioner (ref. 1970) regarding an alleged failure to provide a Welsh language service. The complaint was in connection to documents listed on the Council website as part of the public consultation on the Joint Local Development Plan. A list of documents had been published on the website with a note explaining to the public that copies could be had, but in English only. These were technical documents from an external company.</p>	<p>Having looked into the mater, it was confirmed that the documents had been offered in English only, but that they would be translated in due course as part of the usual post-consultation process. The Planning Department had not received any requests for these documents in English or in Welsh, and they had not been published in full on the Council website as they were not a part of the official document bundle of the consultation on the Development Plan. The list had been prepared and offered as documents holding additional information that could be of interest, rather than documents which held information essential to the consultation process. The Planning (Policy) Manager of the Joint Planning Policy Unit took full responsibility for the decision to include the list only on the website, and not to include the full documents bilingually.</p> <p>There was regular correspondence between the Commissioners' officers and the Language Unit in the Council over some months, and the matter was bought to a close in December 2015 without any further action. The Commissioner is of the opinion that the Council have broken the terms of the language plan as the documents we're listed publicly, and that they were as a result "public documents". The Council was clear that there was no intention by the Planning Department to mislead or withhold information relevant to the consultation. The wording of the new language policy being developed for the Council will be looked at carefully to ensure that the guidance on public documents is clear.</p>
September 2015	<p>A complaint was received from the Welsh Language Commissioner (ref 2057 – received 10 September 2015) regarding an alleged failure to provide bilingual certificates to the complainant, but</p>	<p>As a result of the sensitive nature of the complaint, a thorough investigation of the circumstances was held. It was confirmed that the Council Registry Office was not responsible for sending out English and Welsh bilingual certificates to the complainant, but</p>

	<p>provide a bilingual death certificate and to fail to note the cause of death in Welsh.</p>	<p>that they had in fact been sent by the Coroners office. The Registry office had issued a bilingual certificate to the complainant in August 2015 (and explained that it was not possible to issue a Welsh only certificate), but had failed to note the cause of death in Welsh as a result of constraints put upon the Registrars by the Registration of Births and Deaths (Welsh Language) Regs, 1987 and the guidelines by the General Registry Office, that state that the cause of death must be recorded exactly as it appears on the certificate by the Coroner.</p> <p>It appears that this is a common problem, and that causes of death are frequently noted in English only, as there is only one Coroner who is a Welsh speaker.</p> <p>A response was sent to the Commissioner's office explaining the circumstances and also asking for any help or advice they could offer to influence these external departments of the government, which have not been devolved, but which are having an impact on the Council's ability to provide a full bilingual service to the residents of Gwynedd.</p>
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INFORMAL COMPLAINTS

DATE	COMPLAINT	RESPONSE.
<p>September 2015</p>	<p>An English only invitation was forwarded to us (for our information) by a member of the Pwllheli Town Council. The invitation was for an event to be held in Plas Heli. A general dissatisfaction was expressed in the email sent to us about the use of the Welsh language by Plas Heli and a query was made about the Language Policy of the Plas.</p>	<p>Plas Heli was contacted, and it was reported that they had used an external agency to promote the event in question, and that they were unaware that an English only invite had been sent. They contacted the agency and a Welsh invite was sent within a few days.</p> <p>On the matter of the language policy: It is not clear if Plas Heli has an official language policy or not. According to the service level agreement between the Council and Plas Heli, they were expected to adopt and publish a Welsh Language Policy along side other health and safety and operational policies, but we have not been able to get a copy despite several requests.</p>
<p>December 2015</p>	<p>A freedom of information request was received regarding the Gwynedd and Anglesey Housing and the Welsh Language Survey commissioned by hunaniaith. A claim was being made that the research had not been weighed properly and that the Council had not received</p>	<p>A reply was sent from the Democratic and Delivery Senior Manager, stating clearly that the intention of the research was not to provide a detailed, comprehensive picture, and that the work had accomplished the brief set by hunaniaith.</p>

	advice from an independent, professional statistician on the methodology used.	
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