

**ISLE OF ANGLESEY COUNTY COUNCIL
ANNUAL REPORT ON THE WELSH LANGUAGE STANDARDS
2016-17**

1.0 Background and legislative context

The Welsh Language Measure (Wales) 2011 enables Welsh Ministers to set standards of conduct with regard to the Welsh language. This Council received a Compliance Notice on the Final Standards on 30 September, 2015. This means that the 154 standards which came into force on 30 March, 2016 and the further six on 30 September, 2016 now apply to the County Council.

This meant that the Welsh Language Plan expired on 30 March, 2016 when the Standards came into force. The Council had already been complying with a significant number of the Standards placed upon it through the implementation of its Language Scheme and in reality, this scheme went further than the Language Standards in many areas. It was considered that the Council's current position with regard to the language should not be weakened by restricting compliance to the Standards alone and as a result, a new Language Policy was developed. This Language Policy combines the Language Scheme and the Standards with which the council is under an obligation to comply. This Language Policy was adopted by the County Council on 12 May, 2016. The County Council is committed to reviewing this policy by 12 May, 2018.

2.0 The Language Standards

2.1 The Compliance Notice

Following receipt of the Compliance Notice, a RAG status scoring exercise was undertaken against each Standard in order to identify the action required to ensure compliance.

3.0 Action

3.1 General

In order to raise awareness of the requirements of the Standards amongst staff, several engagement and communication methods were used, for example:

- Meetings were held with specific services in order to prepare action plans
- A series of information bulletins were circulated in order to reinforce the requirements
- A series of thematic bulletins were posted on the Council's intranet in order to share information regarding the requirements and the expectations upon staff

3.2 Specific Steps

The following specific methods were also used to raise staff awareness of the requirements:

- Training was provided for over 200 members of staff from various services
- A Language Standards Co-ordinator was identified in each service
- A Language Standards Co-ordinators Group was established in order to identify any challenges, to share good practice and any further support required
- Information bulletins were provided for the Language Standards Co-ordinators
- All the support resources regarding the Standards were available in one place on the intranet in order to assist staff

The awareness raising process is continuous with the aim of ensuring that the requirements are mainstreamed naturally in the Council's work.

4.0 Self-regulation

The Welsh Language Commissioner's Regulation Framework places an expectation on the Council to self-regulate its performance against the requirements of the Welsh language Standards. This is because it is the establishment and not the Welsh Language Commissioner who is statutorily required to comply with the relevant standards.

A means of achieving this which has been undertaken by the County Council is a mystery shopper exercise. Up to now, the Council has undertaken one such survey and intends to hold another before the end of the year. This is a means of identifying and correcting any aspects which require addressing. In addition, it is intended to devise a staff questionnaire in order to measure understanding of, and compliance with the requirements.

Since the Standards came into force and as part of the self-regulation process, the Council has also created a scoring template for Heads of Service to review their compliance with the Standards. The Assistant Chief Executive and the Welsh Language Officer have held one to one meetings with each Head of Service to discuss the findings and to identify any further support which is required. The intention is conduct a second series of meetings to identify further progress. There is continuous ongoing effort to increase compliance scores against every aspect of the Standards.

In addition, plans are in the pipeline to devise a staff questionnaire to verify their awareness of the requirements and to identify any aspects which need to be addressed further.

The Language Standards and embedding the self-regulatory system have also been set as one of the annual performance targets for the Heads of Services and these will be monitored by the Council's Senior Leadership Team.

5.0 Development work to promote the Welsh language

5.1 The Welsh Language Strategy

The Isle of Anglesey Welsh Language Strategic Forum exists on a county level to provide a strategic focus on the Welsh Language. The Forum is responsible for identifying priorities and monitoring the Welsh Language Strategy 2016-2021.

The Welsh Language Strategy 2016-2021 was adopted by the County Council on 27 September, 2016. This strategy outlines how it is proposed to promote Welsh and to facilitate more extensive use of the language in the area and to set a target to increase or maintain the number of Welsh speakers by the end of the 5 year period. The vision has been set that by the 2021 Census, an increase will be seen in the number of Welsh speakers, with the percentage increasing to at least 60.1% as it was in 2001.

For this first strategy, the Strategic Language Forum agreed to concentrate on three key themes, namely:

- **Children and Young People and the Family**
- **The Workforce, Welsh Language Services, the Infrastructure**
- **The Community**

The Anglesey Strategic Language Forum has been working deliberately over the last months to achieve the aims noted in the Year 1 Action Plan. The Forum meets monthly and a system has been established to monitor progress regularly against the targets. Work will also need to be undertaken to prepare an Action Plan for Year 2.

5.1.2 The Council's Administration

To achieve one of the Welsh Language Strategy's 2016-2021 priority areas, the County Council has adopted a targeted incremental approach of increasing the use of the Welsh Language within the Council's administration. In order to work towards this priority, the intention is to work intensively with services on an individual basis to ensure that the necessary support is in place to increase the use of the Welsh Language on an oral and written basis. The aim is to have a positive effects on staff language practices in their work and on a social level within the office. In September, 2016 the first service was selected to work intensively with, namely the Housing Service. As part of the Action Plan, a range of training is available to support and motivate staff such as language awareness, skills courses and courses on how to conduct and chair bilingual meetings. Language champions (fluent Welsh speakers and learners) have been identified and trained. They are currently, in collaboration with colleagues, identifying practical methods to increase the use of the Welsh language within the service. In addition, practical assistance is available for staff to increase the use of the Welsh Language on a written basis. For example, CysGair and the Translation Service's proof reading service is available for them to check their written work. The availability of this support can often be enough of a stimulus to raise the confidence of staff to draft through the medium of Welsh.

5.2 Developmental Work to Formulate Policy

5.2.1 Impact Assessment

Work has been undertaken to review the Guidelines and the Equalities Impact Assessment Template used by Council services. The template includes four questions in order to consider how the proposals would affect the Welsh language. Impact can be positive or negative. Appendix 1 of the guidelines lists a series of additional questions that should be considered when assessing how proposals would affect the Welsh language generally. The intention is to make assessors think about the effect or possibly a more extensive contribution and they can be used as a foundation for considering the four questions in the template. The degree of relevance of these questions depends on the proposal under consideration. Where these questions will need to be considered in more detail in order to undertake a more comprehensive assessment – for example, when considering how the Council's principal policies and strategies affect the Welsh language, the template which includes the additional questions is available on MonITor.

The four questions in the equalities impact assessment template are noted below:

Question 10 – Does this proposal ensure that the Welsh language is not treated less favourably than English, in accordance with the County Council's Welsh Language Policy?

Question 11 – Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language in their everyday lives?

Question 12 – Will this area of work provide an active offer to provide services to customers through the medium of Welsh?

Question 13 – Is this proposal likely to safeguard and promote the Welsh language in the community?

5.2.2 Grant Allocations

The Language Standards which apply to grants have been incorporated in the Council's Welsh Language Policy. In order to assist staff to implement the policy on a practical level, guidelines regarding Grant Allocations have been provided.

6.0 Report on Performance

6.1. Concerns and Complaints regarding Language

A summary is given below of the concerns and complaints received with regard to language:

| CONCERNS | | | |
|-------------------|---------------------|---|--|
| Date | Service | Complaint | Response |
| May 2016 | Finance | An English only receipt had been received from the Finance Office | 26.5.16 – response explaining that this was a software problem – and did not reflect the Council’s normal policy. (An e-mail was received from the complainant thanking the officer for the explanation). |
| September 2016 | Social Services | A family had received correspondence in English only – had asked for communication through the medium of Welsh | 26.9.16 – letter from the Head of Service – had corresponded in English from the outset but now that the Council understands that the customer wishes to correspond through the medium of Welsh, this will happen from now on |
| March 2017 | Finance (concern 1) | A note in English only had been sent out with a payment from Finance | The Council had not seen the automated e-mail that was sent out and was therefore unaware of the problem. 7.4.17– an apology was sent explaining that the e-mail was now bilingual |
| March 2017 | Finance (concern 1) | A note in English only had been sent out with a payment from Finance | The Council had not seen the automated e-mail that was sent out and was therefore unaware of the problem. 7.4.17– an apology was sent explaining that the e-mail was now bilingual |
| COMPLAINTS | | | |
| June 2016 | Social Services | Complainant had received a letter in English only having noted that he wished to receive correspondence in Welsh and his partner in English | 14.6.16 – apology from the Head of Service Steps taken: Translation of letter sent. Discussion offered with Team Manager. Reminder sent to Social Services staff on 23.06.16 regarding the duty to communicate in the customer’s language of choice and the need to send letters bilingually where appropriate |

| | | | |
|---------------|-----------------|--|---|
| November 2016 | Social Services | A complaint by a grandmother that her grandson had been placed with non-Welsh speaking foster carers— amongst other issues, she is eager for the child to keep his Welsh language. | The complaint is upheld since the child was placed with a non-Welsh speaking foster carers because there was a lack of Welsh speaking foster carers available. Steps taken: further enquiries underway to try and find a Welsh speaking family to provide care to meet the child's needs |
| February 2017 | Social Services | A complaint that a Social Worker had tried to persuade a mother (in a care case) not to ask for service from an officer who could speak Welsh | This complaint is upheld Steps taken: apology made to complainant. Staff reminded in the Children Service's Staff Conference on 27/2/17 of the need to make an Active Offer of a service to the customer in his/her language of choice in accordance with Mwy Na Geiriau and the Welsh Language Standards. The staff induction process also highlights the requirements of the Welsh Language Standards. The family currently have a Welsh speaking social worker |

6.1.1 Compliance Notice

The County Council has received a Compliance Notice from the Welsh Language Commissioner regarding lack of compliance with Standard 60 below. Remedial action is currently underway. The Council has invested in remedial steps to address this lack of compliance.

The Council will ensure that any self-service machines that it has function fully bilingually, and the Welsh language will be treated no less favourably than the English language in relation to that machine.

6.2 Staff Language Skills

The following statistics report on the number of employees with Welsh language skills and includes a breakdown of language skills per service.

| Definitions | |
|--------------------|---|
| 0 | No skills |
| 1 | Able to conduct a general conversation (greetings, names, sayings, place names) |
| 2 | Able to answer simple enquiries relating to work |
| 3 | Able to converse with someone else, with some hesitancy, regarding routine work issues |
| 4 | Able to speak the language in the majority of situations using some English words |
| 5 | Fluent – able to conduct a conversation and answer questions for an extended period of time where necessary |

Senior Leadership Team (Chief Executive, Assistant Chief Executives, Heads of Service, Personal Assistants)

Number of staff in the service: 15
Number of returns: 15
Percentage returns: 100%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number | 0 | 0 | 0 | 0 | 2 | 13 |
| Percentage | 0% | 0% | 0% | 0% | 13% | 87% |

Corporate Transformation

Number of staff in the service: 68
Number of returns: 67
Percentage returns: 99%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number | 5 | 3 | 4 | 3 | 8 | 45 |
| Percentage | 7% | 4% | 6% | 4% | 12% | 67% |

Adults

Number of staff in the service: 502
Number of returns: 438
Percentage returns: 87%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number | 25 | 35 | 25 | 21 | 59 | 274 |
| Percentage | 6% | 8% | 6% | 5% | 13% | 62% |

Children

Number of staff in the service: 91
Number of returns: 75
Percentage returns: 82%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 0 | 5 | 4 | 6 | 13 | 47 |
| Percentage | 0% | 7% | 5% | 8% | 17% | 63% |

Housing

Number of staff in the service: 130
Number of returns: 130
Percentage returns: 100%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 5 | 4 | 9 | 3 | 18 | 91 |
| Percentage | 4% | 3% | 7% | 2% | 14% | 70% |

Regulation and Economic Development

Number of staff in the service: 233
Number of returns: 224
Percentage returns: 96%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|-----|----|----|-----|-----|
| Number | 13 | 24 | 12 | 13 | 31 | 131 |
| Percentage | 6% | 11% | 5% | 6% | 14% | 58% |

Highways, Waste and Property

Number of staff in the service: 185
Number of returns: 179
Percentage returns: 97%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 4 | 10 | 8 | 3 | 27 | 127 |
| Percentage | 2% | 6% | 4% | 2% | 15% | 71% |

Learning

| | |
|---------------------------------|-----|
| Number of staff in the service: | 223 |
| Number of returns: | 209 |
| Percentage returns: | 94% |

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 0 | 10 | 8 | 11 | 31 | 149 |
| Percentage | 0% | 5% | 4% | 5% | 15% | 71% |

Council Business

| | |
|---------------------------------|-----|
| Number of staff in the service: | 35 |
| Number of returns: | 34 |
| Percentage returns: | 97% |

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|----|-----|
| Number | 0 | 1 | 0 | 0 | 1 | 32 |
| Percentage | 0% | 3% | 0% | 0% | 3% | 94% |

Resources

| | |
|---------------------------------|------|
| Number of staff in the service: | 96 |
| Number of returns: | 96 |
| Percentage returns: | 100% |

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|----|-----|
| Number | 2 | 5 | 2 | 5 | 4 | 78 |
| Percentage | 2% | 5% | 2% | 5% | 4% | 81% |

Language skills levels have remained consistent across the Council in comparison with last year. Data shows that there has been an increase in L5 language skills in the Corporate Transformation and Housing Services specifically and a reduction in the number of staff in the Adult Services who note language skills on the lowest levels. The number of returns also remain high this year at 91%. Two improvement areas with regard to returns would be to target support workers and community based workers within the Children's Service and Adults Service.

Robust processes are in place for recording and updating this data. Information regarding gaps in the language skills data is shared with the Heads of Service twice a year in order to encourage those individuals to complete the data. The language skills assessment form is also included in the annual appraisal package and the recruitment package in order to report on progress. The accuracy of our data enables us to plan the workforce and target language training.

Language skills in each Centre

Office

Number of staff in the centre: 661
Number of returns: 657
Percentage returns: 99%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 11 | 29 | 25 | 20 | 90 | 482 |
| Percentage | 2% | 4% | 4% | 3% | 14% | 73% |

Community

Number of staff in the centre: 546
Number of returns: 458
Percentage returns: 84%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 23 | 36 | 23 | 26 | 56 | 294 |
| Percentage | 5% | 8% | 5% | 6% | 12% | 64% |

Residential

Number of staff in the centre: 164
Number of returns: 151
Percentage returns: 92%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 4 | 10 | 11 | 6 | 17 | 103 |
| Percentage | 3% | 7% | 7% | 4% | 11% | 68% |

Leisure Centres

Number of staff in the centre: 216
Number of returns: 107
Percentage returns: 50%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|-----|-----|----|----|-----|-----|
| Number | 13 | 16 | 9 | 8 | 13 | 48 |
| Percentage | 12% | 15% | 8% | 7% | 12% | 45% |

Museums, Archives and Culture

Number of staff in the centre: 31
Number of returns: 30
Percentage returns: 97%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|-----|-----|-----|
| Number | 0 | 2 | 1 | 3 | 11 | 13 |
| Percentage | 0% | 7% | 3% | 10% | 37% | 43% |

Libraries

Number of staff in the centre: 50
Number of returns: 48
Percentage returns: 96%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 0 | 3 | 3 | 2 | 5 | 35 |
| Percentage | 0% | 6% | 6% | 4% | 10% | 73% |

Waste

Number of staff in the centre: 16
Number of returns: 15
Percentage returns: 94%

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|------------|----|----|----|----|-----|-----|
| Number | 0 | 1 | 1 | 0 | 3 | 10 |
| Percentage | 0% | 7% | 7% | 0% | 20% | 67% |

The trend with the data per location, shows a general decline in the last years in the number of office staff and an increase in the number of community workers. There has been an increase in the number of returns across all locations. An increase can be seen in the number with L5 language skills in the offices and the community. It is believed that this has happened as a result of the increased emphasis on language skills when recruiting and also the opportunities to develop language skills and to attend on the job training.

Language skills according to Grade

Grades 1-5

| | |
|-------------------------------|------|
| Number of staff on the scale: | 1324 |
| Number of returns | 1121 |
| Percentage returns | 85% |

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number | 47 | 79 | 62 | 48 | 142 | 743 |
| Percentage | 4% | 7% | 6% | 4% | 13% | 66% |

Grades 6-10

| | |
|-------------------------------|-----|
| Number of staff on the scale: | 345 |
| Number of returns | 330 |
| Percentage returns | 96% |

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number | 7 | 18 | 11 | 16 | 50 | 228 |
| Percentage | 2% | 6% | 3% | 5% | 15% | 69% |

Chief Officers

| | |
|-------------------------------|------|
| Number of staff on the scale: | 15 |
| Number of returns | 15 |
| Percentage returns | 100% |

| Level | L0 | L1 | L2 | L3 | L4 | L5 |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number | 0 | 0 | 0 | 0 | 2 | 13 |
| Percentage | 0% | 0% | 0% | 0% | 13% | 87% |

A reduction was seen in the number of staff with lower level language skills and an increase in the higher level language skills for posts graded 1-5 and 6-10. The language levels of Chief Officers continue to be consistent with each officer noting their language skills at L4 and L5.

6.3 Training

Information is provided below on the numbers attending the various levels of language training qualifications offered for the reporting period:

| Qualification | Number |
|----------------------|---------------|
| Wlpan Level | 2 |
| Wlpan Mid-Level | 11 |
| Intermediate Level | 10 |
| Higher Level | 3 |
| Refresher | 8 |
| TOTAL | 34 |

As well as the weekly course noted above, a number of staff have attended supplementary courses during the year, including:

Welsh in the Workplace - 26

Clear Welsh – 26

Nant Gwrtheyrn – 2

'Ysgol Galan a Haf' - 2

One to one – 1

Chairing bilingual meetings - 13

Training bilingually - 10

Language awareness - 52

An element of language awareness training is provided under the Staff Induction Scheme. During the reporting period in question, the number receiving this training was as follows:

| Date | Number |
|----------------|---------------|
| May 2016 | 8 |
| July 2016 | 5 |
| September 2016 | 7 |
| October 2016 | 6 |
| November 2016 | 16 |
| December 2016 | 11 |
| January 2017 | 10 |
| February 2017 | 15 |
| March 2017 | 3 |
| TOTAL | 81 |

This year, staff were invited to complete a questionnaire on language training and support and a focus group was held with staff who are currently learning Welsh. Following feedback, our training programme was extended to include elements such as Chairing Bilingual Meetings, Clear Welsh and Training Bilingually.

Marketing events continued to raise awareness of the range of opportunities available to develop language skills. Work was undertaken to market the apps which are available for staff who were unable to attend classes and to extend the materials and the links which are available for learners on the Authority's intranet.

With the advent of the Language Skills, advantage was taken of the opportunity to hold information sessions and to prepare guidelines on specific areas. A Language Awareness course was held for Leisure Centres in collaboration with Menter Môn. This was followed with language training on beginner and intermediate level. A specific Language Awareness session was also held for Social Services which was an opportunity to discuss and promote the More than Words strategy.

6.3.1 Language medium of training courses

Staff can note on the application form whether they wish to attend training provided through the medium of Welsh or English and training courses are arranged accordingly. Processes have been amended to strengthen the way the language medium of training courses is recorded for reporting purposes. We will continue to review the training programme with the intention of extending the range of training courses held through the medium of Welsh and bilingually.

| | |
|--|-----|
| Number of staff who attended courses provided by you through the medium of Welsh during the year | 238 |
| Percentage of the total number of staff who attended the training who chose to attend the Welsh medium session | 78% |

6.4 Categorising Posts

The number of new posts and vacant posts advertised during the year according to language requirements can be seen below:

| Language requirements of posts advertised 2016-17 | |
|---|-----|
| Posts where language skills are essential | 186 |
| Posts where there will be a requirement to learn Welsh language skills when appointed to the post | 0 |
| Posts where Welsh language skills are desirable | 39 |
| Posts where Welsh language skills are not necessary | 0 |
| Total posts advertised | 225 |

As part of the recruitment process, managers are required to record whether the ability to communicate in Welsh is essential or desirable for the post-holder. Human Resources Officers can challenge the manager's decision regarding the language requirements specified. These processes, along with recording and reporting systems, have been strengthened over the past year.

June 2017