



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

10.00 am, THURSDAY, 18TH OCTOBER, 2018

Location

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

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(DISTRIBUTED 10/10/18)

LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (8)

Councillors

Elwyn Edwards
Aled Ll. Evans
Elin Walker Jones
Elfed Williams

Alan Jones Evans
Judith Mary Humphreys
Olaf Cai Larsen
Charles Wyn Jones

Independent (5)

Councillors

Elwyn Jones
Kevin Morris Jones
Eirwyn Williams

Eric M. Jones
John Pughe Roberts

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. 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

4 - 9

The Chairman shall propose that the minutes of the previous meeting of this committee held on 10 July be signed as a true record (attached)

5. REPORT BY CABINET MEMBER FOR THE WELSH LANGUAGE

To receive an update by Cabinet Member

6. WORK PROGRAMME FOR THE GWYNEDD LANGUAGE PROMOTION PLAN

10 - 17

To consider the Welsh Language Services Manager's report

7. WORK PROGRAMME OF THE LANGUAGE COMMITTEE

18 - 19

To consider the Welsh Language Services Manager's report

8. CHANGING LANGUAGE HABITS AND BEHAVIOURS

Presentation by Arwel Williams, Bangor University

9. COMPLAINTS AND INVESTIGATIONS

20

To receive an update from the Language Development Officer

10. A MEASURE OF SUCCESS: A SUMMARY OF THE WELSH LANGUAGE COMMISSIONER'S 2017-18 ASSURANCE REPORT

21 - 29

For Member's Information

LANGUAGE COMMITTEE 10/07/18

Present:

Councillors: Elwyn Edwards, Alan Jones Evans, Alwyn Gruffydd, Judith Humphreys, Charles Wyn Jones, Elin Walker Jones, Eric M. Jones, Kevin Morris Jones, Cai Larsen, Eirwyn Williams and Elfed Wyn Williams.

Officers: Janet Roberts (Senior Manager, Corporate Support), Gwenllian Mair Williams (Welsh Language Services Manager), Siôn Elwyn Hughes (Welsh Language Learning and Development Officer) and Lowri Haf Evans (Member Support Officer).

Others invited: Councillor Nia Jeffreys, Cabinet Member for the Welsh Language, Councillor Edgar Wyn Owen (Vice-Chairman of the Council)

For Item 11: Rhion Glyn (Business Manager, Adults Department) and Margaret K. Jones (Workforce Support Manager, Adults Department)

1. ELECTION OF CHAIRMAN

RESOLVED to re-elect Councillor Alwyn Gruffydd as chairman of this committee for the year 2018/2019.

2. ELECTION OF VICE-CHAIRMAN

RESOLVED to elect Councillor Elin W. Jones as vice-chair for the year 2018/19.

3. APOLOGIES

Apologies were received from Councillors Aled Evans and Elwyn Jones

4. DECLARATION OF PERSONAL INTEREST

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

5. URGENT BUSINESS

No urgent items were received

6. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 24 April, 2018 as a true record.

7. REPORT BY CABINET MEMBER FOR THE WELSH LANGUAGE

Councillor Nia Jeffreys was welcomed to her first meeting as Cabinet Member for the Welsh Language.

The Cabinet Member expressed her gratitude for the opportunity to attend and to listen to the discussion and hear about the Committee's priorities. She thanked her predecessor, Councillor Mair Rowlands for her work. She explained that she had now been in post for two months and wished to see Gwynedd remain a stronghold and promote the language, despite the Political turmoil taking place in the wider context. She referred to the good, exciting work being achieved with the Language Standards, the Language Promotion Plan and the Secondary Sector Language Strategy where she expressed that children's voices were central to its success. She thanked the staff at the Hunaniaeth Unit for their commitment to inspire and promote the language, face-to-face, at events across the county.

In future, she wished to see developments in Welsh language technology and apps and the formulation of an action plan for the Language Promotion Plan following the public consultation. She wished to see the Welsh language thrive as a living and working language and she looked forward to working with the Committee to ensure this.

During the ensuing discussion, individual members noted the following observations,

- the Committee needed a permissive role, rather than a scrutiny role. A suggestion to develop the role of the Committee to have greater influence.
- there was a need to develop links with the Education Department
- there was a need to strengthen the impact we had on the private sector
- the Welsh language was not a technical matter - need to reflect that it was part of us

It was proposed and seconded to hold a broader discussion with the Cabinet Member on the role of the Committee and to consider constitutional matters and establish its purpose.

RESOLVED to include 'Developing the Role of the Welsh Language Committee' as an item on the next meeting's agenda

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

The report was submitted in response to the Language Standards requirements where the Council was required to formulate and publish an annual report by 30 June 2018 explaining how it complied with the standards it was duty-bound to comply with (Section 44 Welsh Language Measure (Wales) 2011).

Reference was made to the specific Standards they were required to report on along

with any information that would add to the understanding of these specific steps. It was noted that the report had been published in accordance with the timetable and following the approval of the Council's Leadership Team.

RESOLVED to accept the Annual Report, for information.

9. CONSULTATION ON GWYNEDD'S LANGUAGE PROMOTION PLAN

Members received an update on the process of creating the Promotion Plan along with a report on the findings of the public consultation. It was reported that the draft strategy 'Welsh Language Promotion Plan in Gwynedd 2018-2023' had been formulated on the basis of consultation with members and an analysis of other relevant strategies and plans within the field. A six week (24 April - 5 June 2018) public consultation had been held where Gwynedd residents had the opportunity to contribute through an on-line questionnaire, by contacting the Language unit directly or by attending one of three open consultation events.

It was noted that the response had been positive (121 contributors) and constructive observations had been offered. It was highlighted that an action plan was in the pipeline and that internal discussions had already been held. A summary was provided of the responses received along with the general challenges that had been highlighted. Reference was made to the proposals that should be considered in response to the observations that had been divided into priority areas.

In the context of 'general challenges', the consultation had highlighted;

- lack of opportunities and lack of use
- inward migration and support for learners
- the role of technology

During the ensuing discussion, individual members responded to the challenges;

- there was a need to raise awareness of the language before moving into the County and to draw attention to the opportunities beforehand
- there was a need to identify inward migration movements in order to interpret where it was at its highest to respond to the numbers
- there was a specific role for technology - need to address this more in the plan
- need to present what was available more effectively
- need to identify opportunities that educated learners to understand that Welsh was the language of the community
- must continue to hold Welsh lessons - promoting, raising awareness, campaigning
- must create pride among Welsh-speakers
- everyone had a responsibility to support those who wished to learn to speak Welsh
- create links with communities - arrangement in education that parents learned

the language alongside their children.

RESOLVED to accept the report and to include the above-mentioned observations as considerations for the final Promotion Plan.

10. WELSH IN THE WORK PLACE

Submitted - a presentation by the Senior Manager, Corporate Support explaining how the Council utilised the Welsh Language Policy to strengthen Language in the Workplace. It was explained that the Welsh Language Policy had been reviewed in 2016 and it was reported that Gwynedd Council's Language Policy requirements were greater than those of the Language Standards policy.

It was reported that Gwynedd was unlike any other Council in Wales as its internal language was Welsh. To ensure that language standards were correct within the Council, the expected language levels of the Council's posts had been reviewed, and had now been incorporated with the 'person specification' when advertising a post. It was reiterated that support was being offered to fill the gap when measuring current staff against language designations. Siôn Elwyn Hughes was introduced to the Committee as the Welsh Language Learning and Development Officer who was responsible for supporting staff and promoting language within the Council.

During the ensuing discussion, individual members noted the following observations,

- the Council gave the language status and influenced other agencies
- the use of 'plain' language was inconsistent amongst officers
- there was a need to use Plain Welsh to avoid jargon and to simplify the information
- the Council's products were being used by other Councils and therefore suggested applying to Welsh Government for additional funding
- application to present a 'speed reading' course in Welsh
- Gwynedd was leading. Opportunity to establish specific regional projects and to try to get other Councils in Wales to follow suit - share good practice
- accept the need to use simple language, however needed to ensure correct technical language.

In response to a question regarding personal development opportunities for staff or departments within the Council, it was noted that there was an opportunity for staff or units to offer themselves for support. Sessions would be provided according to demand.

The information was accepted.

11. MORE THAN JUST WORDS

Submitted - a report from the Senior Business Manager for the Adults Service on the way the Department and the Council were responding to the requirements of the Welsh Government's 'More Than Just Words - Follow-on Strategic Framework 2016-2019' to ensure Welsh language services in Health, Social Services and Social Care. The follow-up strategic framework had been launched in March 2016. It was reiterated that the framework included seven objectives that needed to be implemented by 2019 and reference was made to the latest on those objectives within the report.

During the ensuing discussion, individual members responded to the challenges;

- Need to identify the linguistic requirements
- Need to develop Welsh language skills and target the private sector
- Need to ensure ease in transferring individuals' information
- Need to collaborate with providers in future
- Need to consider and offer career paths
- There was a different language culture within care services and therefore there was an opportunity to nurture communicating in Welsh in order to develop a culture of awareness
- Need the terms to be relevant to the work
- Consider using prominent learners as ambassadors to support the work
- Encourage providing information in bilingual format

In response to a question regarding recruitment problems in care, it was noted that work was being undertaken to standardise scales, hold trials and for joint commissioning. It was reiterated that there was ONE strategy and therefore Health, Social Services and Social Care were all going in the same direction. It was noted that there was a challenge for front-line workers to learn Welsh, but there was a need to encourage the confidence that understanding the Welsh language was sufficient and there was a need to identify courses to respond to this. It was reiterated that a Forum had been established across north Wales to share and discuss good practice.

In response to an observation regarding the individual's 'choice' to receive service in their chosen language, it was highlighted that it was a proactive, natural offer that was made to the individual, but their 'choice' would be recorded for data collection purposes only. It was reiterated that individuals were not given a 'choice' - it was part of the administrative process.

In response to a question regarding the Council's communication policy for dealing with public bodies, it was highlighted that the Welsh language was used at all times. Contact would usually be made in Welsh until a response was received in Welsh. It was accepted that there were some exceptions, but it was reiterated that work was being done to improve this.

The report was accepted and it was noted that this was a major step in the right direction

12. LANGUAGE COMPLAINTS

It was reported that no complaints had been received.

The meeting commenced at 10.00 am and concluded at 12.00 pm

CHAIRMAN

Agenda Item 6

MEETING:	LANGUAGE COMMITTEE
DATE:	18 October 2018
TITLE:	Work Programme for the Gwynedd Language Promotion Plan
AUTHOR:	Gwenllian Williams
PURPOSE OF THE REPORT	Present the work programme to the members for their information and discussion.

1. Background

- 1.1 The final version of the Language Promotion Plan for Gwynedd was approved by the full Council in their meeting on the 4th of October.
- 1.2 This work programme notes the first steps for implementing on the priorities set out in the Plan.
- 1.3 Meetings will be held in the autumn with prominent partners, to share our ideas and agree how to priorities the implementation.

2. What is being asked of the members?

- 2.1 Members are asked to consider the contents of the work programme and offer and comments they may have.
- 2.2 Members are also asked to consider if there are any areas or projects that they would like further information on in order to better their understanding of the priority areas and how different partners contribute to the vision.

Initial Work Programme for the Welsh Language Promotion Plan in Gwynedd 2018-2023

Introduction:

This work programme is proposed as a starting point for implementing the priorities identified in the Promotion Plan. It highlights schemes that are currently a part of the Council's work and also gives suggestions for projects that could be developed, jointly with other organisations, over the period of the Plan.

This work programme will be a live document, which will be updated and amended as discussions and schemes develop. Details about the exact projects or collaboration commitments will be added as they become known, and as new areas and opportunities arise in discussions with partner organisations.

Therefore, under every priority area, we remind you of what we have stated in the Promotion Plan that we would like to see happening, and what steps we hope to take in order to increase the use of the Welsh language in that area.

Priority Area 1 – The language of the family

The vision...

- Better collaboration between partner agencies in order to ensure that Welsh-medium care providers are monitored and supported appropriately.
- A better understanding amongst parents of the value of transferring the language to their children, and of the benefits of multilingualism.
- An increase in the number of pre-school age children that have access to play opportunities through the medium of Welsh.
- An increase in the number of parents who learn some Welsh and use those acquired skills with their families.
- An increase in the number of children who come from homes where more than one language is spoken who can speak Welsh.

Actions

- Establish collaboration and information-sharing arrangements on a county level for the Early Years field, with the aim of:
 - avoiding duplication and ensuring that resources are targeted appropriately
 - collaborating on a training programme for early years workers
 - developing ideas such as establishing a Language Charter for pre-school age care providers
 - identifying collaboration opportunities in order to increase Welsh-medium play and learning opportunities for the family.
- Offer training for care providers and providers of activities for pre-school age children and their parents in order to:
 - develop their understanding of the advantages of multilingualism and the way they can influence the attitudes of parents with whom they will come into contact
 - develop their understanding of how to support learners
 - develop bilingual introducing skills
- Offer support and collaboration with activity providers to increase the number of family activities offered through the medium of Welsh, and which give children and families opportunities to use and practise their Welsh in a wide variety of informal and supportive contexts.

3.2 Priority Area 2 – The language of learning

The vision...

- Schools that give the language prestige and value and encourage more use of the language as a medium for learning and socialising by continuing to implement the Language Charter and the Language Strategy.
- An increase in the number of young people that choose to study and receive qualifications through the medium of Welsh.
- More pupils continuing to improve their Welsh language skills in transferring from primary to secondary, and on to post-compulsory education.
- More extended learning opportunities offered to young people – in the form of work experience and apprenticeships with employers that give a prominent status to the Welsh language – which will develop young people’s understanding of the need for Welsh language skills in the workplace.

Actions

- Implement the current priorities of the Education Department’s plans which look at developing use of the Welsh language in an education and social context:
 1. Welsh in Education Strategic Plan
 2. Primary Schools Language Charter
 3. Secondary Sector Language Strategy
- Ensure that there are increasing opportunities for young people to gain qualifications and accreditations beyond the education provision and in various fields that will develop their Welsh-language skills.

This will be done by providing opportunities directly and also by influencing national providers and accreditors.
- Co-ordinate work with the Youth service to ensure that more extra-curricular and informal learning opportunities are offered through the medium of Welsh, consistently across the county.
- Develop a joint project between education providers and employers, in order to raise young people’s awareness about the need for Welsh-language skills for jobs at all levels, looking at securing formal and informal work experience, and develop an information sharing network between education providers and employers.

3.3 Priority Area 3 – the language of work and services

The vision...

- An increase in the number of residents who use the Welsh language in work and in using services – face to face and online
- An increased awareness amongst business owners and managers of the benefits of Welsh language skills in the workforce and the benefits of offering Welsh-medium services
- A better understanding and awareness of the opportunities provided by technology and resources to increase the use of the Welsh language and confidence in doing so within the workforce
- The Welsh language being given a central place in regional collaboration and in cross-county strategic plans.

Actions

- Collaborate on the Well-being Plan project through the Gwynedd and Anglesey Public Services Board to encourage more people to use the language in their first contact with public services.
- Implement the Gwynedd Council Plan project with the intention of encouraging businesses to use the language when offering services. This will include businesses and event organisers across several sectors.
- Continue to collaborate with the Betsi Cadwaladr Health Board on projects that offer guidance and training to the primary care sector.
- Research potential opportunities to contribute to strengthening and developing growth sectors in the county, such as technology and app development, looking at developing young people's skills in this field.
- Provide training within the Council which will increase confidence levels and use of the Welsh language in work and look specifically at developing the language skills of staff in work fields which are considered frontline, sensitive ones:
 - Youth
 - Leisure
 - Care

3.4 Priority Area 4 – the language of the community

The vision...

- Residents who are confident using whichever skills they have in Welsh when living their daily lives in our communities.
- The Welsh language visible, in activities and in advertising and fewer English only activities held in communities.
- Different social and community factions, including less willing speakers of the language, being made to feel a part of the “Welsh community”.
- Working to ensure that more community events are inclusive – that learners and less confident speakers feel that they are supported in Welsh-medium activities.
- An increase in the number and percentage of the population that consider themselves fluent Welsh speakers.
- Community councils and groups aware of their potential role and are given support to arrange and hold activities to actively promote the Welsh language.
- Young people being encouraged to be community leaders by organising events that influence the language use of their peers.
- The Welsh language given a clear priority in economic, housing and planning schemes locally in order to ensure that any schemes and developments contribute in a positive way towards the efforts to safeguard and strengthen the position of the Welsh language in our communities.

Actions

- Improve collaboration between the Council and community groups in order to ensure that community stakeholders have a voice when determining where resources and intervention are directed.
- Hold regular sessions with councillors and representatives of community councils and organisations in order to raise awareness about their role in promoting the Welsh language within the community.
- Provide targeted intervention for specific areas, through the work of *Hunaniaith*, which will seek to:
 - Provide varied and consistent opportunities for families, young people and learners to come together to use the language in a variety of contexts
 - Offer support to community groups and organisations to arrange and hold activities
 - Offer support for businesses to make more prominent use of the Welsh language

- Look at ways we can influence and ensure that major activities held in the county use the language proactively and reflect the linguistic constitution of the county, by:
 - offering support to event organisers
 - monitoring language use at events which are funded or receive support by the Council or Welsh Government
- Strengthen our influence on the private sector through the planning process, including:
 - Securing the impact assessment arrangements (SPG) within the planning process in order to ensure that any developers understand the effect of their plans on the local community and set and implement appropriate mitigation measures.
 - Contribute expertise to external groups or forums in the context of major developments such as Wylfa, Horizon.
 - Develop an information-sharing system with community councils and the planning department (and the National Park) in order to ensure that information about change of use applications are referred promptly for support and guidance.

3.4 Priority Area 5 – Research and technology – setting the right foundations

The vision...

- More people willing to use the Welsh language when using technology
- Supporting growth in the technology sector by promoting new developments and developing the skills of young people in the field
- More public and education institutions using Welsh-medium software and technology
- Develop a better understanding of people's habits when using the Welsh language in order to be able to find new ways of influencing language practices

Actions

- Collaborate with Bangor University on developing the *Arfer* project – which looks at changing the language use patterns and practices of colleagues – in order to find new ways of influencing people's language practices and ensure that they have the confidence to use the language with colleagues.
- Facilitate the process of sharing information about research fields and about new findings or publications that contribute to our understanding of practices and changes in the field.
- Offer work experience opportunities to students in relevant courses in order to give a practical experience and contribute to developing future expertise in linguistic planning.
- Develop ideas for projects that will increase the use of the language in the context of technology.

Agenda Item 7

MEETING:	LANGUAGE COMMITTEE
DATE:	18 October 2018
TITLE:	Work Programme for the Language Committee
AUTHOR:	Gwenllian Williams
PURPOSE OF THE REPORT	Present ideas for a work programme for the members' information and discussion

1. Background

1.1 A meeting was held on the 9th of October, including the Chairman, Deputy Chair and Cabinet Member with responsibility for the Welsh language to discuss possible subjects for inclusion in the upcoming agendas of the Language Committee.

1.2 The members were reminded of the Language Committee terms of reference and the fields and areas where they have influence over.

1.3 The main purpose of the Language Committee is to oversee the implementation of the Council Language Policy and compliance with the Welsh Language Standards. As well as that, they have a consultative role in respect of any language promotion plans in the county.

1.4 With the publication of the Gwynedd Language Promotion Plan, therefore, the role of the committee in monitoring it's implementation was mentioned, and it was suggested that we could use the themes of the priority areas in the Plan as discussion themes - looking at one or two areas in each meeting.

1.5 As a result of this meeting, the following areas were offered by the members as possible discussion points:

- Bilingual Education – how we steer in favour of the Welsh language
- Developing the skills of the workforce – especially written skills
- Promoting Welsh policies – how the Council work with other bodies and sectors and influences their use of the Welsh language
- The outsourcing and major changes to frontline services, and how we ensure the standards in transferring services (especially the leisure and youth services)
- How we learn from the good work of others
- The role of technology

- The role of Hunaniaith in influencing and working with other public bodies, and to challenge the work practice of others.

2. What is being asked of the members?

2.1 We ask the members of the committee to do three things:

- i) Consider the discussion subjects offered above
- ii) Consider are there any other subjects, that are relevant to the priorities in the Language Promotion Plan, that they would like to look at.
- iii) To prioritise the discussion subjects in order to form a programme of discussions for the year to come.

Agenda Item 9

MEETING:	LANGUAGE COMMITTEE
DATE:	18 OCTOBER 2018
TITLE:	Complaints and Investigations
AUTHOR:	Gwenllian Mair Williams Welsh Language Service Manager
PURPOSE OF REPORT	Present the latest complaints and investigations for the information of the members.

COMPLAINTS RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS

1 complaint was received from the Welsh Language Commissioner regarding a Household Questionnaire that was not available in Welsh. We were able to confirm that the Council was not responsible for said questionnaire, and no further steps were taken.

We have 1 investigation ongoing.

Since the last meeting, we have submitted 2 requests for help from the Language Commissioner with matters where we are aware that we will not be able to comply with the Standards because of failings from external bodies to supply information and resources in Welsh.

COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY

Department	Number of Complaints	Nature of the complaint
Environment Department	1	Planning documents not available in English
Corporate Support	1	Official address of the Council on the internet
Corporate Leadership Team	1	Online questionnaire not available in Welsh
Economy and Community	2	Business Loans conditions – a new business not using any Welsh Communities for Work leaflets not available in Welsh

A Measure of Success

A summary of
the Welsh Language Commissioner's
2017-18 assurance report



Comisiynydd y
Gymraeg
Welsh Language
Commissioner



This is a summary of the 2017-18 assurance report – an annual report that presents the Welsh Language Commissioner’s evidence and opinion about the experiences of Welsh language service users, and how organisations comply with language duties.

There is, by now, irrefutable evidence that standards have led to an improvement in Welsh language services. We should aim to increase the momentum that is building, and the regulatory system, which has formed the basis for this progress, should not be weakened.

The report highlights three main challenges for organisations:

- ensuring that all kinds of Welsh language services are always available;
- taking positive steps so that an increasing number of people choose to use Welsh language services;
- giving detailed and strategic consideration to increasing opportunities to use Welsh, in all decision making and internal operations.



Meri Huws
Welsh Language Commissioner

While users' experiences continue to improve, consistency is needed to build trust that services are always available in Welsh, and that Welsh is not treated less favourably than English

1 Organisations are providing Welsh language services of good quality in a number of areas, with the improvement seen last year maintained or increased

40% of opinion survey respondents believed that opportunities to use Welsh with county councils are increasing, and 42% believed that the opportunities have remained the same. Only 9% believed that opportunities are decreasing



A greeting in Welsh was given by the operator in **89%** of telephone calls



Automated machines offered options in Welsh in **98%** of calls where that method was used



An email in Welsh received a reply in Welsh in **93%** of cases



88% of organisations had a Welsh language corporate identity



100% of self service machines worked fully through the medium of Welsh

2 Welsh language services are not always available, and performance varies across sectors and aspects of service



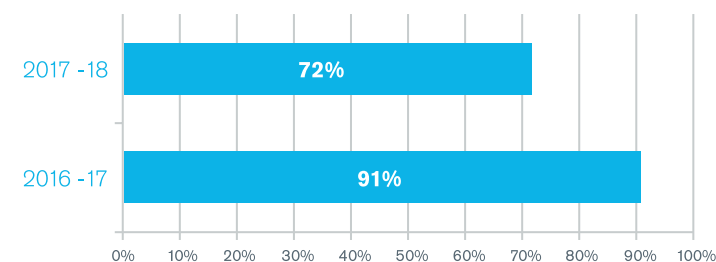
Reception staff were able to deal with a basic enquiry in Welsh in **37%** of cases



Each page tested was available in Welsh on **62%** of apps



Simultaneous translation was available in only **5 of the 10** public meetings attended



72% of opinion survey respondents agreed that they were able to deal with public organisations in Welsh (**91%** in 2016-17)

3 Welsh is sometimes treated less favourably than English in terms of the quality of services



47% of opinion survey respondents agreed that the quality of Welsh language services was as good as English language services



25% of relevant apps that were available in Welsh treated Welsh less favourably than English when publishing material



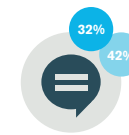
49% of responses to English correspondence, and only 30% of Welsh responses, included additional information or documentation



Welsh was placed where it was likely to be read first on **67%** of signs

Organisations need to encourage the use of Welsh language services, make them easy to use, and understand the reality of users' experiences

4 People's decisions to use services in Welsh, or not, are influenced by complex factors linked to trust in organisations



32% of Welsh speakers surveyed said that they prefer using Welsh when dealing with public organisations, with **42%** wishing to use English

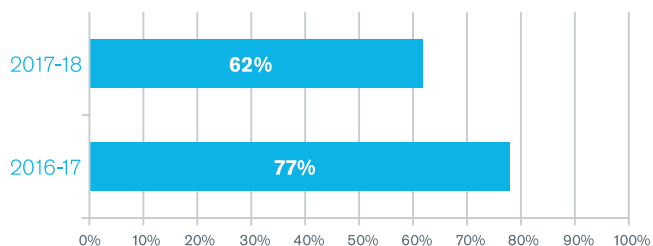


98% agreed that it was important that people had the right to receive services in Welsh (**97%** in 2016-17)

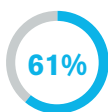
Influences on Welsh speakers' decision to use Welsh or not (user shadowing sessions):

- the language reception staff use amongst themselves;
- visual cues regarding being able to use Welsh;
- the language of the music playing whilst waiting in a cue on the telephone;
- the language, tone, style and accent of a greeting;
- expectations based on the location and reputation of the organisation;
- a statement that welcomes communication in Welsh;
- the accuracy of services on the website;
- whether or not they had to specifically request a Welsh language service.

5 Organisations should let people know that good quality services are available in Welsh, and using Welsh language services should be an easy, positive and straightforward experience



62% of opinion survey respondents stated that organisations ask them in which language they wish to be dealt with (**77%** in 2016-17)



61% of respondents stated that they know from which organisations they have a right to receive Welsh language services, and **61%** know which services they have a right to receive



Only **57%** of replies to Welsh emails included a statement that they welcomed correspondence in Welsh and that corresponding in Welsh would not lead to a delay



Callers had to ask for service in Welsh during **19%** of telephone calls

No positive experience **14%** of times when attempting to use Welsh on the telephone



A sign indicating that people are welcome to use Welsh was seen in **60%** of visits to receptions



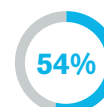
Welsh speaking members of staff were wearing a badge indicating they speak Welsh in **46%** of visits to receptions



Only for **2 of the 10** public meetings attended had the organisation stated that people were welcome to use Welsh



In only **9%** of official notices was the Welsh text likely to be read first



Only **54%** of self service machines provided an active offer to use Welsh

6 Organisations need to work systematically to gather information on the strengths and weaknesses of their own performance, using complaints as positive means of understanding what sometimes goes wrong



Only **32%** of opinion survey respondents felt that organisations made it clear to them how to complain if they were unhappy with Welsh language services



81% of respondents believed that it was important for them to be able to complain to an independent organisation on issues relating to Welsh



Only **37%** of organisations had published a complaints procedure

Since the introduction of standards, there has been a significant change in the behaviour of organisations as the Commissioner deals with complaints about their compliance, in terms of their cooperation and desire to correct obvious failings.

Organisations need to give strategic and detailed consideration to increasing the use of Welsh when they make policy decisions, and in relation to the language of internal operations

7 It is not evident that the arrangements developed by organisations following the introduction of policy making standards lead to sufficiently detailed, meaningful and strategic impact assessments factors linked to trust in organisations

When making policy decisions, organisations must give detailed and strategic consideration to the Welsh language. The standards require organisations to think about how decisions can have positive effects, and fewer adverse effects, on:

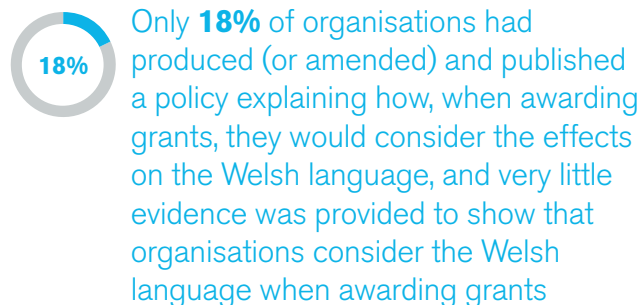
- opportunities to use Welsh;
- treating Welsh no less favourably than English.

20 of 26 organisations who took part in a policy decisions study stated that they had included Welsh as a protected characteristic within their equalities impact assessments. It is not evident that this approach leads to sufficiently meaningful impact assessments in relation to the Welsh language, or that it ensures that consideration is given to all the issues required by the Welsh language standards.

In response to questions about considering the Welsh language within consultations, a number of organisations focussed on the language medium of consultation documents rather than what they did to gather opinion about possible impacts on the Welsh language.

Only 3 organisations referred to gathering information about the impact on Welsh when they conduct research to assist policy decisions.

8 The impact on the Welsh language should be considered by organisations when awarding grants, and they should ensure that services provided on their behalf through third party contracts are available in Welsh



9 Organisations need to have a policy which aims to develop the use of Welsh within the organisation and gain officers' commitment to offering Welsh language services

All 26 organisations who took part in a study looking at the language of internal operations indicated that they enable their employees to use Welsh when participating in meetings regarding complaints, discipline, and development.

22 of the 26 organisations provided examples of policies and other documents available to staff in Welsh.

Every organisation provided spellchecking software, and 18 of the 26 provided computer interfaces in Welsh.

On the whole, the language of internal meetings in organisations is English, with meetings only held in Welsh when all attendees speak Welsh.

Every organisation but one stated that English was the written language of the organisation.

Users' experiences

Quite often people want the service there and then, and that's the priority. People rarely have the energy to complain. This leads to a distorted picture of the reality for ordinary people.

Member of the public in a discussion group

You can now go to the council, and there are people at the front who can talk to you in Welsh, and this has changed since the standards were introduced.

Member of the public in a discussion group

People don't want to ask. Say that it's not available or visible, you don't want to have to start guessing whether there's a Welsh option or not – you just want to get on with it.

Member of the public in a discussion group

The decision to use Welsh or not is often made subconsciously, and we are constantly assessing the likelihood of whether a Welsh language service will be available, therefore organisations need smart ways of demonstrating that the service is available in Welsh.

Member of the public in a discussion group

Successful practice

I've decided that I personally want to see every complaint that the force receives regarding its Welsh language provision. As we start to implement the standards, this is an excellent way for me to understand the reality of the situation.

Jeremy Vaughan, Assistant Chief Constable, South Wales Police

We have established the post of compliance officer with the same status as an officer from within the audit department. The officer conducts mandatory audits with each department individually, driving forward improvements to Welsh language services.

Steffan Gealy, Welsh Language Services Manager, Rhondda Cynon Taf CBC

We are keen that our customers receive a bilingual service whoever provides it. This is why we've published a document summarising the standards' requirements for third parties who provide services on behalf of the council.

Ffion Gruffudd, Head of Bilingual Cardiff, Cardiff Council

We have started on a 6 year rolling programme of intensive work with individual departments to enable them to work through the medium of Welsh and use Welsh on an informal basis.

Carol Wyn Owen, Policy and Strategy Manager, Anglesey County Council

We collect information on Welsh speaking students and contact them individually to tell them about opportunities to receive Welsh language services.

Llinos Roberts, Head of Corporate Communications and Welsh Language, Coleg Cambria