



**Vale of Glamorgan Council
Welsh Language**

Annual Monitoring Report 2015-16

Background

The Council has implemented three Welsh Language Schemes during the last 10 years and is committed to continuing to provide an excellent service to Welsh speakers in the area.

As a result of the Welsh Language Measure (Wales) Measure 2011, the Welsh Language Commissioner issued a legal Compliance Notice to the Council which specifies how we must provide and improve services for Welsh speakers.

The last year has been spent preparing for the Compliance Notice and in order to comply with all 174 items, an Action Plan has been compiled. An update is included below as part of this report.

The Action Plan outlines the timetable for implementation and the steps which need to be taken. A Working Group has been set up which meets regularly and is chaired by the Managing Director. Key representatives from departments throughout the Council are involved in the group.

The council continues to operate a single telephone number strategy for all council services. This number is advertised bilingually and every caller is offered the option to undertake their enquiry through the medium of Welsh. During the 2015/16 financial year 1337 callers opted to undertake their enquiry in Welsh. Overall 65% of enquiries can be resolved at the first point of contact, without having to transfer the caller to another department. For the highest volume enquiries, such as Waste Management, the first contact resolution rate is over 95%. This means the vast majority of enquiries in Welsh are resolved by a Welsh speaking member of staff at the contact centre. Currently there are 13 bilingual Customer Service Representatives (CSR) employed at the corporate contact centre, 33% of all CSR's.

CSR's are multi-skilled and can handle Welsh enquiries through all communications channels – email, SMS, face to face or social media.

In addition to preparing for the Standards the Council has continued to support Welsh language classes for staff in the workplace and has encouraged staff to enrol on Welsh courses. Welsh speaking staff are able to attend a weekly evening in Barry where several activities are available through the medium of Welsh. We have also provided 'Meet and Greet' training and we are about to embark on a 'Cwrs Blasu' for 10 weeks as well as a 'Cwrs Gwella' to improve the confidence of some of our Welsh staff.

Apart from our statutory duties, a new initiative is under way working with Menter Bro Morgannwg which will involve the Council providing funding so that Menter are able to offer opportunities in the Vale for Welsh speakers to enjoy social activities. This will involve liaison with our youth, adult education and schools teams.

The action plan listed below outlines the areas where the council is working to improve services to customers and also to our staff. The recent linguistic survey was able to identify those staff who are interested in learning Welsh as well as those who prefer certain HR forms in Welsh.

Summary of the Council's Action Plan with Progress

	Action	Areas covered	Standard Ref. No.	Finish Date	Comment/update
1	Provide a briefing note for senior managers/elected members to be cascaded via CMT/DMT/team meetings	Correspondence Telephone calls Meetings/appointments Public Events Publishing docs for the public Social Media responses Policies/strategies available to the public Licences/certificates Official notices Promotion of the Welsh language Public address systems	1-5 19/20/21 24-26b, 27a-d,30-34,65-66 35-38 43-50 58-59 44 42 69-70 81-82 87	April 16	A briefing note has been issued via staffnet and via core brief. Quite a few questions have been raised so an FAQ page will be available on staffnet. Departmental team meetings will be addressed during May/June 16.
2	Provide a briefing for Business Cabinet/senior managers/other elected members	Correspondence Telephone calls Meetings/appointments Public Events Publishing docs for the public Social Media responses Policies/strategies	1-5 19/20/21 24-26b, 27a-d,30-34,65-66 35-38 43-50 58-59 44	May 16	Cabinet members were briefed in February. A session for all elected members will be held on May 11 th . Invitations have been sent out by the

		available to the public Licences/certificates Official notices Promotion of the Welsh language Public address systems	42 69-70 81-82 87		Democratic Services team and a reminder has also be sent out.
3	Compile a page on the Council's Staffnet to inform staff of their responsibilities.	As above.	As above.	June 16	A draft list of FAQ's has been compiled and is on Staffnet. A page for Welsh speakers will also be developed.
4	Inform staff via core brief and other methods.	As above.	As above.	Feb 16	Staff were informed in February via core brief and updates have continued.
5	Ensure that all letter templates and Emails as well as responses tom the press indicate the availability of a Welsh language service and ensure that all staff use them.	Correspondence (refers also to some Operational Standards)	7 Also relates to Operational Standards 134/135	May 16	Templates have been issued to all staff. Translated job titles will appear on all Emails.

6	Provide 'Meet and Greet ' training to frontline staff	Tel calls/meetings	19,20,21, 24-27	June 16	Training for Social Services staff took place on 4 th May. A taster course has been organised for 10 weeks started 10 th May. Also an improvers course to take place in June.
7	Ensure that all staff use bilingual out-of office messages. We also need footers to show if staff are fluent or learners.	Correspondence (refers also to operational standards)	7, Also relates to Operational Standards 134/138	Mar 16	Part of Staffnet and on Core Brief. Out-of-office messages have been provided to all staff.
8	Ensure that all statements to the press are bilingual where possible.	Publishing Docs and forms	46	Ongoing	This has taken place from 1 st April.
9	Ensure that all leaflets, documents, statements and press releases, where issued in English include reference to the fact that a Welsh language version is available on request.	Publishing Docs and forms	46	Ongoing	This has taken place from 1 st April.
10	Arrange for support to begin process of making the whole website bilingual.	Website and on-line services	52-56	June 16	Extra help has been drafted in and work is progressing.

11	Arrange for pre-entry of forms to be bilingual	Website and online services	51	June 16	Meetings have taken place and external applications will be dealt with via the Linguaskin solution.
12	Ensure that all new or replacement signs and/or notices are bilingual with Welsh first.	Signs/notices	61-63	Ongoing	All staff have been reminded of this.
13	Ensure that main reception areas provide a Welsh service with signage advising of the availability of that service.	Reception areas	64,67,68	Sept 16	All main reception areas are now bilingual. The remaining reception areas will be sorted by September.
14	Invitations for grants must state that submissions can be made in Welsh and interviews must be offered if requested. There must be no delay if Welsh is used.	Grants/Tenders	72-75	Mar 16	This information has been cascaded within the Finance department.
14 a	Invitations to tender for contracts must be bilingual and must state that Welsh tenders are welcome. There must be no delay if Welsh is used.	Grants./Tenders	76-77a	Sept 16	As above.
15	Assess every new education course offered to the public to evaluate the need to provide it in Welsh <u>and</u>	Education	84-86	Ongoing	Adult Education and Youth Service have been

	<u>keep a record of the assessment.</u>				informed about this.
16	Translate agendas of all Council, Cabinet and Committee meetings	Democratic	41	Ongoing	This has taken place from 1 st April 16.
17	Translate minutes of Council, Cabinet and Committee meetings	Democratic	41	Ongoing	This will take place from 1 st April 2017.
18	Impact assessment, including consideration for Welsh language, to be completed on all new or amended policies.	Policies & research	88-97	Ongoing	To be achieved by reference in relevant cabinet/ committee reports
19	Establish project group to organise questionnaire for all staff	Linguistic skills and language preferences for forms and procedures	104, 127, 100, 101-103	June 16	The group have met regularly. A survey has taken place of computer users and. A further exercise is taking place to contact manual staff.
20	Translate all HR policies	All HR policies	105 – 111	June 16	This is in the process of taking place.
21	Raise awareness of staff in relation to offering Welsh language provision in relation to new contracts, complaints and disciplinary situations	Briefing	99, 114, 118	Sept 16	A list has been extracted of those users requesting Welsh. A page on Staffnet

					will list the specific items that we are obliged to provide in Welsh.
22	Prepare page on staffnet & Core Brief article informing Welsh speaking staff of their rights & providing support for learners.	HR procedures	112 – 125,141-143	May 16	This will be available during the next few months.
23	Provide Welsh speaking staff with software for spelling & grammar checks & Welsh language interfaces where available.	ICT software	120	Ongoing	Installation of Cysill is taking place if Welsh speakers want it.
24	Provide opportunities for <u>basic</u> Welsh language training for all staff <u>during working hours</u> and also for managers if required in their role. Further training should be free of charge to the employee.	Training	130 -131	Ongoing	A reminder will be placed on Staffnet in advance of the September enrolment date. Taster course is planned for May 10 th .
25	Provide Welsh language awareness training	Training	132	September 16	First session was on 4 th May for Social services staff. Discussions are under way to work with Cardiff.

26	Include Welsh language information in Corporate Induction	Training	133	Ongoing	Has already been included and presented.
27	Assess all new and vacant posts for required level of Welsh and record as appropriate.- Essential/Needs to be learnt/Desirable/Not necessary	Review of procedures	136	June 16	Will take place from 1 st April. All managers have been informed..
28	All relevant material relating to recruitment is available in Welsh and English.	Recruitment/selec tion procedures	137	June 16	Has been translated and is being sent out already.
29	Prepare a policy on the use of Welsh internally	Awareness	98	Sept 16	Will be compiled and published.
30	Intranet should be available in Welsh – homepage,new/amended pages and menus.	ICT/Communicati ons team	122-126	Sept 16	Extra resources have been drafted in and Staffnet will be translated. However the priority is the external website.
31	Specific HR courses to be provided in Welsh- <ul style="list-style-type: none"> - Recruitment and Interviewing - Performance Management - Complaints and Disciplinary procedures - Induction - Dealing with 	HR training	128	ongoing	New staff who request courses in Welsh will be asked to wait until several names are available in order to make the

	the public - Health and Safety				course viable.
32	Provide training on effective use of Welsh in HR meetings	Training	129	Oct 16	This will be discussed in the next few months.
33	Identify a member of staff in each dept to act as a champion.			May 16	This has been done and a list is available.

Publishing Information on performance

The Council collects and reports information on all measures that are national statutory measures and sets targets for them. We have also adopted a limited number of local indicators which assists in measuring progress against this scheme. This information is publicly available via the council's Improvement Plan and service plans, which are published annually and is available on the council's website www.valeofglamorgan.gov.uk or www.bromorgannwg.gov.uk.

In addition to this the council will publish this report on the Equalities section of the council website along with other data on language matters.

Information below relates to indicators requested by the Welsh Commissioner as part of the Welsh language standards.

<p>Standard 158 (2) 164 (2) 170 (2d)</p> <p>Number of complaints about implementation of the Welsh Language Scheme. This performance indicator will be measured on the basis of the number of those complaints about the content or implementation of the Welsh language scheme, which will be investigated by and responded to by the Equalities Team.</p>	<p>The Council received 6 complaints in relation to its implementation of the Welsh Language Scheme.</p> <p>Details are included in Appendix 1.</p>
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<p>Standard 170 (2a)</p> <p>Number of staff with Welsh skills in the Council. This indicator has been measured as part of the Linguistic Skills Survey in April 2016. Some data remains to be received from manual staff.</p>	<p>There 118 members of staff who have identified themselves as being 'good' or 'fluent' in either reading, writing or speaking Welsh. This relates to 1566 replies from computer users and therefore 7.5% of the computer-based workforce.</p>
<p>Standard 170 (2b)</p> <ul style="list-style-type: none"> • Number of staff undertaking training and to what level/degree of proficiency. This will be measured based on the number of staff undertaking Welsh language training provided by the Council. This measure will be reported as a number under each of the categories: Entry and Foundation; Intermediate; Advanced; Advanced/Mastering. 	<p>The numbers of staff currently learning are as follows:-</p> <p>Entry Level 1 11</p> <p>Entry Level 2 3</p> <p>Foundation level 1 6</p> <p>Advanced 1</p> <p>Total 21</p> <p>This figure represents the number of staff who have continued to this part of the year. Some earlier enrolments have not continued for various reasons.</p>
<p>Standards 154,170 ch)</p> <p>The number of new and vacant posts which were categorised as Welsh essential and desirable.</p>	<p>April 2015 – March 2016, 467 adverts were logged:</p> <ul style="list-style-type: none"> • 0 Welsh essential • 116 Welsh desirable (25%) • 113 No welsh required (24%) • 238 not declared (51%) <p>The information was recorded from August onwards so this is reflected in the numbers of 'not declared'.</p> <p>From April 2016 all posts must be assessed for Welsh requirements and a copy of that assessment must be provided.</p>

The focus for the next year will be on fulfilling the standards and on continuing to improve services to Welsh speakers in the Vale.

