

## CABINET

<b>Date of Meeting</b>	Tuesday, 20 <sup>th</sup> June 2023
<b>Report Subject</b>	Welsh Language Annual Monitoring Report 2022/23
<b>Cabinet Member</b>	Cabinet Member for Education, Welsh Language, Culture and Leisure
<b>Report Author</b>	Corporate Manager – Capital Programme and Assets
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify standards for the Welsh language. The aims of the Standards are 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; and
- Ensure that there is an appropriate degree of consistency of the duties placed on bodies in the same sectors.

The purpose of this report is to present the Welsh Language Standards Annual Monitoring Report 2022/23, providing an overview of the Council's progress in complying with the Welsh language standards and identifying areas for further progress and improvement.

The Council is required to adhere to Welsh language standards, as set out in a Compliance Notice that was served on the Council in 2015. The notice places a statutory duty on the Council to publish an annual report that sets out how it has met the Welsh language standards.

### RECOMMENDATIONS

1	Cabinet is assured of the Council's compliance with the Welsh Language Standards and supports the areas for further progress and improvement.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE WELSH LANGUAGE STANDARDS ANNUAL MONITORING REPORT 2022/23</b>
1.01	<p><b>Background Information</b></p> <p>The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify standards for the Welsh language. The aims of the Standards are to:</p> <ul style="list-style-type: none"><li>• Improve the services Welsh speakers can expect to receive from organisations in Welsh;</li><li>• Increase the use people make of Welsh language services;</li><li>• Make it clear to organisations what they need to do in terms of the Welsh language; and</li><li>• Ensure that there is an appropriate degree of consistency of the duties placed on bodies in the same sectors.</li></ul>
1.02	<p>The Welsh Language Commissioner (WLC) served Compliance Notices on each of the 22 local authorities in Wales in September 2015, identifying the Standards by which they must comply.</p> <p>Compliance Notices are unique to each organisation and specify what each organisation is expected to implement in Welsh and the date by which to comply.</p>
1.03	<p>The Welsh Standards Compliance Notice for Flintshire County Council lists 171 standards for service delivery; policy making; operational matters, promotion; and record keeping.</p> <p>The standards also require the Council to publish an annual report setting out how the standards have been met. The WLC has set out guidance on the format and content of the annual report.</p> <p>The Welsh Language Standards Annual Monitoring Report provides an opportunity to show what the Council has done to meet the standards and to facilitate and promote the use of Welsh. The Council's Welsh Language Standards Annual Monitoring Report 2022/23 can be found at Appendix 1 of this report.</p>
1.04	<p><b>Flintshire County Council's Welsh Language Standards Annual Monitoring Report 2022/23</b></p> <p><u>Increased Initiatives</u></p> <p>During 2022/23 there has been an increase in initiatives to promote the visibility and audibility of the Welsh language, including:</p> <ul style="list-style-type: none"><li>• The Council participated in Diwrnod Hawliau'r Gymraeg / Welsh Language Rights Day and promoted videos of services provided through the medium of Welsh. These were posted on the Council's Twitter site. Social Services, Governance, the Learning</li></ul>

	<p>and Development Team and Education and Youth contributed to these videos.</p> <ul style="list-style-type: none"> <li>• Dal i Ddod / Still to Come, a song written and performed by Ysgol Maes Garmon students to record their experiences of the pandemic, was played on the hold-line of the IT Help Desk. Welsh language music was also played during Dydd Miwsig Cymru / Welsh Music Day on the IT Help Desk on hold-line. Welsh language music is now automatically included on the IT Help Desk's play list.</li> <li>• Recordings of words and phrases to support Elected Members and employees to use Welsh in meetings were published on the intranet. The recordings also contain the written word/phrase and the phonetics, this means that there are visual prompts so they can be seen as well as heard.</li> </ul>
1.05	<p>In partnership with Menter Iaith Fflint a Wrecsam, and with support from the Council's Business Team and Social Services, an increased number of activities took place for Dydd Gŵyl Dewi / St David's Day 2023. This included activities across all care homes in Flintshire, performances by school children in some of the care homes, including the independent sector.</p>
1.06	<p><u>Areas for further improvement</u>  Although there are positive areas of progress, some issues remain as areas in which to progress and improve. Given the challenges recruiting to vacant posts, and filling Welsh essential posts, key areas for improvement include:</p> <ul style="list-style-type: none"> <li>• Developing our employees' Welsh language skills, particularly those in public facing posts, to support services to be delivered bilingually.</li> <li>• Supporting employees to use Welsh, naturally, in the workplace, to increase the audibility of the language and opportunities to use Welsh.</li> </ul>
1.07	<p><u>Complaints</u>  In 2022/23 one complaint was made about incorrect Welsh spelling on signs placed by a subcontractor. These signs were replaced immediately, and the contractor and subcontractor were reminded that they must comply with the Welsh language standards.</p> <p>Five complaints were made directly to the WLC, compared to three complaints made during the previous year. Details of the complaints are provided on page 16 of the Welsh Language Standards Annual Monitoring Report. Of these, the WLC:</p> <ul style="list-style-type: none"> <li>• is currently investigating three complaints;</li> <li>• is not completing a full investigation into one complaint at the request of the complainants (former employees of the Council); and</li> </ul>

	<ul style="list-style-type: none"> <li>has imposed Enforcement Action requiring the Council to issue a procedure to employees to ensure compliance with any subsequent WLC Decision Notices within timescales.</li> </ul>
1.08	<p><b>Next steps</b> During the next 12 months, as a Council, we aim to:</p> <ul style="list-style-type: none"> <li>Increase the number of employees who speak Welsh (this is an action in the Council Plan 2023-28).</li> <li>Introduce initiatives to encourage the use of Welsh at work.</li> <li>Continue completing self-assessments against the Welsh language standards to ensure services are complying.</li> </ul>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p><b>Human Resources:</b> A training programme is required to ensure employees have the skills and knowledge to meet these statutory duties. A budget for Welsh language training is held by the Learning and Development Team.</p> <p><b>Revenue/Capital:</b> There are no revenue / capital implications.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>										
3.01	A full integrated impact assessment is not required for this report, as it is a report on progress and compliance with the Welsh language standards.										
3.02	<p><b>Ways of Working (Sustainable Development) Principles Impact</b></p> <table border="1"> <tr> <td>Long-term</td> <td>Positive - safeguarding the Welsh language for future generations and increasing access to services through the medium of Welsh.</td> </tr> <tr> <td>Prevention</td> <td>Positive - increasing the number of people using and speaking Welsh.</td> </tr> <tr> <td>Integration</td> <td>No change</td> </tr> <tr> <td>Collaboration</td> <td>Positive - through supporting other plans and strategies such as the Welsh in Education Strategic Plan and “More than Words” Framework which aims to increase the use of Welsh in health and social care services.</td> </tr> <tr> <td>Involvement</td> <td>No change</td> </tr> </table>	Long-term	Positive - safeguarding the Welsh language for future generations and increasing access to services through the medium of Welsh.	Prevention	Positive - increasing the number of people using and speaking Welsh.	Integration	No change	Collaboration	Positive - through supporting other plans and strategies such as the Welsh in Education Strategic Plan and “More than Words” Framework which aims to increase the use of Welsh in health and social care services.	Involvement	No change
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Involvement	No change										

3.03	<b>Well-being Goals Impact</b>	
	Prosperous Wales	No impact
	Resilient Wales	No impact
	Healthier Wales	No impact
	More equal Wales	Positive - through increasing access to bilingual services and ensuring that the Welsh language is treated no less favourably than the English language.
	Cohesive Wales	No impact
	Vibrant Wales	Positive - through promoting the Welsh language
	Globally responsible Wales	No impact

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	No formal consultations were required for this report, but key officers and services have contributed to the content of the report.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Welsh Language Standards Annual Monitoring Report 2022/23.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<a href="#">Welsh Language Standards Compliance Notice</a>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Fiona Mocko, Strategic Policy Advisor <b>Telephone:</b> 01352 702122 <b>E-mail:</b> <a href="mailto:Fiona.mocko@flintshire.gov.uk">Fiona.mocko@flintshire.gov.uk</a>

8.00	GLOSSARY OF TERMS
	<p><b>Compliance Notice:</b> specifies the exact Welsh language standards with which each organisation should comply and the date by which they are required to comply with a standard.</p> <p><b>Menter Iaith Fflint a Wrecsam:</b> an organisation funded by Welsh Government to support and promote the Welsh language in the county.</p> <p><b>Welsh Language Measure:</b> Welsh Language (Wales) Measure 2011 confirms the official status of Welsh, creates a new system of placing duties on bodies to provide services through the medium of Welsh and creating the post of Language Commissioner with enforcement powers.</p> <p><b>Welsh language standards:</b> specify standards of conduct in relation to the Welsh language.</p>