



Flintshir e County Council

Welsh Language Annual Report

2016/2017

Monitoring Report 2016- 2017

Executive Summary

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Appendix 1 Welsh Language Skills Self Assessment Tool

Executive Summary

The Welsh Language Standards came into force on 30 March 2016 and the Council was required to comply with 146 Standards by this date. Further Standards came into force at a later date. Many of the Standards that apply to the Council reflect the commitments in our previous Welsh Language Scheme and reflect our existing practice and commitments to Welsh language. This is the second Welsh Language Annual Monitoring Report, and covers the period April 2016 to March 2017, the first year of the implementation of the Standards. It shows actions we have been taking to comply with the Standards and includes data we are required to publish.

We welcome the Welsh Standards and the opportunities that they bring to increase the provision of Welsh medium services and the rights they offer to the public and employees. Throughout Wales this will increase the visibility and audibility of the Welsh language. We are proud to have hosted the Urdd Eisteddfod in Flint during May/June 2016 and supported Menter Iaith Sir y Fflint to celebrate St David's day in Flint Town in March 2017, building on the legacy of the Urdd Eisteddfod.

The Council believes that respecting and meeting the language needs and preferences of our customers is central to good and effective customer care. We provide services to the most vulnerable people in our communities, where being able to access services in an individual's first language is particularly important.

We recognise that we are making progress but there are still improvements to be made. We will strengthen the links between Welsh language and the Council's Improvement Plan to contribute towards mainstreaming Welsh language throughout the Council's functions. The implementation of a new performance management system, CAMMS, and the incorporation of impact assessments within this system will contribute to effective monitoring of implementation of the new Welsh Language Standards.

The Council is working towards the implementation of the Well-being of Future Generations (Wales) Act 2015; our commitment Welsh language will be reflected in the Well-being objectives and action plan.

Colin Everett
Chief Executive

Councillor Billy Mullin
Cabinet Member for Corporate
Management

Welsh Language Standards Annual Monitoring Report 2016-17

1. Introduction

- 1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The introduction of the Welsh Language Standards builds on this commitment.
- 1.2 The aim of the Standards is to
 - improve the services Welsh speakers can expect to receive from organisations in Welsh
 - increase the use people make of Welsh language services
 - make it clear to organisations what they need to do in terms of the Welsh language
 - ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors
- 1.3 The Welsh Language Commissioner (WLC) served Compliance Notices on the Council identifying the 171 Standards to which we must comply. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the Standards. The WLC has the powers to investigate and take action against those organisations who fail to comply with the Standards. This includes imposing financial penalties for non-compliance.
- 1.4 The Council is required to publish an annual report by 30 June as set out in the Standards 158, 164 and 170. The full list of Standards with which we are required to comply is available [here](#). We will also report annually to the Council's Cabinet on performance in relation to the Standards. This report focuses on the period 1st April 2016 to 31st March 2017; this is the first annual report on the implementation of the Welsh Language Standards.
- 1.5 We have published a list of actions we have taken to comply with the Standards on our website.
- 1.6 The Chief Executive has overall responsibility for ensuring compliance with the Standards.

2. Compliance with Service Delivery Standards

- 2.1 To ensure that all employees are aware of the Service Delivery Standards we have been circulating information to managers and employees on a regular basis. Managers were asked to ensure their Services were compliant.
- 2.2 Specific guidance has been issued to employees for:
 - Arranging meetings and events

- Corporate Branding
- Consultation and research
- Dealing with telephone calls
- Dealing with correspondence
- Producing documents, certificates for the public
- Public address systems
- Reception services
- Signage
- Social media, websites, self - service machines
- Tenders and contracts
- Using Welsh at work

- 2.3 Standard statements offering customers the opportunity to correspond in Welsh have been provided to employees, these are included on letter heads and documents. A standard statement welcoming correspondence in Welsh has now been included as a footer in all emails which are sent externally.
- 2.4 Iaith Gwaith posters are on display in all reception areas, Welsh speaking employees and Welsh learners wear the Iaith Gwaith lanyards and/or badges. New employees who are Welsh speaking or Welsh learners are asked about their skill level when they have their photographs taken for their ID (Identification) cards. Welsh speakers and Welsh learners will then be provided with Iaith Gwaith badges and lanyards.
- 2.5 The Council's website, Apps and self-service machines are bilingual as is the Council's Twitter page. The Council's Social Media Policy includes a requirement to comply with the Welsh Language Standards.
- 2.6 Members of the public who apply for courses run by the Council will be asked their preferred language (Welsh or English) to assess the need for lessons to be provided through the medium of Welsh. Swimming lessons are already available through the medium of Welsh.
- 2.7 The Council's Contract Procedure Rules incorporates the Welsh Language Standards, this reminds commissioning officers of what they need to do to ensure compliance with the Standards.
- 2.8 A Complaints Procedure is already in place. Complaints about Welsh language are set out in section six.
- 2.9 A Welsh language delegated leads network, with membership comprising representatives from each of the Council's portfolios, has been established. The aim of this group is to champion Welsh language across the Council, promote the use of Welsh by employees, share good practice within their service and contribute to initiatives to increase the use of Welsh.
- 2.10 We have developed a Welsh in the Workplace policy to increase the visibility and audibility of Welsh at work, encouraging employees to use Welsh with colleagues as well as with customers.

3. Compliance with Policy Making Standards

- 3.1 The equality impact assessment toolkit has been reviewed and amended to include Welsh language. Work is currently in progress to incorporate this within the corporate performance management system. This will ensure that progress to completing integrated impact assessments can be monitored more effectively.
- 3.2 Training will be provided to elected members and employees on completing integrated impact assessments. This is supported by an e-learning module.
- 3.3 Menter Iaith Sir Y Fflint attend the Equality Impact Assessment Stakeholder Group in which representatives of people with protected characteristics and Welsh speakers contribute to equality impact assessments as they are being undertaken.
- 3.4 Guidance on consultation and research, including Welsh language is available on the intranet. This has been promoted to employees as has the requirement to comply with the Policy Making Standards.

4. Compliance with Operational Standards

- 4.1 The front page of the Council's intranet is now available in Welsh, and employees are welcomed by the splash page to view the front page in either English or Welsh.
- 4.2 Employees and managers have been informed of the Operational Standards and the rights of employees.
- 4.3 Everyone has been informed of their rights to receive personally addressed business through the medium of Welsh. This information is recorded on iTrent (human resource management system) and by managers.
- 4.4 Cysgliad (Welsh grammar, spellchecker and dictionary) is available for employees.
- 4.5 Resources to support Welsh learners and Welsh speakers are available on the intranet.
- 4.6 Instructions on how to set up Iaith Gwaith on email signatures, bilingual email addresses and bilingual out of office messages have been circulated to employees.
- 4.7 The Induction checklist includes the Welsh Language Standards and prompts managers to ensure that employees:
 - complete the Welsh language skills assessment;
 - identify the need for any Welsh language training;
 - complete the e-learning Welsh language awareness module;
 - can access Cysgliad;

- Are provided with the laith Gwaith badge and lanyard if they are Welsh speaking or a Welsh learner;
- Set up their “out of office message” bilingually; and
- Set up a bilingual email address

4.8 A process to assess the linguistic skills required for new posts is in place. A method to record the number of posts that have been assessed as desirable or essential has been developed. The Council is required to report the number of new and vacant posts which were categorised as posts where:

- i) Welsh language skills were essential
- ii) Welsh needed to be learnt when appointed
- iii) Welsh desirable
- iv) Welsh language skills were not necessary

The data for 2016/2017 is set out below. These are the actual number of new positions/positions which became vacant, a significant number of which will be for the same post i.e. Project Workers, Home Care Assistants, Cleaners, Catering Assistants. For example, there are 32 Cleaners and 52 Catering Assistants positions where Welsh language skills were not required.

Category	Number
i) Welsh language essential	17
ii) Welsh needed to be learnt when appointed	0
iii) Welsh desirable	9
iv) Welsh language skills not essential	277
TOTAL	294

4.9 Application forms for posts have been altered for job applicants to indicate whether they wish to use Welsh at interview.

4.10 The front page of intranet is available in Welsh and employees have the option to choose the Welsh or English page. A designated page is available to support Welsh speakers.

4.11 We have assessed the Welsh language skills of employees (excluding those employed by schools). The results of the assessment show that over 80% of employees have completed the skills audit, an increase of over 40% over the past 12 months. 590 employees have yet to complete this audit. We will continue to take action to increase the number of employees who complete this audit. The breakdown of employees who have completed the audit is shown in Table 1.

Table 1: Number and percentage of employees who have completed the Welsh language skills audit 31st March 2017

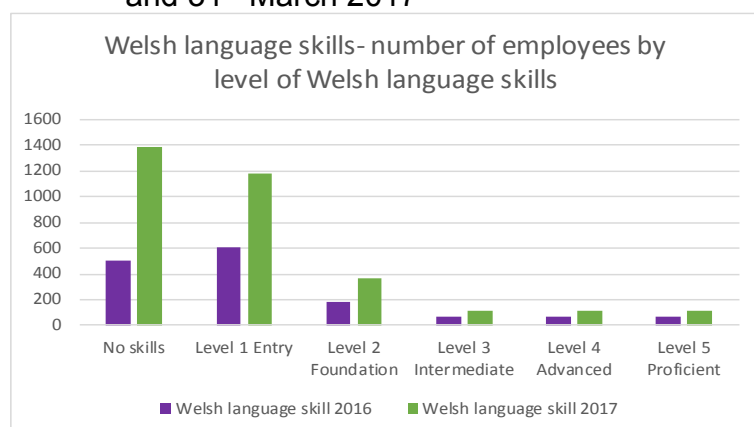
Portfolio	Completed	Headcount	%
Chief Executives	45	45	100.00%
Community and Enterprise	338	404	83.66%
Education and Youth	219	269	81.41%
Governance	131	131	100.00%
Org Change 1	322	389	82.78%
Org Change 2	332	437	75.97%
People and Resources	171	171	100.00%
Planning and Environment	151	177	85.31%
Social Services	768	975	78.77%
Streetscene and Transportation	378	521	72.55%
FCC ACTUAL	2,768	3,358	82.43%

4.12 The results from Table 2 on page 8 set out the levels of employees Welsh language skills. It show that of the 82.43% employees who completed the skills audit over 37% of employees do not have any Welsh language skills, compared to 33% of employees who stated that they did not have any Welsh skills in 2016. The number of employees who state they are fully proficient has increased from 65 employees in 2016 to 108 in 2017 but as a percentage of the workforce has decreased from 4.32% to 3.60%. Just under 40% of employees assess themselves at level 1 Entry level –“some Welsh skills”. Language skills are assessed at five levels, the description of each level is set out in Appendix 1.

Table 2: The number and percentage of employees and level of Welsh language Skills at 31 March 2017.

Portfolio	Level 0 (None)		Level 1 (Entry)		Level 2 (Foundation)		Level 3 (Intermediate)		Level 4 (Advanced)		Level 5 (Fully proficient)	
	No	%	No.	%	No.	%	No.	%	No	%	No	%
Chief Executives	6	13.33	13	28.89	13	28.89	3	6.67	4	8.89	6	13.33
Community and Enterprise	117	34.62	137	40.53	48	14.20	15	4.44	10	2.96	11	3.25
Education and Youth	56	26.17	83	38.79	40	18.69	10	4.67	11	5.14	14	6.54
Governance	39	30.23	55	42.64	24	18.60	3	2.33	4	3.10	4	3.10
Org Change 1	114	33.14	140	40.70	37	10.76	17	4.94	18	5.23	18	5.23
Org Change 2	196	55.06	127	35.67	12	3.37	9	2.53	3	0.84	9	2.53
People and Resources	41	24.12	84	49.41	25	14.71	7	4.12	9	5.29	4	2.35
Planning and Environment	51	33.12	65	42.21	13	8.44	5	3.25	16	10.39	4	2.60
Social Services	345	40.59	312	36.71	113	13.29	27	3.18	24	2.82	29	3.41
Streetscene and Transportation	173	42.61	163	40.15	39	9.61	13	3.20	9	2.22	9	2.22
Total	1138	37.86	1179	39.22	364	12.11	109	3.62	108	3.60	108	3.60

Table 3: Profile of Welsh language skills of employees as at 31 March 2016 and 31st March 2017



5. Training

5.1 The Council provides Welsh language awareness training for employees. This is provided as an e-learning module. During 2016/17 30 employees completed this training, 0.66% of employees. 12 (0.26%) managers attended a workshop delivered by Coleg Cambria. In addition Welsh language skills training is available for employees. This is set out in Section 5.3.

5.2 We are required to report:

i) the number of employees who attended courses through the medium of Welsh - no employees have attended training through the medium of Welsh during 2016/17.

ii) if a Welsh version of a course was offered - the number and % of employees who attended the Welsh version.

There is information on the Council's intranet pages to inform employees that if they wish to do any of the courses in Welsh to contact Corporate Learning and Development Team. The Council has an informal agreement with Gwynedd County Council that we can arrange for employees to attend courses in Welsh with them. A request was made for the First Aid course to be provided through the medium of Welsh, the awarding body could not organise this in time for the training. This has now been addressed and will be available in future.

5.3 Welsh language skills training

A variety of Welsh language skills training courses are provided, these include short courses for employees who have no knowledge of Welsh, to help them learn some basic expressions through to opportunities for fluent Welsh speakers to develop confidence and writing skills. There was an increase in the number of employees who attended Welsh language skills training during 2016/17, 133 employees compared to 129 employees who attended training during 2015/16. Details of numbers attending training and the level of training is set out below.

Table 4: Number of employees attending Welsh language skills training

Level	2015/16	2016/17	
	Number	Number	%
Basic Language Skills	40	62	1.4%
Entry	29	34	0.75%
Foundation	20	20	0.37%
Intermediate	24	12	0.33%
Advanced	14	2	0.004%
Proficient	2	3	0.006%
Total	129	133	2.95%

- 5.4 All apprentices, who are not Welsh speakers, are required to complete NVQ level 2 Welsh during their first year and will progress to NVQ level 3 during their second year of their apprenticeship.
- 5.5 All Welsh courses are being reviewed for September 2017 and the Council is working with Cymraeg Gwaith and Coleg Cambria to ensure that funding available from Welsh Government is used effectively.
- 5.6 To encourage the use of Welsh in the workplace:
- employees who attend Welsh lessons also receive a dictionary in addition to access to Cysgliad.
 - external training providers have been asked to provide bilingual slides within their presentations such as Welcome/Croeso, Thank you/Diolch.
 - managers are being provided with book marks with a sample of expressions to use in meetings.
 - expressions to use in shops and cafes in Council premises are promoted during Su'mae Day.
 - "Welsh on the Wall" posters have been distributed to Council offices and placed on walls above photocopiers to encourage employees to learn useful phrases.
 - Panad a sgwrs conversation sessions are held monthly for Welsh learners these are facilitated and supported by Welsh speaking employees.
- 5.7 We regularly undertake initiatives to promote awareness of Welsh language training and encourage use of Welsh in the workplace. During the Urdd May/June 2016 and Euro 2016 we highlighted the importance of learning Welsh through workforce news items and offered sessions to employees to learn the Welsh national anthem "Hen Wlad fy Nhadau".

6. Complaints

During 2016/17 we received 15 complaints relating to compliance with the Welsh Language Standards. The complaints related to 17 Service Delivery Standards. These are set out in the following pages.

Portfolio	Complaint	Relevant Standards	Outcome
Governance	English only sent in response to Welsh correspondence	1	WLC investigated-determined Not the responsibility of the Council, but action has been taken to ensure the software system produces information bilingually
Organisational Change	Failure to provide swimming lessons through the medium of Welsh	84, 86	WLC investigated - determined FCC complied with Standard 86 but failed to comply with Standard 84. Enforcement notice given: Information on Welsh medium swimming lessons should be offered and provided to the public. Complete Employees must be instructed on how to offer and provide information related to swimming lessons through the medium of Welsh. Complete
Organisational Change	Form only available in English	50	Form translated
Organisational Change	Misspelling on a sign/incorrect mutation	61, 63	WLC investigated - determined FCC failed to comply with Standards 37, 38, 52, 58, 60, 61 63 Enforcement notice given: Issue guidance on the need to produce and display publicity or advertising materials in Welsh- Complete.
Organisational Change	English only poster	37, 38	
Organisational Change	Technogym equipment not available in Welsh	60	Ensure every Welsh language page on website is updated the same time as English pages- Process in place to ensure Welsh pages are updated the same time as English pages.
Organisational Change	T.V tuned to English only channels. No Welsh TV option available		All Facebook messages must be published in Welsh.- Guidance provided
Organisational Change	Website and face book –Welsh not equivalent to English	52, 58	Welsh language option must
Organisational Change	English only sign placed by	61, 63	

	contractor		be included on Technogym equipment –In progress Guidance must be provided to contractors regarding signage- In progress. Arrangements must be put in place to ensure any signs in Welsh are accurate- Arrangements through Conwy Translation Team WLC recommended offering S4C as an option for television channels in Deeside Leisure Centre. Television screens have now been retuned.
Organisational Change	English only sign	61, 63	Contractor informed to change sign
Organisational Change	Instant text message sent in English only	4, 5	Service informed and told to ensure they send bilingual text messages if they do not know their customers’ preferred language
Community and Enterprise	Waiting time for Welsh telephone lines and misspelling on a sign	15	Apology provided – systems in place to ensure telephone calls are answered within time frame and options provided to customer if a Welsh speaker is not available
Planning and Environment	Bilingual form – not fully bilingual Website pages not available in Welsh	6, 52,56	Currently being investigated by Welsh Language Commissioner
Planning and Environment	Letters sent in English only	1, 4, 6, 31	Currently being investigated by Welsh Language Commissioner
Streetscene	Misspellings on Welsh signage and Welsh signage did not make sense	61, 63	Signs are being changed

7. Welsh language Promotion

- 7.1 We are working with our partners to develop a strategy to promote Welsh language across the county and to set targets for increasing the number of Welsh speakers. The More than just Words Framework and Welsh in Education

Strategic Plan are key strategies supporting our work to promote the Welsh language.

- 7.2 Social Services are embedding Welsh language services and the Active Offer within their work. They actively seek to identify a person's home language in the assessment process and through implementing their action plan for the More than just Words / Mwy na Geiriau framework they are successfully raising the profile of Welsh language services with their employees and customers. Social Services has the highest number of Welsh speakers within their portfolio equating to just over 6% of employees within this Portfolio.
- 7.3 The Welsh in Education Strategic Plan aims to:
- increase the number of pupils accessing Welsh medium education including early years education;
 - raise standards for all learners in the Welsh-medium sector (Welsh First Language and subjects taught through the medium of Welsh across the curriculum) and in the English-medium sector (where Welsh is taught and promoted as a second language).
- 7.4 Promoting Welsh to local businesses and in the community
In October 2016, in partnership with Coleg Cambria and Menter Iaith Sir y Fflint, we promoted Welsh language to businesses during Business Week. This involved encouraging businesses to support employees learn Welsh, promoting bilingual branding and the benefits of offering bilingual services.
- 7.5 We also distributed, on behalf of Menter Iaith, bilingual signs (Open/Ar Agor Close/Ar Gau) for shops and bilingual banners celebrating different events.
- 7.6 On Su'mae day we displayed posters on the television screens in one stop shops and in Leisure Centres to encourage people to say something in Welsh. This was supported by messages being posted on Twitter and Facebook pages.
- 7.7 To promote celebrations of St David's Day in 2017, we provided Menter Iaith Sir y Fflint with a small grant to purchase promotional materials for the celebrations in Flint Town. Local schools also participated in this event. We also posted several messages on social media to promote St David's Day within the community and to encourage everyone to use their Welsh, whatever their skill level.

8. Future Actions

Moving forward during 2017/18 we will continue to remind employees and managers about their responsibilities to meet the Welsh language Standards. We are working with partners to develop and publish a Promotion Strategy to increase the number of Welsh speakers in the county. We will include specific

actions to report on, and ensure compliance with the Standards within the Council's performance management system. The development and implementation of the Well-being plan, as required by the Well-being of Future Generations Act 2015, will be a further opportunity to enhance the work which we are doing to meet the Standards.

From May 2017 agenda and minutes from Committee meetings will be available in Welsh.

During the next 12 months we will continue to focus on:

- ensuring 100% employees complete the Welsh language skills audit;
- increasing the number of employees who complete the Welsh language awareness e-learning module;
- reviewing the recruitment and selection process to increase the number of Welsh speaking job applicants;
- increasing the number of employees who have some basic Welsh language skills (approximately 37% employees report that they do not have any Welsh language skills)
- raising the profile of Welsh language in the workplace and the community.

Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
LEVEL 0	<ul style="list-style-type: none"> ● No appreciable ability 	<ul style="list-style-type: none"> ● No appreciable ability 	<ul style="list-style-type: none"> ● No appreciable ability
LEVEL 1	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Pronounce Welsh words, place names, department names, etc. ● Greet and understand a greeting. ● Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. ● Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...' ● State simple requests and follow up with extra questions / requests in a limited way 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters. 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.
LEVEL 2	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Understand the gist of Welsh conversations in work ● Respond to simple job-related requests and requests for factual information ● Ask simple questions and understand simple responses ● Express opinions in a limited way as long as the topic is familiar ● Understand instructions when simple language is used 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area, e.g. in standard letters, leaflets, etc. 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area
LEVEL 3	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Understand much of what is said in an office, meeting, etc. ● Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information ● Answer predictable or factual questions ● Take and pass on most messages that are likely to require attention ● Offer advice on simple job-related matters 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Scan texts for relevant information ● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used. 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker ● Make reasonably accurate notes while someone is talking
LEVEL 4	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Prepare formal letters of many familiar types such as enquiry, complaint, request and application ● Take reasonably accurate notes in meetings or straightforward dictation ● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker
LEVEL 5	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences ● Give a presentation/demonstration ● Deal confidently with hostile or unpredictable questions ● Carry out negotiations using complex / technical terms ● Give media interviews 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc. 	<p style="text-align: center;">I Can:</p> <ul style="list-style-type: none"> ● Write letters on any subject ● Write full / accurate notes of meetings while continuing to follow discussions and participate in them ● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar

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