



Monmouthshire County Council's Annual
Welsh Language Monitoring Report
2012 – 2013



monmouthshire
sir fynwy

Version Control

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Introduction

Monmouthshire County Council approved a new and updated Welsh Language Scheme on the 22nd November 2012. This Scheme has set out how the Council will provide its services to an equal standard in both the Welsh and English languages. This annual monitoring report reflects the work done during the financial year 2012-13, identifies progress against the Action plan and gives details of good practice and significant developments.

Starting from a very low level of Welsh-language service provision, the Council continues to make significant advances in developing the scope and quality of its public information available through the medium of Welsh. Clear guidance and resources are now in place for staff in relation to translation, the provision of services and Welsh Language requirements. The Council has delivered on its long standing promise of developing a bilingual corporate website and are working in partnership with the Welsh speaking residents of Monmouthshire and asking them to do the following:

- Using the Welsh version of the website when searching for Council information
- Telling us when or where Welsh webpages are not up to date or any other issues
- Taking a look at key strategic documents and responding to engagement correspondence to ensure that we are giving proper consideration to the Welsh Language in Monmouthshire.

In developing a citizen -centred approach to the development of Welsh-medium services, the Council acknowledges that there may well be difficulties in recruiting Welsh Language speaking staff. It is hoped that the development of a Welsh Language Linguistic Skills Strategy that is robustly implemented will encourage Welsh speakers from both Monmouthshire and further afield to apply for “Welsh Essential” posts within the Council.

Evidence of the significant growth of the Language in Monmouthshire over the last twenty years is that at the time of Monmouthshire County Council's first Welsh Language Scheme in 1998, the level of demand for Welsh-language services in the county was, by any estimation, extremely low (1991 census – only 2.3% of Monmouthshire's population spoke Welsh). The census of 2001 revealed that a remarkable 9.3% of the county's population could speak Welsh. The establishment of the two Welsh-medium primary schools, Ysgol y Ffin and Ysgol Gymraeg y Fenni, the incorporation of Welsh into the national curriculum and a growing interest among residents of all ages in learning the language were all reflected in this substantial increase in the number of Welsh speakers. The Census of 2011 has once more revealed a slight increase in the numbers of Welsh speakers living in Monmouthshire from 9.3% to 9.9% or 8,780 people (one of only 2 Welsh Councils to see an increase). The authority will have played a part in this due to the Welsh language service it provides at both school and adult learner level, which are both thriving at present within the County.

Now the really hard work begins in trying to keep this increase in speakers going and we as a Council have a very important role in this aim

Paul Matthews
Chief Executive

Councillor Peter Fox
Leader of the Council

Councillor Phylip Hobson
**Deputy Leader of the Council
And Equality Champion**

1. Welsh Language Scheme Compliance

Monmouthshire County Council's Welsh Language Scheme contains the following action plan of measures and target dates. As the original Welsh Language Scheme (2008-2011) had become out of date an action plan (below) was agreed with the Welsh Language Commissioner in April 2012. It was subsequently decided to revise the old Welsh Language Scheme to give us a completely up to date scheme. For the purposes of this monitoring report the Action plan has been re-designed with the addition of a column containing comments on the Council's progress in implementing each measure in the first year of the action plan.

Action Plan 2012 -2013

Service Planning and Delivery

PARAGRAPH	MEASURE	YEAR ONE TARGET	PROGRESS	RESPONSIBILITY
4.1.1	Assess linguistic consequences of new policies or initiatives	Audit sample of Equality Impact Assessments to measure number of changes to Welsh language policies.	Welsh Language one of the Protected characteristics considered carefully in the EQIA process. Included in the "Initial Challenge" and EQIA Screening document. Also one of the PC's in any MCC EQIA training	Policy Officer Equality +Welsh Language/Authors of policies etc
4.1.2	Issue guidance to staff on assessing new proposals	Review guidance available and re-publicise	EQIA policy reviewed and sessions with Departmental Management Teams. Guidance revised, re-issued and re-publicised on The Point	Policy Officer E+WL

4.3, 4.4, 4.5, 4.6	Ensure the Council and any relevant third parties conform with Scheme	Bi-annual audit	Details included in contract documents. Next year need to look at developing monitoring process and ensure that language requirements are included where appropriate	Policy Officer E+WL/Procurement Team
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Dealing with the Welsh Speaking Public

PARAGRAPH	MEASURE	YEAR ONE TARGET	PROGRESS	RESPONSIBILITY
5.1.1, 5.1.2	Welcome correspondence in Welsh + English + reply in language of choice	Quarterly audit of procedures	All Welsh correspondence comes to Welsh Language Support Officer and Policy Officer E+WL for translation. Also ensure that responses translated in return	Customer Access Manager/ Welsh Language Support Officer/ Policy Officer E+WL
5.1.3	Ensure equal timescale for replying to Welsh + English letters	Quarterly audit of procedures	All translations dealt with by the Welsh Language Support Officer/ Policy Officer E+WL therefore ensuring timescales are complied with.	Customer Access Manager/ Welsh Language Support Officer/ Policy Officer E+WL
5.1.4	Compile list of those wishing to receive correspondence in Welsh	Develop database of language preferences in conjunction with all service areas	Currently developing a database/ Need to look at logistics of sharing this information across the Council	Policy Officer E+WL/Customer Access Manager/SRS IT

5.1.5	Issue revised guidance to staff on correspondence in Welsh	Review, update and re-publicise guidance as appropriate	New Welsh Language Scheme containing precise details sent to key staff and published on "The Point"	Policy Officer E+WL/Customer Access Manager
5.1.6	Ensure circulars and standard letters to public are issued bilingually	Audit of standard letters, circulars and agreement of translations.	This are needs addressing to ensure consistency across the Council	All relevant divisional staff
5.1.7	Ensure that any correspondence in Welsh followed by Welsh response	Quarterly audit of procedures	All Welsh correspondence comes to Welsh Language Support Officer and Policy Officer E+WL for translation. Also ensure that responses translated in return	Customer Access Manager/ Welsh Language Support Officer/ Policy Officer E+WL
5.1.8	Ensure email correspondence in Welsh is replied to in Welsh	Quarterly audit of procedures	All Welsh correspondence comes to Welsh Language Support Officer and Policy Officer E+WL for translation. Also ensure that responses translated in return	Customer Access Manager/ Welsh Language Support Officer/ Policy Officer E+WL
5.1.9	Develop bilingual automated correspondence	Audit and review current procedures in conjunction with service areas. Introduce some bilingual automated correspondence.	This area has not been addressed as yet	Welsh Language Support Officer/ Policy Officer E+WL/Service heads

5.2.1	Answer telephone calls bilingually	Audit and review via 'mystery shopper' exercise.	This area has not been addressed as yet. Initial conversation with Customer Access Manager has discussed this issue and will be addressed in the first year of this action plan	Customer Access Manager/Policy Officer E+WL/Menter Iaith BGTM
5.2.2	Provide telephone training and Welsh awareness training to new members of staff	Evaluation of current procedures	Telephone training and awareness session included as a part of the Staff Induction Programme and included in the new Welsh Language Scheme	Corporate Training/Policy Officer E+WL
5.2.3	Issue guidance to existing staff on telephone calls in Welsh	Review 'Welsh Language Scheme - Guidelines for Staff' and re-publicise.	Will update and re-publicise when full list of third party Welsh speakers complied. Details in the new Welsh Language Scheme and covered in staff Induction programme	Policy Officer E+WL/ Customer Access Manager
5.2.4	Provide bilingual corporate answer-phone messages	Audit and review current processes. Introduce bilingual corporate answer phone messages.	This area has not been addressed as yet.	Supervisor Reception/Customer Access manager/Policy Officer E+WL
5.3.1	Invite contributions at public meetings in Welsh or English	Audit public on preferences and previous enquiries. Review and re-publicise available guidance.	Review guidance, update and re-publicise.	Democratic Services/ Policy Officer E+WL

5.3.4	Develop a bilingual website	Review level of Welsh on website. July 2012 – complete translation of 322 pages (1.7%). Translate pages of 2 departments per month, with 100% completion by January 2013. Devise protocols regarding news updates on the website and their translation.	Council Website 90% complete by the 31 st March 2013. The figure is only 90% as the Council is procuring a new website in the very near future and will ensure completion soon after.	Web Team, Policy Officer E+WL
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The Council's Public Face

PARAGRAPH	MEASURE	YEAR ONE TARGET	PROGRESS	RESPONSIBILITY
6.1.1	Establish a bilingual corporate identity	Publish a Welsh copy of the upcoming Branding Report and make available to staff	Corporate Identity Strategy (Branding Report) developed and agreed by Cabinet	Corporate Communications Team
6.1.2	Issue guidance on corporate identity	Publish a copy of the upcoming Branding Report and make available to staff	Published on "The Point"	Corporate Communications Team

6.2	Ensure new and replacement signs in public areas are bilingual and issue guidance on this	Audit and review current procedures and guidance. Re-publicise to staff.	Guidance note developed, sent to Head of Property Services who is responsible for all signage on Council property. Details also included in the new Welsh Language Scheme which has been widely distributed and published on "The Point".	Policy Officer E+WL/Property Services
6.2.5, 6.2.6	Encourage the use of Welsh name for the new developments and develop a standardised list of Welsh place-names	(a)Consult with Town/Community councils to ensure satisfaction with compiled list. (b)Create and publish a signage protocol document.	.(a) This area has not been addressed as yet (b) currently using the Standardised list of Welsh place names issued by the Welsh Language Board 2 years ago when advising on translation or accuracy of place name translation requests. Protocol developed and agreed with Highways	Policy Officer E+WL/ Highways
6.3	Issue criteria on which documents should be bilingual	Review, update and re-publicise	As a part of the new Welsh Language Scheme an Editorial Policy was developed and published on "The Point" as a separate document and as a part of the Welsh Language Scheme	Policy Officer E+WL
6.4.2	Issue guidance on producing forms	Review, update and re-publicise	The Welsh Language Scheme provides guidance and a link to the Welsh Language Commissioner on bilingual design. The Policy Officer E+WL and the Welsh Language Support Officer also advise departments on bilingual design if required.	Policy Officer E+WL

6.5.1	Issue bilingual and Welsh-language press releases where appropriate	Review % of Welsh press releases in comparison to % English. Release at least 20% of press releases in Welsh/bilingual.	Have discussed with Head of Communications – we will look to ensure that all website press releases are in Welsh and English. Newspaper press releases will be in Welsh in the Welsh Language Press if it relates to a Welsh Language related topic. Press releases on the corporate website will be in Welsh and English	Corporate Communications Team
6.6.1	Present exhibitions and displays bilingually	Review % of Welsh exhibitions/displays in comparison to English. Decide which are eligible/suitable to be in Welsh	This area has not been addressed as yet	Policy Officer E+WL/ Corporate Communications Team
6.6.2	Issue guidance on advertising and publicity	Review, update and re-publicise	This area has not been addressed as yet	Policy Officer E+WL/ Corporate Communications Team
6.6.3	Conduct public surveys bilingually	Conduct review of public surveys. Find % of Welsh/Bilingual surveys compared to English only.	Partnership and Engagement have begun to engage bilingually. Other divisions will have to be addressed	Policy Officer E+WL/Head of Partnership and Engagement/Divisional Heads

6.7.1	Produce official and public notices bilingually	Seek/compile a register of public notices. Make 30% of Welsh/bilingual notices compared to English only.	This area has not been addressed as yet	Policy Officer E+WL/Head of Legal Services
6.7.2	Advertise for Welsh essential posts in Welsh	Current practice – advertised bilingually.	Welsh Language Scheme advises that Welsh Essential posts are advertised in Welsh only. Need to ensure this is done when posts go through to advert	Human Resources/ Policy Officer E+WL
6.7.3	Issue revised guidance on public notices and recruitment advertising	Review, update and re-publicise	As above and make sure process embedded when Welsh Linguistic Skills Strategy in place.	Human Resources/ Policy Officer E+WL
6.8.1	Ensure availability of language choice at Council meetings.	Audit and review procedures. Compose guidance in collaboration with the relevant officers. Add details to meeting correspondence	This area has not been addressed as yet	Democratic Services/Policy Officer E+WL

Implementing and monitoring the scheme

PARAGRAPH	MEASURE	YEAR 1 TARGET	PROGRESS	RESPONSIBILITY
7.1.1	Develop a Welsh Linguistic Skills Strategy (WLSS)	Begin implementation of a Welsh Skills Strategy	Welsh Language Linguistic Skills Strategy adopted by Council on the 5 th June 2013	Policy Officer E+WL
7.1.2	Establish whether there are specific posts where proficiency in Welsh is essential	Review current posts and demand via WLSS	Will be addressed as a part of the WLSS Action Plan	Human Resources/ Policy Officer E+WL/Heads of Service
7.1.3	Conduct surveys to establish the number of staff who speak Welsh or are learning Welsh and their location within the organisation	Review current posts and demand via WLSS	Will be addressed as a part of the WLSS Action Plan	Human Resources/ Policy Officer E+WL/Divisions
7.1.4	Prepare strategy to address lack of Welsh speaking staff in particular service areas	Review current posts and demand via WLSS	Will be addressed as a part of the WLSS Action Plan	Human Resources/ Policy Officer E+WL/Divisions

7.2	Develop Welsh language training programme	Review current programme, implement new measures	Will be addressed as a part of the WLSS Action Plan	Policy Officer E+WL
7.3	Consider linguistic ability when recruiting staff	Assess vacant posts for linguistic requirements	Will be addressed as a part of the WLSS Action Plan	Human Resources/ Policy Officer E+WL/Divisions
7.4	Encourage vocational training in Welsh language	Review and identify areas where training would be desirable	Will be addressed as a part of the WLSS Action plan	Policy Officer E+WL / Corporate Training
7.5.2	Make Cysgliad software available to Welsh speaking staff	Collaborate with IT to assess processes/feasibility.	Will be addressed as a part of the WLSS Action Plan. Need to establish a list of fluent third party Welsh speakers.	Policy Officer E+WL/SRS IT provider
7.6	Deal with complaints in Welsh	Review/Audit complaints protocols. Find % of complaints received in Welsh that are replied to in Welsh in the necessary timescale. Ensure that 100% of complaints received in Welsh are answered in Welsh/bilingually	100% of complaints received in Welsh are replied to in Welsh. 100% replied to in the necessary timescale	Corporate Customer Complaints Officer/ Policy Officer E+WL/Appropriate departmental or divisional officer

7.7.2	Prepare and submit Annual Monitoring Report to Welsh Language Board	Current practice	Annual Monitoring Report will go to Cabinet on the 5 th June 2013 and subsequently to the Welsh Language Commissioner by the 30th June 2013	Policy Officer E+WL
8.1, 8.2, 8.3	Publicise Scheme	Current practice	Published externally on the Council's bilingual website, published internally on "The Point" and on the Council's staff magazine "Team Spirit". Will go to Monmouthshire Welsh Speakers Network and partner organisations upon final agreement by the Welsh Language Commissioner. Copy will go on Facebook and Twitter.	Policy Officer E+WL/Corporate Communications
8.4	Encourage development of Menter Iaith Initiative	Arrange bi-annual meetings between Menter BGTM and the Welsh Language Officer	The Policy Officer E+WL is Joint Chair of the Menter and is fully on board with its continued development	Policy Officer E+WL
9	Review implementation of Scheme and targets.	Current practice	Progress reviewed regularly as part of detailed Project Plan monitoring in Performance reviews of Policy Officer E+WL by line manager	Policy Officer E+WL/Head of Resource and Performance Management

2. Welsh Language Frontline Services

Monmouthshire Youth Service working with the Welsh language and culture 2012-13

Clwb y Fenni - Wednesday Nights

- This club is operated for pupils from the local Welsh primary school. Numbers are increasing weekly with an average of 12 young people attending. This club is supported by ourselves and The Urdd. It is used as a recreational time for young people to converse and do activities through the medium of Welsh.

Duke of Edinburgh - Tuesday nights Abergavenny

- This club is run for young people who are completing their DoE through the medium of Welsh. They are currently either working at silver or gold level. There are 20 in the group in total and numbers of attendance vary each week depending on the syllabus.

Clwb Cil-y-Coed - Wednesday Lunch Time

- Currently this is an informal group meeting with the Urdd as it is for young people aged 16 – 18 with 12 attending weekly. Lloyd Harris supports their language use and increases their confidence to use the language outside of the classroom. All are learning Welsh as a second language. It is the intention that these young people will volunteer to run a junior activities provision for the Welsh speaking pupils of the Welsh primary in the area. MYS and the Urdd will jointly look at delivering training and volunteering opportunities for these young people.

Youth Work Training – Welsh Language Awareness

- After discussions with Josh Klein, Youth Service Training Officer, Welsh Language training was arranged for youth staff in February 2013. 20 staff attended and learnt simple techniques to use the Welsh language within their work with young people. We are looking to replicate this during the next year for more staff.

St David's Day

- All provisions within the youth service celebrate this day with young people through a variety of activities that incorporate language, culture and history.

Counselling provision

- We have a counselling provision to young people aged 11-25. We have a Welsh speaker within the team so can offer counselling through the medium of Welsh if required.

Welsh Language Indicators

The Welsh Language Board (now the Welsh Language Commissioner) a number of years ago identified 6 specific Welsh Language Indicators (WLI 1-6) that it recommended should be included in all Local Authority Welsh Language Schemes. Below is a detailed account on the progress made by the Council on these indicators. In order to try and save on repetition the indicators will appear at specific points throughout this document in sections where it is felt they best fit.

Staffing (WLI 2, WLI 5)

- A Welsh Linguistic Skills Strategy (WLSS) was agreed by Cabinet on the 5th June 2013 and work will begin immediately on carrying out the 3 year action plan.
- The Policy Officer Equality and Welsh Language (E+WL) has already begun the work of locating existing Welsh speakers and learners etc amongst the staff and Elected Members of the Council. A full audit will be undertaken as part of the WLSS and will allow the Council to assess future needs, recruitment, training etc. It will also assist in ensuring that Social Care and

Health have sufficient staff to be able to provide a service to Welsh speakers under the Welsh Government's "Mwy na Geiriau Strategy".

- Initial findings are that there are 18+ fluent Welsh speakers, 8 intermediate and 17 learners that have been identified. At present a list is being compiled by the Policy Officer E+WL who intends to approach the fluent staff to assess their skills and ask if they would be willing to act as third party Welsh speakers for the Council. The final list will include details of name, department, post, workplace and grade.
- Once we have the agreement of staff the list will be published and made available across all divisions of the Council and on "The Point"
- Although all staff are expected to answer external phone calls bilingually as per the Authority's Welsh Language Scheme, under the Welsh Linguistic Skills Strategy a review is required of the language requirements of public facing posts in all directorates.
- Once all the posts are reviewed, posts designated Welsh Essential need to be advertised as such when they become vacant. Current procedures state that if a correspondent wishes to receive a service through Welsh, the call/email is forwarded to the Policy Officer E+WL or the Welsh Language Support Officer or to a member of a list of Welsh speakers (available to all staff via the telephone directory) who can deal with the query or act as a third party.
- The protocols for dealing with Welsh language correspondence is also detailed in the 'Welsh Language Scheme: "Guidelines for Staff' document.

3. Scheme Management and Administration

Procurement (WLI 1)

- The Policy Officer E+WL has reviewed the Council's Contract documentation which was developed by the South Wales Purchasing Consortium. This consortium includes many of the South Wales Council's and its documentation is compliant in all aspects of equality legislation (Welsh Language Measure 2011 and the Equality Act 2010). As part of the action plan of the new scheme the Policy Officer E+WL will meet with the Procurement Team to discuss the best possible way to monitor for compliance in contract delivery.
- No third-party failures to comply with the Scheme were reported.

Robust governance and internal scrutiny

- The Policy Officer E+WL has developed a comprehensive project plan that details the actions required and the agreed timescales for completion highlighted in the Welsh Language Scheme action plan. This project plan is discussed and scrutinised on a monthly basis with the Head of Resource and Performance Management

Departmental business plans –

- The Policy Officer E+WL will speak to the Performance Team to begin initial discussions on including Welsh Language actions or requirements in departmental business plans.

Standard of Welsh-language services (WLI 6)

- Records show that the Council received five complaints in relation to the operation of the Welsh Language Scheme during 2012-2013 and 100% were dealt with by the Policy Officer E+WL, the Corporate Complaints Officer and the relevant division to a satisfactory conclusion and according to corporate standards. The Welsh Language Scheme - Guidelines for Staff - document provides guidance on complaints, both specific service area complaints and also those that concern the Welsh Language Scheme.

Website

- The Corporate website is approximately 90% complete. The Council are purchasing a new website and once the information is transferred on to the new site the remainder of the un-translated information will be addressed. The Council are very proud of the progress they have made with this particular undertaking as the process has been complex, difficult, costly and time consuming. Having said that the corporate website is probably the key method the Council has of giving information to Monmouthshire residents, therefore it must be given appropriate levels of resource to ensure it is accessible to all.

4. Linguistic Skills: Comparing Service Needs and Capacity

Human Resources – Skills and training (WLI 4a and 4b)

- The Policy Officer E+WL has made some initial progress in locating Welsh speakers and learners :
18+ fluent Welsh speakers, 8 intermediate and 17 learners have been identified so far.
A full audit will have to be carried out in order to inform our requirements under the Welsh Linguistic Skills Strategy and the “Mwy na geiriau Strategy”.
- The Council held a **2 day taster course** in conjunction with Torfaen Council and 8 members of staff were able to gain experience of what it would be like to learn Welsh and what the whole process would entail.

- **Welsh Language awareness training** was arranged for youth staff in February 2013. 20 staff attended and learnt simple techniques to use the Welsh language within their work with young people.
- **Welsh in the workplace courses** were made available to staff and in total, disappointingly the Council only had 5 staff attending courses. It is thought that the uncertainty over office bases has made people unwilling to commit to training but a concerted effort to recruit will be made in 2013-14. The Policy Officer E+WL and the Welsh Language Support Officer are considering running a two day taster course, lunchtime taster courses in Usk and Magor and the Cymraeg yn y Gweithle courses. As all staff are now more or less settled in their new bases, we will be looking to make a concerted effort during the next year to achieve a greater number of people attending Welsh classes. Providing training for staff is going to be one of the key components of making a success of the Welsh Linguistic Skills Strategy as we need to have the appropriate number of Welsh speakers to fill designated “Welsh Essential” posts.
- The **Corporate Induction process**, of which attendance is required by all new members of staff and those who have not yet had an induction incorporates how to answer the phone bilingually, an element of basic language awareness training, some information on the history of the Welsh language, attitudes towards it, and some of the key requirements of the Council’s Welsh Language Scheme.

5. Mainstreaming the Welsh Language

EQIA, procedural changes and good practice in promoting the language.

- The Council has recently **delivered on three key Welsh Language issues** – a new Welsh Language Scheme – a Welsh Language Linguistic Skills Strategy – and has set up a task and finish group to implement the “Mwy na Geiriau” Strategy.
- “When determining new policies, the Council will assess any possible impact on its ability to meet the commitments contained in the Scheme. Where practicable, the Council will use new/updated policies and initiatives to facilitate the use of Welsh and to assist the organisation in its work to **mainstream equality issues.**”

- It is anticipated that the **EQIA process** will gradually to increase officers awareness of the Welsh Language and begin to see it mainstreamed into new policies, procedures and functions. The Council has an Equality Challenge document that is completed at an early stage of policy/procedure or function development and an Equality screening form that must be completed to accompany a report for a single Member decision or to Cabinet. If it is assessed that there is a significant impact on one of the protected characteristics then a full impact assessment must be carried out. In all 3 of these parts of the process the toolkits incorporate the Welsh Language as one of the “protected characteristics” to be given due consideration.
- The new Welsh Language Scheme features a comprehensive **Editorial/translation policy**.
- A procedural **guidance note** was written for Highways staff to ensure the accuracy of the translation of street signage.
- The Welsh Language Board’s Place name Gazeteer has been distributed to the Highways Department to ensure the accuracy of replacement place name signage.
- A comprehensive Welsh Language **translation process** document has been published on “The Point”.
- The Council now has service level agreements with 8 **Welsh Language translators** which will ensure that we can cope with any demands made by officers for translated materials.
- The Council’s Policy Officer E+WL will attend **Grŵp Deddf** and **WLGA Rhwydiaith** meetings and bring back good practice to mainstream through the Council.
- The Policy Officer E+WL has been trained to give **Welsh Language media interviews** on behalf of the Council.
- **The Welsh Language strategic Partnership Group** brings together representatives from organisations such as the Urdd, Menter Iaith and Monmouthshire County Council, along with Ysgol Gyfun Gwynllyw, Ysgol y Ffin and Ysgol y Fenni in order to discuss Welsh language provision. Unfortunately the group has not met since December 2012 due to the retirement of the Chair, Mr Malcolm Morris, Director of Education. The new Director, Sarah McGuinness (a fluent Welsh speaker) has been approached to Chair the group.
- One of the key achievements of the last financial year was the delivery of a **bilingual website** and we believe we have the processes in place to allow this to happen. As previously mentioned we have asked our group of Welsh speakers to keep us challenged on delivering this aim and we have an officer who is responsible for editing the site and will not allow English documents on the site without the corresponding Welsh version.

- Every month a Welsh language article is produced in “**Team Spirit**” – the Council’s internal staff magazine – in order to raise an interest and awareness in the language.
- The Policy Officer E+WL has published an “**Accessible and Inclusive Events Guide**” which is available on “The Point” and has a comprehensive section on the use of Welsh at any formal Council events
- The Policy Officer E+WL has approached Human Resources regarding the “**TWF**” resource for expectant mothers. This pack will now be sent out to every expectant member of staff.
- The Menter Iaith Blaenau Gwent Torfaen Mynwy (Menter BGTm) and the Urdd are now invited on to the Council’s **engagement panels** to give a Welsh Language input into key Council strategies and policies
- The Policy Officer E+WL is the **Joint Chair of Menter BGTm**.
- A **network** of Monmouthshire Welsh speakers has been developed and approached asking them to scrutinise documents, schemes, policies, strategies, consultations and questionnaires. Also they have been asked to use the Welsh website and come back to the Council with any issues they may find.
- Two elderly Welsh speaking residents in Monmouthshire care homes **Skype** each other by I Pad and converse in Welsh.
- Abergavenny Museum produced a **Welsh Language quiz** for schoolchildren visiting their attraction - Abergavenny Castle and Museum.
- Finally the Council is delighted that it is to host the **Eisteddfod Genedlaethol** in 2016 (just over a century since it was last held in Monmouthshire in Abergavenny) which will provide a massive boost to the Welsh language in the County.

6. Analysis of Performance by Priority and Target

The Welsh Language Action Plan was agreed by Council in April 2012 but due to the absence of an officer with specific responsibility for the Welsh Language very little work was initially done on completion of the agreed tasks. It was decided to update the whole scheme as it did not tie in with the new action plan and was completely out of date. Despite these issues, this report shows that there have been significant developments on targets this year.

Areas that need to be addressed from Year 1 of the action plan

The below actions are the ones that have not been carried out from Year 1 of the comprehensive Welsh Language Action Plan.

These will be addressed in the next financial year – 2013 – 2014.

- 4.3 – 4.6 - Ensure the Council and any relevant third parties conform with Scheme – develop a contract monitoring system
- 5.1.4- Look into trying to develop a database of language preferences in conjunction with all service areas
- 5.1.6 - Ensure circulars and standard letters to the public are issued bilingually
- 5.1.9 - Develop a bilingual response to automated correspondence
- 5.2.1 - Audit and review bilingual greetings via a ‘mystery shopper’ exercise- Menter Iaith BGTm have been approached to carry out this task
- 5.2.3 - Issue guidance to existing staff on how to deal with telephone calls through the medium of Welsh- detailed information contained in the Welsh Language Scheme and a session carried out in the Staff Induction programme. This process will be publicised on a larger scale when the Council’s Third Party Contact List is completed
- 5.3.1 - Invite contributions at public meetings in Welsh or English
- 6.2.5 - Encourage the use of Welsh names for new housing developments
- 6.6.1 - Present Council exhibitions and displays bilingually
- 6.6.2 - Issue guidance on advertising and publicity
- 6.6.3 - Conduct public surveys bilingually – this process has begun but needs to be carried out consistently across the Council
- 6.7.1 - Produce official and public notices bilingually
- 6.8.1 - Ensure availability of language choice at Council meetings
- 7.1.2 – 7.5.2 – these points will be addressed as a part of the Welsh Language Linguistic Skills Strategy action plan
- Departmental business plans to include requirements of the Welsh Language scheme – discussions with senior management have begun in order to ensure departmental ownership of the Council’s obligations under the **Scheme**
- Completion and subsequent maintenance of the corporate website

- Ensuring a good level of response to the WLLSS audit to get a complete picture of existing levels of skills in the Welsh Language.
- Recruitment of sufficient Welsh speakers to posts designated as Welsh Essential.

Good practice –I

- Look at section 5 above

Monitoring

- A **network** of Monmouthshire Welsh speakers has been approached asking them if they could scrutinise documents, schemes, policies, strategies and complete consultations and questionnaires. Also they have been asked to use the Welsh website and come back to the Council with any issues they find. So far this has proved very worthwhile in demonstrating the desire of people to be able to use services through the medium of Welsh.

7. Publishing Information on Performance

Once finalised, this report will be made available on "The Point" and the Council's bilingual corporate website; www.monmouthshire.org , allowing accessibility to the general public and the Council staff. All information on its performance will be made available to the public as hard copy or electronically through the Welsh section of the website.

8. Other Information

E-Government (WLI 3)

As revealed earlier in this report the Council now has a bilingual website. In order to maintain its current equal status in terms of content a couple of key safeguards have been put in place:

- English content cannot be published without a corresponding Welsh version

- A member of the Corporate Communications Team is the sole Website publisher
- A network of Monmouthshire Welsh speaking members of the public have been tasked with monitoring the website from a Welsh Language perspective

Contact details

For further details on any issues arising out of this report or if you would like to be sent any documents to support the information given in this report please contact:

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Appendix 1 Monmouthshire Welsh speakers by Ward

	Residents 3+	Speak	Speak	Speak, Read + Write	Speak, Read + Write
Electoral Division Name	Numbers	Numbers	%	Numbers	%
Caerwent	1735	151	8.7	114	6.6
Caldicot Castle	1885	221	11.7	166	8.8
Cantref	1994	169	8.5	127	6.4
Castle	1749	173	9.9	127	7.3
Croesonen	2330	232	10	160	6.9
Crucorney	2054	216	10.5	158	7.7
Devauden	1448	139	9.6	94	6.5
Dewstow	1888	172	9.1	120	6.4
Dixton with Osbaston	2501	180	7.2	129	5.2
Drybridge	3291	346	10.5	238	7.2
Goetre Fawr	2332	270	11.6	197	8.4
Green Lane	2014	220	10.9	147	7.3
Grofield	1785	185	10.4	128	7.2
Lansdown	2125	202	9.5	129	6.1
Larkfield	1952	151	7.7	108	5.5
Llanbadoc	1281	135	10.5	96	7.5
Llanelly Hill	3818	337	8.8	253	6.6
Llanfoist Fawr	1811	211	11.7	158	8.7
Llangybi Fawr	1820	163	9	132	7.3
Llanover	2244	173	7.7	128	5.7
Llantilio Crossenny	1718	164	9.5	118	6.9
Llanwenarth Ultra	1406	117	8.3	92	6.5
Mardy	1432	150	10.5	109	7.6
Mill	2424	263	10.8	209	8.6
Mitchel Troy	1221	108	8.8	86	7

Overmonnow	2314	196	8.5	146	6.3
Portskewett	2083	220	10.6	167	8
Priory	2117	219	10.3	166	7.8
Raglan	1876	209	11.1	144	7.7
Rogiet	1747	272	15.6	203	11.6
St. Arvans	1569	134	8.5	95	6.1
St. Christopher's	2490	299	12	214	8.6
St. Kingsmark	3032	247	8.1	186	6.1
St. Mary's	1776	120	6.8	82	4.6
Severn	1630	172	10.6	123	7.5
Shirenewton	2158	172	8	112	5.2
The Elms	3536	452	12.8	335	9.5
Thornwell	2630	282	10.7	189	7.2
Trellech United	2694	261	9.7	187	6.9
Usk	2766	271	9.8	195	7
West End	1861	199	10.7	155	8.3
Wyesham	2072	207	10	151	7.3
Total	88609	8780	9.90%	6373	7.20%