

MEETING:	LANGUAGE COMMITTEE
DATE:	16 January 2020
TITLE:	Praise and Complaints Report
AUTHOR:	Gwenllian Mair Williams Language Consultant
PURPOSE OF REPORT	Present the latest information about complaints and instances of good practice to the members.

Successes in promoting the Welsh language and securing Welsh language services for residents:

Since the last meeting of the Language Committee there have been several examples of good practice and working together to promote the use of the Welsh language:

- **Using Welsh in the Care sector**

The collaboration between the language officers and officers from the Adult services continues, with the language awareness sessions for new care workers becoming a fixed part of the education days organised by the Workforce development staff within the Adult services department. We have had positive feedback from these sessions, with many staff members going on to sign up for courses to improve their Welsh language skills. Here are a couple of feedback quotes from the most recent session:

“More of an understanding why language awareness is important between Service users and staff”

“Really positive, useful and inspiring to try and use more Welsh in every day life as well as work”

There was also a lot of attention on social media recently to a story about members of staff in a Council run care home in Nefyn who decided to learn Welsh in order to be able to offer the best service to the residents. This is an example of how the Council and the National Centre for Learning Welsh work together to ensure training and learning opportunities.

<https://learnwelsh.cymru/news/nefyn-care-home-staff-learn-welsh-to-support-residents/>

- **Sharing good practice and advising**

Compliments were received from a Member as part of the internal performance management meetings recently about the readiness of the Council to work with and advise the local Health Board in their preparations to comply and implement the Welsh language Standards.

COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY

Department	Number of complaints	Nature of the complaint	Steps taken
Highways	5	1. A sign on the back of one of the Councils highway maintenance vans had a mistake in the Welsh (CI1906)	No confirmation received if the mater has been resolved.
		2. 3 complaints (CI1909) (CI1912) (CI1916) –about a street works contractor distributing English only leaflets and using English signs. (Colas)	The mater was not resolved after the first complaint, but by the time the second and third arrived steps had been taken. The Language Unit checked the wording on the contracts with the Category Manager. There was no problem with the specification so it was a mater for the Highways department to deal with, to contact the company to draw their attention to the breach of contract and to change the signs and ensure bilingual leaflets. The department have no contacted the company, and have had a response including an explaining the situation and a commitment to ensure it doesn't happen again.
		3. Use of English place names on road signs in Pen Llŷn (CI1910) - Hell's Mouth and Whistling Sands	Response sent by the department saying they would look at the matter. Still need confirmation that steps have been taken. Also need an explanation why the English names are used at all?
Planning	3	1. Ogwen Bank Caravan Park – English only signage in Bethesda (CI1908)	The signs in question were subject to planning consent conditions so the Planning department were responsible for contacting the company to change the sign.

			<p>The sign has now been changed, and includes some Welsh, but the English writing is still more prominent, so it was not an ideal solution.</p>
		2. English sign - Nature's Point, Pistyll (CI1911)	<p>Nothing could be enforced under planning conditions as it is not required to translate company names on signs. The company in question had recently changed name and so their signage, making the English more visible.</p>
		3. English versions of address used on planning application consultation correspondence (CI1917)	<p>A glitch in the new on-line system used by the service meant that the system was diverting to an English database of place and street names. This has been rectified.</p>
Education	2	1. A complaint that the SchoolGateway is not available in Welsh and that the online bilingual version used by the Council is not accessible enough. (CI1913)	<p>Complainant informed that access can be gained to the system through the Gwynedd app on a mobile phone. The department is still trying to work with the company to ensure the app is developed in Welsh.</p>
		2. A complaint about the recruitment process and the complainant feeling they had been put at a disadvantage as the interview was conducted in Welsh. The complainant noted that the linguistic requirements, or the fact that the interview would be conducted in Welsh, was not stated clearly enough in the documentation. (CI1914)	<p>It was confirmed that the staff responsible for the interview had followed the protocol and offered to carry on with the interview in English.</p> <p>We intend to take a detailed look at the documentation aspect, and to consider if any changes are needed, as part of the work of the Language Specifications Project Board.</p>

YGC	1	Grammatical errors on the street names on the new Goetre Uchaf estate (CI1915)	Confirmation received that the new signs have been ordered and that they will be installed by the developer as soon as possible.
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