

MEETING:	LANGUAGE COMMITTEE
DATE:	12 OCTOBER 2017
TITLE:	LANGUAGE COMMITTEE WORK PROGRAMME
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. Investigation CSG127 Final Decision

- 1.1 In September 2016, the council received notice that the Welsh Language Commissioner intended to conduct an investigation into an assumed failure to comply with the Welsh Language Standards.
- 1.2 The investigation was into the possible failure by Gwynedd to comply with two specific standards while delivering swimming lessons in the council's leisure centres.

Standard 81

You must promote any Welsh language service that you provide, and advertise that service in Welsh.

Standard 84

If you offer an education course that is open to the public, you must offer it in Welsh.

- 1.3 The final judgement of the investigation was received on July 25th 2017.
- 1.4 The judgement noted that Gwynedd Council had not, in the opinion of the Commissioner, failed to comply with Standard 84, but had failed in its compliance with standard 81 on the basis that the Council does not state that swimming lessons are offered in Welsh as it promotes and advertises the swimming lessons.
- 1.5 The commissioner also included with its final judgement advice on how to ensure steps were taken to ensure compliance with the Standard in the future.

3.10.6 Examples of possible methods that can be used to promote and advertise the Welsh swimming lessons are:

- *including information on any relevant pages on the local authority's website;*
- *sharing information via social media;*

- *including information in any written materials available at leisure centres and other locations;*
- *contacting people directly, or distributing materials, in order to draw attention to the fact that swimming lessons are being offered in Welsh;*
- *ensuring that frontline staff direct people who enquire about Welsh swimming lessons to any provision that is available.*

1.6 The language unit have been working with the Leisure department and the website team to find the most suitable solution to this need to take steps.

COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY

Department	Number of Complaints
Corporate Support	2

The two complaints received in relation to the Council's Language Policy are to do with the council's recruitment policy and the need to be able to speak Welsh to apply for jobs.