Complete Agenda

Meeting

LANGUAGE COMMITTEE

Date and Time

10.00 am, TUESDAY, 10TH JULY, 2018

Location

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

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(DISTRIBUTED 03/07/18)

LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (8)

Councillors

Elwyn Edwards	Alan Jones Evans
Aled Ll. Evans	Judith Mary Humphreys
Elin Walker Jones	Olaf Cai Larsen
Elfed Williams	Charles Wyn Jones

Independent (5)

Councillors

Elwyn Jones	Eric M. Jones
Kevin Morris Jones	John Pughe Roberts
Eirwyn Williams	

Llais Gwynedd (1)

Councillor

Alwyn Gruffydd

Gwynedd United Independents (1)

Councillor
Vacant Seat - Gwynedd United Independents

Aelodau Ex-officio / Ex-officio Members
Chair and Vice-Chair of the Council

Other Invited Member

Councillor Nia Jeffreys, Cabinet Member - The Welsh Language

A G E N D A

1. ELECTION OF CHAIRMAN

To elect a Chairman for 2018/19.

2. ELECTION OF VICE-CHAIRMAN

To elect a Vice-Chairman for 2018/19.

3. APOLOGIES

To receive apologies for absence.

4. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest

5. URGENT BUSINESS

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

6. MINUTES

The Chairman shall propose that the minutes of the previous meeting of this committee held on 24 April 2018, be signed as a true record,

7. REPORT BY CABINET MEMBER FOR THE WELSH LANGUAGE

To receive an update by Cabinet Member

8. ANNUAL REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS 2017-18

Present the Annual Report to the Members

9. CONSULTATION ON GWYNEDD'S LANGUAGE PROMOTION PLAN

Give Members an update on the process of creating the Promotion Plan and report on the initial findings of the public consultation.

10. WELSH IN THE WORK PLACE

Update on language designations and the support of the Learning and Development Department

11. MORE THAN JUST WORDS

To note the way in which the Department and the Council is responding to

the requirements of the 'More than just Words - Follow-on Strategic Framework 2016-2019' for Welsh language services in Health, Social Services and Social Care.

12.   LANGUAGE COMPLAINTS

To receive an update from the Language Development Officer

LANGUAGE COMMITTEE, 24.04.18

Present: Councillor Alwyn Gruffydd (Chair)
Councillor Cai Larsen (Vice-chair)

Councillors: Aled Evans, Judith Humphreys, Elin Walker Jones, Alan Jones Evans, John P. Roberts, Elwyn Edwards, Kevin Morris Jones, Elfed Wyn Williams, Eirwyn Williams, Elwyn Jones, Charles Wyn Jones.

Corporate Support: Gwenllian Mair Williams (Welsh Language Services Manager), Elliw Alwyn (Corporate Services Project Manager), Nia Hâf Davies (Planning Manager), and Sioned Williams (Member Support Officer).

1. APOLOGIES

Councillor Eric M. Jones.

2. DECLARATION OF PERSONAL INTEREST

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

3. URGENT ITEMS

No urgent items were received.

4. MINUTES

The Chair signed the minutes of the previous committee meeting held on 27 February 2018, as a true record.

5. LANGUAGE STRATEGY CONSULTATION

A draft version of the Language Strategy, 'Welsh Language Promotion Plan for Gwynedd 2018-2023', was presented by the Welsh Language Services Manager. It was noted that the public consultation period on the strategy had started, and that it would end on 5 June 2018. It was noted that comments, amendments or suggestions from any individuals or organisations would be welcomed for consideration. The final strategy would be submitted to the Cabinet and Full Council in October 2018, with an action plan that would be prepared during the summer.

During the ensuing discussion, responses were provided to a number of questions/observations from individual members in relation to:

- Linguistic and mutation errors in the strategy.
- There were no actions included in the strategy explaining what would happen, who was responsible, and how progress would be measured.
- Some Council decisions were contrary to a number of the objectives contained in the strategy e.g. the closure of youth clubs that promoted the use of the Welsh language among young people.

Members were guided through the Language Strategy consultation questions. During the discussion, responses were provided to a number of questions/observations from individual members in relation to:

A summary of the current situation and challenges
- The 'Stealth English' that stemmed from the technology/electronic devices that were used in schools - could this be addressed?
- Gwynedd Council was one of the only organisations in Wales that was progressive in its translation of 'apps', the provision of Welsh language technology, and provision of bilingual meetings - why did the government not contribute funding to support this exceptional work?
- Was it fair to encourage young people 'to be community leaders by organising events in their communities' when the Council was withdrawing the facilities and funding to do this?

Priority 1: The Language of the Home
- Language transfer was weak among lone parent families - was it possible to have a specific strategy to address this matter?
- Language transfer was weak in families where only the father spoke Welsh. The message that fathers had an important role in ensuring that their children grew up bilingually needed to be strengthened.
- A suggestion to establish new immersion centres in areas where a high percentage of children were late-comers to the Welsh language.
- Was it possible to combine the language of the home vision with the aim of the Language Charter?

Priority 2: The Language of Learning
- There was a need to provide secondary school pupils with a clear message that the Welsh language was a qualification for both the public and private sectors, which could lead to further future employment opportunities.

Priority 3: The Language of Work and Services
- The workplace was a powerful place to promote the use of Welsh - it was important to expand the workplaces that operated entirely in Welsh.
- Was it possible to influence major banks, supermarkets and energy companies to offer more language choices?
- It was important to ensure that the machines use clear, everyday language Welsh. The translation was often too cumbersome and complex, difficult to understand, which turned people against the language.

Priority 4 : The Language of the Community
- Who was responsible for arranging social activities? It was noted that it was difficult to maintain the momentum of voluntary committees.
- As Welsh speakers and non-Welsh speakers came together in social activities, there was a risk that English became the language of the activities. Was it possible to provide people in these situations with simple guidance to ensure that the Welsh language could be used without excluding non-Welsh speakers? Guidance on speaking with Welsh learners should also be considered, in order to support them.
- A need to examine options for assisting businesses with the cost of bilingual signage, similar to the grants that were previously available from the Welsh Language Board.
- A need to hold more training sessions for councillors on 'promoting the Welsh language in the community'.

Priority 5: Research and Technology – Setting the Right Foundations
- The importance of giving children in primary schools access to Welsh language technology – if they became familiar with Welsh technology from an early age they were more likely to use Welsh language technology in their daily lives after leaving school.

RESOLVED: To note the contents of the strategy and the consultation questions.

6. **REPORT ON THE COUNCIL'S PLACE NAME POLICY**

The Corporate Services Project Manager presented a research paper, outlining the Authority's statutory duties and rights in respect of naming, recording and promoting house, street and place names in Gwynedd. It was noted that the matter had been the subject of a number of complaints to the Committee over recent years, and that the research paper's purpose was to provide a clearer understanding of the situation. Members were requested to consider the research results and recommendations, and offer their views on the appropriate next steps.

During the ensuing discussion, responses were provided to a number of questions/observations from individual members in relation to:

- Did the Council have the right to insist upon Welsh names for new estates?
- Who was responsible for naming houses, developments and streets owned by the Council?
- New developments were often more likely to be given Welsh names, could this point be emphasised?
- The matter caused concern, not only the naming of houses and streets, but also the naming of fields, rocks, or parts of mountains. Was it possible to seek funding to install a plaque on them noting the correct names, in order to promote the Welsh names?

RESOLVED: To agree to continue to work on the main purpose of the report, to gain clarity, especially on the naming of geographic features and how we could influence the names used by external bodies such as the Royal Mail and the Ordnance Survey, and report back to the Committee on any developments.

7. **PRESENTATION ON TAN 20 – PLANNING DEPARTMENT**

The Committee received a presentation on Technical Advice Note 20: Planning and the Welsh language (TAN 20) following a request by the Chair, and the concern that the guidance from the government on the matter was ambiguous and weak. It was noted that the new TAN 20 had been published since October 2017, and the similarities/differences between this version and the previous version were highlighted. The weaknesses of the new version were discussed, and the implications for the planning areas of Gwynedd and Anglesey.

It was explained that a response had already been sent to the Government in December on behalf of the Plaid Cymru Group to express concern and dissatisfaction that the Government had ignored the observations of Gwynedd and Anglesey Councils, and had failed to:
- offer a definition of areas of linguistic sensitivity;
- provide guidance on the language assessment.

It was reported that a response had been received from the Minister, Lesley Griffiths AM, noting that Local Authorities were free to expand upon national policy and develop their

own guidance to respond to local needs. It therefore placed the responsibility in the hands of the Local Authority to determine what was appropriate for its area.

Members were asked whether they wished to send further correspondence on the matter to the Government on behalf of the Language Committee, or whether they were happy to wait for the outcome of the development of the Supplementary Planning Guidance, and receive an update at the next Committee meeting.

RESOLVED: to leave the item on the agenda for an update at the next meeting.

8. **GRIEVANCES AND INVESTIGATIONS**

There were no complaints or investigations to note.

<u>CHAIR</u>

MEETING:	**LANGUAGE COMMITTEE**
DATE:	**10 JULY 2018**
TITLE:	**Gwynedd Council Annual Report on the implementation of Welsh Language Standards**
AUTHOR:	**Gwenllian Williams** **Welsh Language Services Manager**
PURPOSE OF THE REPORT	**Present the Annual Report to the Members**

1 BACKGROUND

1.1 As part of the Welsh Language Standards, as enforced by the Welsh Language (Wales) Measure 2011 the Council 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".

1.2 The Standards that relate specifically to the annual report (158, 164 and 170) ask us to include the following information:

- the number of complaints that you received during that year which related to your compliance with the standards
- 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);
- 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);
- 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 accordance with standard 152);
- the number of new and vacant posts that you advertised during the year which were categorised as posts where –
  (i)   Welsh language skills were essential,
  (ii)   Welsh language skills needed to be learnt when appointed to the post,
  (iii) Welsh language skills were desirable, or
  (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);

1.3 Beyond this information, the Council is free to include any information that we deem relevant to improve understanding of the specific steps taken to comply with the Standards. .

1.4 . The attached report is therefore the Annual Report for the year up to March 2018, and includes the specific information asked for under Standards 158, 164 and 170, as well as some further information.

2.   RECCOMMENDATIONS

2.1   Members are asked to:

- accept the content of the Annual Report presented for their information.

REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS 2017-18

CYNGOR GWYNEDD COUNCIL

1. Background

The Welsh Language Measure (Wales) 2011 establishes a legal framework that places a duty on the Council to comply with the standards in relationship to the Welsh language. A standard explains how organisations are expected to use the language in different situations.

The duties that derive from the standards mean that the Welsh language should not be treated less favourably than the English language in Wales, and that the Council is obliged to promote the use of Welsh (i.e. facilitate the people in using the language in their daily lives).

The Language Standards are divided into five fields:

> ➢ service delivery
> ➢ policy making
> ➢ operational
> ➢ promotion
> ➢ record keeping

This Council received a compliance notice from The Welsh Language Commissioner under Section 4 of the Welsh Language (Wales) Measure 2011, on 30 September 2015. This notice specified the precise standards the Council is required to comply with and on 30 March 2016 a 147 standards came into force, with four further standards relating to promotion coming into effect on 30 March 2017.

As a result of the Council's historical commitment to the Welsh language, it had already been complying with a significant number of the standards set through the implementation of its Language Plan and indeed, this plan went further than the Welsh language standards in several areas.

It was considered that the Council's current commitment to the Welsh language should not be weakened by limiting its commitment to simply complying with the Welsh language standards only, and consequently a new Language Policy was developed.

The aim of the Council's Language Policy – the principal means of ensuring it conforms to the Language Standards – is ensuring that all Gwynedd residents have access to the Council's services through the medium of Welsh or English language. The principle is followed that both Welsh and English languages are equal, but that the COuncail also works proactively to ensure the Welsh language is seen and heard first.

2. Conforming to the Standards:

In this section, we draw attention to any Standards where the Council have taken action or given special consideration – beyond the implementation of the Language Policy – during the last year. Ation is taken to ensure that we do our very best on behalf of Gwynedd's residents in proactively offering Welsh services and also in encouraging and promoting more use of the Welsh language while accesssing services.

SERVICE DELIVERY STANDARDS

Gwynedd Council has a duty to comply with 70 service delivery standards and six additional service delivery standards. As a result of the Council's historical commitment to the Welsh language, it was already operating in accordance with or going beyond the requirements of many of these standards when they were imposed on the Council by the Welsh language Commissioner.

STANDARD	CONTENT OF THE STANDARDS	ACTION
7+14+21+ 30+32	Service Delivery Standards' realting to **asking** the individual whether or not they wish to receive services in Welsh or stating that we welcome communicating through Welsh	The Language Policy and the historic commitment of the Council to the Welsh Language has normalized the use of Welsh and there is a growing awareness among the general public that they can receive services and correspondence by the Council in Welsh. However, following an investigation into an alleged failure to adhere to the Standards last year, discussions were had regarding the Standards that involve "informing" the residents of their option and right to have their communicating wiuth the Council in Welsh, or "ask" for their language of choice. At present, we are confident that the current mode of working suffices, and that a positive awareness exists among the general public regarding their linguistic options. However, we will be ensuring that this matter is discussed regularly as we develop a better understanding of the way people communicate with us, and we will revise the situation as we develop new communication arrangements such as online selfservice.

35+36	Service Delivery Standards relating to public events	Prioty will always be given to the Welsh language in events hosted by the Council, and conditions will be applied in financing contracts ensuring the Welsh is prominent. The Council is also working to influence events where it funds less than 50% of an event, referring the organisers to the Language Unit and Hunaniaith for further support in order to encourage more use of the language in big events across the county. This work will continue under the commitment that was agreed upon in the Council's Plan and the Welsh Language Promotion Plan for Gwynedd.
52+55+56+ 57+58+ 59+60	Service Delivery Standards relating to the website, apps, social media and selfserivce machines	We still face numerous obstacles in regards to apps and websites, especially when purchasing external systems. We continue to deal with these causes individually to ensure that the public receive the best service and options. There needs to be a consistent effort to raise the awareness of external companies of the need to develop bilingual apps from the get-go, rather than adapting the app further down the line. At the moment, resources and time is spent negotiating and discussing with companies (who often targets the local authorities throughout Wales) to reach an understanding of the need to provide bilingualy. We will also consider developing more apps internally so that we can accommodate the local need, rather than being dependant on companies to adapt current apps or software to being bilingual ones. The Council itself has been developing more online services in the past year, and we will be monitoring the use of those services in order to assess whether or not there is more that we could be doing to encourage the use of the Welsh version.

SUPPLEMENTARY 155+156+157+ 158+159+160	Service Delivery Standards' involving the compliance to arrangments of the Service Delivery Standards'	The corporate complaints procedure is followed in the event of dealing with a language complaint, and that procedure can be seen on the Council's website. The Council writes and publishes an annual report in keeping with the Welsh Standards.

POLICY MAKING STANDARDS

Gwynedd Council has a duty to comply with 10 policy making standards, and 6 supplementary policy making standards. Again, the Council was already operating in accordance with or beyond the requirements of many of these standards when they were imposed on the Council by the Welsh Language Commissioner.

STANDARD	CONTENTS OF THE STANDARD	ACTION
88+89+90+94	Policy Making Standards relating to the consideration given to the impact of policies on the Welsh language and on Welsh speakers.	The Language Unit is taking a more prominent role within impact assessment work, offering an independent and expert voice while assessing the impact of a policy change or re-structuring services on the language. The impact assessment for matters of equality includes assessing the effects on the opportunities people have to use the Welsh language, and the language Unit will contribute to and verify any assessment to ensure any changes has the least effect possible.

OPERATION STANDARDS

STANDARD	CONTENTS OF THE STANDARD	ACTIONS
98	Operational Standards relating to developing a policy on the internal use of the Welsh language	The Language Policy states that Welsh is the administrative language within the Council, meaning that Welsh is prioritised in all internal operations, and that communication with the staff will be in Welsh.

This commitment is given careful consideration while developing new systems (e.g. the staff's self-service on the Council's intranet that is currently being developed) in order to ensure that we prioritise the Welsh language, and encourage staff to use the Welsh versions, while also ensuring whenever possible that they have a right to choose their language of use if they are still learning and not so confident in using the Welsh version. |

127+136+136A+	Operational Standards relating to assessing our employee's language skills	Every year, the Council gathers information by every deparment to ascertain the number of staff who can speak Welsh. The ability to speak Welsh is listed as an essential skill every time a post becomes vacant within the Council. This means that all of our staff need a certain level of knowledge or ability of the Welsh language. As a result of the Councils new appointment procedures and the need to denote a minimum level of Welsh language skills needed for new posts, we will in future be able gather more detailed information about the levels of staff's skills. Work has already commenced with some departments to identify current staff members skills, and all departments will be supported to complete this work by March 2019.
128+129+130 +131+132+133+	Operational Standards involving general training, linguistic training and awareness	The majority of the Council's training is provided in Welsh, with English courses only available at request. In the rare event of requiring specialist expertise and external services only will this standard be amended. We have worked alongside and successfully influenced some of our external providers during the year, with IOSH (health and safety courses) being one particular example, and having directed the matter for further support from the Welsh Language Commissioner. The Council's Learning and Development unit also are developing and adapting their own courses in order to fulfil their linguistic needs, especially the needs within leadership fields and courses and qualifications as ILM.

3. REPORTING ON THE IMPLEMENTATION OF THE OPERATIONAL STANDARDS IN ACCORDANCE WITH THE REQUIREMENTS OF STANDARD 170

Standard 170 - (a) the number of employees that have Welsh language skills

The following data reports on the number of employees who have Welsh language skills, giving an analysis of the skills level per service:

This data does not contain information about GWE or North Wales Trunk Roads Agency (NWMTRA) as they are regional divisions that are administered by Gwynedd Council.

SERVICE	NUMBER OF STAFF	NUMBER OF FLUENT WELSH SPEAKERS	NUMBER OF LEARNERS / THOSE WHO CAN UNDERSTAND AND SPEAK WELSH TO A CERTAIN EXTENT	NUMBER OF THOSE WHO CANNOT UNDERSTAND OR SPEAK ANY WELSH
Education – Central staff / Teaching staff[1]	177	177		
Environment	159	155	4	
Finance	204	202	2	
Corporate Support	190	190		
Economy and Community	531	504	22	5
Adult Health and Welfare	915	786	129 [2]	
Children and Supporting Families	238	209	29 [2]	
Highways and Municipal	546	530	16	
Gwynedd Consultancy	111	99	11	1
Corporate Leadership Team	33	33		
TOTAL	3100			

[1] GWE is currently doing some work on planning and developing the workforce (funded by the Welsh Government) to assess the whole teaching workforce's language skills. Further details will be available soon.

2 Information is not gathered about learners or those without any skills as part of the service's annual data (STF) – only the total of staff that speak Welsh.

4. REPORTING ON STAFF TRAINING THROUGH THE MEDIUM OF WELSH AND THE DEVELOPMENT OF LANGUAGE SKILLS

A REPORT IN KEEPING WITH STANDARD REQUIREMENT 170 –
(b) number of staff members that attended training courses offered in the Welsh language during the year (based upon minutes kept in keeping with standard 152);

(c) if a course is offered in Welsh during the year, the percentage of the total number of staff that attended the Welsh version (based upon the minutes left according to standard 152);

Welsh is the language of every course within the Council, with English courses available upon request. If non-Wesh members or learners attend induction courses, the training will be offered bilingual.

The Learning and Developing team individually assess all situations and applications regarding training in English and consider the best approach for introducing the training without imparing other members who wish to follow the course through the medium of Welsh.

The only exception, where training will be conducted exclusively in English is when training is required within specialist fields where there is a lack of qualified Welsh instructors.

Number of internal training "events" between 1 April 2017 and 30 March 2018: **798**

This combination of 'corporate' and 'specialist' titles include a variety of training – face to face, e-modules and webinars etc.

Number of training titles between 1 April 2017 and 30 March 2018: **252**

TRAINING EVENTS	TOTAL	TITLE PERCENTAGE	ATTENDEES
Welsh	452	56.6%	1821
English	174	21.8%	894
Bilingual	172	21.6%	826

Therefore, attendee percentage of Welsh or bilingual training: **78.2%**

- The above figures calculate that one individual has attended all events – the figures do not reflect upon the number of individual staff that could have attended more than on course during the year
- Staff and councillors are inclusive in the totals
- The totals includes all kinds of training – face to face, webinar sessions, IT skills developing sessions, sessions which took place over a duriation of weeks, and workshops

Reporting on the Welsh Language Training 2017-2018

During the past year, a *Learning and Development Officer (Welsh Language)* has been appointed following the Welsh Co-ordinator's retirement in July 2017.

This appointment has enabled the Council to expand their provision of Welsh language training, and to look into establishing courses that develop the skills of Welsh speaking staff, as well as conituning to support those members of staff who need to learn Welsh or improve their use of the language for the purpose of their jobs.

The amounts of leaners attending external courses (especially community based ones) reduced in the transfer period between the two jobs, and a number of factors and reasons may have contributed to said reduction. It is possible some individuals have been lost while transferring responsibilities to the new officer. It could also be the case that some individuals may have finished their courses, or decided to give up, or that the Council have appointed fewer individuals without Welsh skills into new jobs during the year. Confusion may have also arisen due to many changes in the external provision.

For example, the changes in structure and arrangements by *Cymraeg i Oedolion* caused some disorder at beginning because of the new means of registering onto a course (individuals would secure their own place online rather than the previous procedure of doing so through the internal training co-ordinator). During this period, a productive relationship was formed between the Learning and Development team and the Welsh for Adults Centre in Bangor, which resulted in overcoming matters relatively easy on the whole. *Dysgu Cymraeg Gogledd Orllewin* currently is the main provider.

Despite that, we have noticed a substantial increase in the number of people attending grammatical courses during the year and the response to the new courses which include grammar and writing skills has been very positive.

Regarding the provision offered to the learners, the below arrangements were used according to individual needs:

- Community based courses over a prongloned period of time (learners attending once or twice weekly within the community)
- Welsh Enhancement Sessions held regulary (since January 2018) by the Learning and Development Office (Welsh Language) e.g. Mutation, Elementary Welsh
- Individual 1:1 sessions with the Learning and Development Officer (Welsh Language) upon individual request
- Individual 1:1 sessions with external tutors upon individual request
- Intense courses (a week or longer – held at the Universities or Nant Gwrtheryn)
- Occasional courses – e.g. *Welsh within the Workplace* (two days)
- Summer schools (held by Dysgu Cymraeg Gogledd Orllewin)
- Online courses by Dysgu Cymraeg (Learn Welsh)
- A weekly morning class held internally: Mastery Level Class (Upper Level 2)

Summary (number of current individuals):

Course	Location and Date	Number of Individuals
Community courses (at Master, Foundation, Primary and Advanced levels)	Available locations across north west Wales according to demand. Usually attended once weekly for two hours over the course of two years (dependant on both hours of engagement and level)	19
Welsh within the Workplace	2 days of June 2018 at Bangor University	2
Master Level Class (with the Learning and Development Office (Welsh Language))	Mawddach Learning Room, the Learning Centre, every Wednesday morning between 9:30-12:00 (2 have left the Council within this period)	5
Welsh Enghancing (internal)	The Learning Centre, since January 2018 to present	32
Intense residential course (week)	Nant Gwrtheyrn, November 2017	1
1:1 learning / Welsh enhancing	1:1 consultation or tutorial sessions are available at every level and are arranged with the Learning and Development Office (Welsh Language) upon individual's request. These sessions vary extensively according to individuals' needs, from learning the basics of the Welsh language to proofreading a piece of work or giving guidance on certain apects of a particular part of language.	16
1:1 learning / Welsh enhancing sessions with an external tutor	These depend of the individual. Skype is used by one at present. April-August 2018.	4
Summer school (July 2018)	A week in July 2018 at Bangor University / Coleg Meirion Dwyfor, Pwllheli	1
		G

Where are the recipients of supports and training?

Department	Learners (Advanced Entry)	Ehancing
Adults, Health and Well-being	24	4
Concultancy	12	1
Children and Supporting Familes	2	11
Trunk Roads (NMWTRA)	4	0
Education	3	2
Envirornment	2	0
Finance	1	0
Economy and Community	2	6
Highways and Municipal	0	1
Corporate Support	0	5
Total	*50*	*30*

Current applications for training: 14

14 individuals have applied for language training (at various levels), and either line managers have received the applications for their seal of approval or they have been forwarded to the external providers to secure places on the courses.

28 individuals have applied for their place on the internal Welsh Grammar course between now and September.

Development:

Developing new courses

In January 2018 two new courses were introduced following research conducted by distributing questionnaires (that were completed by 190 members of staff) between October and December 2017. One of these courses is Treiglo (Mutation) which has been offered in the past and despite positive feedback had not been provided internally for a few years. The second course is a new

concept, Elementary Welsh, established due to popuar staff demand. This course is coming into its own and is appropriate for teams eager to co-enhance their Welsh.

Developing Written Welsh, a new course, was also established following a manager's application which was introduced to the team in question in February. Another manager has also applied for the same course, and said course will be arranged in the foreseeable future.

Undoubtedly, the work ongoing on determining staff language skills in relation to the minimum standards designated for posts will highlight further requirements for spoken and written Welsh in the near future. See more on the this project below.

Agreement

In order to aid and formalize arrangements between the Council, the individual and the external provider and attempting to reduce the number of those who either give up or fail to attend sessions, the Language Training Agreement was introduced and signed by the Learning and Development Service, the individual and the line manager. This agreement resembles Learning and Development Service's general training agreement, but has been adapted to reflect the linguistic requirements and to contain the individual's assessment procedure against the job's language designation.

Language Designations (and the Language Framework)

Before retiring, the Welsh Co-ordinator developed a new Language Framework, and by now line managers across the Council have denoted minimum language standards for all jobs within their services by using that particular Language Framework.

Their next step will be recognizing the staff's language skills according to the framework and, in the instance of any disrepancy between the job's language designation and the individual's skills level, the individual will be refered to the Learning and Development Office for further support and training.

As an example of good practice, Gwynedd Consultancy has flown through the process and an arrangement is now in place for those who were recognized to receive language training.

Discussions are underway with the Leisure services offering their members of staff support within leisure centres in the near future, and the Learning and Development Office (Welsh Language) will pay the other depertments a visits in their turn.

Dafydd Orwig Memorial Prize 2017 – 2018

Historically, this prize is presented as part of the Cyngor ar ei Orau (Council at its Best) ceremony to reward Welsh learners for their effort in learning the language. Last year, the award recognized individuals who promoted and encouraged the Welsh language and who lead by example.

However, this year, it was decided that two individuals were to be recognized and therefore two awards were awared for the first time, for Using Welsh within the Workplace and the Encouraging and Promoting Welsh within the Workplace.

This year's winners were:

Using Work within the Workplace Award: David Birdsall – Social Worker in the Youth Justice Service (Economy and Community)

Encourage and Promoting Welsh within the Workplace Award: Nia Jane Owen-Midwodd – Personal Assistant to the Head of Concultancy Department (Ymgynghoriaeth Gwynedd Consultancy)

5. **Reporting on language requirements on appointing**

REPORT ACCORDING TO STANDARD 170 REQUIREMENT –
(ch) the number of new and vacant jobs advertised and categorised requiring –
(i) that Welsh language ability is essential
(ii) that the appointee is expected to obtain certain Welsh skills upon accepting the job
(iii) that Welsh ability is desirable, or
(iv) that Welsh ability is not essential (based upon the minutes kept in keeping with standard 154);

Welsh language ability is essential	**481**
The appointee is expected to obtain certain Welsh skills upon accepting the job	**0**
Welsh ability is desirable	**0**
Welsh ability is not essential	**0**

6. **Reporting on Language Complaints**

A REPORT IN KEEPING WITH STANDARD 170 REQUIREMENTS –
(d) number of complaints received

Two inquiries into alleged failures to adhere to the Standards were conducted by the Language Commissioner during 2017-18

CSG127 Inquiry

This inquiry involves the Council's failure to co-operate with two Standards in its provision of swimming lessons at its leisure centres.

Standard 81
All Welsh services provided by you must be promoted and the advertising of that service must be in Welsh.
Standard 84
In the case of offering the public an educational course, you must offer it in Welsh.

On **25 July 2017** a final decision by the Welsh Language Commisioner stated that the Commisioner was satisfied that the Council had complied with Standard 84, but unsatisfied with its compliance to Standard 81. This was based upon our failure to note that swimming lessons are being held in Welsh by promoting and advertising the swimming lessons, at present.

Other enquiries and inquiries by the Commissioner:

An enquiry was received regarding a work agreement between the Council and an external provider following a complaint from a member of the public that a job was being advertised exclusively in

English. The Commissioner agreed that the Council is dealing with the matter and that no further investigation was required.

A complaint was received regarding the Council's appealing process in **July 2017**. We are still awaiting the Commissioner's decision regarding this case.

Number of direct complaints received through the Council's complaints process:

Department	Number of Complaints
Corporate Support	2

Both the above complaints against the Council's Language Policy entails its recruiting policy and the need for Welsh skills in order to apply for jobs.

Developmental Work:

We have established a project entitled "Cymraeg yn y Gweithle" ("Welsh within the Workplace") which looks thematically at different aspects of compliance and looks into new means of developing the Council's ability to proactively provide linguistic options and to encourage more members of the public to use our Welsh language services.

We have been focusing mainly on the work of setting minimum language standards for all jobs, and will be also looking at other the thematic fields including the use of language while developing online services and using apps.

During 2017-18, attention was also given to setting the strategic direction of promoting the Welsh language in Gwynedd over the next five years. As well as developing the strategic document on promoting Welsh in keeping with the Standard's requirements, it also developed the Council's Plan – a document noting the Council's strategic direction in its entirety over the next few years – and Gwynedd and Angelsey's Well-being Plan that centres Welsh within all its plans.

Assessing Language Skills (Standards 136-137)

During this year, we have worked on the development of the language skills project with the Human Resources and Learning and Development department. This new arrangement regarding appointing the essential language skills required to designate a job, every department within the Council has looked at the minimum language standards for every job within their current structures.

This work's next step, which is about to commence, is co-operating with departments to recognize the language levels of individuals within those jobs in order to evaluate whether or not they comply with the language requirements listed for the job. Following this, the managers will work with the Language Learning and Development Officer to determine the need for training, and to refer the officers to the appropriate training.

The number of staff lacking any Welsh abilities is scarce and therefore it is unlikely that this work result in a pike in the need of Welsh learning classes, but more demand of different training, such as enhancing the Welsh language or developing written skills, is a possibilty. This demand has already manifested, and has lead to change in the Learning and Development's team training provision.

Promoting Standards:

During 2017-18, the Council has developed a new strategy for promoting the Welsh language in Gwynedd. This plan succeeds the previous county strategy that was lead by Hunaniaith and looks specifically at discovering opportunities to increase the use of Welsh among the residents. A final draft and the first year implementation plan will be developed over summer 2018, and will be implemented towards the end of the year.

MEETING:	LANGUAGE COMMITTEE
DATE:	10 July 2018
TITLE:	Consultation on Gwynedd Language Promotion Plan (County Language Strategy)
AUTHOR:	Gwenllian Williams
PURPOSE OF THE REPORT	Give Members an update on the process of creating the Promotion Plan and report on the initial findings of the public consultation.

1. **Background**

1.1 In accordance with Standard 145 (Welsh Language Standards, Welsh Language Measure (Wales) 2011), we have a statutory obligation to publish a language strategy that explains how we intend to promote and encourage the use of the Welsh language in the county.

1.2 A draft strategy – the Gwynedd Language Promotion Plan - has been written on the basis of consultation with members, and taking into consideration other strategies and plans relevant to the field of work.

1.3 The Plan was published for public consultation on 24 April 2018 and the six weeks consultation period ended on the 5th of June.

1.4 It was possible to contribute towards the consultation through an online survey, by sending comments directly to the Language Unit, or by attending one of the open consultation events held in Bangor, Tywyn and Pwllheli.

1.5 A synopsis of the responses received is offered here. You can see a more detailed report as an attachment to this item.

2. **Synopsis of the consultation responses**

A synopsis is offered here of the responses received, and also an idea of the main themes raised in each priority field.

2.1 **121** individuals or organisations contributed towards the public consultation, with a wide cross-section of ages and locations across the county.

2.2 A total of **107** responses were received to the consultation through the on-line questionnaire, and the remainder contributed at public events or by sending in their observations directly.

2.3 In terms of the geographical division, the number of respondents per well-being area were as follows:

- o Bala - 2
- o Bangor – 22
- o Caernarfon – 29
- o Dolgellau – 4
- o Ffestiniog – 5
- o Llŷn – 17
- o Porthmadog – 8
- o Tywyn – 10

(10 of those who responded either had a postcode from outside Gwynedd or had one that could not be included in a well-being area).

2.4 The following shows the number of respondents per age group

- o 18-29 – 15
- o 30-39 – 26
- o 40-49 – 27
- o 50-59 – 18
- o 60-69 – 16
- o 70 or older - 3

Two of the respondents did not answer this question.

2.5 Interpretation of the general challenges (pages 2 and 3 of the Plan)

Main themes and nature of the observations:

- *Lack of opportunities and lack of use*
- *Inward migration and support for learners*
- *The role of technology*

Proposals or comments that should be considered?
   i) Should there be a greater emphasis in the document on the support provided to people who move into the area and those who are willing to learn Welsh?
   ii) Should we consider including the aim of raising awareness about the opportunities and the schemes that are available to support learning at work - within the Council and beyond?
   iii) Should we include a general aim to increase the use of Welsh language in technology?

2.6 Priority Area 1: the Language of the Home

Main themes and nature of the comments:

- *Opportunities that include everyone without alienating people*
- *More support for parents to learn alongside their children*

Proposals or comments that should be considered?

i) Should we consider including a specific target in the action plan to create a network that would include key partners in the field, to coordinate efforts and build on previous experience in the field?

ii) Should we consider how we could influence the variety of opportunities that are on offer to parents and extended family to use and learn the Welsh language with their young children, in order to ensure that everyone is included, and that community groups are seen as opportunities to socialise and learn rather than solely a language group?

iii) Should we amend the wording of the third bullet point "Increase the number of parents who are learning some Welsh and who use those skills with their families" - to either provide a better definition of "some", or to change the emphasis to increase opportunities to learn as a family, rather than an increase in the number of parents? By changing the emphasis this aim would include the entire family, and include an element of drawing attention and raising awareness of the opportunities available to parents and families to learn alongside their children.

2.7 Priority Area 2: the Language of learning

Main themes and nature of the observations:
- **Secondary education needs particular attention**
- **Need to ensure there are plenty of opportunities to continue to study through the medium of Welsh**
- **The importance of the Welsh language as a skill and the links with work**

Proposals or comments that should be considered?

i) Should we consider extending the aim of improving contact with workplaces to include schools (not just the vocational sector as the Plan currently outlines)?

ii) Should we consider including raising teacher awareness of their contribution to the broader vision as a strategic aim?

iii) Should we prioritise further research to understand trends in pupils' language choice?

2.8 Priority Area 3: the Language of work and services

Main themes and nature of the observations:
- **Better support for businesses and learners**
- **Technology**
- **Simple and coherent language**

- **Equal focus on the public and private sectors**

Proposals or comments that should be considered?

i)   Should we consider how technology is reflected in the different fields and what is the Council's role in this?

ii)   Should we set a specific aim to look at the support that is available for businesses and individuals to increase the use of the Welsh language, and to look at a specific targeting strategy for Gwynedd alongside Welsh for Adults and Work Welsh providers?

2.9 Priority Area 4: the Language of the Community

Main themes and nature of the observations:
- **Inclusion - important that everyone feels part of activities**
- **Community ownership ("encouragement not intervention")**
- **Support for learners, and translation support**
- **Collaboration with other bodies**

Proposals or comments that should be considered?

i)   Propose to change the wording of the third bullet point in the vision for this section to make it clearer that the aim is to influence activities that operate in English only, in order to increase the use of the Welsh language and ensure they are seen as bilingual, not monolingual events.

ii)   The specific collaboration opportunities mentioned in the responses should be considered - specifically with Bangor University/Pontio and the National Park - and consider how we could turn these ideas into specific actions or aims for the final promotion plan.

iii)   Should we be more explicit in terms of who the contributors are in this field - beyond hunaniaith - and note how we intend to work with communities e.g. set an aim to establish a community forum to play a part in setting the enterprise's priorities for the next three years (funding cycle)?

2.10 Priority Area 5: Research and Technology – Setting the Right Foundations

Proposals or comments that should be considered?

i)   Should we consider using an additional bullet point to say something along the lines of ..."Promote the development of new technologies for the Welsh language" - i.e. that we look at potential schemes of campaigns that look at the Council's contribution to developing and growing the software sector in Gwynedd.

ii)   Should we include an additional aim that relates to public bodies' (and schools) use of Welsh language software - or include as part of the Work and Services field?

3. Next steps

3.1 The comments and ideas submitted in the responses to the consultation will be considered in forming the final Promotion Plan, that will be brought before the Cabinet in September and to the full Council meeting in the Autumn.

3.2 Work will also continue with internal departments and key partners to agree on actions or projects that will form the action plan for the Promotion Plan. Discussions have already been held with three internal departments – Corporate Support, Economy and Community and Education, and more discussions will be held during July.

3.3 This action plan will be presented alongside the final Promotion Plan in the autumn.

4. What is being asked of the members?

We ask the members to consider the responses to the consultation presented here, and offer their opinion on changes that should be considered for the final Welsh Language Promotion Plan for Gwynedd.

Initial findings of the consultation on the Welsh Language Promotion Plan for Gwynedd 2018-2023

121 individuals or organisations contributed towards the public consultation, with a wide cross-section of ages and locations across the county.

A total of **107** responses were received to the consultation through the on-line questionnaire, and the remainder contributed at public events or by sending in their observations directly.

In terms of the geographical division, the number of respondents per well-being area were as follows:

- o   Bala - 2
- o   Bangor – 22
- o   Caernarfon – 29
- o   Dolgellau – 4
- o   Ffestiniog – 5
- o   Llŷn – 17
- o   Porthmadog – 8
- o   Tywyn – 10

(10 of those who responded either had a postcode from outside Gwynedd or had one that could not be included in a well-being area).

The following shows the number of respondents per age group

- o   18-29 – 15
- o   30-39 – 26
- o   40-49 – 27
- o   50-59 – 18
- o   60-69 – 16
- o   70 or older - 3

Two of the respondents did not answer this question.

The majority responded to the questionnaire as individuals, and **4** responded on behalf of an organisation or business: Anelu Aim Higher, Snowdonia National Park Authority, Cartrefi Cymunedol Gwynedd and Bangor University.

Meetings will be held with the Park, the University and Cartrefi Cymunedol Gwynedd to further discuss some observations and proposals, and it is hoped to reflect these in the Plan and in the final actions.

Generally, the response has been positive and very constructive, with only 17 of the respondents disagreeing with the interpretation of the challenges and the opportunities that exist to strengthen the Welsh language in Gwynedd.

This is an initial summary of the responses and the observations received as part of the consultation, along with proposals to consider in preparing the final Promotion Plan.

1. Interpretation of the general challenges (pages 2 and 3 of the Plan)

This section was divided into two questions - the first asked if they agreed with the vision, and the second asked if they felt that there was anything we had missed. These responses will be dealt with together, as the responses deal with the same matters.

1.1 Main themes and nature of the observations:

- *Lack of opportunities and lack of use*
- *Inward migration and support for learners*
- *The role of technology*

Lack of use and lack of opportunities was the most common theme in the responses to the question of whether or not they agreed with the challenge noted in the draft document, and that was in terms of individuals and also bodies and organisations. The challenges we note in the Plan are all obviously things that influence individuals' use of the Welsh language, and there is reference to the lack of opportunities in many fields, therefore we are satisfied that we are dealing with this matter.

When looking at the response to the two questions relating to the challenges and opportunities, there are two apparent themes, namely the influence of **inward migration and technology.**

Inward migration and support for learners:
Of the 60 responses given to the question which asked if they felt we had omitted any challenges, 22 were related to 'inward migration' and how much support is available for people moving into the area to be able to learn the language.
There was a strong emphasis in the responses also on the lack of opportunities to learn the Welsh language and the lack of support for people who wish to learn it. It is fair to say that, upon reflection, the draft document does not give sufficient attention to the encouragement that could be provided to newcomers to Gwynedd. Gwynedd Council's influence is limited in this field, but there is a strong message here to share with partner organisations such as Welsh for Adults.

A number of the comments also referred specifically to the link between language ability and the ability to find a job within the county and the opportunities to learn Welsh at work. For example:

> *"You challenge is mostly lack of inclusion for non-Welsh speakers. Only Welsh speakers can access public services jobs but when the nearest Welsh classes are a 20 mile round trip to the nearest town it is completely impractical to learn Welsh in your spare time. If you had a 'learn on the job' scheme then you could employ the best person for the job rather than the best Welsh speaker for the job. It is much easier to learn a language when you are immersed in it every day opposed to an hour once a week."*

> *"I think more support to people who have just moved to the area and welsh is not their first language should be given support when applying for work as its seems to be a barrier even if people are willing to attend weekly language classes this should be taken in to account when applying for work within Gwynedd and not be a barrier because you have to be at a certain lever. If people are willing to learn the language then this should be taken in to account "*

Page 34

Again, there is a strong message here to be transferred to Government schemes - Work Welsh - but there is also a message here for Gwynedd Council and a challenge for us to think about how we raise awareness of the opportunities available within the Council itself to support learners and to develop skills.

The role of technology:
Attention is given to the role of technology in the body of the document, however; we have not included it under the challenges and opportunities at the start of the document. It might be worth considering including general aim of increasing the use of the Welsh language in technology.

1.2 Proposals or comments that should be considered?
i)   Should there be a greater emphasis in the document on the support provided to newcomers into the area and to those who are willing to learn Welsh?
ii)   Should we consider including the aim of raising awareness about the opportunities and schemes available to support learning at work - within the Council and beyond?
iii)   Should we include a general aim to increase the use of Welsh language in technology?

2. The Vision (page 4)

86 out of the **104** responses to the questionnaire supported the general vision noted in the Plan.

Once again, support for incomers and learners has highlighted itself in the responses to this section.

It was inevitable that there would be some negative comments in response to this question (and the Plan in general). Some note their dissatisfaction that the Council is spending money on the Welsh language at the expense of other areas of priority and some comments note that the plan is discriminating against non-Welsh speakers and that forcing the agenda is likely to lead to greater division within communities and "blinkered and insular attitudes". It is important that we bear these comments in mind, and ensure that the Promotion Plan focuses on equality and equal opportunity for all.

3. Individual Priority Fields within the Promotion Plan

The same set of questions was asked for every priority field, namely:

1. Do you agree with the vision for this field?
2. Do you agree with the interpretation of what needs to happen?
3. Are there other opportunities that we should give particular attention to in this field?

Priority Field 1: The Language of the Home

Summary:

81 of the 107 responses to the questionnaire agreed with the vision for this field.

30 chose to note additional opportunities or comments.

Main themes and nature of the comments:

- *Opportunities that include everyone without alienating people*
- *More support for parents to learn alongside their children*

There were a number of additional comments in this field which referred to work or target audiences addressed in other sections of the plan e.g. "Increase the support for voluntary organisations working in Welsh with children and young people". This suggests the need to be clearer regarding who the target audience is in the vision for this priority field.

There are also a number of observations regarding inclusion and how we can include non-Welsh speakers in activities so they do not feel excluded. Concern was expressed once again that there is not enough opportunity for parents who wish to learn the language.

Any action taken in this field will rely greatly on collaboration with partners such as Mudiad Meithrin, and several respondents acknowledge the importance of early intervention and influencing parents of babies, which coincides with our vision.

There are a few comments, however, asking us to look at whether our vision for this field is too narrow. See the following observation:

> *"As a mum of two who returned to work after giving birth I did not attend Cylch Meithrin sessions, or stori a chân sessions in libraries etc. Receiving information on where to get the resources and weekend activities would have been helpful."*

Proposals or comments that should be considered?
i)   Should we consider including a specific target in the action plan to create a network that would include key partners in the field, to coordinate efforts and build on previous experience in the field?
ii)   Should we consider how we could influence the variety of opportunities that are on offer to parents and extended family to use and learn the Welsh language with their young children, in order to ensure that everyone is included, and that community groups are seen as opportunities to socialise and learn rather than solely a language group?
iii)   Should we amend the wording of the third bullet point "Increase the number of parents who are learning some Welsh and who use those skills with their families" - to either provide a better definition of "some", or to change the emphasis to increase opportunities to learn as a family, rather than an increase in the number of parents? By changing the emphasis this aim would include the entire family, and include an element of drawing attention and raising awareness of the opportunities available to parents and families to learn alongside their children.

Priority Field 2: The Language of Learning

Summary:

78 of the 107 responses to the questionnaire agreed with the vision for this field, and 76 agreed with the interpretation of what needs to happen next.

22 people chose to propose comments or ideas for this field

Main themes and nature of the observations:
- **Secondary education needs particular attention**
- **Need to ensure there are plenty of opportunities to continue to study through the medium of Welsh**
- **The importance of the Welsh language as a skill and the links with work**

A large number of the comments related specifically to secondary education, and included comments on the need for "more emphasis on the Welsh language" and "continue to use the Welsh language in their sixth form studies", but also comments about the teachers' role and the need for them to be "aware of the value of studying through the medium of Welsh" in order for them to be able to give the pupils the right encouragement.

The Secondary Schools Language Strategy addresses some of the matters raised, but this scheme is of course only in its early days, and awareness of its aims and objectives is currently very low. There will be a need to keep some of these comments in mind when producing the action plan and setting the plan's priorities for next year.

There are also some comments about the primary charter, which suggest that more work is needed to raise awareness of the Charter amongst parents.

There is a feeling of "enforcement" among the responses, and a feeling that there is not enough emphasis on learning English language skills. Given that this is a specific strategy to promote the Welsh language, these type of comments suggest a lack of understanding of the education policy and the aim to create confident bilingual citizens. There are also some comments that suggest a lack of understanding or awareness among parents about the Language Charter's work.

Proposals or comments that should be considered?

i) Should we consider extending the aim of improving contact with workplaces to include schools (not just the vocational sector as the Plan currently outlines)?

ii) Should we consider including raising teacher awareness of their contribution to the broader vision as a strategic aim?

iii) Should we prioritise further research to understand trends in pupils' language choice?

Priority Field 3: The Language of Work and Services

Summary:

78 of the 107 responses to the questionnaire agreed with the vision for this field, and 73 agreed with the interpretation of what needs to happen next.

17 people chose to propose comments or ideas for this field

The responses also included response on behalf of bodies that are relevant to this field: Snowdonia National Park Authority, Betsi Cadwaladr Health Board, Cartrefi Cymunedol Gwynedd and Bangor University.

Main themes and nature of the observations:
- **Better support for businesses and learners**
- **Technology**
- **Simple and coherent language**
- **Equal focus on the public and private sectors**

There are two specific comments that there is little mention of technology before this section, and as with a previous field there are a number of comments on opportunities for individuals to learn Welsh at work.

There are schemes in place, sponsored by the Government, but is there a danger that they are not reaching the areas that need them in Gwynedd?

Proposals or comments that should be considered?

i) Should we consider how technology is reflected in the different fields and what is the Council's role in this?

ii) Should we set a specific aim to look at the support that is available for businesses and individuals to increase the use of the Welsh language, and to look at a specific targeting strategy for Gwynedd alongside Welsh for Adults and Work Welsh providers?

Priority Field 4: The Language of the Community

Summary:

75 of the 107 responses to the questionnaire agreed with the vision for this field, and 72 agreed with the interpretation of what needs to happen next.

Main themes and nature of the observations:

- **Inclusion - important that everyone feels part of activities**
- **Community ownership ("encouragement not intervention")**
- **Support for learners, and translation support**
- **Collaboration with other bodies**

Inevitably there were comments in the consultation regarding the decision to change the youth service and close the youth clubs, and the impact this will have on the Welsh language in the community. As the draft plan was written before this decision was made, it was not possible to detail on any priorities in this field, however the final plan will need to address youth work and its role in supporting the Welsh language in the community.

Two comments note the need to ensure local ownership and ownership from young people, and that it is important that events do not "turn into something formal, policy", and this coincides with the hunaniaith principle of trying to empower and work together, rather than provide directly on

behalf of the community, however, there may be room in the final plan to note this principle with greater clarity.

Proposals or comments that should be considered?

i)   Propose to change the wording of the third bullet point in the vision for this section to make it clearer that the aim is to influence activities that operate in English only, in order to increase the use of the Welsh language and ensure they are seen as bilingual, not monolingual events.

ii)   The specific collaboration opportunities mentioned in the responses should be considered - specifically with Bangor University/Pontio and the National Park - and consider how we could turn these ideas into specific actions or aims for the final promotion plan.

iii)   Should we be more explicit in terms of who the contributors are in this field - beyond hunaniaith - and note how we intend to work with communities e.g. set an aim to establish a community forum to play a part in setting Hunaniaith's priorities for the next three years (funding cycle)?

Priority Field 5: Research and Technology – Setting the Right Foundations

Summary:

67 of the 107 responses to the questionnaire agreed with the vision for this field, and 64 agreed with the interpretation of what needs to happen next.

The draft document did not refer specifically to developing the relationship with Bangor University, although we are aware of the good work taking place there - especially when considering this field. Following comments about consultation, and a further conversation with representatives of the University, it is hoped that we will be able to provide more details on the relationship and the opportunities in the final document.

Proposals or comments that should be considered?

i)   Should we consider using an additional bullet point to say something along the lines of ..."Promote the development of new technologies for the Welsh language" - i.e. that we look at potential schemes of campaigns that look at the Council's contribution to developing and growing the software sector in Gwynedd.

ii)   Should we include an additional aim that relates to public bodies' (and schools) use of Welsh language software - or include as part of the Work and Services field?

4. Next steps:

All responses will be considered as we produce the final Plan. There are some specific ideas and suggestions that we will also try to incorporate in the action plan that will provide details of how we intend to implement the vision.

MEETING:	LANGUAGE COMMITTEE
DATE:	**10 July, 2018**
TITLE:	**More than just Words - Follow-on Strategic Framework 2016-2019 – Gwynedd Council situation**
AUTHOR:	**Rhion Glyn Senior Business Manager**
PURPOSE OF THE REPORT	**The purpose of this report is to note the way in which the Department and the Council is responding to the requirements of the 'More than just Words - Follow-on Strategic Framework 2016-2019' for Welsh language services in Health, Social Services and Social Care.**

1. Background

1.1 "More than just Words", namely the three-year strategic framework, was published by Welsh Government in 2012 to secure Welsh language services in the field of Health, Social Services and Social Care. During 2015, a consultation was held by the Government on 'More than just Words - Follow-on Strategic Framework 2016-2019' and the Department contributed towards the process.

1.2 On 22 March, 2016, the 'Follow-on Strategic Framework for Welsh Language Services in Health, Social Services and Social Care (More than just Words)' was launched. This document is a follow-up to the original strategy and is based on the **Proactive Offer** as identifying and then responding to the individual's linguistic need is an essential element of care.

1.3 There are seven Objectives to the Follow-on Strategy which need to be implemented by 2019:-

Objective 1 - National and Local Leadership, and National Policy

Objective 2 - Mapping, Auditing, Data Collection and Research

Objective 3 - Service Planning, Commissioning, Contracting and Workforce Planning

Objective 4 - Promotion and Engagement

Objective 5 - Professional Education

Objective 6 - Welsh in the workplace

Objective 7 - Regulation and Inspection

1.4 The More than just Words Follow-on Strategic Framework is available on the following website:-
https://gov.wales/docs/dhss/publications/160317morethanjustwordscy.pdf

and the response of the Adults and Children's Departments are reported upon in the attached appendix.

2. What is sought by the Committee?

2.1 The Committee's guidance and observations on the submitted information is welcomed, and these observations will be useful to proceed with the work.

More than just Words - Follow-on Strategic Framework 2016-2019 – Gwynedd Council situation

Since 1996, Gwynedd Council has been operating bilingually in every aspect of its business. Its strategy regarding the Welsh language has extended to recruitment processes and requirements, data collection, contracts, commissioning, procurement and training.

As a Department, we have committed to More than just Words from the outset since its publication in 2012 and we welcome the principles of the Follow-up Strategic Framework which was published in 2016. Gwynedd's Statutory Director, Morwena Edwards, plays a national role by leading on this important agenda on behalf of other directors, and she then reports on Gwynedd Council's progress in her annual report.

The Strategic Framework notes seven key objectives which need to be fulfilled, and as a Council and a Department we have made progress in responding to the objectives.

<u>**Objective 1: National and Local Leadership, and National Policy**</u>

Gwynedd Council has a robust and clear Language Policy which emphasises the provision of services that respond to the needs of citizens, and meets their duty to comply with Language Standards. The Policy and Standards came into force on 31 March, 2016. It is evident that More than just Words principles have been intertwined with Gwynedd Council's broader principles and policies, and there is close collaboration between this department and the Workforce Language Development Officer on overlapping elements.

The Council has also committed to promote use of the Welsh language through its services - internally and externally - and this work is achieved through the Council's Language Unit which also includes the language initiative, Hunaniaith, for the county. The Council is currently developing a new language strategy - Welsh Language Promotion Plan for Gwynedd 2018-2023 - which will set the vision for the next five years.

The Council has a robust recruitment policy which has existed for many years and it ensures that bilingual staff are appointed where needed. If the individual's linguistic ability does not reach the requirements of the post, language training will be provided from a learner's beginner level up to language refresher standard and using clear Welsh.

The commitment of the Adults, Health and Well-being Department and the Children and Supporting Families Department to the principles of More than just Words is a reflection of the commitment and priority given across the Council to offering Welsh-medium services. A senior officer was designated to promote the Welsh language within the Adults and Children's Departments, namely the Senior Business Manager. In addition, a Workforce Support Manager was designated within the Adults, Health and Well-being Department to act as a 'More than just Words Champion'.

In order to promote collaboration and share good practice, the Department is a member of the North Wales More than just Words Forum, which has a representation from the Health

1

service, Ambulance service, Fire Service, Colleges and Councils across north Wales as well as the Care Council for Wales.

<u>Objective 2: Mapping, Auditing, Data Collection and Research</u>

Currently, approximately 88% of the service's staff are able to speak Welsh and we are confident in the Council's current ability to provide the Proactive Offer although some weak pockets have been identified. The Council's recruitment procedure is followed and information about staff language is collected on the Council's Human Resources computer system. We have committed to plan, develop, implement and invest in a bilingual workforce.

During 2016-2018, the Human Resources Department commenced the process of assessing current posts to ensure that language specifications (the language requirements set for them) were appropriate for the posts in question. A new skills framework was developed based on WJEC's framework, and the intention is that the work will proceed to assess the skills of individuals who hold the posts, to ensure that everyone meets the necessary requirements. This will allow us to plan more suitable training and identify gaps in staff skills in terms of the Proactive Offer.

We are aware that there are shortcomings in our provision e.g. in the south of the county. It is anticipated that ensuring a bilingual workforce for the future in this part of the county will be a challenge. There is an intention to review plans to collaborate with further education providers across north Wales to ensure that the future workforce will be drawn to appropriate courses and that the value of bilingual skills is maximised. This also corresponds with one of the priorities noted in the Welsh Language Promotion Plan.

We already provide Welsh lessons and Welsh refresher lessons which have been tailored to the level of staff needs and regional courses are available for our partners which address the language element. Emphasis is placed on the importance of language in induction training for care staff and in the 'First Year in Practice' workshop for social workers. We continue to collaborate with Bangor University to ensure that a high percentage of students undertaking an M.A. in social work are Welsh speakers.

In terms of the individual receiving care, information about language choice is gathered during the initial contact as it is within the role of the social worker to identify language needs as part of the assessment. By means of the brokerage system, we can ensure that the skills of providers correspond with the needs of our users, which includes linguistic needs.

We are now in a better position to record data since the new WCCIS computer system was introduced in August, 2017. The verbal and written language choice of the service user and the ability to communicate bilingually has been streamed into the developmental details of the new system (WCCIS) and it is hoped that it will not only enable the service to operate bilingually, but also to facilitate the process of communicating and transferring information to external agencies. At present, we are reviewing our templates on the system e.g. 'What matters' and the 'Care Plan' to ensure that Language choice is addressed and also to ensure that the commissioned service has responded to Language needs when a review is undertaken.

In the future, reports from the WCCIS system will allow us to identify the weaknesses and shortcomings of the provision in terms of the Proactive Offer that will then be fed into the planning and commissioning process.

Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning

In its service procurement documentation, the Council clearly notes the need for providers to demonstrate how they would ensure that the linguistic requirements of individuals receiving a service will be met and respected.

Current commissioning plans place a clear emphasis on the importance of language. Due to recent legislations, the Council is currently reviewing its commissioning plans.

Work to review the commissioning plans will be an opportunity to seek new opportunities to strengthen arrangements and processes to ensure that More than juts Words principles are incorporated.

All of the Council's current contracts with care providers include specific clauses regarding linguistic requirements and the need to respect individuals who receive a service. This step is implemented in a manner that complies with the Welsh Language Commissioner's guidelines on commissioning services. Recently, when reviewing Residential Care contracts, we have placed an expectation on providers to prepare a Language Policy to demonstrate how they will achieve the principles of More than just Words and draw-up an improvement plan. Consequently, as a Department we can ensure that the principles of More than just Words will mainstream into all aspects of the services we commission as Adults and Children. Also, it will form the foundation to establish a positive and supportive monitoring procedure to More than just Words principles in future. In order to support our providers, a Language Policy template was formulated. Also, a course was established and held for third sector providers and managers to explain how to complete the document and to raise awareness about the Proactive Offer.

During 2016, engagement work was undertaken to feed into the Gwynedd Population Needs Assessment. Useful information was gathered about the population in terms of growth demographic, location, life expectancy and healthy life expectancy. Information was also gathered about the profile of the Welsh language. At the end of the process, a number of interesting facts came to light to assist the Department to plan care services for the future. The results have been subject to the Council's committee procedure.

It will be challenging to encourage some non-Welsh providers to promote bilingualism and Welsh culture within their organisations. There is a need to increase the interest of providers and the practical challenge is costs that could be associated with any requirements e.g. releasing care staff to attend courses to learn Welsh. There will be a need to collaborate with external Providers to identify more creative ways of overcoming the difficulties. There will be a need to make them realise the importance of the fact that language is part of the care and also the priority given by the Council to providing services in the individual's chosen language.

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Objective 4: Promotion and Engagement

The Communication Plan is being developed by the Language Unit and the corporate Communications Unit, which will ensure that regular messages are transferred to all Council staff about the importance of offering Welsh-medium services and the resources and support available to them to improve their skills and confidence.

The Council and the Department's front-line staff wear a language work logo (if appropriate) and posters can be seen in every reception and in our residential homes. By visiting teams, an opportunity was received to raise awareness about More than just Words and to hold a discussion with staff. Staff are reminded about the principles of More than just Words by means of items in the Department's 'Newsletter'.

Publicity has been given to More than just Words and the 'Proactive Offer' at meetings, via bulletins and e-mails to independent care partners and the third sector. The 'work logo' and also the 'Pocket Book for Students' were distributed at meetings.

The Language Unit and the Learning and Development Team are now holding a short session as part of every induction training for new care staff, in order to draw attention to staff responsibilities in offering a bilingual service, to raise awareness of the proactive offer principle and to respect the service user's linguistic needs.

Two half day courses were arranged for Managers and Owners of Care establishments in order to raise awareness of 'More than just Words' and to give guidance on how to create a self-assessment of their business, as well as creating a Language Policy and improvement plan. Unfortunately, the response was very disappointing. Despite this, there is an intention to collaborate with the Care Council for Wales on this issue and to promote the course for providers and the third sector in Gwynedd.

Every support is given to More than just Words campaigns, such as the Music Day, by using the Council and the Department's publicity methods. As a Council, three applications were submitted to the More than just Words Celebration Event 2017 and independent and third sector Providers, as well as Councillors, were encouraged to nominate and take part.

The North Wales More than just Words Forum is a way to share ideas and is an excellent opportunity to collaborate with Health, councils and other organisations to identify opportunities and good practice. We have two officers attending on behalf of the Department. In October 2017, the Forum was acknowledged in a national More than just Words event in Cardiff by winning Special Recognition in the Leadership category.

The following are examples of recent collaboration -

In order to promote the Forum's agenda, a representative from Gwynedd supported the Care Council in interviews to appoint a Work Welsh Engagement and Development Officer. The purpose of this post is to promote the importance of the Welsh language in Social Care in Wales and to encourage participation in the Work Welsh Plan. It is hoped that Gwynedd Council will also benefit from this appointment.

During this month, the Forum intends to have a More than just Words stall at the Annual North Wales Registered Care Managers Forum in the Optic, St Asaph. Once again, this will be an excellent opportunity to hold conversations with north Wales registered care managers to raise awareness about More than just Words.

4

Objective 5: Professional Education

Our Workforce Development unit is collaborating with education bodies and professional bodies on behalf of the Department and the Council to discuss curriculum matters and care staff training programmes. They are continuing to collaborate with Bangor University to ensure that a high percentage of students undertaking an M.A. in social work are Welsh speakers and to provide placements for students within the teams.

It is believed that what has been noted as an update to objectives 1 to 5 also summarises the situation in terms of objectives 6: Welsh in the workplace and 7: Regulation and Inspection.

Objective 6: Welsh in the workplace.

A Welsh Language Learning and Development Officer was appointed in Summer 2017, and this post will not only seek to support pure learners, but also to implement a training programme that will improve the skills and confidence of Welsh speakers. The officer works closely with the Language Unit and with workforce development officers and other training of the service to ensure that training and support is targeted where it is needed the most.

Next Steps

The Department is aware of a number of fields that need further attention to move the More than just Words agenda forward in the care field; however, for the next year, it is intended to prioritise to focus on the following:-

1. Offer support for Gwynedd private care providers to adopt a Language Policy template from the Department so that they can complete a self-assessment of their ability to provide the Proactive Offer. Then, we are eager to collaborate with Providers to formulate an improvement plan e.g. identifying training requirements, providing support to promote Welsh speakers in the workplace, strengthening Welsh culture within their business etc. Other Councils in north Wales have already expressed an interest in our intention and are eager to hold a further discussion at the North Wales More than just Words Forum.
2. Improve our system to monitor the implementation of language requirements in accordance with our agreement with all providers by collaborating with the Social Care Council and Care Inspectorate Wales.
3. Collaborate with other partners e.g. colleges/councils to improve our recruitment system to attract Welsh speakers and learners into the Care field.