



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

2.00 pm, TUESDAY, 28TH FEBRUARY, 2017

Location

Siambwr Hywel Dda, Swyddfeydd y Cyngor, Caernarfon, Gwynedd. LL55 1SH

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(DISTRIBUTED 20/02/17)

LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (8)

Councillors

Gareth Wyn Griffith
Elwyn Edwards
Gweno Glyn
R. Hefin Williams

Craig ab Iago
Alan Jones Evans
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

Owain Williams

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 declaration of personal interest

3. URGENT BUSINESS

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

4. MINUTES

5 - 11

The Chairman shall propose that the minutes of the previous meetings of this committee held on 13th October 2013 and 22nd November 2016 be signed as a true record.

5. REPORT OF THE CABINET MEMBER - THE WELSH LANGUAGE

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

6. A PRESENTATION ON THE MAIN OBJECTIVES OF THE SECONDARY SECTOR LANGUAGE STRATEGY (DRAFT)

To accept the comments of the members of the Language Committee

7. INVESTIGATION REPORT - VISIBILITY OF WELSH LANGUAGE IN GWYNEDD

12 - 31

To submit the report by the Chair of the Investigation

8. IMPLEMENTING THE WELSH LANGUAGE STANDARDS

32 - 36

To present the experience of preparing and implementing the Welsh Standard, the role of the Welsh language Commissioner and arrangements to promote and encourage the use of the Welsh language in response to the call for evidence 'Preparing for a Welsh Language Bill' by the Minister of the Welsh Language and Lifelong Learning.

9. LANGUAGE AUDIT

37 - 39

To receive an update from the Language Development Officer - Workplace

10. LANGUAGE COMPLAINTS

40 - 41

To receive an update from the Language Development Officer - Workplace

LANGUAGE COMMITTEE, 13.10.16

Present: Councillor Eirwyn Williams (Chairman)
Councillor Charles Jones (Vice-chairman)

Councillors: Craig ab Iago, Elwyn Edwards, Tom Ellis, Alan Jones Evans, Gareth Wyn Griffith, Alwyn Gruffydd, Eric M. Jones, Elfed Williams, Hefin Williams, and Owain Williams

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

Officers: Debbie Anne Jones (Welsh Language Officer), Gwenllian Williams (Language Development Officer), Garem Jackson (Welsh Area Education Officer) and Ann Roberts (Member Support Officer).

Apologies: Councillor Gweno Glyn and John Wyn Williams.

1. DECLARATION OF PERSONAL INTEREST

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

2. MINUTES

The Chair signed the minutes of the previous committee meeting held on 5 July 2016, as a true record.

3. REPORT OF THE CABINET MEMBER - THE WELSH LANGUAGE

Submitted – the verbal report of the Cabinet Member - the Welsh Language, detailing recent developments in the field, including:-

- Language Audit and the action plan. The meeting of four Heads of Departments - Economy and Community Department, Regulatory Department, Adults, Health and Well-being Department and Consultancy Department to emphasise the importance of the Welsh language, asking them to programme work to respond to the issues raised.
- A meeting was attempted with Cabinet Members of nearby Councils to discuss how they intended on responding to the requirements of the Language Standards, but that attempt was a complete fail. After a very beneficial meeting with the Language Officer of Conwy County Borough Council, it was agreed to hold a joint meeting in January with all of the Language Officers to discuss the Language Standards.
- A beneficial meeting had been held with an officer from the Language Commissioner's Office to share information.
- A Hunaniaith Strategic Group meeting had been held, and there it was agreed to invite members from the Hunaniaith Workplaces Group and representation from Anglesey Language Forum to the next meeting in order to discuss the Public Services Board.
- The launch of Popdy - Bangor's Language Centre tomorrow with Alun Davies AM, the Minister for Lifelong Learning and Welsh Language, Welsh Government.
- Alun Davies AM visited Ysgol Abercaseg and Ysgol Pen-y-bryn, Bethesda today. There, a discussion was held with Bethan Webb, Deputy Director of Welsh Language, Welsh Government who was responsible for Language Initiatives and

there would be a further opportunity to discuss successes along with issues that were unsuccessful in being met in a meeting that was yet to be arranged.

It was asked whether preparations were in place for the thousands of people that would be moving to the area due to the Horizon development. It was reported that the Horizon company had arranged a series of meetings with the services of Gwynedd Council next week.

RESOLVED to note the content of the report.

4. CONSULTATION ON A WELSH LANGUAGE STRATEGY

The Cabinet Member's draft response to the consultation document was submitted: A million Welsh speakers by 2050. It was noted that the Government's previous Language Strategy had moved forward by this Strategy in order to concentrate entirely, more or less, on education and growth in Welsh language education as the medium for realising the million Welsh speakers by 2050.

It was reported that there was a need to

- Give more referral to strongholds of the Welsh language and how it was intended to strengthen the Welsh language in those areas that nurture the Welsh language completely naturally
- Refer to community planning
- Have real commitment that would penetrate into all of Welsh Government's work

The following observations were expressed on the draft response

- It was noted that there was no direction on how it was intended to realise the Strategy and where the resources would come from to ensure its success
- Further Education and Higher Education was referred to. A member's concern was noted regarding the financial support given to the students of Wales to go to universities of their choice
- The need was noted for clarity in referring to bilingual education
- A member suggested that specific Welsh areas needed to be established
- Economic value needed to be given to the Welsh language and planning acts needed to be used to protect the Welsh language
- It was noted that there was a need to attempt to persuade Welsh people to use the Welsh language
- Jobs needed to be given consideration in the Strategy
- The need to ensure that it would not be possible to misinterpret the draft response under development field 3: Education, and a definition of Gwynedd Council's education language policy needed to be included

It was reported that the draft response was to be introduced to the Leadership Team before the end of the month with the consultation period coming to an end on 31 October 2016.

Members were thanked for their comments and it was reported that it was also possible for members to respond directly to the consultation.

RESOLVED to incorporate the additional comments in the response to the consultation document on behalf of Gwynedd Council.

5. WELSH IN EDUCATION STRATEGIC PLAN - DRAFT

A verbal report was received from the Gwynedd Area Education Officer, explaining that the 2017-20 Plan was being continued with five of the 2010 plan's outcomes. The intention to set ambitious but achievable targets due to the Council having to review progress against those targets was reported.

The original intention to submit a draft response to the Language Committee was explained, but due to the substantial changes in the plan's template, it had not been possible. In addition, it was reported that the Welsh Government's consultation sessions across the North had not finished until last week, with the final session in Llandudno.

The three Departments and the outcomes, along with the draft targets that Gwynedd Council intended to put in the action plan to respond to the requirements was reported on. It was noted that Estyn's framework asked the question regarding the way that Gwynedd Council purposefully plans, and that would need to be showed.

The key timetable as follows was noted:-

24 October 2016	Local authorities to launch a statutory consultation for eight weeks
Mid November	Send <i>Mudiad Meithrin</i> data to the authorities
20 December 2016	Authorities would submit the Welsh in Education 2017-20 Strategic Plan to the Government.

It was noted that, although the timetable was tight, it was possible that the document would be prepared on time.

It was reported that Welsh Government commissioned Estyn every year to inspect based on themes, and one of the fields of the Welsh in Education Strategic Plan was inspected. Gwynedd and Flintshire had been chosen to be inspected. It was noted that Estyn's final report was on their website by now and paragraph 49 noted as follows:

'There are a few good examples where expertise is used effectively to develop provision across local authorities, in co-operation with regional consortia and regional networks. An example is the development of the 'Siarter Iaith' in Gwynedd. This language charter aims to provide a framework to promote and increase the use of Welsh by pupils in a social context. There are early indications that the 'Siarter' is beginning to impact positively on increasing the social use of Welsh by pupils in Gwynedd schools. The 'Siarter' is currently being introduced in schools across Wales.'

The need to ensure that pupils following courses through the medium of Welsh in the Schools could then follow the courses in Welsh in the Colleges was noted.

RESOLVED to hold a special meeting to discuss a draft of the Welsh in Education Strategic Plan 2017-20 during the consultation period.

6. UPDATE ON THE IMPLEMENTATION OF LANGUAGE STANDARDS

The report of the Workplace Language Development Officer was submitted.

It was noted that the work with Adults Service focused on understanding the relationship of Language Standards and More than Words, and ensuring that any interventions planned met the operational requirements of More than Words and the internal Language Audit. The input that was given in the training sessions on the Adults Service's Language Awareness for new social workers was explained.

It was noted that the emphasis in the previous period had been on raising awareness of staff and teams on the requirements of the Language Standards, and that a communication plan would be developed to spread messages on good practice.

It was also reported that a discussion had been held with the Learning and Development team to look at possible changes to language skills development training.

7. LANGUAGE COMPLAINTS

Submitted – the report of the Welsh Language Development Officer detailing the latest single complaint to hand and the response.

RESOLVED to note the content of the report.

The meeting commenced at 2.00pm and concluded at 3.25pm.

LANGUAGE COMMITTEE (Extraordinary Meeting), 22.11.16

Present: Councillor Eirwyn Williams (Chairman)
Councillor Charles Jones (Vice-chairman)

Councillors: Elwyn Edwards, Alan Jones Evans, Gweno Glyn, Gareth Wyn Griffith, Alwyn Gruffydd, Eric M. Jones, Elfed Williams, Hefin Williams and John Wyn Williams.

Officers: Garem Jackson (Area Education Officer), Bethan Eleri Roberts (Performance Management Officer), Debbie Anne Jones (Welsh Language Services Manager) and Ann Roberts (Member Support Officer).

Apologies: Councillor Owain Williams, Craig ab Iago and Dyfrig Siencyn (Cabinet Member - Welsh Language).

1. DECLARATION OF PERSONAL INTEREST

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

2. WELSH IN EDUCATION STRATEGIC PLAN - DRAFT

The Area Education Officer expressed his gratitude for the opportunity to have a further discussion on the draft of the Plan during the consultation period. It was explained that the Head of Education had worked closely with the officers to prepare the draft of the Welsh in Education Strategic Plan.

The report was submitted and members' observations on the draft Plan were sought.

A member expressed that the Plan as a whole was not extensive enough in terms of Welsh-medium teaching and that the bilingual Education Policy exacerbated the situation by either teaching through the medium of English or bilingually.

It was reported that Education Department Officers were collaborating with an External Consultant to undertake a Study that would respond to the members' questions and observations on local issues. The report following the Study, including conclusions and recommendations, was expected in January 2017.

The following observations were received from members on the Aims and Objectives and on the seven Outcomes:-

Aim and Objectives

Strengthen the third bullet point to read: "In KS2, continue to develop pupils' mastery..."

Outcome 1 - More seven year old children educated through the medium of Welsh

- Strengthen the third bullet point to secure a system that provides a firm foundation in the Welsh language before English is introduced.

- It was noted that the purpose of the meeting was to discuss the Welsh in Education Strategic Plan. Nevertheless, it was suggested that the sentence included in the current Language Policy needed to be strengthened: "the general aim of the Language Policy is bilingualism by setting firm foundations and targets".
- More challenging targets were required if the Government's target of having a million Welsh speakers in Wales by 2050 was to be achieved.
- Welsh language lessons were needed as a subject across all years in order to obtain language continuum.
- Include the need to undertake a language impact assessment before commencing the reorganisation of schools.
- Children of all ages needed to be allowed to attend Language Centres as required, not just Year 2 children and above.

Outcome 2 - More learners continuing to improve their Welsh language skills when transferring from primary to secondary school.

- More challenging targets required and a need to ensure consistency in the use of the 'second-language' definition when measuring performance against the targets.

In response to members' questions regarding the targets, it was explained that the Education Department had local figures and targets, but that the Government's template demanded a composite target for the county.

Outcome 3 - More 14-16 year old learners studying for qualification through the medium of Welsh
and

Outcome 4 – More learners aged 14-19 studying subjects through the medium of Welsh in schools, colleges and work-based learning.

In response to a member's question regarding post-16 co-operative vocational courses provided by Coleg Menai for schools in the Arfon area only, it was explained that the Plan reported on schools rather than on pupils. It was noted that the situation of Coleg Meirion-Dwyfor was different.

Outcome 5 - More learners with higher skills in Welsh

Foundation Phase Pupils gained a 5+ outcome for teacher assessments in Welsh (Level 2+/Outcome 5+)

In response to an observation by a member regarding the consistency of teacher assessments from school to school, it was reported that GwE was addressing the field of moderating and reconciliation in particular.

An example of the success of the Language Charter since its establishment was given, as more children chose the Secondary School known as the Welsh Secondary School in Bangor. It was reported that the new strategy would be implemented at the Secondary

Sector in 2017 and that discussions had commenced with the heads to set a baseline target.

Outcome 6 – Welsh-medium provision for learners with Additional Learning Needs (ALN).

- Need to ensure a Welsh ethos in the provision and specifically music.

Outcome 7 - Workforce planning and Continuous Professional Development (CPD)

- A member expressed concern about the standard of teachers' spelling. In response, it was reported that the need to continue communicating with Bangor University on a number of matters in an attempt to influence and provide observation had been identified and that the spelling issue would be followed up.
- There was a need to ensure that every post-holder could communicate through the medium of Welsh and English to support the statement that Welsh-medium education led to a higher salary and improved the chances of the young.

The Reporting Template

In response to a member's observation on the new reporting template, it was reported that Welsh Government had commenced the process of consulting on the effectiveness of the template. It was noted that Gwynedd's vision was broader and stronger and that the 2050 target could be reached by creating Welsh communities and a more relevant template to ensure that.

The next steps

It was reported that

- the observations of members would be submitted to the Head of Education
- 20 December 2016 - the Welsh in Education Strategic Plan 2017-20 would be submitted to Government.
- Draft plan returned by Welsh Government.
- April - Local authorities to commence the implementation of the Welsh in Education Strategic Plan.

Members were reminded that the public document had been launched for statutory consultation on 24 October for a period of 8 weeks and that members could respond as individuals should they wish. It was reported that there was no time to present the report again and provide further observations after the consultation's closing date.

Everyone was thanked for their observations.

RESOLVED to accept the observations for consideration for the Welsh in Education Strategic Plan 2017-20.

The meeting commenced at 10:30am and concluded at 11:55am.

Agenda Item 7

MEETING	Language Committee
DATE	28 February 2017
TITLE	Language Investigation – Visibility of the Welsh Language in Gwynedd
PURPOSE	To submit the recommendations of the investigation
AUTHOR	Councillor Craig ap Iago, Chairman of the investigation
CONTACT OFFICER	Hawis Jones, Strategic Planning, Performance and Projects Manager

1.0 Background

- 1.1 The Council's Strategic Plan states that the Council needs to see a situation where Gwynedd "continues to be a stronghold for the Welsh language, and that it is an everyday language that is heard and spoken naturally by children, young people and adults across the county."
- 1.2 The purpose of the Language Investigation – Visibility of the Welsh language in Gwynedd was to consider the extent to which the visibility of the language in names, signs and advertisements across the county is important in the context of the status of the language and the confidence of citizens in its use as a natural part of everyday work. It also considered the degree to which the Council has influence over that visibility and whether the Council needs to do more.
- 1.3 This was done by:
- a) Considering the latest research and evidence from the Language planning field about the importance of language visibility and linguistic landscape.
 - b) Considering the areas where the Council can ensure influence over the county's linguistic landscape including:
 - The Council's management of its own property and land
 - The Council's procurement arrangements
 - Grant conditions and assistance provided by the Council
 - The degree of influence which the Council has on signs placed on roadsides
 - House and place names
- 1.4 The purpose of this report is to submit a series of the investigation's recommendations for the consideration of the Language Committee before they are submitted to the Cabinet member.

2.0 Conclusions of the investigation

The attached report (Appendix 1) includes the conclusions, together with a note of the evidence behind those conclusions, with the investigation's recommendations following. The recommendations have been numbered (A1-25).

3.0 Implementing the recommendations

The work of the investigation has been running concurrently in part with the work of the audit of the situation of the Welsh language in Gwynedd Council. If the Cabinet member agrees to implement the recommendations, then it is suggested that they are incorporated in the:

- i) Language Audit Action Plan
- ii) Language Audit Communication Plan

The training which is to be held as a result of the conclusions of the language audit will also be able to incorporate any requirements associated with the recommendations of this report.

The recommendations of the report are also consistent with the Ffordd Gwynedd culture of putting the people of Gwynedd at the centre of everything we do and supports the Council's aspiration to be proactive in its support of the Welsh language.

4.0 Recommendation

The members are asked to consider the recommendations of the Language Investigation – Visibility of the Welsh Language in Gwynedd for submission to the Cabinet member.

Language Investigation Report - The Visibility of the Welsh Language

Investigation Members

Councillor Craig ab Iago (Chair)
Councillor Alwyn Gruffydd
Councillor Charles Wyn Jones
Councillor Elfed Williams
Councillor Gweno Glyn

Others invited:

Dr Rhian Hodges, Coleg Cymraeg Cenedlaethol, Bangor University
Dr Cynog Prys, Coleg Cymraeg Cenedlaethol, Bangor University

Officers

Hawis Jones (Lead Officer)
Arwel Ellis Jones (Lead Officer - meeting 6 July 2016)
Ann Elizabeth Roberts (Support Officer)

Gwynedd Council
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February 2017

Content

Report
1. Context
2. Purpose of the language investigation
3. Main activity of the investigation
4. Main findings and recommendations
Appendices
Appendix 1 – List of those interviewed
Appendix 2 - Questions asked to Professor Durk Gorter
Appendix 3 - Questions asked to officers on the Council's procurement arrangements
Appendix 4 - Questions asked to the Council's service managers

1. Context

When Councillor Craig ab Iago submitted the Language Investigation Report - The Use of the Welsh Language at Meetings Language Committee meeting on 22 October 2015, it was agreed to note a desire to look at the field of how visible the Welsh language is, and work on a brief for an investigation. The officers were authorised to move ahead with the investigation.

2. Purpose of the Language Investigation

- 2.1 The Council's Strategic Plan states that the Council wants to see a situation where Gwynedd "continues to be a stronghold for the Welsh language, and that it is an everyday language that is heard and spoken naturally by children, young people and adults across the county."
- 2.2 The purpose of the investigation was to consider to what degree the language visibility in names, signs and notices across the county is important in terms of the language's status and residents' confidence using it as a natural part of everyday work. It will also consider the degree of influence the Council has over that visibility and whether there is a need for the Council to do more.
- 2.3. This was done by:
- a) Considering the latest research and evidence from the Linguistic Planning field for the importance of the visibility of the language and linguistic landscape.
 - b) Considering the fields where the Council could ensure an influence over the county's linguistic landscape, including:
 - The Council's management of its own property and lands
 - The Council's procurement arrangements
 - Grant conditions and support that the Council distributes
 - The degree of influence the Council has on signs placed on roadsides
 - House and place names
 - c) Considering the value of a possibility of a "Welsh area" to trial the effect of regular visibility of the Welsh language.
- 2.4 The investigation aimed to form a series of simple and cost-free recommendations to the Cabinet Member, sharing them with the Language Committee before they are implemented.

3. Main Activity of the Investigation

- 3.1 The investigation met with a number of managers from the Council who were responsible for day to day services that impacted the visual image of the language in Gwynedd. A list of those interviewed is included in Appendix 1.

As the investigation work progressed, it became apparent that there is a need to focus, in the first instance, on what could be achieved within the Council, and that this would be a realistic ambition within the investigation's time limits.

Although the investigation was eager to continue to consider the value of the possibility of a "Welsh area" to trial the regular effect of the Welsh language, the members were eager to achieve improvements across the Council in the first instance. Therefore, the investigation agreed not to investigate further into 2.3c) above during the current investigation remit. A pilot area could possibly be considered, on a low cost basis, as a piece of work for the future.

- 3.2 Experts in the field were invited in order to advise members, namely Dr Rhian Hodges and Dr Cynog Prys from the University of Wales, Bangor as they had evidence to assist the investigation's work. The opportunity for them to contribute towards the group's discussions was welcomed, and they were included throughout the work.
- 3.3 A discussion was also held with Durk Gorter, a Research Professor and an expert in the linguistic landscape field from Ikerbasque.net, namely a Basque Country establishment in science (Appendix 2). This was in order to set an intellectual foundation to the investigation's work. In addition to this, his paper, 'Linguistic Landscapes in a Multilingual World' was discussed by members of the group.
- 3.4 A discussion was held between the investigation's support officer and Ann Hopcyn, Caernarfon Town Council, regarding that council's work promoting the visibility of the Welsh language in Caernarfon town through early correspondence with businesses that wish to establish in the town.
- 3.5 During the investigation's discussions, other relevant matters came to the members' attention, such as the findings of the Audit of the Welsh language's situation within the Council, and the Council's practices in relation to planning arrangements.

4. Main Findings and Recommendations

- 4.1 The members of the investigation acknowledged that a number of methods are available to promote the use of the language apart from increasing visibility, but that visibility is the remit of this investigation.

4.2 As a result of the discussions held between the Council's managers and experts in the language field, it was found that a number of cultural aspects are important to change behaviour in order to increase the use of the Welsh language:

- Creating a homely environment, ethos, and atmosphere which encourages using the Welsh language
- Increasing staff confidence and encouraging them to use the Welsh language in all aspects of their work
- Creating a safe environment to use the Welsh language amongst fluent speakers and people who are learning the language
- Welcoming everyone to use the language
- Collaborating across the Council to share good practice, and to make the best of the Council's expertise in the language field in order to have influence on an increase in the visibility of the language in Gwynedd communities

4.3 That Gwynedd's unique culture and linguistic landscape is something to celebrate and promote amongst people that decide to come to the area to visit as well as to trade.

4.4 There are a number of examples of good practice in the visibility of the Welsh language field within the Council's services, and those services should be encouraged to share their experiences, and sell software translations e.g. Property, Communities First, Storiel, Leisure.

4.5 Following Gwynedd's success with the Language Charter project across North Wales, it was identified that there is a possibility for the Council to use its expertise to assist other councils in the field of the Welsh language and that would be a way of attracting income.

4.6 Department representatives could have an impact through early intervention and having a conversation regarding the expectations when it is identified that a supplier does not adhere to a contract's language terms.

4.7 By having a discussion with Professor Durk Gorter, it was understood that there is no robust evidence to show that increasing the language's visual image, e.g. signs, increases the population's use of it. However, it is possible to work on the presumption that increasing the visibility of the Welsh language leads to an increase in people's awareness of the language.

- 4.8 Nonetheless, it became apparent that it is possible to achieve a number of simple small steps in order to realise improvements in this field.
- 4.9 It is essential that the investigation's recommendations support the Council's language audit action plan and also Ffordd Gwynedd's culture of putting the people of Gwynedd at the centre of everything we do.
- 4.10 Lastly, a theme that arose consistently throughout the investigation work was that there is a need for the Council workers to use the Welsh language first every time, thinking of the Welsh language first and by default being pro-active.
- 4.11 Therefore, in the investigation's opinion, the Council should:
- Normalise the use of the Welsh language first
 - Be pro-active and promote the Welsh language
 - Be ambitious and push boundaries
- 4.12 The investigation's findings on specific subjects are noted below, with a note of the evidence behind that finding, and then the investigation's recommendation to follow.

<p>1. Subject The visibility of the language in the Council</p>
<p>2. Findings We presume that everybody is aware that they are welcome to speak Welsh with all of the Council's staff. However, this should not be taken for granted, and it should be acknowledged that the Council can do more to display this.</p> <p>Some further steps could be taken to increase the visibility of the Welsh Language in Gwynedd Council.</p>
<p>3. Evidence It was reported from Bangor University representatives that people who are learning Welsh report that they are more likely to use the language if they see officers displaying the orange logo stating they speak Welsh. Evidence of this is found in a research study carried out on behalf of Welsh Government: Hodges et al., 2015. Welsh Language Use in the Community: Research Study. Cardiff: Welsh Government.</p> <p>Siop Gwynedd has already displayed 'iaith gwaith' signs in their locations, and every member of staff uses a language lanyard and badge.</p>

4. Recommendations

- A1 Ensure that all of the Council's services are available in Welsh first, be it a machine, form or a discussion. Ensure that the Welsh comes first. A message should be sent out to all staff noting the expectations.
- A2 That more use should be made of staff that are willing to think in the Welsh language at all times, including them in the work of planning and promoting the language.
- A3 That every manager has to come to know their staff's language, taking steps to ensure that everyone receives training to improve their Welsh language skills and understand the need to communicate in the Welsh language first.
- A4 That the Council's staff are encouraged to wear a Welsh logo lanyard for the card that opens doors.
- A5 Place signs above every foyer in the Council and Leisure Centres' buildings, 'Siaradwch Gymraeg yn Gyntaf' ('Speak Welsh First').
- A6 Revise the Council's signs and establishment addresses, e.g. is 'Cyngor Gwynedd Council' necessary.
- A7 That the Language Committee revises the work's progress on the Language Audit's Action Plan in order to ensure the results are achieved.

<p>1. Subject Promoting the Welsh language</p>
<p>2. Findings</p> <p>That examples had arisen during the recent language audit where practice and behaviour needs to be improved across the Council. This involved the need to use the Welsh language first every time.</p> <p>In addition to this, a discussion with the Council's Registration Service has suggested that there are some constraints on what can be done through the medium of Welsh but that there is reason to suggest that more could be done to promote the Welsh language. Currently, it is possible either to register bilingually, or in English only. If an individual wishes to register a birth, marriage or death through the medium of Welsh, the individual who is registering must select to register bilingually. In addition to this, only if the individual who is presenting the information understands Welsh can he or she register bilingually.</p>
<p>3. Evidence</p> <p>Language Audit</p> <p>Interview with Joanne Parry, Manager of Siopau Gwynedd, Galw Gwynedd and the Registration Service.</p> <p>Information provided by the General Register Office.</p>
<p>4. Recommendations</p> <p>A8 Hold regular contact between the Council and the University.</p> <p>A9 Consider whether there are opportunities to share the Council's expertise in the language field and increase income.</p> <p>A10 Ask the University to share information with the Council on how to influence others and behavioural change methods.</p> <p>A11 Use the Language Charter's data to promote the use of the Welsh language.</p> <p>A12 Ask the Registration Service to encourage those who are registering events to take the opportunity to do so bilingually.</p> <p>A13 To bring pressure to bear on the General Register Office to allow individuals who do not understand Welsh to register events bilingually.</p>

<p>1. Subject The Council's procurement arrangements</p>
<p>2. Findings</p> <p>Although officers that set contracts in the Council are aware of the Language Policy requirements, there is room to promote this and change mindsets and boundaries.</p> <p>New companies need assistance with understanding the Council's Language Policy, and the need to provide a service in the Welsh language to Gwynedd residents.</p> <p>Language requirements need to be strengthened and it should be acknowledged that there will be a need to monitor, rather than police.</p> <p>There is more the Council could do by setting contracts with external providers because linguistic conditions are not clear enough in the contracts.</p>
<p>3. Evidence</p> <p>Interviews with the Council's managers and solicitor (Appendix 3).</p> <p>The language audit's results.</p> <p>Confirmation was received from the Council's solicitor that it is possible to include a condition in a tender process that the writing on external provider vehicles are in Welsh, as long as it is justified on the basis of promoting the contract's social value. It could be argued that promoting the visibility of the Welsh language is part of promoting the health of the Welsh language in the community, and therefore contributes to cultural wealth, and therefore the community's social wellbeing.</p> <p>Confirmation was also received that the Council could make it a requirement that departments who commission work to be tendered to explain why the Welsh language is not essential to a specific external contract. The Council's arrangements already ask commissioning departments to justify any linguistic requirements with specific contracts, and this question could be framed in a negative or in a positive way.</p>
<p>4. Recommendations</p> <p>A14 That the Procurement Unit, via the category management teams, ensures that the Welsh language receives attention from the services where a language element is relevant to the specifications and sub-contracts e.g. add the requirement for bilingual signs on external companies' vehicles.</p>

<p>A15 Intervene early if it is seen that the supplier does not adhere to the contract's language conditions.</p> <p>A16 That the procurement documentation asks departments to explain why including the Welsh language is not essential in the specifications and sub-contracts</p>

<p>1. Subject Roadsides and pavements</p>
<p>2. Findings The service's ability to regulate signs placed on the Council's roadsides or along the pavements is limited and the situation could be managed from a safety viewpoint only. Bilingual signs could also be encouraged.</p> <p>A number of events that are advertised on roadsides and pavements are events that are arranged by companies that are not local ones.</p>
<p>3. Evidence The service's limited ability to regulate the situation.</p>
<p>4. Recommendations</p> <p>A17 Give out a regular message that the Welsh language should be used on Gwynedd Council property by using networks that already exist and referring to the economical value to businesses e.g. Gwynedd Business Network, Town and Community Councils, social media.</p>

<p>1. Subject The Council's assets</p>
<p>2. Findings The positive effect of implementing the language policy means that companies that have supplied building contracts go and use the signs again in other places e.g. nearby councils.</p> <p>Parking payment machines now ask to press a button for an English language service, therefore it demonstrates that we use the Welsh language first every time.</p> <p>It is not possible to control a building's name.</p>

3. Evidence

Interview with Dafydd Gibbard, Senior Manager.

4. Recommendations

A18 Encourage members and social media users to send feedback on the lack of visibility of the Welsh language on the Council's building sites if they notice that something is wrong.

A19 That School Headteachers should not receive any English-only correspondence or posters e.g. from supermarkets to place on school land. In order to ensure a consistent response, the Council or a Cabinet Member (rather than the Headteacher) should communicate this to the company.

1. Subject

Events held in Gwynedd and tourism

2. Findings

The Council gives advice to companies that contact them in order to receive support for business plans.

The Council places conditions on events that are funded by it to use bilingual materials to promote the event e.g. signs, posters.

The 2003 Licensing Act does not enable Councils to demand a specific condition that festival organisers use the Welsh language when promoting their events.

There are examples of good practice in terms of promoting the language in the events field e.g. in Festival No. 6.

3. Evidence

Interview with Professor Durk Gorter, Ikerbasque, who noted that a number of studies have established that there is an economical value in using bilingual signs. He also noted that there is a finding when asking people that bilingual signs are a main priority for them because this creates an opportunity for learners and reinforces learning. He also referred to a small study in a shop that showed that there is a correlation between seeing a sign and the use of language.

Interview with Siân Pennant Jones, Marketing and Customer Care Manager, Hugh Edwin Jones, Events Manager, and Sioned E Williams, Head of Economy and Community Department, outlining the situation and the obstacles involved with influencing businesses in a situation where there is no financial contribution attached.

That there has been an increase of between 25-35% in users on the Snowdonia Mountains and Coast website since November 2015.

4. Recommendations

A20 The Council operates pro-actively and uses every opportunity to promote and influence on the visibility of the Welsh language and remember the Welsh language at all times, giving priority to:

- An initial conversation that happens through a company's first contact with the Council where it could also be reminded of the economical benefit of doing so
- The Events Safety Advisory Group that is chaired by the Events Manager

A21 The Council's departments that come into contact with those that arrange events should work with them and provide them with a list of bilingual designers.

A22 Send out a document to raise awareness of the language with the entertainment licence.

A23 Use the Training Forum to raise awareness of the Welsh language.

A24 Make changes to the tourism website's presentation (Snowdonia Mountains and Coast) in order to strengthen the sense of place.

1. Subject

Planning

2. Findings

It is necessary to be pro-active and consider the language in every case, ensuring clear visibility to the language within our Planning arrangements.

3. Evidence

Planning Committee

4. Recommendations

A25It is necessary for the department to lead in the Welsh language, whatever the language of the planning application forms e.g. Welsh versions of street names, maps, and focus on ensuring that the technology allows us to use information in the Welsh language.

Members of the investigation wish to thank everyone that has assisted them in their work.

Appendix 1

Investigation to the Visibility of the Welsh language in Gwynedd

A list of those interviewed:

Date	Individuals interviewed
11 May 2016	<p><u>Procurement and Legal Units</u></p> <ul style="list-style-type: none"> • Arwel Evans, Corporate Procurement Manager • Geraint Brython Edwards, Solicitor <p><u>Council's management of road verges and transport</u></p> <ul style="list-style-type: none"> • Dylan Wynn Jones, Traffic and Projects Manager • Bethan Meira Owen, Integrated Transport Manager • Rhian Wyn Williams, Integrated Transport Manager
9 June 2016	<ul style="list-style-type: none"> • Gwenllian Mair Williams, Gwynedd Language Development Officer (Workplace) • Ifan Llewelyn Jones, Gwynedd Language Development Officer • Sian Pennant Jones, Marketing and Customer Care Manager (Tourism)
6 July 2016	<ul style="list-style-type: none"> • Cara Owen, Development Control Manager – House and Place Names (Planning Unit) • Professor Durk Gorter of Ikerbasque.net
21 July 2016	<ul style="list-style-type: none"> • Dafydd Gibbard, Senior Manager Corporate Property • Amanda Davies, Community Regeneration Manager – Grant conditions and assistance provided by the Council (Gwynedd Chest) • Nêst Thomas, Museums and Arts Manager (Arts Grants, (Economy and Community Department))
29 September 2016	<ul style="list-style-type: none"> • Ian Jones, Senior Manager, Economy and Community Department (Leisure Centres)

	<ul style="list-style-type: none">• Hugh Edwin Jones, Events Manager• Sioned E Williams, Head of Economy and Community• Joanne Parry, Manager of Siopau Gwynedd, Galw Gwynedd and the Registration Services
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Questions asked to Professor Durk Gorter

1. How can increasing language visibility have an effect on the awareness of the are where people are?
2. How can increasing visibility change behaviour?
3. What should the priorities be for us?
4. What should be considered in the context of street signs?
5. Which areas are identified as those with good practice?
6. Do some signs have more of an effect than others?
7. What is your opinion about having a Welsh area? Do you have any experience/information about this?

Questions asked to officers about the Council's procurement arrangements

1. What can we ask people to do through our contracts?
2. How do we know that people keep to the terms of the contract?
3. There are different kinds of contracts e.g. sub-contracts, how do you ensure implementation against the requirements?

Appendix 4

Questions asked to Council service managers

How do you, through the medium of your services influence the visibility of the Welsh language?

Agenda Item 8

MEETING:	LANGUAGE COMMITTEE
DATE:	28 February 2017
TITLE:	Preparing for the Welsh Language Bill - Application for evidence
AUTHOR:	Debbie Anne Williams Jones (Welsh Language Services Manager)
PURPOSE OF THE REPORT	Submit a draft summary of Gwynedd Council's proposed response to the statement of the Minister for Lifelong Learning and Welsh Language 'Preparing for the Welsh Language Bill - Application for evidence'

1. BACKGROUND

1.1 The First Minister and the Minister for Lifelong Learning and Welsh Language, have announced their intention to amend the Welsh Language Bill 2011. The Measure ensures the following:

- official status to the Welsh language
- the post of the Welsh Language Commissioner
- standards' framework and system
- freedom for people to use the Welsh language.

1.2 The Welsh Government believes that it is timely to consider the lessons learnt thus far as a result of passing the Measure five years ago, and where appropriate, to introduce improvements and changes, and consider whether or not the balance between regulating public services and supporting the Welsh language through promotional activities is correct. All of this in order to achieve the ambition of a million Welsh speakers by 2050.

1.3 On 31 January 2017, Alun Davies AM, Minister for Lifelong Learning and Welsh Language, made a statement noting his intention to publish a White Paper to consult on the provision of a new Welsh Language Bill in time to hold a public discussion over the summer. This means that an informal early engagement period with partners and stakeholders has commenced in order to collect initial evidence for the White Paper in question.

1.4 In his statement, the Minister for Lifelong Learning and Welsh Language asks people to consider the following main matters:

- What is your experience or opinion of the standards' system? The processes of setting and enforcing the standards in particular, and your experience of implementing or preparing to implement the standards within your body.

- The role of the Welsh Language Commissioner includes regulatory functions and responsibilities for promoting and encouraging the use of the language. Is the balance correct?
- What is your experience or opinion about current arrangements to promote and encourage the use of the Welsh language? I would especially like to hear your opinion on who should be responsible for promoting the Welsh language, whilst bearing in mind the confusion that can arise when a number of bodies operate in the same field.

2. WHAT IS YOUR EXPERIENCE OR OPINION OF THE STANDARDS' SYSTEM?

2.1 In the first instance, it must be acknowledged that Gwynedd Council's situation is unique and, therefore, different to most Welsh councils, as the Council's internal language of administration is Welsh, and that the language is used naturally in the Council's day-to-day work. The Standards set a minimum for Welsh language provision, and in reality, the minimum set is too low to satisfy Gwynedd Council's general commitment and ambition for the Welsh language.

2.2.1 Preparatory work for the Language Standards for Gwynedd Council (in the same manner as other Local Authorities) was burdensome, with the need for:

- self-assessment
- response to a consultation on the draft standards
- Standards' Investigation (136 question questionnaire)
- response to the consultation on the Welsh Language Commissioner's Enforcement Policy
- response to the consultation on the draft compliance notice
- acceptance of 151 Standards in the final notice

The task of raising awareness of the Language Standards within the organisation continues.

2.3 In Gwynedd Council's case, where the Standards were considered as a minimum, and that they were not a sufficient reflection of the Council's commitment to the Welsh language; in order to safeguard that commitment, the Council was required to formulate and adopt a new Language Policy to protect the Council's ambition for the Welsh language, as well as a commitment to take advantage of every opportunity to promote the Welsh language.

2.4 Certainly, Gwynedd Council hoped that the Standards would allow more room to be able to influence and bring other Councils closer to our way of working, but Standards can make efforts to obtain more services in Welsh a difficult and frustrating experience (in the same way as previous Language Schemes). One example of this is the ambiguity of some Standards, which leads to different interpretations by different organisations. We recently experienced various interpretations of a 'public document' and therefore, an inconsistency and disagreement on whether there was a need to provide some documents bilingually or not. Of course, Gwynedd Council's viewpoint was that bilingual documentation was required, and ultimately this was achieved, but the ambiguity means that we have to influence and urge other organisations continually rather than the need being clear to everyone. In addition, exceptions allowed on some Standards, or the fact that some Councils

have been exempted from some fundamental Standards, means that an agreement on when documentation should be produced bilingually cannot always be obtained.

- 2.4 A number of Standards in the policy field expect us to be able to evidence the way we mainstream the Welsh language. This could lead to the need to document things in ways that we are not accustomed to in order to demonstrate that we are complying with the Policy Standards. Creating a system to satisfy the requirements of a regulator that does not, in reality, add value to citizens, is contrary to Gwynedd Council principles (through *Ffordd Gwynedd*).
- 2.5 Also, the method we have to use to prove and record how we comply with the Standards is burdensome on an administrative level, at a time when resources are scarce, and it raises the question of what real value does it add in terms of improving quality, provision and availability of Welsh language services for the citizen. The process of undertaking investigations is a good example of this, as it takes three months (if the timetable set by the Commissioner is adhered to) to complete one investigation, and whether such a bureaucratic timetable and process (set in the Measure) encourages people to complain about the lack of Welsh services, and convinces the complainant that a Welsh service will be available as a result of undertaking the investigation.
- 2.6 The Commissioner's process of dealing with complaints also causes difficulty. This occurs in light of the fact that the Commissioner's correspondence does not include details about the complaint, to enable us to specifically research and respond to that complaint. Instead, the entire service must be investigated, and in such a large organisation, this can be very inconvenient and burdensome. Lack of information sharing and communication is also associated with the process; and an example of this is the Commissioner's investigation timetable being nearly 6 months late, and that no communication or explanation about the delay has been received.
- 2.7 Standards regarding meetings and individuals' right to contribute in Welsh can cause difficulty for Gwynedd Council. The Council's Language Policy notes that all meetings must be held in Welsh, with translation equipment available for those who want to contribute in English. This means that the Standards are completely contrary to the Council's system, and therefore, we do not instruct staff to act in accordance with the Standards. Instead of asking whether or not someone wishes to contribute in Welsh, we will ask if someone wishes to contribute in English, in order to provide simultaneous translation equipment for them.
- 2.8 Similarly, any Standard that requires the Council to 'promote' the Welsh service causes difficulty as all Council services are bilingual and give priority to the Welsh language. As a result, we will promote the service itself, rather than the language medium of the service. We believe that the majority of Gwynedd citizens are aware that all Council services are available bilingually.

3. IS THE BALANCE BETWEEN REGULATING AND PROMOTING CORRECT?

- 3.1 Since its establishment, it is believed that the role of the Welsh Language Commissioner has shifted more towards regulating rather than promoting and encouraging the use of the

Welsh language, and the Commissioner has not been able to merge these two functions in the same way as the Welsh Language Board managed to do so.

- 3.2 It is unfortunate that the Welsh Language Commissioner's function has been undermined from the outset when Language Standards were refused, and this has had an impact on the image of the Commissioner, and she does not have the same apparent credibility as the Children's Commissioner or the Older People's Commissioner for example.
- 3.3 However, the Standards should be a positive tool for change, but the whole discourse surrounding them (since their establishment) is negative, and the emphasis and encouragement given to 'complaining' about the lack of a Welsh service adds to this negativism. Should there not be an opportunity and platform to record, celebrate and share good practice as well?
- 3.3 The side effect of the substantial investment in the regulatory process is perhaps that resources to promote and encourage, and offer practical support and guidance for public organisations to develop and reinforce the Welsh services provided by them are becoming scarce.
- 3.4 The collaboration element and the ability to offer creative solutions for challenging situations when organisations come together to provide services, or when public services are externalised, requires specialist guidance and support from the Welsh Language Commissioner to equip public organisations to make meaningful decisions about alternative models to provide public services, that would also be a medium to protect the Welsh language, and which alternative models (if any) would be included under the Welsh Language Measure (Wales) 2011. There is an obvious risk to the Welsh language if consortia, and other models established to provide public services are not subject to the Language Standards.

4. WHAT IS YOUR EXPERIENCE OR OPINION ABOUT CURRENT ARRANGEMENTS TO PROMOTE AND ENCOURAGE THE USE OF THE WELSH LANGUAGE?

- 4.1 There are two different elements to promoting and encouraging the use of the Welsh language in Gwynedd, namely Gwynedd Council's commitment to promote the Welsh language which is in the Council's Strategic Plan, in the way expectation is set on the Council's entire workforce to promote the Welsh language by means of the Language Policy, as well as the Promotion Standard; and secondly, by means of *Hunaniaith*, namely, Gwynedd's Language Initiative that operates a number of projects funded by a Welsh Government grant in the fields of Family, Children and Young People, Communities, Workplaces and Services in order to promote the use of the Welsh language.
- 4.2 Gwynedd Council and *Hunaniaith* both welcome the Welsh Government's commitment and vision for the Welsh language, namely, an ambition to create a million Welsh speakers by 2050, and both believe that setting the framework and policy direction for the Welsh language is the Government's responsibility. Similarly, it is believed that the monitoring framework and ensuring accountability for acting in accordance with the policy direction noted in One Million Welsh Speakers by 2050, is the Government's responsibility.

- 4.3 However, apart from implementing the role within the organisation, the Government is possibly not in the best position to implement the role of promoting and encouraging the use of the Welsh language across Wales. This requires qualities such as flexibility and creativity, responding to local need, practical support, trialling, trust etc. Would an arm's length body from Welsh Government not achieve these roles more effectively?
- 4.4 Also, in light of the fact that the current role of the Welsh Language Commissioner has shifted more towards regulating rather than promoting and encouraging, there is a gap in terms of guidance, assistance and practical support for organisations to do more to promote and encourage, as well as providing more services through the medium of Welsh. This gap is highlighted in the lack of any activities that bring Language Officers of public organisations together to discuss the Welsh language, the Standards, publications and guidance documents etc. An element that was carried out regularly by the Welsh Language Board and WLGA (via *Rhwydiaith*) in the past.
- 4.5 This gap is also prominent in the context of the private sector, and the third sector to a lesser extent, and there is a lack of sharing information about the Commissioner's work in these fields, and the relationship with the work of the Language Initiatives, or opportunities to collaborate once again confirm that some aspects of the current arrangements do not facilitate implementation and collaboration, and therefore, ensure the best results for the Welsh language.

5. NEXT STEPS

- 5.1 The Minister for Lifelong Learning and Welsh Language offers stakeholders an opportunity to discuss the above questions with Welsh Government policy officers or to submit written evidence by 31 March 2017.
- 5.2 In addition, Welsh Government has arranged meetings to discuss the above questions, and a meeting will be held in north Wales in Llandudno Junction on 8 March 2017. It is intended to ensure delegation from the Council to attend this meeting, and use the discussion to refine the Council's final response to the questions which is to be submitted to Welsh Government by 31 March 2017.

6. RECOMMENDATIONS

Members are asked to:

- discuss and submit any observations / examples deemed relevant to the above questions
- accept the content of the report and the next steps.

MEETING	Language Committee
DATE	28 February 2017
TITLE	Internal Language Audit
AUTHOR	Gwenllian Mair Williams Welsh Language Development Officer
PURPOSE OF THE REPORT	Submit a summary of the Language Audit's findings and propose further action

1. Background

- 1.1 As part of the Council's Strategic Plan for 2015-17, a commitment was made to undertake an Audit of the situation of the Welsh Language within the Council. The aim was to discover to what extent the Council and its officers are able to implement the Language Policy of the Council and manage to *"normalise the Welsh language in its departments and the services it provides to the county's residents"*.
- 1.2 The second aim of the work is to consider to what extent the Council goes a step further and succeeds in taking advantage of every opportunity to promote the Welsh language through those services that are provided directly to the county's residents, and through third party arrangements and agreements.
- 1.3 Following the survey and initial assessment, 4 departments were prioritised for further attention and to work with them to identify steps which could be taken to improve staff practices and their awareness of what is expected when working in accordance with the Language Policy. The 4 departments in question are:
- Ymgynghoriaeth Gwynedd Consultancy
 - Adults, Health and Well-being
 - Economy and Regeneration
 - Regulation

2. Update on the Prioritised Department

- 2.1 Initial meetings were held between the Cabinet Member and the heads of the priority Departments in order to identify and agree on initial action steps in order to respond to the Audit's findings.
- 2.2 Following these meetings, draft actions plans were drafted for **Consultancy** and **Adults, Health and Well-being** and these draft plans have been shared with the Heads for their comments.
- 2.3 Some elements of the action plan have already started with **Consultancy**, and six language awareness sessions have been held with the department's staff so far.

An action plan has been drafted for the **Economy and Community** department, but it was agreed to postpone sharing it until the findings of the Investigation into the Visibility of the Welsh Language were final. The reason for this is that it was felt a lot more rational to include any relevant recommendations from the investigation in the audit action plan rather than attempting to address those recommendations separately.

- 2.4 Nevertheless, an individual action plan has been created for the leisure service and agreed with the Head and management team. Work is underway to create materials which will assist swimming coaches to give a prominent place to the Welsh language during lessons and the need to include a target which will address the place of the language in the recruitment and induction processes has been identified, and plans are afoot to reinstate the Language Champions scheme and to hold awareness sessions with four leisure centres in March.
- 2.5 No plan has been agreed with the **Regulatory** Department as yet, but will take place shortly.
- 2.6 In addition to this, meetings will be arranged between the heads of the four services, their relevant cabinet members and the member with responsibility for the Welsh language, in order to ensure that responsibility and accountability for taking action are transferred

3. Update on the Corporate Plans

In addition to the intense work in the four priority Departments, it was also agreed that more general interventions were needed for some of the Audit's findings:

3.1 Language Awareness E-module

An e-module was developed jointly between the Language Unit and the Learning and Development team and completed in January 2017. It is now live on the learning portal, and several staff have already completed it. It is hoped that the module will be launched officially in March 2017. The module can be seen by clicking on the following link:

<http://gwynedd.learningpool.com/course/view.php?id=196#section-1>

3.2 Communication Plan

A draft communication plan is in the process of being drawn up following a discussion with the Communication Unit and although some further work needs to be done to refine it, the plan will be a way of ensuring that messages of encouragement and positive messages about the importance of promoting the Welsh language in the Council's services are conveyed regularly to front-line staff.

As part of this discussion, the influence of the Chief Executive's message about the Welsh language which was sent via Internal Communication some time ago was highlighted, and it was agreed that regular messages need to be conveyed about the Council's commitment to the Welsh language and for them to be tied-in with Ffordd Gwynedd.

In addition, it has been ensured that *laith Gwaith* signs have been placed in all Siopau Gwynedd in order to highlight the fact that Welsh can be spoken with staff in every one, and so encouraging the public to communicate with the Council in Welsh at every opportunity.

4 Recommendation

The members are asked to accept the contents of this report.

Agenda Item 10

MEETING:	LANGUAGE COMMITTEE
DATE:	28 February
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	GWENLLIAN MAIR WILLIAMS LANGUAGE DEVELOPMENT OFFICER
PURPOSE OF REPORT	PRESENT THE MOST RECENT COMPLAINTS TO THE COMMITTEE.

COMPLAINTS RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS (Received from the Language Commissioner's office)

DATE	COMPLAINT	RESPONSE
No completed complaints to report since last meeting		

COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY

DATE	COMPLAINT	RESPONSE.
26/09/2016	Complaint received that an advert by Gwynedd Council and Communities First, advertising "Training Registration Day or Maesgeirchen Residents" had appeared in English only in the Daily Post.	An explanation was received from the relevant department noting the original text for the advert had been provided bilingually to the Daily Post by a member of the Communities First team. The Daily Post had designed the advert themselves. When a final proof version was sent to a member of staff it was in English only, but unfortunately, due to time constraints, the member of staff failed to notice that there was no Welsh version attached to the email and the proof was approved. When the manager realised that the advert was in English only, the staff member was asked to contact the Daily Post. It was agreed that both sides were to blame, and it was agreed to move forward by providing a bilingual advert of the same size in the paper the following week,
13/10/2016	CI1607 – Complaint regarding English only letters sent to a landlord regarding housing benefits of one of his tenants.	An apology and explanation was received from the relevant department noting that the letter had been sent in English only according to the language choice of the tenant in question. As a result of choosing to have their correspondence in English, any correspondence relating to their benefits were automatically sent in English only. However, the service did say that they would look at the computer system to see if they could differentiate between the language choice of the tenant and the landlord. In the short term, they would ensure that the landlord in question would receive Welsh copies of any correspondence relating to their tenants.

<p>9/11/2016</p>	<p>CI1608 – Complaint received by Pwllheli Town Council that some street signs in the town remain in English only, despite an agreement with Gwynedd Council to name streets in Welsh only. The complainant referred to old correspondence with the Welsh Language Officer of Gwynedd Council that referred in particular to a Street Name Policy that was being developed by Ymgynghoriaeth Gwynedd Consultancy (YGC)</p>	<p>A little research was conducted to try and ascertain what the original agreement regarding street signs was between both councils. A copy was not found, and so there is uncertainty about the exact nature of the agreement, but information was received regarding the proposed street naming policy.</p> <p>A reply was sent to the town council explaining that the street naming Policy still existed in a draft form, and that it would be presented to the Language Committee in 2017. Further response will be sent following that.</p>