

Gwynedd Council's response to a request by the Welsh Language Commissioner for further information on Gwynedd Council's Language Scheme Annual Monitoring Report

Required further information	Gwynedd Council's Response
<p>Please explain the arrangements the Council made to re-fill the post of the Language and Equality Officer.</p> <p>Please provide an update on the proposed report in relation to promoting the Welsh language in the business sector.</p> <p>Please provide an update on the development of the e-learning module on Language Awareness.</p> <p>Please provide an update on appointing language champions in the county's residential homes.</p> <p>Please report on the compliance of home care providers during 2014-15.</p>	<p>As part of the Council's re-organisation procedures, the responsibilities of the Language and Equality Officer were shared between the following officers:</p> <ul style="list-style-type: none"> <li>• Corporate Policy Officer</li> <li>• Welsh Language Officer</li> <li>• Language Development Officer (1/2 post)</li> </ul> <p>A report was submitted by the Democratic Services and Language Manager and by Dwywn Hywel from the Welsh Language Commissioner's office at the meeting of the Language Committee on 29 January 2015 on the support available for businesses.</p> <p>The e-learning module was not internally developed, as at the time the All Wales Academy was expected to develop a language awareness module on their e-learning portal, and there was no intention to duplicate work. Unfortunately, this title was not included on the Academy's module list as it was not considered a priority by the member Councils.</p> <p>The idea of appointing Language Champions in residential homes was first discussed in a discussion at the Language Committee (the minutes of the discussion on champions from 2013-04-16 notes the need to "look at other departments within the Council in turn"). Having looked further at the staff of the homes, it was seen that all Managers were fluent in Welsh, and although there were some locations where there were more problems with non-Welsh speaking staff, it was felt that the role of promoting the Welsh language was already an integral part of the Manager's post.</p> <p>In the Annual Report for 2014-15 the compliance of home care providers was reported on under the title Community Care Providers (page 10).</p>

Questions which must be answered	Gwynedd Council's Response
<p>Which departments or units submitted reports to the Language Committee during 2014-15?</p> <p>Did the Council solve the complaints about the Welsh website and the English CCTV sign, the language medium of the swimming lessons and the English P45 form?</p>	<p>Reports were submitted by the following people at Language Committee meetings during 2014-15:</p> <ul style="list-style-type: none"> <li>• 04/04/2014 Gwynedd Leisure Centre Developmental Manager submitting on linguistic skills and the use of Language Champions in some of the county's Leisure centres.</li> <li>• 26/06/2014 Senior Housing Manager submitting on the Common Allocation Policy and the allocation of Social Housing</li> <li>• 29/01/2015 Gwynedd Council's Business Support Department and Dwywnwen Hywel on Commissioner services for businesses.</li> </ul> <p>These complaints were all recorded as closed in the Language Committee's complaints reports. An update of the matters in question which were noted in the Annual Report is as follows:</p> <p><b>The Council's Website:</b> This was a technical matter in terms of access rather than a complaint about a linguistic fault. The system was tested at the time and the IT team did not find any problems.</p> <p><b>CCTV sign:</b> Having looked in more detail at the complaint, it appears that this was a comment about sub-standard Welsh rather than a complaint about the absence of the Welsh language. The relevant department looked into the matter.</p> <p><b>Swimming lessons:</b> The Senior Leisure Service Manager confirmed (on 08.09.2015) that a discussion had been held at the time with the trainer of the Swimming Club in question, and the relationship between the service and the Club had been explained. It was confirmed that Pengwins is an independent Club, that the club's deputy trainer could speak Welsh, and that the parents were happy with the language medium of the lessons.</p> <p><b>P45 Form:</b> The complaint has turned the Council's focus towards difficulties involving HMRC arrangements. We are discussing this at present with a view to overcoming this problem in future so that there is a way to seek to operate a procedure where all forms are available in Welsh. We have apologised to the Complainant.</p>

<p>Is the Council taking specific steps to ensure improvement in the context of complying with social care contracts?</p> <p>Was language awareness training arranged for elected members?</p>	<p>A More than Words Task Group exists internally to look at this matter and to seek to ensure that the Council takes appropriate steps to ensure improvement.</p> <p>Language Awareness training was arranged for the Council's non-Welsh members and the session was held on 4 February 2014.</p>
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